



冠力國際有限公司
Softpower International Limited

(於百慕達註冊成立之有限公司)
(Incorporated in Bermuda with limited liability)
股份代號：00380 Stock code: 00380



環境、社會及管治報告 **2020**
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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About Softpower International

關於冠力國際

Softpower International Limited (“Softpower International” or the “Company”) and its subsidiaries (collectively as the “Group” or “We”) commenced its business in 1949 as a retail shop of pipes, now the Group has developed into an integrated enterprise engaging in retail and wholesale of pipes, warehousing and international trading. The Group’s core business lies with our flagship subsidiary, Bun Kee (International) Limited (“Bun Kee”), a well-established company with a long history. We engaged in import and sales of pipes, fittings and related products covering various kinds of material, uses and brands in Hong Kong and Macau. The Group’s products are sold through wholesale or retail and provide high-quality storage and transportation services for major local contractors and owners. Over the years, the Group has supplied high-quality pipes to various landmark projects in Hong Kong and Macau. The Group’s revenue in 2020 was mainly from the trading business of construction materials in Hong Kong and Macau.

Due to the negative impact brought by COVID-19 and after further consideration, the Group decided to discontinue the operation in the biomass pellet fuel products segment. The Group continued to focus on its core business, supplying pipes, fittings and related products covering various kinds of materials, uses and brands to the construction sector. Meanwhile, the Group will continue to explore new business opportunity in green energy and sustainable development. For more details, please refer to the Group’s business review in 2020 Annual Report.

冠力國際有限公司(「冠力國際」或「本公司」)及其附屬公司(統稱「本集團」或「我們」)於一九四九年以管材零售店開始其業務，現已發展成為管材零售與批發、倉儲及國際性貿易的具規模綜合企業。本集團核心業務主要是由我們的一間歷史悠久的旗艦子公司彬記(國際)有限公司(「彬記」)於香港及澳門進口及銷售不同材料、用途及品牌的各種管道、管件及其他相關配件。本集團的產品以批發或零售方式從事銷售，並為本地主要承建商及業主提供優質的儲貨備運服務。多年來，本集團已向香港及澳門的多個地標項目供應優質管材。於二零二零年，本集團的收入貢獻主要來自於香港及澳門的管道及管件銷售。

由於二零一九新型冠狀病毒帶來的沉重打擊，經過審慎考慮，本集團已決定終止生物質顆粒燃料產品分部的營運業務。本集團將繼續專注於其核心業務，為建築業供應不同材料、用途及品牌的各種管道、管件及其他相關配件。與此同時，本集團將積極開拓其他相關綠色能源及可持續發展新業務機會。詳情可參閱本公司之二零二零年年報－業務回顧。

About this Report 關於本報告

The Group is pleased to publish our fifth Environmental, Social and Governance (“ESG”) report (the “Report”). By reporting the ESG policies, measures and performances of the Group, the Report allows various stakeholders to learn more about the progress and development direction of the Group in sustainability issues. This report is available in Chinese and English versions. It is uploaded to the websites of the Stock Exchange of Hong Kong Limited and the Company (www.softpower.hk).

Scope of Report

This Report is set out the major sites of operation of the Group’s trading business of construction materials on the ESG performance from 1 January 2020 to 31 December 2020 (the “Year” or the “Reporting Period”). The scope of this report included:

- Two offices* in Hong Kong, one warehouse and three retail shops;
- one retail shop in Macau; and
- one office in Shenzhen.

* *one of the offices has ceased operation in May 2020*

The scope of this report is consistent with the ESG Report last year. Since the Group discontinued the biomass pellet fuel business segment during the Year, this report does not include the biomass pellet fuel business.

Reporting Standards

This report is prepared based on the ESG Reporting Guide (the “Guide”) under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited. This report has complied with the “comply or explain” provisions in the Guide and the content adheres to the four principles of “materiality”, “quantitative”, “balance” and “consistency”.

本集團欣然發佈我們的第五份環境、社會及管治(「ESG」)報告(「本報告」)。本報告透過匯報本集團在ESG方面的政策、措施和績效，讓各持份者更了解本集團於可持續發展議題的進程和發展方向。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司及本公司網站(www.softpower.hk)。

報告範圍

本報告載有本集團建築材料貿易業務的主要營運點於二零二零年一月一日至二零二零年十二月三十一日(下稱「本年度」或「報告期」)期間之ESG表現。本報告的報告範圍包括：

- 位於香港的兩個辦公室*、一個貨倉及三個零售門市；
- 位於澳門的一個零售門市；以及
- 位於深圳的一個辦公室。

* *其中一個辦公室已於二零二零年五月停止營運*

本報告與本集團上年度ESG報告的報告範圍一致。由於本集團於本年度已終止生物質顆粒燃料產品分部之業務，本報告未有包括生物質顆粒燃料業務的資料。

報告準則

本報告按《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》(「《指引》」)編寫。本報告已遵守《指引》中所有的「不遵守就解釋」條文，內容亦符合「重要性」、「量化」、「平衡」、「一致性」的四個匯報原則。

About this Report

關於本報告

Reporting Principles 匯報原則	Interpretation 釋義	Softpower's Response 冠力國際回應
Materiality 重要性	<p>The report focuses on the ESG issues that have material impact on the Group and various stakeholders.</p> <p>重點匯報對本集團及各類持份者產生重要影響的ESG議題。</p>	<p>The Group communicates with stakeholders and conducts the materiality assessment. The Group identifies the material sustainability issues and makes the relevant disclosure.</p> <p>本集團透過持分者溝通及進行重要性評估，識別本集團之重大可持續發展議題，並作相關匯報。</p>
Quantitative 量化	<p>Key performance indicators must be measurable and comparable where appropriate.</p> <p>關鍵績效數據指標須可予計量，並在適當情況下進行比較。</p>	<p>The Group's key performance indicators are sourced from the statistics of its relevant departments. We disclose the statistical standards and methods of quantitative key performance indicators, as well as the sources of conversion factors in this report.</p> <p>本集團的關鍵績效指標數據來源於相關部門的統計。我們在本報告披露定量關鍵績效指標的統計標準、方法，以及轉換因素的來源等。</p>
Balance 平衡	<p>It should objectively and truthfully report the ESG performance of the Year.</p> <p>應客觀、真實地匯報本年度於ESG方面的表現。</p>	<p>This report impartially reports the Group's performance during the Reporting Period, to avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.</p> <p>本報告不偏不倚地呈報本集團於報告期內的表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。</p>
Consistency 一致性	<p>It should use consistent methodologies so that ESG data can be meaningfully compared in the future.</p> <p>應使用一致的披露統計方法，令ESG數據日後可作有意義的比較。</p>	<p>The statistical methods and standards for data disclosed in this report, unless otherwise specified, are consistent with previous years.</p> <p>本報告披露數據所使用的統計方法及標準，如無特殊說明，均與往年保持一致。</p>

About this Report 關於本報告

Confirmation and Approval

Information contained herein is sourced from the official documents and statistical data of the Group, and is aggregated from the management, operational and monitoring information in accordance with the policies of the Group. The Group has established internal control and formal review procedures to ensure the accuracy and reliability of information presented in the Report. Our ESG Working Team is responsible for formulating and disclosing the relevant measures and key performance indicators. The report was approved by the Board of Directors (the “Board”).

Opinion and Feedback

The feedback of stakeholders can help the Group to establish a more detailed and sound sustainability strategy. You may contact us via email (ir@softpower.hk) if you have any inquiry or comments in relation to the Group’s sustainability strategy.

