

N&Q

福建諾奇股份有限公司

Fujian Nuoqi Co., Ltd.

*(A Joint Stock Limited Liability Company Incorporated
In The People's Republic of China)*

Stock Code: 1353

(於中華人民共和國註冊成立之股份有限公司)

股份代號: 1353

環境、社會及管治報告 Environmental, Social and Governance Report

2019



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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

1. SCOPE OF THIS REPORT

This environmental, social and governance report (the “Report”) described the environmental, social and governance performance (“ESG”) of Fujian Nuoqi Co., Ltd. (the “Group”) in 2019.

The Report was prepared in accordance with the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and according to the actual situation of the Group. The Report was published annually in each financial year.

The Report covered the environmental, social and governance performance for the period from 1 January 2019 to 31 December 2019 (“this reporting year”) of the Group’s following operating sites in the People Republic of China (the “PRC”) where retailing of men’s and women’s apparels business was operating:

- (1) The Group’s headquarter in Quanzhou, Fujian Province
- (2) Retail shop in Fujian Province

As of 31 December 2019, the Group had suspended operation of all its retail shop.

This report is available in an electronic version which can be viewed on the website of the Company (<http://www.nuoqi.com.hk>) and on the website of HKEx (<http://www.hkexnews.hk>).

1. 報告範圍

本環境、社會及管治報告(「報告」)載述福建諾奇股份有限公司(「本集團」)於二零一九年之環境、社會及管治(「環社管」)表現。

本報告根據《香港聯合交易所有限公司證券上市規則》附錄27《環境、社會及管治報告指引》及本集團實際狀況編寫。本報告於每年財政年度公佈。

本報告覆蓋二零一九年一月一日至二零一九年十二月三十一日期間(「本報告年度」)本集團在以下中華人民共和國(「中國」)營業地點的環境、社會及管治表現，當中男裝及女裝零售業務在以下地點經營：

- (1) 本集團於福建省泉州市的總部
- (2) 福建省的零售店

於二零一九年十二月三十一日，本集團已暫停營運期所有零售店。

本報告以網絡版形式發佈，網絡版可在本公司官方網站(<http://www.nuoqi.com.hk>)以及香港聯交所網站(<http://www.hkexnews.hk>)查閱。

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2. COMMUNICATION WITH STAKEHOLDERS

The Group understands its sustainability depends on the support from its key stakeholders, who (a) have invested or will invest in the Group; (b) have ability to influence the outcomes within the Group; and (c) are interested in or affected by or have the potential to be affected by the impact of the Group's activities, products, services and relationships. The Group will continue to ensure effective communication and maintain a good relationship with each of its key stakeholders.

Stakeholders are prioritised from time to time in view of the Group's roles and duties, strategic plans and business initiatives. The Group engages with its stakeholders to develop mutually beneficial relationships and to seek their views on its business proposals and initiatives as well as to promote sustainability in the marketplace, workplace, community and environment.

Above all, customer was the most important stakeholder and the Group was dedicated to various means for fulfilling their expectations and requirements.

The public was another important stakeholder. The Group was concerned about the environmental and social impact caused by its activities. The Group measured its impact on the community and addressed.

On the other hand, the Group convened annual general meeting with shareholders to provide an effective platform for the Board of Directors to exchange opinions with shareholders. Apart from the annual general meeting, the Group would seek for opportunities to keep in touch with shareholders through other forms of correspondence for collection of their opinions and requests. Moreover, the Group's overall business performance was reported to all investors every year through publishing in the Company's Annual Report.

In addition to external stakeholders, the Group was also concerned about the needs of internal stakeholder, i.e. employees. The Group collected and identified employees' opinions from the regular appraisals and other communications for addressing their needs.