確認及批准

本報告引用的所有資料均來自本集團的正式文件、統計數據，以及其根據本集團制度收集的管理和營運資料。本集團已成立內部監控及正式審查程序，確保本報告所有呈現的資料均準確可靠。我們的ESG工作小組負責制定及披露相關的措施及關鍵績效指標。本報告已獲本公司董事會（「董事會」）批准通過。

反饋機制

持份者的反饋有助本集團建立更詳盡及健全的可持續發展策略。若閣下對於本報告或本集團的可持續發展政策有任何查詢或意見，歡迎以電郵形式ir@softpower.hk與我們聯絡。

Message from the Management

管理層寄語

Although the year 2020 was full of tough challenges, it has not stopped Softpower International from promoting its sustainable development policies. The Group's ESG policies, initiatives and performance are managed by our ESG Working Team which is also working closely with the Board on major ESG issues, exerting every effort of the Company as a whole in promoting environmental and social sustainability.

Internally, the Group has been prioritizing product quality and safety, as well as closely monitoring and controlling risk factors in the supply chain for product safety and quality improvement. Meanwhile, we proactively integrate the concept of sustainable development into our daily operation, and care about energy saving, carbon reduction, water resources and waste disposal. All these reflect that we are committed to protecting the environment. In addition, we value equal opportunities, employee benefits, and occupational safety and health, and are keen to provide employees with a good and safe working environment for sustainable and stable development of the Group.

Externally, we are committed to participating in and supporting social service activities as we believe that it is more blessed to give than to take. We actively maintain stable and good communication with stakeholders from different sectors, understand and balance various needs. As such, we have established a two-way relationship with stakeholders. With the support of the management team, our core operating company, Bun Kee, has been awarded the Caring Company logo in recognition of our participation in and commitment to corporate social responsibility.

Looking forward, the Group will remain prudent, and pay close attention to the impact of COVID-19, take necessary measures to protect the health and safety of employees for maintaining our normal business operation. The Group will also strive to invest in more resources to streamline its operations through digitization and technology upgrades. As a result, the Group can lower its ESG risks and continue to contribute to the environment and society, thus creating values for its stakeholders.

Chief Operating Officer
Chow Wai Koon Timothy

二零二零年是充滿艱巨挑戰的一年，但仍無阻冠力國際在推動可持續發展政策上的決心。我們的ESG工作小組持續監管本集團的ESG政策、舉措及表現。ESG工作小組亦與董事會於ESG重大議題上緊密連繫，帶領全公司人員上下一心，在推動環境和社會方面的可持續發展不遺餘力。

對內方面，本集團持續以產品質量及安全為優先考慮，密切管控供應鏈的風險因素，務求提高產品安全及質素。同時，我們致力推行環保，積極將可持續發展概念融入我們的日常營運，妥善管理節能減碳、水資源、廢物處置等各方面。此外，我們重視平等機會、員工的福利待遇，以及職業安全與健康，為員工提供安全良好的工作環境，以支持本集團的持續穩定發展。

對外方面，我們一直相信「施比受更為有福」，致力參與及支持社會服務活動。我們積極與不同界別的持分者保持穩定、良好的溝通，了解並平衡各方面的需要，打好雙向關係。在管理團隊的支持下，我們的主營業務公司，彬記已獲頒發商界展關懷的標誌，表彰我們對企業社會責任的參與和承諾。

展望未來，本集團將繼續持審慎的態度，密切關注2019冠狀病毒的影響，並採取必要的措施保護員工的健康和安全，以維持我們的正常業務運作。我們亦會致力於投資更多資源，透過數字化及技術來簡化營運，從而減低ESG風險，並持續貢獻環境及社會，為持份者創造價值。

首席運營官
招偉權

The Group recognises that good corporate governance is the foundation to maintain the stable development of business. We have established a comprehensive risk management and internal control system. We have taken into account of various environmental and social factors when planning business development, so as to balance economic returns, social development and environmental protection, and actively fulfil corporate social responsibility.

Governance Structure

The Group's sustainability governance structure included the Board, chairman of ESG Working Team and its members. The ESG Working Team is directly monitored by the Board and is responsible for monitoring the implementation and work of sustainable development policies. It is chaired by the Chief Operating Officer, while its members include the various department head/manager.

The major duties of the ESG Working Team included:

- Reviewing and monitoring the Group's policies, measures and performance in ESG including employment and labour practices, community engagement, product responsibility and relevant environmental protection work;
- Communicating with stakeholders through appropriate channels; and
- Reporting to the Board and provide recommendations in regular basis.

The Board is responsible for monitoring the Group's risk management and internal control system, and to review its effectiveness, including the establishment of a clear corporate risk management framework and risk management policy. The Audit Committee accredited by the Board assists in continuously overseeing the Group's risk management and internal control systems and reviews the effectiveness of the systems at least once a year. The management also regularly reports to the Board and the Audit Committee on the risks and changes that the Group faces, and establishes internal control measures to mitigate risks.

The Group gradually integrated ESG factors into its risk management systems and procedures, in order to identify environmental and social risks and formulate countermeasures. The Group will continue to improve its ESG performance, and ensure its sustainability in the ever-changing business environment.

本集團明白良好企業管治是支持業務平穩發展的基礎。我們已建立全面的風險管理及內部監控系統，在計劃業務發展時考慮各項環境及社會因素，從而平衡經濟回報、社會發展及環境保護等各方面，積極履行企業社會責任。

管治架構

本集團的可持續發展管治架構包括董事會、ESG工作小組主席及ESG工作小組成員。ESG工作小組直接由董事會監管，負責監察可持續發展方面的政策實施和工作。ESG工作小組主席由首席運營官擔任，而各部門主管／經理則擔任ESG工作小組成員。

ESG工作小組的主要職責包括：

- 審視及監管本集團的ESG政策、舉措及表現，包括僱傭及勞工常規、社區參與、產品責任和環境保護等各方面的相關工作；
- 透過適當途徑與持份者溝通；以及
- 定期向董事會匯報及提出建議。

董事會負責本集團風險管理和內部監控系統的監督管理工作，以及檢討其有效性，包括建立清晰的企業風險管理框架及風險管理政策。董事會轄下之審核委員會協助董事會持續監督本集團的風險管理及內部監控制度，並每年至少檢討一次有關制度的成效。管理層亦定期向董事會及審核委員會匯報本集團面對的風險及其變化情況，訂立內部監控措施以減緩風險。

本集團逐步把可持續發展管治因素納入於其風險管理系統及程序之中，以識別本集團在相關方面的風險及制定應對方案，本集團將持續提升ESG方面的表現，確保在不斷變化的商業環境中業務的可持續性。

Sustainability Governance

可持續發展管治

Communication with Stakeholders

The Group emphasises communication with stakeholders. We contact the below stakeholders via various channels such as by means of telephones, email, questionnaires, daily meetings, factory visits, and networking events with industry associations and collect their opinions on the relevant ESG issues.

The Group's key stakeholders are listed as follows:

Group's internal stakeholders 本集團內部持份者	Group's external stakeholders 本集團外部持份者
The Board, senior management, general staff 董事會、管理人員、一般員工	Government and local regulatory authorities, banks and (potential) investors, contractors and suppliers, customers, intermediaries, industry associations, and the media, etc. 政府及當地監管機構、銀行與(潛在)投資者、承建商、供應商、客戶、中介機構、同業商會及媒體等

Through the daily communications with the internal and external stakeholders, we understand their expectations and needs for the sustainable development of the Group's business, and formulate or further strengthen sustainable development governance policies and measures based on their concerns.

Material Sustainability Issues

During the Year, taking into account our operating performance and topics of concern of various stakeholders, and with reference to the disclosure obligations under the Guide, the Materiality Map issued by the Sustainability Accounting Standards Board (SASB) and the best practice in the industry, the Group identified ESG topics relevant to the business of the Group to formulate our sustainable development strategies. We ultimately identified 28 material issues, including 12 of high materiality, 11 of moderate materiality and 5 of materiality, as the basis of this report.