2. 與持份者溝通

本集團明白其可持續發展視乎(a)已經或將會投資於本集團；(b)擁有影響本集團內部事宜結果的能力；及(c)於本集團的業務、產品、服務及關係中擁有權益或受其影響或潛在影響的主要持份者的支持而定。本集團將繼續確保與各主要持份者的有效溝通，並維持良好關係。

本集團不時因應其角色及職責、策略規劃及業務計劃對持份者進行重要性排序。本集團與其持份者建立互惠關係並尋求彼等對業務建議及計劃的意見，同時促進市場、工作場所、社區及環境的可持續發展。

當中，客戶是最重要的持份者，本集團致力以不同方式滿足彼等的期望及要求。

公眾人士為另一重要持份者。本集團關注其活動對環境及社會產生的影響。本集團計量其對社區的影響並就此作出披露。

另一方面，本集團與股東召開股東週年大會，為董事會提供一個與股東交流意見的有效平台。除股東週年大會外，本集團亦以其他回應方式與股東保持聯繫，收集彼等之意見及要求。此外，本集團的整體業務表現亦透過每年刊發本公司年報向全體投資者匯報。

除外部持份者外，本集團亦關注內部持份者(即僱員)的需要。本集團從定期評核及其他溝通方式收集及確定僱員之意見以滿足他們的需求。

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3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE

3.1 Environmental

3.1.1 Use of Resources

Energy was the key type of resources for supporting the retailing business of the Group. According to the characteristics of the industry, the Group formulated relevant environmental policies to achieve rational use and utilization of resources.

In this reporting year, the main resources consumed by the Group were electricity and petrol consumption by vehicles as well as a few paper consumption by office. No vehicle consumed diesel oil in this reporting year, and relatively water consumption was not significant.

Total consumption of various resources by all operating sites for this reporting year were as follows:



Power consumption

耗電量

120,000 kWh 千瓦時



Petrol consumption

汽油消耗

approx. 約 120 litres 公升



Paper consumption

紙張消耗

approx. 約 56 kilograms 千克

3. 環境、社會及管治表現

3.1 環境

3.1.1 資源使用

能源是支持本集團零售業務之主要資源類別。根據行業特性，本集團制定相關環境政策，以達致合理使用及利用資源。

於本報告年度，本集團耗用的主要資源為電力及汽車所耗用的汽油，以及辦公室所耗紙張。於本報告年度，並無汽車耗用柴油，相對地耗水量並不重大。

於本報告年度，全部經營地點不同資源的總消耗量如下：

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Energy conservation measures

In this reporting year, electricity was mainly consumed for general operations in headquarter office and retail shop.

The Group has implemented various measures to reduce energy consumption in office areas, such as: energy-saving LED lights had been adopted in the office and shop areas; also, air-conditioning has been set at an appropriate temperature to reduce unnecessary energy consumption.

In addition to facility controls, the Group often advised employees to turn off the power supply of facilities during non-office hours for energy conservation.

Water conservation measures

For the retailing operation, water was mainly consumed in the headquarter office. Despite the annual consumption was relatively insignificant, the Group often advised employees to report timely any faulty water devices for avoiding unnecessary water wastage.

節能措施

於本報告年度，電力主要在總部辦公室及零售店鋪一般營運中消耗。

本集團已採取不同措施在辦公室範圍減少能源消耗，例如：辦公室及店鋪範圍採用節能發光二極體照明；此外，空調系統調較至合適溫度，減少不必要的能源消耗。

除設施監控外，本集團經常提醒僱員在非辦公時間關掉設施的電力供應以節省能源。

節水措施

就零售業務而言，水主要在總部辦公室消耗。儘管年耗量相對微不足道，本集團經常提醒僱員定期報告任何損壞供水設備，避免出現不必要的食水浪費。



Annual water consumption
年耗水量
8,860 cubic metres 立方米

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Material conservation measures

In this reporting year, paper was also consumed for headquarter office operations. The Group encouraged employees to use both sides of paper by reusing single-sided printed paper for printing on the other side, this enhanced the utilization of paper use. In addition, for the appropriate processes, the Group adopted electronic systems for operation and filing with the aim to minimize use of papers.

On the other hand, owing to the nature of retailing business, the products being sold to customers were already well packaged upon procurement and hence no consumption of packaging materials was required by the Group.

3.1.2 Emission

The retailing business of the Group did not involve significant discharge of solid waste or sewage, and the type of wastes generated by the Group was mainly non-hazardous domestic garbage. However, office operation would incur indirect greenhouse gas emission while occasional use of vehicles would discharge exhaust gas from petrol combustion, the Group has formulated relevant policies to mitigate the adverse impact to the environment, including the use of lead-free petrol by vehicles for reducing air pollution.