持份者溝通

本集團重視持份者溝通。我們透過不同的渠道如電話、電郵、問卷、日常會議、工廠參觀及同業商會聯誼活動等連繫以下的持份者，收集他們對相關ESG議題的意見。

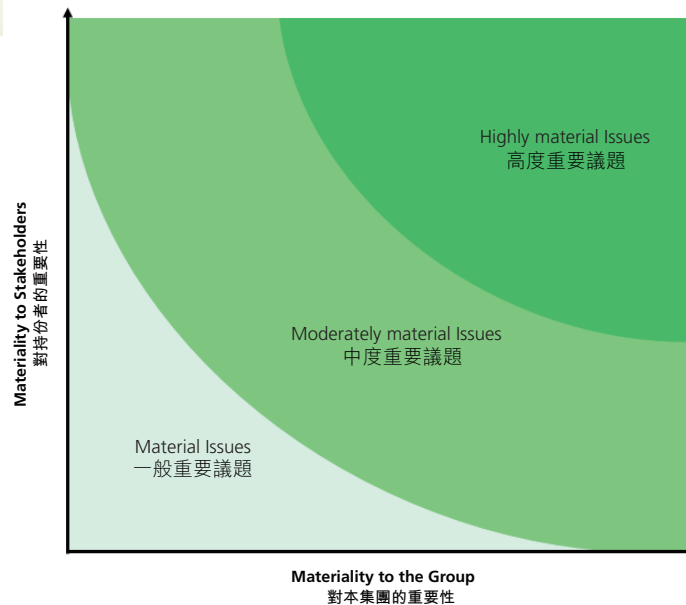
本集團的主要持份者如下：

通過與內部及外部持份者保持日常溝通，我們了解他們對本集團業務可持續發展的期望及需求，並根據他們所關注的議題，制定或進一步強化可持續發展管治政策和措施。

重大可持續發展議題

本年度，本集團參考《指引》所涵蓋的披露責任、美國永續會計準則委員會(SASB)的《重要性議題庫》等，考慮本身的業務經營狀況及各利益相關方所關注的議題，並對標同業最佳實踐，對已識別的重要ESG議題進行梳理。我們最終確定了28個重要ESG議題，當中包括12個高度重要ESG議題、11個中度重要ESG議題及5個一般重要ESG議題，作為我們準備本報告時的依據。

2020 Softpower International's Materiality Matrix
2020年度冠力國際的重要性矩陣



Highly material Issues 高度重要議題	Moderately material Issues 中度重要議題	Material Issues 一般重要議題
Employment management system 僱傭管理制度	Management of air pollutant emissions 空氣污染物排放管理	Water usage and efficiency management 用水及效益管理
Promotion of occupational safety and health 推廣職業安全和健康	Management of greenhouse gas emissions 溫室氣體排放管理	Sewage discharge management 污水排放管理
Employee Training and development 員工培訓和發展	Response to climate change 應對氣候變化	Management of the impact of the operation on the environment and natural resources 管理營運對環境及天然資源的影響
Prevention of child or forced labour 防止童工和強制勞工	Energy usage and efficiency management 能源使用及效益管理	Caring for society 關懷社區
Supply chain management 供應鏈管理	Waste management 廢物管理	Community investment 社區投資
Product quality management 產品質量管理	Efficiency of use of other resources and efficiency management 其他資源使用之效益及效益管理	
Fair and responsible marketing 公平和負責任的營銷	Diversity and elimination of discrimination 多元化和消除歧視	
Protection of customers' privacy 保護客戶私隱	Sustainability management system 可持續發展管理體系	
Customers' services quality 客戶服務質量	Integrity and compliance operation 誠信合規經營	
Product after-sales service 產品售後服務	Corporate governance 企業管治	
Protection of intellectual property rights 保護知識產權	Risk management 風險管理	
Anti-corruption 反貪污		

Employment and Labour Practices

僱傭及勞工常規

Employees are one of the most important assets of the Group. To this end, our Employee Handbook outlines the terms of employment, employee code of conduct and employee benefits. We ensure that employees receive comprehensive labour protection and benefits, and are committed to providing employees with a safe and healthy working environment, as well as providing employees with opportunities for continuous learning and development opportunities, and maintaining a fair, mutually-trusting and respectful relationship with employees.

As at 31 December 2020, there are a total of 163 employees under the scope of this report. More than 90% of employees work in Hong Kong, the remaining work in the operation sites located in Macau and Shenzhen.

Employment Management System

The Group complies with all the laws and regulations on the employment under the Employment Ordinance of the HKSAR and industry codes, actively regulates the employment and labour system, committed to promoting harmony and respect in the workplace, and establishing a diversified and inclusive working environment.

The Group is an equal opportunity employer. The Group adopts the principle of openness and provides equal opportunities in the staff recruitment process, to employ staff based on the qualification requirements of individual positions. The Group ensures each job seeker and employee will not be discriminated against and treated unfairly due to its age, gender, nationality, religious belief, marital status, sexual orientation and disability during job seeking or employment. Before hiring any candidates, the Group will take effective procedures to verify their age in accordance with the Prohibition of Child Labour Policy, including but not limited to checking photo-bearing documents issued by government departments to prevent the employment of child labour and forced labour.

員工是本集團最重要的資產之一。為此，我們的《員工手冊》概述了就職的條款、員工行為守則和員工福利等方面的事宜。我們確保員工得到全面的保障和福利，並致力為員工提供一個安全健康的工作環境，以及為員工提供持續進修及發展機會，與員工維持公平、互信和尊重的關係。

於二零二零年十二月三十一日，我們於本報告範圍內共有163名員工，其中超過九成的員工在香港工作，其餘分別在澳門及深圳的營運點工作。

僱傭管理制度

本集團遵守香港特別行政區《僱傭條例》等僱傭相關的法律法規及行業守則，積極規範僱傭及勞工制度，致力推廣工作地方的和諧和尊重，建立多元化及共融的工作環境。

本集團是提倡平等機會的僱主。我們在員工招聘及錄用的過程遵循公開及平等原則，按照個別職位的資格要求聘用合適的員工，確保每位應徵者及員工在求職或受僱期間均不會因年齡、性別、種族、宗教、婚姻狀況、性取向或殘疾而受到歧視及不公平對待。在聘用任何應徵者前，本集團會根據《禁止使用童工政策》規定採取有效程序核實應徵者的年齡，包括但不限於檢查政府部門簽發並帶有相片的證明文件，以防範聘請童工及強制勞工。

Employment and Labour Practices

僱傭及勞工常規

To prevent forced labour, the Group prohibits any brutal treatment or threats of any employees (including any form of sexual harassment, corporal punishment, mental stress or verbal abuse). We protect employees' rights to choose their employment freely and ensures that all employment relationships are voluntary. The Group and its employees may terminate the employment contract for personal reasons or other factors with appropriate notice periods or payment in lieu of notice. In addition, the Group sets out the working conditions to regulate staff working hours and rest day arrangements. If the employee agrees to work out of office hours due to an emergency, it will be considered as overtime work. The department heads and managers are required to verify overtime work arrangements and provide compensation leave afterwards.

The Group has zero-tolerance for sexual harassment and gender discrimination. To prevent sexual harassment in the workplace, the Group has established and implemented an employee grievance mechanism. Employee who have been sexually harassed can file formal complaints with their department heads, managers, or the Human Resources Department. All complaints will be treated confidentially and independently.

During the Reporting Period, the Group did not violate any relevant laws and regulations in relation to salary and dismissal, recruitment and promotion, working hours, equal opportunities, diversity, anti-discrimination, prevention of child labour or forced labour. No case of hiring child labour or forced labour was found in the Group.