物資節約措施

於本報告年度，紙張在總部辦公室消耗。本集團鼓勵僱員重複使用單面打印紙，並在另一面進行打印，充分使用紙張的兩面，此舉可提升紙張的使用率。此外，針對合適程序，本集團採用電子系統進行操作及存檔，務求減少用紙。

另一方面，基於零售業務性質，售予客戶的產品在採購時已獲妥善包裝，因此，本集團毋須消耗包裝物料。

3.1.2 排放物

本集團的零售業務並無涉及重大固體廢物或廢水排放，而本集團產生之廢物類型主要為非有害生活垃圾。然而，辦公室營運將產生間接溫室氣體排放，偶爾使用車輛亦會排出汽油燃燒產生的廢氣，本集團已制定相關政策，減低對環境的不利影響，包括車輛使用無鉛汽油以減少空氣污染。

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In this reporting year, the main direct air emission by the Group was air pollutants generated from fuel consumption of vehicles. The approximate emission volumes were listed as follows:

於本報告年度，本集團主要直接氣體排放為車輛燃燒汽油產生的空氣污染物。概約排放量載列如下：

Air Pollutant	空氣污染物	Annual Emission Volume (kilogram)	年排放量(千克)
Nitrogen Oxides (NOx)	氮氧化物	0.112	
Sulphur Oxides (SOx)	硫氧化物	0.002	
Particulate Matters (PM)	顆粒物	0.008	

Control of greenhouse gases (GHG) emission

監控溫室氣體排放

Apart from the abovementioned air pollutants directly released to the environment, the Group was aware of the sources of GHG incurred from electricity consumption by facilities and emission from vehicles.

除上述直接在環境排放的空氣污染物外，本集團留意到溫室氣體源自設備消耗的電力及汽車的排放。

The diagram below identified the total GHG emission in this reporting year and the associated emission intensity calculated per thousand revenue in RMB:

下圖顯示於本報告年度溫室氣體排放總量及按每千人民幣收益計算的相關排放強度：



Total GHG emission

溫室氣體排放總量

100.40

tonne carbon dioxide equivalent

噸二氧化碳當量

GHG emission per thousand RMB revenue

每千人民幣收益之溫室氣體排放量

12.55

tonne carbon dioxide equivalent

噸二氧化碳當量

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Control of solid wastes

The Group's business operations generally did not generate hazardous waste. For non-hazardous wastes, the main proportion belonged to domestic garbage such as scrap papers, disposed packaging materials, and kitchen wastes, etc. which would be collected and handled by qualified agencies.

監控固體廢棄物

一般而言，本集團之業務營運並無產生有害廢棄物。就無害廢棄物而言，主要為廢紙、棄置包裝物料及廚餘等生活垃圾，將由合資格機構收集及處理。



Non-hazardous Wastes Annual discharge

無害廢棄物年棄置量
approx. 約 1.7 tonnes 噸

Control of wastewater discharge

Regarding wastewater, there was no industry effluent from the business operation and the main discharge was domestic sewage from dormitory and office operation. Relevant discharge was processed in accordance with local regulations by the qualified agency.

監控廢水排放

就廢水而言，業務營運並無產生工業廢水，而主要排放源於宿舍及辦公室運作之家居污水。有關排放物由合資格機構根據當地法規處理。

During this reporting year, the Group did not identify any legal violation or complaint regarding emissions and other environmental issues.

於本報告年度，本集團並無發現任何有關排放物及其他環境事宜之違法情況或投訴。

3.1.3 Environment and Natural Resources

Belonging to non-polluting industry, the Group did not discharge large amount of exhaust gas and waste water, nor did it generate hazardous waste during business operation. Even so, the Group was striving to enhance the utilization in the use of resources, to strengthen electronic operation and file management, and to raise environmental awareness of employees for reducing GHG emissions through various measures.

3.1.3 環境及天然資源

本集團營運屬於無污染行業，於業務營運中並無排放大量廢氣及廢水，亦無產生有害廢棄物。即使如此，本集團仍致力改善其使用資源之效能，加強電子運作及存檔管理，並提高僱員之環保意識，透過各項措施減少溫室氣體排放。

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3.2 Social

3.2.1 Employment

The Group strictly abided by the Labour Law of the PRC and other local regulations of the region where the Group was operating for developing its employment policies.