Employee Benefits and Welfare

The Group is committed to offering competitive remuneration and welfare for employee acquisition and retention. In addition to the basic salaries and contributions to the mandatory provident fund, certain staff members are entitled to sales commission. We also pay discretionary bonus. The Group contributes to an employee pension scheme established by the PRC Government which undertakes to assume the retirement benefit obligations of all existing and future retired employees of the Group in Mainland China.

為防止使用強制勞工，本集團嚴禁殘暴對待或威脅任何員工(包括任何形式的性騷擾、體罰、精神壓迫或口頭辱罵)。我們保障員工自由擇業的權利，確保所有僱傭關係均屬自願性質。本集團和員工可按個人理由或其他原因終止僱傭合同，並需給予適當的通知期或代通知金。此外，本集團亦訂明員工工作條件，規範員工工作時間及休息安排。如因緊急情況下，員工同意於辦公時間外工作，將作超時工作處理。部門主管及經理需批核超時工作安排，並給予補假予員工。

本集團對性騷擾和性別歧視採取零容忍的態度。為防止工作間性騷擾，本集團已建立並制定員工申訴機制。員工如受性騷擾，可向其部門主管、經理或人力資源部提出申訴，而所有申訴均會作保密及獨立處理。

於報告期內，本集團並沒有違反任何有關薪酬及解僱、招聘及晉升、工作時數、平等機會、多元化、反歧視、防止童工或強制勞工的相關法律及規例，亦沒有於本集團內發現聘用童工或強制勞工的個案。

員工待遇及福利

本集團致力提供具市場競爭力的薪酬及福利待遇以吸納及挽留員工。除了享有基本薪金及強積金供款外，部份員工享有銷售佣金收入，我們亦發放酌情花紅。本集團向一項由中國政府所設立的僱員退休金計劃供款，該退休金計劃承諾承擔為本集團現時及未來在中國內地的退休員工提供退休福利的責任。

Employment and Labour Practices

僱傭及勞工常規

We conduct appraisal for our employees once a year and regularly review the staff remuneration policies based on the factors of employee performance, market salary trend and inflation in order to offer competitive remuneration for employees. The Group adopted a share option scheme for the purpose of providing incentives and rewards to motivate the eligible directors and employees of the Group. To recognise the employees with long-term service and contributions, the Group presents Long-term Service Awards to employees who have served for every 10 years.

我們會每年為員工進行一次評估，並定期按照員工表現、市場薪酬趨勢、通貨膨脹等因素檢討薪酬策略，以確保向員工提供具市場競爭力的薪酬。本集團設有一項購股權計劃，向本集團合資格董事及僱員提供獎勵及報酬。本集團亦設有長期服務獎，對連續服務每滿10年的員工發放獎勵，以表揚其長年忠誠服務和貢獻。



Present employees long-term service awards
頒發員工長期服務獎

In addition to statutory and annual leave, employees also enjoy sick leave, maternity leave, paternity leave, marriage leave, etc. To strengthen employees' sense of belongings, the Group provides all full-time employees with various medical benefits, feast gathering and activities. We adopt an open attitude, promote two-way communication, and maintain good relations with employees. Employees can express their opinions to department managers or human resources at any time via email or face-to-face interviews.

除法定假期和年假外，員工可享有病假、產假、侍產假及婚假等。為了凝聚員工的歸屬感，本集團為所有全職員工提供各項醫療福利、員工聚餐及活動。我們採取開放的態度，促進雙向溝通，與員工保持良好的關係。員工可以在任何時間通過電子郵件或面談方式向部門經理或人力資源部發表他們的意見。

Occupational Safety and Health

The Group attaches great importance to occupational safety and health and strictly abides by relevant laws and regulations. We have formulated a series of measures and policies to ensure the health and safety of employees in different roles. During the Reporting Period, 67 working days were lost due to work-related injuries and we did not record any cases in violation of any relevant laws and regulations on providing a safe working environment and protecting employees from occupational hazards, nor did we record any severe accidents of work-related fatalities. It was found that most work-related injuries resulted from bruises, twists or fractures that happened during lifting, moving and handling of goods, or work-at-height. As of the end of the Year, the injured employees have received appropriate treatments and were granted injury leaves, timely injury leave payment and compensation according to the Employees' Compensation Ordinance.

To reduce the risk of work-related injuries in warehouses, the Group has formulated the Warehouse Safety Regulations and Safety Code for Work-at-height. We provide warehouse staff with guidelines for mobile machinery operations (lifting machinery, forklifts), manual handling operations, outdoor working, good site tidiness, and the guidelines of the proper use of ladders and workbenches. We have appointed one staff in the capacity of safety supervisor. The main job duties of the safety supervisor include: providing safety awareness training, formulating safety codes, organising safety meetings regularly, arranging employees to attend occupational health and safety training, reporting on cases of work-related injuries, and advising and executing preventive measures. This enhances the safety level in warehouse.

The Group continues to strengthen employees' safety awareness. To raise employees' safety awareness, we provide a safety guideline for all new employees and arrange health and safety courses for the staff in the warehouses. The topics include the Occupational Safety and Health Ordinance and Regulation, safety regulations for operations under adverse weather, and safety regulations for manual handling operations. In addition, the Group engaged a registered safety officer (the "Safety Officer"), providing health and safety training courses for warehouse staff biannually. Due to the COVID-19 issues, the health and safety training course was provided once only during the Reporting Period. The Safety Officer is in charge of inspecting warehouse of the Company, writing safety check reports, and providing professional advice to the Management regarding working environment safety and equipment. The management will monitor the warehouse safety, regularly inviting warehouse supervisors to attend management meetings to report on the working environment and make appropriate reviews to continuously improve the working environment and safety related policies.

職業安全與健康

本集團高度重視職業安全與健康，嚴格遵守相關的法律法規。我們已制定一系列措施及政策，確保不同工作崗位員工的健康與安全。於報告期內，員工因工傷而損失的工作日數為67天；我們並沒有違反任何有關提供安全工作環境及保障僱員免受職業性危害的相關法律及規例，也沒有發生任何員工因工作關係而造成死亡的嚴重事故。大部分的工傷意外是源於員工在提舉、搬運、處理貨物，或高空作業時意外造成的撞傷、扭傷或骨折。截止本年度結束，受傷員工已得到適當的治療，並按照《僱員補償條例》享有適當的工傷病假、獲發工傷病假按期付款，以及工傷補償。

為減低貨倉員工因工受傷的風險，本集團已制定《貨倉安全守則》及《高空工作安全守則》，為貨倉員工提供有關在移動機械操作（起重機械、鏟車）、手動處理操作、戶外工作及良好工地整理，以及正確使用梯具及工作台等的工作指引。同時，我們在貨倉設有同事兼顧安全督導員，主要職責為提供安全意識培訓、制定安全守則、定期舉行安全會議、安排員工出席職安健培訓課程、報告工傷個案，以及建議並執行預防措施，加強貨倉安全水平。

本集團持續加強員工安全意識。我們為新入職同事提供一份安全守則，亦安排貨倉員工參加健康與安全課程，內容包括職業安全及健康條例與規例、惡劣天氣下工作的安全規例、手動處理操作的安全規例等，以提升員工的安全意識。此外，本集團已委任一名註冊安全主任（「安全主任」），每半年為倉務員工提供一次健康安全訓練課程。由於新冠疫情關係，我們於報告期內只提供了一次健康安全訓練課程。安全主任亦會巡查公司的貨倉，撰寫安全檢查報告及向管理層就安全工作環境和設備提供專業意見。管理層則充當監察貨倉安全角色，定時邀請貨倉主管出席管理層會議報告工作環境情況，並作出適當檢討，以持續完善工作環境安全相關政策。

Employment and Labour Practices

僱傭及勞工常規

Employee Training and Development

We care about the career development of employees, and provide opportunities for self-improvement and development. The Group has formulated the “Talent Training and Promotion Programme”, aiming to boost employees’ communication skills, problem-solving skills and team spirit, as well as to attain their core competitiveness, supporting their career and personal development. Meanwhile, this nurtures talents for the future development of the Company. The Group provides specialized training for outstanding and potential employees, as well as assessment and promotion opportunities, those who are qualified in the assessment will be promoted to the Group’s management or key positions.