Recruitment and promotion

The Group has formulated its recruitment procedures and systems. Whenever there were recruitment needs, the Group would determine the job requirements specific to the relevant functions and ranks. Recruitment was simply based on job requirements and would not be affected by attributes such as race, ethnicity, social class, nationality, religion, disability, gender, sexual orientation, marital status, age, trade union membership or political party, in order to avoid any occurrence of discrimination.

Moreover, the Group has established clear promotion policy to give adequate promotion opportunities to eligible personnel. The Group performed performance appraisal on regular basis for identifying the appropriate talents.

3.2 社會

3.2.1 僱傭

本集團嚴格遵守《中華人民共和國勞動法》及本集團營運所在地區之其他當地法規制定其僱傭政策。

招聘及晉升

本集團已制定招聘程序及制度。倘有需要招聘僱員，本集團會釐定有關職能及職責特定相關之工作要求。本集團一般根據工作要求進行招聘，並不會受種族、民族、社會階級、國籍、宗教、殘疾、性別、性取向、婚姻狀況、年齡、工會會籍或政黨所影響，從而避免出現任何歧視情況。

此外，本集團設有明確晉升政策，向合資格人員提供合適晉升機會。本集團定期進行績效考核，藉以物色合適人才。

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Compensation and benefits

The Group reimbursed employees' salaries and benefits in strict accordance with relevant national laws and regulations, including statutory minimum wage, calculation of overtime compensation per legal premium rate, social insurance contributions, as well as other statutory employee benefits and rights, such as statutory holidays, paid annual leave and paid maternity leave.

During this reporting year, the Group did not identify any legal violation or complaints regarding discrimination or other employment issues.

As of 31 December 2019, the number of employees in the operating locations covered by the Report was listed out in the table and diagrams below:

薪酬及福利

本集團發放僱員薪酬及福利時嚴格遵守相關國家法律及法規，包括法定最低工資、按法定比率計算的加班費補償、社會保障供款以及其他法定僱員福利及權利，例如法定假期、有薪年假及有薪產假。

於本報告年度，本集團並無發現有關歧視或其他僱傭問題的違法情況或投訴。

於二零一九年十二月三十一日，報告所覆蓋經營地點的僱員數目載列於以下列表及圖表：

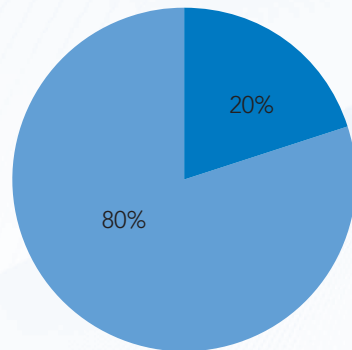
Number of employees 僱員數目

Gender	性別	
Male	男性	4
Female	女性	1
Location	地點	
Headquarter Office	總部辦公室	5
Retail Shop	零售店	0
Employee category	僱員類別	
Senior management	高級管理層	2
Middle management	中級管理層	3
General staff	一般員工	0
Age group	年齡組別	
Aged 16–24	16至24歲	0
Aged 25–40	25至40歲	4
Aged 41–59	41至59歲	1
Aged 60 or above	60歲或以上	0
Total:	總計：	5

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Number of employees by gender

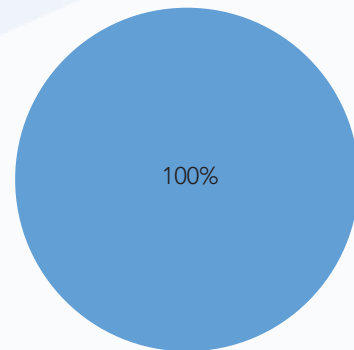
僱員數目 (按性別劃分)