We take reference from employees’ individual annual performance to analyse the needs for employee and to formulate the training and development plans, along with appropriate subsidies. Besides, the Group also arranged employees to receive training from external institutions, including Construction Industry Safety Card course and other safety-related training.

In addition, we encourage employees’ continuous learning and use their professional skills to excel in the workplace. To this end, the Group provided the employees at the accounting department, company secretary department, and human resources and administrative department, etc with subsidies for course fees and professional membership fees related to their position.

Below are the percentages and average training hours per trained employees by gender and grade during the Year:

員工培訓及發展

我們關心員工的職業發展，並提供為員工自我完善和發展的機會。本集團已制定「人才培訓及晉升計劃」，旨在提升員工的溝通技巧、解難能力及團隊精神，幫助提升員工核心競爭力及支持其事業和個人發展，同時為公司未來發展儲備人才。本集團為表現出色及有潛質的員工提供專門培訓，以及考核和晉升機會，通過考核的員工可獲晉升至本集團管理級人員或重要的職位。

我們每年按照員工個人年度表現評估，分析員工培訓需要，並制定公司的培訓及發展計劃及提供合適資助。本集團亦安排員工接受外部機構培訓，包括建造業平安咭課程訓練及其他有關安全的培訓。

此外，我們鼓勵員工持續進修並在工作崗位上利用所學的專業技能盡展所長。為此，本集團為會計部、公司秘書部及人力資源及行政部等員工提供與其崗位相關的課程費用及專業學會會費資助等。

以下是我們於報告期內按性別及職級的受訓僱員百分比，以及每名受訓僱員的平均培訓時數：

		Percentage of employees trained 受訓僱員百分比	Average training hours per each employee trained 每名受訓僱員的平均培訓時數
By gender	按性別劃分		
Male	男性	38.0%	4.4
Female	女性	29.1%	13.2
By grade	按職級劃分		
Management	管理人員	11.1%	20.5
Department head/manager	部門主管／經理	11.1%	26.1
General staff	一般員工	44.1%	5.1

The Group regulates business operation management and is committed to building up long-term and mutually-trusting relationships with business partners. The Group continues to improve the supply chain and quality management system in order to provide customers with high-quality products and excellent services.

Supply Chain Management

The Group concerns about the supply chain sustainability. We commit, in accordance with the Corporate Social Responsibility Policy, to assuring that its products and services comply with relevant environmental laws and regulations, and its operations to respect, promote and facilitate international principles related to society, environment and corporate ethics. The Group selects suppliers in accordance with strict criteria and requires suppliers to provide certification of related products to reduce environmental and social risks related to the supply chain. During the Year, the Group's major suppliers from the following 9 countries or regions were totaling 37.

本集團規範業務營運管理，致力與合作夥伴建立長遠及互信的關係，並通過完善供應鏈及產品質量管理體系持續為客戶提供高品質的產品及優質的服務。

供應鏈管理

本集團關注供應鏈的可持續性。我們於《企業社會責任政策》中承諾須確保供應商所提供的產品及服務符合相關的環境法律及法規，以及其運作均尊重、推廣及促進有關社會、環境與企業道德的國際原則。本集團以嚴格的準則挑選供應商，要求供應商提供相關產品的認證，以減低供應鏈相關的環境及社會風險。本年度，本集團的主要供應商共有三十七家，分別來自以下九個國家或地區。

		2020 2020年度	
Country/Region 國家／地區	Mainland China	中國內地	15
	Hong Kong SAR	中國香港	9
	United Kingdom	英國	4
	South Korea	韓國	3
	Thailand	泰國	2
	United States of America	美國	1
	Australia	澳洲	1
	Japan	日本	1
	Vietnam	越南	1
Total number of suppliers 供應商總數		37	

When considering adopting a new supplier, we will record the relevant information of the suppliers. This will submit to the management for approval before we cooperate with the suppliers. The Group will assess the performances of suppliers in terms of its quality, finance, price, environmental protection and labour rights. The one with the most outstanding performance which also complying with the relevant regulations will be engaged. The Group gives priority to products and services that obtain the Green Label whenever reasonable and possible. It is aimed to utilise resources effectively, with the reduction of hazardous and non-hazardous waste.

在考慮採用新的供應商時，我們會紀錄供應商的相關資料，供管理層審批後才與供應商合作供貨。本集團會根據此資料表評核供應商的品質、財務、價格、環保、勞動人權方面的表現，並採用最具競爭力及符合相關法規的供應商。在合理及實際可行的情況下，本集團會優先考慮擁有相關環保標籤、能夠有效運用資源並減少產生有害及無害廢棄物的產品及服務。

Operation Management

營運管理

The Group has set up the Quality Control Department directly under the Chief Operating Officer. It will be responsible for inspecting the suppliers' factory production facilities and goods, warehouse random inspections and sending the sampled products to third-party testing to ensure that the products meet the local and international standards. The Quality Control Department will regular visit to suppliers' factories for delegation. It will review the applicability, effectiveness of quality control procedures and the quality of the Group's products ordered. We will also engage reputable independent laboratories to conduct quality tests on the sample products provided by suppliers to further reduce operational risks in the supply chain due to product quality and health and safety.

Product Responsibility

We attach great importance to product quality and acceptance. We continue to implement the Product Responsibility Policy, and actively obtain certification and accreditation for products to ensure that they meet the statutory standards. During the Year, all products of the Group (pipes or installations of specified categories under the regulation) have obtained the "General Accreditation" ("GA") qualification (commonly known as water paper) by the Hong Kong Water Supplies Department ("WSD").

本集團設有品質檢測部門，直接隸屬本集團首席運營官，負責檢驗供應商的廠房生產設備及貨物、貨倉抽檢及將抽樣產品送至第三方檢測，以確保產品符合本地和國際標準。品質檢測部門會訪供應商的工廠進行考察，評核其品質控制程序的適用性及有效性，並審核本集團的訂單產品質量。我們亦會聘請信譽良好的獨立實驗室，抽樣為產品供應商所提供的產品進行質量檢測，以進一步減低供應鏈中因產品質量及健康安全等方面而引致的營運風險。

產品責任

我們重視產品質素及認受性，持續執行《產品責任政策》，並積極為產品取得認證和認可資格，確保其符合法定標準。本年度，本集團所有產品（按規管的指定類別喉管或裝置）均已獲得香港水務署（「水務署」）《一般認可》資格（俗稱水紙）。

The Waterworks Regulations – “General Acceptance” for plumbing products**《水務設施規例》－水喉產品《一般認可》資格**

The WSD implements GA pre-approval system for plumbing products during the approval procedures of plumbing projects. Qualified plumbing products must be provided with a sample test report issued by a local laboratory accredited by Hong Kong Laboratory Accreditation Scheme (HOKLAS), or a certificate issued by the British Standards Institution Kitemark (BSI Kitemark) or Water Regulations Advisory Scheme (WRAS) to prove conformity of the products to the statutory standards.

The WSD conducts random compliance tests on plumbing products that obtained GA. Test items include chemical composition (metal elements contained the parts that come into contact with drinking water) and the main functions of plumbing device to monitor if the products continue to meet with all required standards. The Group provides plumbing products to cooperate with the random inspections of the WSD. During the Reporting Period, all the products sampled for inspection passed the “General Accreditation” plumbing product monitoring program and met the quality requirements of the respective standards.

水務署在水喉工程審批時實行《一般認可》水喉產品預先批核制度。獲《一般認可》資格的水喉產品必須備有香港實驗所認可計劃(HOKLAS)轄下機構發出的樣本測試報告，或由英國標準協會註冊證明商標(BSI Kitemark)或英國水務法規諮詢計劃(WRAS)發出的證明書，確認產品符合法定標準。

水務署亦會抽取市面上獲《一般認可》之水喉產品進行測試，測試項目包括化學成份(與飲用水接觸的金屬部件的金屬元素)與該水喉裝置的主要功能，以監察產品是否繼續符合認可資格的所有要求標準。本集團提供水喉產品配合水務署的抽查。於報告期內，所有被抽驗產品均通過《一般認可》水喉產品監察計劃，符合所屬標準的品質要求。

Based on the nature of the business, the Group has considered some incidents that have caused public concern about pipes' material quality and safety issues in recent years and identified the Trade Descriptions Ordinance and the Waterworks Facilities Regulations which are laws and regulations that have a significant impact on the Group. In order to ensure compliance with the above-mentioned laws and regulations, the Quality Control Department always reviews pipe products in accordance with international standards and customer requirements to ensure that the product quality meets the requirements of relevant laws and regulations. Products must undergo established review and inspection procedures before official delivery. During the day-to-day sample inspection of goods, spotting of unqualified products or external complaints, we will assess the risks and severity in accordance with Trigger Mechanism of Recall Procedures and resolving the need for product recall. Regardless of whether a recall is launched or not, the Group requires suppliers to identify the causes of quality issues, strengthen the internal quality control and carry out improvement measures.

基於業務性質，本集團考慮近年發生的一些引起公眾對管道質量疑慮的管道物料品質安全問題事件，已識別《商品說明條例》及《水務設施規例》為對本集團有重大影響的法律及規例。為確保遵守上述的法律及規例，品質檢測部恆常根據國際標準及客戶要求審核管道產品，確保產品質量符合相關法例要求。產品須通過已制定的程序進行審核及檢驗後，方可正式出貨。如在日常抽樣檢測貨物時發現到不合格產品或收到外部投訴時，我們會根據《回收程序的觸發機制》評估風險及嚴重性，並決定產品回收必要性。無論是否決定進行產品回收，本集團均要求供應商查明質量問題原因及加強內部品質控制，並作出改善措施。

Operation Management

營運管理

The Group holds cross-departmental quality meeting regularly to report and discuss issues related to quality control. The members of the meeting include the Chairman of the Group, the Chief Operating Officer, and the relevant staff at the Sales Department, Purchasing Department and the Quality Control Department. During the Year, the Group received 8 complaints about product quality, all of which have been properly handled.

Operation Information Management

The Group respects customers' privacy and intellectual property rights. We have stated in the Employee Handbook that employees must not directly or indirectly use nor disclose confidential information, including trade secrets, transaction records and technology, and other information about customers or suppliers, to third parties. If any leakage of confidential information is revealed, remedial measures must be taken immediately and the management of the Group shall be notified to make relevant decisions. In addition, we prudently handle matters related to advertising and labeling, to ensure that complete and accurate information is delivered to the public, and to safeguard the intellectual property rights, including patent rights, trademark rights and copyrights, of the Group and our business partners. During the Reporting Period, the Group was not aware of any violations of laws and regulations related to advertising, labeling and privacy.

Anti-corruption

The Group pursues a corporate culture of honesty and integrity. We strictly abide by the Anti-Money Laundering and Terrorist Fund Raising (Financial Institutions) Ordinance, Organized and Serious Crimes Ordinance and other relevant laws and regulations. We implemented the Gift and Entertainment Policy, which requires the entertainment between customers and manufacturers complying within the reasonable value and frequency. The employees shall not have the intention to seek or obtain benefits. It prohibits employees from inappropriate benefits such as receiving cash or kickback, etc.

The Group also set up a whistleblowing channel for reporting corruption or fraud. It encourages employees and those who have business with the Group to report any corruption and fraud in the Group through e-mail and other channels so that we can find and correct various misconducts at once. All reports would be directly followed up by the Audit Committee. During the Reporting Period, we did not receive any new lawsuits against the Group or employees or found any cases of corruption, bribery, extortion, fraud or money laundering.

本集團會定期舉行跨部門品質會議，匯報及商討品質檢測相關問題，參與會議的成員包括本集團主席、首席運營官，以及銷售部、採購部及品質檢測部的產品負責人員。於報告期內，我們共接獲八宗有關產品品質的投訴個案，全部個案均已被妥善處理。

業務信息管理

本集團尊重客戶私隱及知識產權。我們已在《員工手冊》列明員工不可直接或間接使用和向第三方透露機密資訊，包括商業秘密、交易往來及技術等有關客戶或供應商的資料。如發現洩露任何秘密資料，必須立即採取補救措施並通知本集團管理層以作出相關決定。此外，我們謹慎處理有關廣告及標籤的事宜，確保向大眾傳遞完整真確的資訊，並維護本集團與業務夥伴的知識產權，包括專利權、商標權及著作權。於報告期內，本集團並不知悉任何違反廣告、標籤及私隱相關法律法規的事宜。

反貪污

本集團奉行廉潔誠信的企業文化和商業道德，嚴格遵守《打擊洗錢及恐怖分子資金籌集(金融機構)條例》、《有組織及嚴重罪行條例》等相關法律法規。我們已制定《餽贈與招待政策》，要求員工確保與客戶及廠商之應酬符合合理價值與次數內，員工亦不應意圖尋求或獲取優惠，明文禁止員工接受現金餽贈或收受回扣等不正當利益。

本集團已設立舉報貪污或舞弊的溝通渠道，鼓勵員工及與本集團有業務往來的人士透過電子郵件等渠道舉報本集團內可能存在的貪污舞弊行為，以及時發現並糾正各種不當行為。所有舉報均會經由審核委員會直接跟進處理。於報告期內，我們並沒有收到對本集團或員工提出任何新增的訴訟或發現任何貪污、賄賂、勒索、欺詐及洗黑錢的案件。

Environmental Protection

環境保護

The Group places a strong emphasis on the impact of its business operations on the environment and natural resources. The Group commits to incorporating the concept of environmental protection into business decision in the Environmental Protection Policy. This will improve the efficiency in the use of energy and natural resources, prevent and minimise the generation of waste, and reduce pollution to land and the atmosphere. During the Reporting Period, the Group was not aware of any violation of environmental protection laws or any major accidents affecting the environment and natural resources, or received any penalties and litigation notices regarding environmental issues.