■ Male 男性
■ Female 女性

Number of employees by location

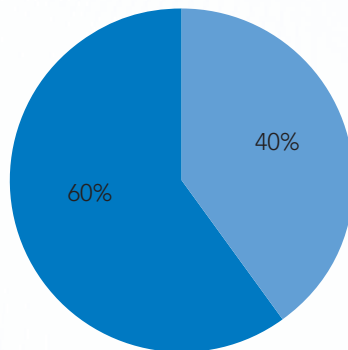
僱員數目 (按地點劃分)



■ HQ Office
總部辦公室

Number of employees by employee category

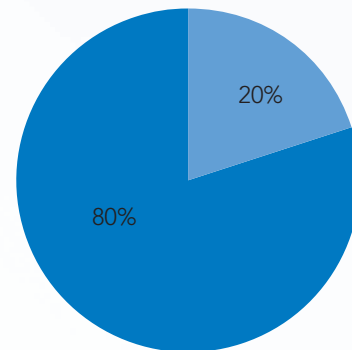
僱員數目 (按僱員類別劃分)



■ Senior management 高級管理層
■ Middle management 中級管理層

Number of employees by age group

僱員數目 (按年齡組別劃分)



■ Aged 25-40 25至40歲
■ Aged 41-59 41至59歲

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Throughout the reporting year, the total number of employees leaving the Group was recorded as follows:

於報告年度，本集團離職僱員總數記錄如下：

		Number of employees leaving in the reporting year
		於報告年度離職的僱員數目
Gender	性別	
Male	男性	2
Female	女性	13
Location	地點	
Headquarter Office	總部辦公室	6
Retail Shop	零售店	9
Employee category	僱員類別	
Senior management	高級管理層	0
Middle management	中級管理層	2
General staff	一般員工	13
Age group	年齡組別	
Aged 16–24	16至24歲	4
Aged 25–40	25至40歲	7
Aged 41–59	41至59歲	4
Aged 60 or above	60歲或以上	0
Total:	總計：	15

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3.2.2 Health and Safety

The Group was committed to provide a safe and healthy working environment for employees. This included the establishment of a comfortable workplace with adequate lighting and good air quality, as well as provision of the appropriate safety clothing and device where necessary. Also, the Group abided by the relevant regulations for assurance of fire safety, and installed the essential fire equipment such as fire hydrants, fire extinguishers, etc.

The Group has implemented policies for prohibition of any hazardous activities including smoking and liquor in the workplace. Moreover, the Group has put in place an emergency preparedness plan, which facilitated the prompt and effective actions in response to the defined emergency incidents. It has also arranged first aid kits and qualified first aid personnel in the office to provide immediate support and to tackle any unpredictable emergency.

In addition to the abovementioned policies and facility management, the Group endeavoured to provide adequate safety training for employees, for example, staff was trained on the route of evacuation within the nearby malls and business areas in case of fire or other types of emergencies.

During this reporting year, the Group did not identify any violation of occupational health and safety regulations in the regions of business operation. In the same period, there was no work-related fatality nor work day lost due to work-related injuries.

3.2.2 健康及安全

本集團致力為僱員提供一個安全健康的工作環境。此舉包括成立舒適的工作場所，具備充足照明及良好空氣質素，如有需要亦提供合適的安全衣服及設備。此外，本集團遵守消防安全的相關規例，並設置必要的消防設備，例如消防栓、滅火器等。

本集團已制定政策禁止進行任何危害活動，包括在工作場所吸煙及飲酒。此外，本集團已實施緊急應變計劃，在應對確定的緊急事件時作出迅速有效的行動，並於辦公室設置急救箱及安排合資格急救人員以提供即時支援及解決任何不可預測的緊急情況。

除上述政策及設施管理外，本集團致力為僱員提供充足的安全培訓，例如員工在附近的購物中心及業務範圍內就出現火災或其他類型的緊急情況進行疏散路線培訓。

於本報告年度，本集團並無發現違反任何商業營運地區的職業健康及安全法規，同期亦無發生因工死亡事故或因工傷以致工作日數減少。

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3.2.3 Development and Training

The Group has identified various trainings to support different needs of various positions and departments, such as for the following aspects of various operations:

- (a) Human resources
- (b) Finance

Apart from the abovementioned operational trainings, the Group was also providing training related to safe operation and fire safety, which aligned with the Group's commitment of upholding workplace safety. Furthermore, the Group was aware of integrity importance to the continued success of the business, consequently anti-corruption training or equivalent was provided to employees for raising their awareness on this aspect.