Energy Conservation and Emission Reduction

We referred to the Greenhouse Gas Protocol jointly developed by World Resources Institute and World Business Council for Sustainable Development, ISO14064-1 formulated by the International Standardization Organization, the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for buildings (Commercial, Residential or Institutional Purpose) in Hong Kong prepared by Environmental Protection Department (EPD) and the Electrical and Mechanical Services Department (EMSD) of Hong Kong, the Guidelines for Accounting and Reporting of Greenhouse Gas Emissions from Industrial Enterprises in Other Industries (Trial) (《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》) published by National Development and Reform Commission of the People's Republic of China to quantify greenhouse gas (GHG) emissions from business operations and further review the effectiveness of measures and formulate improvement measures. During the Reporting Period, our GHG emissions within the scope of this report are as follows:

本集團重視其業務營運對環境及天然資源的影響。本集團在《環保政策》承諾將環保概念融入經營決策當中，以提高能源及天然資源的使用效益、預防及盡量減少製造廢物，以及降低對土地及大氣層所造成的污染。於報告期內，本集團並不知悉任何違反有關環境保護的法例或造成影響環境及自然資源的重大事故，亦沒有接到任何關於環境範疇的處罰及訴訟通知。

節能減排

我們參考由世界資源研究所與世界可持續發展工商理事會開發的《溫室氣體盤查議定書》、國際標準化組織制定的《ISO14064-1》、香港環保署和機電工程署編製的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》、中國國家發展改革委公佈的《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》，量化業務營運產生的溫室氣體排放，以便進一步檢討措施的成效及制訂改善方案。於報告期內，我們於本報告範圍內的溫室氣體排放如下：

Environmental Protection

環境保護

GHG emissions		溫室氣體排放	
		Emissions (tonnes of CO ₂ -e)	
		排放量(公噸二氧化碳當量)	
Scope		2020	2019
範圍		2020年度	2019年度
Scope 1: Direct GHG emissions ¹	範圍1：直接溫室氣體排放 ¹	389.7	443.7
Scope 2: Indirect GHG emissions ²	範圍2：間接溫室氣體排放 ²	231.9	205.4
Scope 3: Other indirect GHG emissions ³	範圍3：其他間接溫室氣體排放 ³	13.5	42.1
GHG emissions in total	溫室氣體排放總量	635.2	691.2
GHG intensity (in terms of floor area per m ²)	溫室氣體密度 (以每平方米面積計算)	0.026	0.028

The Group actively implements energy-saving measures at all levels of business operations, and promotes low-carbon and environmentally-friendly lifestyle to strengthen the management of GHG emissions. Apart from reminding employees from time to time to turn off lights, air conditioners and other unnecessary electronic devices after office hours or when office spaces (such as meeting rooms) are not in use, we will also choose energy-efficient products for replacement of electronic appliance and devices. As such, power consumption can be reduced and energy efficiency can be improved. The Group is also gradually implementing an old vehicle replacement programme to reduce fuel consumption. In addition, to lower power consumption among employees, the Group encourages its employees to attend seminars held by environmental protection companies. The Group also cooperates with its business partners to provide training to learn from practical experiences and suggestions to raise the energy saving awareness among employees.

本集團積極在業務營運各層面實行節能減耗的措施，宣導低碳環保習慣，以加強管理溫室氣體排放。除了不時提醒員工於非辦公時間或毋需使用房間(如會議室)時關掉電燈、空調和其他不必要的電子設備外，我們會於更換電器及電子設備時選用高能源效益之產品，以減低耗電量，提高能源使用效益。本集團亦逐步推行更換舊車計劃，以減少相關燃料的耗用量。此外，為推動員工減少用電，本集團我們鼓勵員工參與環保公司座談會，亦與業務夥伴合作提供培訓，汲取實際經驗與建議，提高員工節約能源的意識。

¹ Scope 1 includes emissions of fossil fuel combustion from stationary and mobile sources. The office in Shenzhen does not involve in the emissions of fossil fuel combustion from stationary and mobile sources. Therefore, there is no relevant Scope 1 emissions.

² Scope 2 includes emissions caused by purchasing electricity from power company.

³ Scope 3 includes upstream and downstream emissions from waste paper disposal, water treatment, sewage treatment and staff business trips regarding the business operation in Hong Kong. Sites of operation in Macau and Shenzhen are not included.

¹ 範圍1包括源自固定源及移動源化石燃料燃燒的排放。深圳辦公室不涉及固定源及移動源化石燃料燃燒的排放，故沒有相關的範圍1的排放。

² 範圍2包括來自電力公司購買電力所引致的排放。

³ 範圍3包括香港業務來自廢紙棄置、食水處理、污水處理與僱員出外公幹所引致的上遊及下遊排放。澳門和深圳營運點則不包括在內。

During the Year, under the impact of the pandemic, we have reduced the number of office gatherings and business meetings with clients outside, thus lowering the direct and indirect energy use. As the air pollutants directly emitted by the Group mainly comprise air emissions produced by vehicle engines (including nitrogen oxides, sulphur oxides and respirable suspended particulates), air pollutant emissions of the Group during the Reporting Period have decreased accordingly. Our total energy consumption within the scope of this report is 1,852.0 MWh, and the energy consumption intensity is 0.074 MWh per square metre, representing a decrease of nearly 14% as compared with last year.

本年度，受疫情影響，我們減少辦公室聚會活動，亦減少外出會客，直接及間接的能源使用因而減少；由於本集團的直接排放的空氣污染物主要來自車輛引擎所造成的廢氣，包括氮氧化物、硫氧化物及可吸入懸浮粒子，我們於報告期內的空氣污染物排放亦相應減少；我們於本報告範圍內的總能源耗用量為1,852.0兆瓦時，而能源耗用密度則為每平方米0.074兆瓦時，與上年度的數據減少近14%。

		Energy use 能源使用		Unit 單位
		Consumption 耗量	Consumption 耗量	
		2020 2020年度	2019 2019年度	
Direct energy ⁴ 直接能源 ⁴	Gasoline 汽油	134.5	267.9	MWh 兆瓦時
	Diesel 柴油	1,242.6	1,342.9	MWh 兆瓦時
	LPG 液化石油氣	108.7	128.6	MWh 兆瓦時
Indirect energy 間接能源	Electricity 電力	366.2	393.5	MWh 兆瓦時
Total energy consumption 能源總耗量		1,852.0	2,132.9	MWh 兆瓦時
Energy intensity (in terms of floor area per m ²) 能源密度(以每平方米面積計算)		0.074	0.086	MWh/m ² 兆瓦時/平方米

⁴ Office in Shenzhen does not involve in the use of direct energy.

⁴ 深圳辦公室不涉及直接能源的使用。

Environmental Protection

環境保護

Water Resource Management

The Group continuously monitors water consumption in the course of business operations and advocates water resource cherishment. Apart from water for domestic use, numerous products of the Group need to be rinsed before delivery. All sewage generated by the Group is discharged to the sewage treatment plant through the local sewage collection system for treatment. To utilize water resources wisely, the Group has set up a rainwater collection system in the warehouse, through which the rainwater collected will be used for sprinkling and cooling the warehouse. As water used by the Group is obtained through municipal water supply, we have no difficulty in water sourcing. During the Year, our water consumptions⁵ and water consumption intensity were respectively 2,844.7 cubic metres and 0.11 cubic metres per square metre, maintaining at a similar level as compared with that of last year.

Use of Other Resources and Waste Management

The Group supports responsible use of various materials and advocates waste reduction at source. Due to its business nature, the Group consumes enormous product packaging for the sales of retail products, to assure product quality and intactness throughout the transportation process. The product packing materials are usually plastic bags, nylon bags and cardboard boxes. During the Year, the Group consumed nearly 12.8 tonnes of packaging materials and the intensity of packaging materials amounted to 0.026 tonnes per million HK dollars in terms of sales, representing a decrease of approximately 13% as compared with that of last year.

As we encourage reduction of paper use, we mainly use electronic means for internal and external communications to lower the copying or printing needs. Where feasible, the Group consumes reusable papers and reuses office supplies (such as single-sided paper, paper clips, envelopes, file clips, paper bags and plastic bags). Our offices have also set up paper recycling bins. The waste paper collected is delivered to waste recyclers for recycling and reuse on a regular base.

During the Reporting Period, 194.6 tonnes of non-hazardous wastes were generated by the Group, including office paper and other daily waste, with an intensity of 0.008 tonne per square metre. The hazardous wastes generated by the Group include light bulbs and fluorescent tubes, with an intensity of 0.003 tonne per thousand square metres. The intensity of non-hazardous wastes and that of hazardous wastes are at similar level as compared with that of last year.