In response to identifying the appropriate training needs, regular performance appraisals would be arranged to employees. The information collected from the appraisal would provide the grounds for assignment and development of the appropriate training programmes.

To support business expansion of the Group, training would be given to those employees who had potential for promotion to a higher position. Relevant training would equip the staff with the required skills and knowledge to enhance their capabilities for meeting the requirements of the promoted position.

3.2.3 發展及培訓

本集團為配合各職位及部門之不同需要制定不同培訓，包括下列各個業務範疇：

- (a) 人力資源
- (b) 財務

除上述營運培訓外，本集團亦提供有關安全營運及消防安全之培訓，體現本集團維持工作場所安全之承諾。此外，本集團意識到廉潔對業務持續取得成功至關重要，因此，亦向僱員提供反貪污培訓或相關訓練，以增強彼等於此方面之意識。

本集團定期安排僱員進行績效稽核，從而制定所需適當培訓。經稽核掌握之資訊將為安排及制定適當培訓計劃提供參考。

為支持本集團業務擴展，本集團將向具備潛力晉升至較高職位之僱員提供培訓。相關培訓將可讓員工獲得所需必要技能及知識，提升能力以符合晉升職位之要求。

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3.2.4 Labour Standards

Prohibition of child labour

The Group strictly abided by the Labour Law to prohibit any use of child labour. During recruitment, the Group collected the personal information of all job applicants, such as identity cards, academic certificates and testimonials of employment, for verifying the authenticity of their submitted age information and hence prevention of employing applicants under the legal working age.

Prohibition of forced labour

The policies of the Group prohibited all forms of forced labour, including: request for deposit or collateral upon recruitment of employees, withholding of identity documents, withholding of wages, forcing employees to work overtime, bonded labour, and restricting personal freedom through threats of violence or other illegal means.

During this reporting year, the Group did not identify any case of child labour employment or legal violation of regulations related to forced labour.

3.2.4 勞工準則

禁止童工

本集團嚴格遵守《勞動法》，禁止使用童工。招聘時，本集團收集所有求職者之個人資料，例如身份證、學歷證書及就業證明，以便核實其呈報之年齡資料是否真確，從而防止僱用低於法定工作年齡之申請人。

禁止強制勞工

本集團之政策禁止一切形式之強制勞工，包括：招聘僱員時要求支付保證金或抵押品、扣留身份證明文件、預扣工資、強迫僱員超時工作、抵債勞工、以及以暴力威脅或其他非法手段限制個人自由。

於本報告年度，本集團並無發現任何涉及僱用童工或違反強制勞工相關法律規定之案件。

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3.2.5 Supply Chain Management

For assuring quality goods to the customers, the Group has established comprehensive system for evaluation and selection of suppliers.

Generally, suppliers shall be evaluated on the following aspects before procurement by the Group:

- (a) Technical capability
- (b) Quality of the supplied products and service
- (c) Past performance records of supplier
- (d) Certification attained for the supplied products or other qualification attributes (e.g. ISO 9001)
- (e) Brand reputation of the supplier in the market
- (f) Compatibility of pricing with the Group's budget

3.2.5 供應鏈管理

為確保向客戶提供優質貨品，本集團設有完善制度以評估及挑選供應商。

一般而言，本集團於採購前按以下方面評估供應商：

- (a) 技術能力
- (b) 所提供產品及服務之質素
- (c) 供應商過往表現記錄
- (d) 就所供應產品取得之證書或其他資格證明(例如ISO 9001)
- (e) 供應商之市場品牌聲譽
- (f) 定價是否配合本集團預算

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Apart from the abovementioned criteria pertinent to the supplied products, the Group upheld the criteria of corporate social responsibility in supplier selection, the following criteria would also be covered whenever appropriate:

- (a) Environmental-friendly attributes of the supplied products
- (b) Status of supplier's compliance with relevant regulations (e.g. environmental, child labour, wage payment issue)
- (c) Integrity of suppliers (e.g. any bribery or other misconduct behaviour exposed to the Group)
- (d) Confidentiality arrangement by the suppliers

All suppliers passing the evaluation would be kept in the approved supplier list, which was the basis for procurement decision and procurement could be made only from those suppliers in the list.

For the existing suppliers, annual evaluation would also be proceeded to ensure the continued suitability of the supplies. Follow-up action would be taken if any deviation was identified.

除上述與所供應產品相關之準則外，本集團於挑選供應商時秉持企業社會責任準則，並於適當時考慮下列準則：

- (a) 所供應產品是否環保
- (b) 供應商遵守有關規例(例如環境、童工、支薪事宜)之情況
- (c) 供應商是否廉潔(例如任何賄賂或本集團面對之其他不當行為)
- (d) 供應商之保密安排

所有通過評估之供應商會記入經核准供應商名單中，該名單乃採購決定依據之基準，並僅向名單所列該等供應商作出採購。

本集團亦會對現有供應商進行年度評估，以確保供應商持續合適。如發現有任何偏離情況，本集團將採取跟進行動。

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3.2.6 Product Responsibility

The Group adhered to the relevant regulations and national standards for management of the product requirements, including for the relevant quality and safety aspects.

Product compliance

Before sold to customers, the Group would verify those products procured from suppliers by sampled inspection and testing. In addition, for assurance of the relevant product attributes, the Group would engage laboratory testing in accordance with the recognized standards such as GB18401-2010, FZ/T81008-2011.

After-sales service

With the aim to enhance customer satisfaction, the Group has established policies for arranging after-sales service. For the sold products, the Group would provide tailor-made services to assure the products fitting to the customers, e.g. pants length adjustment, ironing of garment. Also, the Group was committed to repairing of the sold products under the Group's liability, and could deliver product return service whenever appropriate.

Product promotion

Advertisement released by the Group would go through prior review before the launch. The review would ensure all information released to the public was true and accurate.

3.2.6 產品責任

本集團遵循有關管理產品規定(包括有關質量及安全方面)之規例及國家標準。

產品合規

本集團向供應商採購之產品會經抽樣檢查及測試核實後，方向客戶出售。此外，為確保有關產品性質，本集團會委聘實驗室根據認可標準(例如GB18401-2010及FZ/T81008-2011)進行測試。

售後服務

本集團設有關於售後服務安排之政策，旨在提高客戶滿意度。本集團會就售出產品提供定制服務，例如修改褲長及燙衣服務，以確保產品切合客戶所需。此外，本集團致力根據本集團之責任維修售出之產品，並於適當情況下提供產品退貨服務。

產品推廣

本集團所發佈廣告均經事先審閱後，方會推出。有關審閱可確保向公眾人士發佈之一切資訊屬真實及準確。

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Employee training on product awareness

For guaranteeing service quality and avoidance of misleading customers, the Group provided regular training to sales personnel and other personnel interfacing with customers. The training provided clear product knowledge to personnel and assured them to possess the skills of clearly communicating product information to the customers.

Maintenance of customer privacy and intellectual property information

The Group has established policies and system for managing the information security. For information in electronic form, it was protected and controlled by the designated department for confidentiality. For information on hardcopies, they were securely stored in locked cabinets and neither handwritten nor printed copy was allowed without approval.

The Group was highly concerned on the storage of customer information and the access to such information was strictly restricted through facility and computer control. Customer information was closely monitored by the Group for safeguarding the privacy of personal information and only authorised personnel was given access rights.

During this reporting year, the Group did not identify any legal violation or customer complaint pertaining to product responsibility. In the same period, amongst the products being sold and delivered, there was no incident of product recall because of product's health and safety reason.

關於產品知識之僱員培訓

為保證服務質素及避免誤導客戶，本集團定期向銷售員及其他與客戶互動之員工提供培訓。本集團向員工提供明確產品知識培訓，確保彼等具備技能，可明確向客戶傳達產品資訊。

維護客戶私隱及知識產權資訊

本集團設有關於資料保安管理之政策及制度。電子資料由指定部門負責保護及控制，確保有關資料保密。而硬本資料會安全鎖於櫃內，書寫版或印刷版資料均須經批准後，方可獲取。

本集團十分著重客戶資料之儲存，並透過控制設備及電腦嚴格限制存取有關資料。本集團密切監察客戶資料，以保障個人資料私隱，且僅向授權人士提供存取權。

於本報告年度，本集團並無發現任何有關產品責任之違法情況或客戶投訴。同期，售出及交付之產品概無涉及任何因產品健康及安全理由而引致產品回收之事件。

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3.2.7 Anti-corruption

The Group has formulated specific policy to prohibit employees from accepting bribes and to regulate their acceptance of gifts and other forms of benefits.

The Group insisted staffs to comply with the relevant regulations and to forbid any fraudulent or corrupt behaviour. Employees were requested to sign agreement of self-discipline for integrity which covered the following aspects:

- (a) Basic criteria for business ethics
- (b) Definition of misconduct behaviours
- (c) Definition of improper benefits (e.g. gifts, rebates, commissions, securities, entertainment)
- (d) Prohibition to agree with or request from the Group's business partners for bribes in any form or other improper benefits
- (e) Prohibition to lower the product quality or falsify the sales volume for the benefits of product promotion or increase of trading volume
- (f) Avoidance of conflicts of interest at work (e.g. procurement, sales)
- (g) Scope of Group's information under confidential control
- (h) Protection and appropriate use of the Group's assets

3.2.7 反貪污

本集團已制定具體政策，以禁止僱員收受賄賂，並規管彼等接受禮品及其他形式利益之情況。

本集團堅持要求員工遵守有關規例，並禁止任何欺詐或貪污行為。僱員須簽署有關就保持廉潔自我約束之協議，涵蓋以下範圍：

- (a) 商業道德的基本準則
- (b) 不當行為之定義
- (c) 不正當利益(例如禮品、回扣、佣金、證券、娛樂)之定義
- (d) 禁止與本集團業務夥伴協定或要求該等業務夥伴作出任何形式之賄賂或其他不正當利益
- (e) 禁止為促進產品推廣或提高交易量而降低產品質素或偽造銷量
- (f) 避免工作上(例如採購、銷售)之利益衝突
- (g) 受保密控制之本集團資料範圍
- (h) 保護及正當使用本集團資產

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Information of the abovementioned agreement and other topics of anti-corruption would be regularly reminded to employees for raising their awareness.

For risk identification and management, the Group has set up department responsible for internal audit and internal control, which could cover identification of any corruption risk in various operational stages for subsequent management.

Also, a formal whistle-blowing programme has been established for employees to report suspect or actual incident of misconduct or illegal behaviour to the Group, which would then appoint responsible team for investigation and follow-up action.

Last but not least, the Group has engaged third-party independent accountant to proceed financial audit. This provided a stringent measure for assuring the accuracy and integrity of financial accounts.

During this reporting year, the Group did not identify any legal violation related to corruption.

本集團定期提示僱員有關上述協議及其他反貪污議題之資料，以加強彼等之意識。

本集團就識別及管理風險設立部門負責內部審核及內部控制，當中涵蓋為後續管理而識別各營運階段涉及之任何貪污風險。

此外，本集團設立正式舉報機制，以便僱員向本集團報告可疑或實際之不當行為或非法行為事件，其後委派專責團隊進行調查及採取跟進行動。

最後，本集團已委聘獨立第三方會計師進行財務審核，此乃確保財務賬目準確及完整之嚴謹舉措。

於本報告年度，本集團並無發現任何有關貪污之違法情況。

3.2.8 Community Contribution

As an enterprise with deep belief in social responsibility, the Group was committed to upholding the social responsibility for continued liaison with community and related groups in order to understand their needs and strive for meeting community demands. Whenever the community's demand was aligned with the Group's strategy, the Group was dedicated to community contribution through various channels, including the support to charitable activities as well as other activities that could support to the vulnerable groups and give back to the society.

3.2.8 社區貢獻

作為深明社會責任之企業，本集團致力肩負社會責任，與社區及相關團體保持聯繫，藉以了解彼等所需，致力滿足社區需求。倘社區需求符合本集團策略，本集團會透過各種途徑投入社區貢獻，包括支持慈善活動及其他可支持弱勢社群及回饋社會之活動。



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福建諾奇股份有限公司

Fujian Nuoqi Co., Ltd.