⁵ As the offices in Hong Kong and Shenzhen do not install independent water meter, therefore, water consumption cannot be obtained.

水資源管理

本集團持續監察在業務營運過程中的耗水量，倡導珍惜水資源。除了生活用水外，本集團多類貨品出貨前需要用水沖洗乾淨。本集團的所有產生的污水均經當地污水收集系統排放至污水處理廠進行處理。為了善用水資源，我們於貨倉設立了收集雨水系統，作日後貨倉灑水降溫之用。本集團的用水透過市政供水渠道取得，因此在取得水源上沒有問題。本年度，我們的耗水量⁵為2,844.7立方米，而耗水密度則為每平方米0.11立方米，與上年度數據相若。

其他資源使用及廢棄物管理

本集團支持負責任地使用各類物資，提倡從源頭減廢。基於業務性質，本集團的門市產品銷售使用大量的產品包裝，以確保整個運輸過程之產品品質和完整性。產品一般以塑料袋、尼龍袋及紙箱等作為包裝材料。本年度，本集團消耗近12.8公噸包裝材料，包裝材料使用密度為每百萬港元營業額0.026公噸，數據較上年度減少約13%。

我們鼓勵減少用紙，盡量以電子通訊方式作公司內部及與外界聯繫，以減少複印或列印的需要。在可行的情況下，本集團使用再用紙，並重複使用辦公用品(例如單面紙、曲別針、信封、檔夾、紙袋、塑膠袋)。本集團的辦公室亦設有廢紙回收箱，所收集廢紙定期送往垃圾回收商用作循環再造。

於報告期內，本集團所有產生的無害廢棄物包括廢紙及其他辦公室日常垃圾，產生總量為194.6公噸，密度為每平方米0.008公噸；我們所有產生的有害廢棄物則包括燈膽和光管，密度為每千平方米0.003公噸；無害廢棄物密度及有害廢棄物密度數據均與上年度相若。

⁵ 由於香港辦公室和深圳辦公室並沒有獨立水錶，因此未能獲取耗水量。

While driving our business development, the Group will implement its corporate mission "To take from society, while to give back to society". The Group is committed to caring for and serving society. We established the Community Policy and continue to invest resources in community projects. We encourage employees to give back to society through volunteering work and making donations to the community, bringing positive impact to the society. During the Reporting Period, the Group contributed HK\$45,000 in donations and event sponsorship and 121 volunteer service hours.

在推動業務發展的同時，本集團一直實踐「取之社會，用之社會」的企業宗旨，致力關懷和服務社區。我們建立了《社區政策》，持續投放資源於社區項目，並鼓勵員工透過參與義務活動及捐助社群回饋社會，為社會帶來正面影響。於報告期內，本集團貢獻出121個義工小時參與社區項目，慈善捐獻款項及籌組活動資金合共為45,000港元。

Lions Club Mobile Donation Vehicle-Hong Kong Red Cross Blood Transfusion Event

『獅子會流動捐血車』香港紅十字會捐血活動

During the spread of virus, the local hospitals are in urgent need of adequate blood supply at all times. However, due to the impact of the epidemic, people reduced their outings, causing the blood bank of the Hong Kong Red Cross Blood Transfusion Service Center to drop to a low level.

To help the hospitals in Hong Kong maintaining a stable and adequate blood supply and ensure that people in need receive appropriate treatment, the Group's 20 volunteers participated in the blood donation event organized by the Lions Club at Langham Place, MongKok in September 2020, showing love and donating blood to save people. This activity provided a blood donation channel to our employees to donate blood to Hong Kong blood bank.

病毒肆虐，本地醫院時刻急需足夠的血液供應。然而，受疫情影響，本地市民減少外出，引致香港紅十字會輸血服務中心血庫存量跌至低水平。

為幫助全港的醫院保持穩定及充足的血液供應，確保有需要人士得到適切的治療，本集團有20名義工參與由獅子會在二零二零年九月於旺角朗豪坊舉辦的捐血活動，齊顯愛心，捐血救人。是次活動為員工提供一個捐血渠道，為香港血庫房出一分力。



Community Investment

社區投資

Lions Club of Hong Kong West-Golf Charity Fundraising Tournament

香港西區獅子會－高爾夫球慈善籌款比賽

The Group's volunteers participated in the Golf Charity Fundraising Tournament held in March 2020 organised by Lions Club. The volunteer team went to the Fanling Hong Kong Golf Club to participate in the competition that morning. In addition to fundraising, it also allows employees to enjoy the fun of physical exercise in the midst of the busy life. They can concentrate their attention, challenge themselves, and be good to both their bodies and minds.

本集團的義工參與由獅子會於二零二零年三月舉辦的高爾夫球慈善籌款比賽。義工團隊當天上午一起到粉嶺香港高爾夫球會參與比賽。是次活動既能籌款之餘，也能讓員工於繁忙的辦公室生活中享受運動的樂趣，集中注意力，挑戰自我，有益身心。



Environmental and Social KPI Summary

環境及社會關鍵績效指標摘要

Environmental KPI 環境關鍵績效指標	Unit 單位	2020 2020年度	2019 2019年度
Emissions⁶ 排放物 ⁶			
Nitrogen Oxides (NO _x) 氮氧化物	kg 千克	1,687.6	2,285.7
Sulphur Oxides (SO _x) 硫氧化物	kg 千克	12.4	18.5
Respirable Suspended Particulates (RSP) 懸浮顆粒	kg 千克	140.0	162.8
GHG emissions 溫室氣體排放			
Direct GHG emissions (scope 1) ⁷ 直接溫室氣體排放(範圍1) ⁷	tonnes of CO ₂ -e 公噸二氧化碳當量	389.7	443.7
Indirect GHG emissions (scope 2) ⁸ 間接溫室氣體排放(範圍2) ⁸	tonnes of CO ₂ -e 公噸二氧化碳當量	231.9	205.4
Other indirect GHG emissions (scope 3) ⁹ 其他間接溫室氣體排放(範圍3) ⁹	tonnes of CO ₂ -e 公噸二氧化碳當量	13.5	42.1
GHG emissions in total (scope 1, 2 and 3) 溫室氣體排放總量(範圍1, 2及3)	tonnes of CO ₂ -e 公噸二氧化碳當量	635.2	691.2
GHG intensity (in terms of floor area per m ²) 溫室氣體排放密度(以每平方米面積計算)	tonnes of CO ₂ -e/square metre 公噸二氧化碳當量/平方米	0.026	0.028
Energy consumption 能源耗用量			
Direct energy consumption 直接能源耗用量	MWh 兆瓦時	1,485.8	1,739.4
Indirect energy consumption 間接能源耗用量	MWh 兆瓦時	366.2	393.5
Total energy consumption 能源耗用總量	MWh 兆瓦時	1,852.0	2,132.9
Energy intensity (in terms of floor area per m ²) 能源耗用密度(以每平方米面積計算)	MWh/square metre 兆瓦時/平方米	0.074	0.086
Water consumption¹⁰ 水源耗用量 ¹⁰			
Total water consumption 耗水總量	cubic metre 立方米	2,844.7	2,574.0
Water consumption intensity (in terms of floor area per m ²) 耗水密度(以每平方米面積計算)	cubic metre/square metre 立方米/平方米	0.11	0.11

Environmental and Social KPI Summary

環境及社會關鍵績效指標摘要

Environmental KPI 環境關鍵績效指標	Unit 單位	2020 2020年度	2019 2019年度
Waste Generation 廢棄物產生			
Total Non-hazardous waste 無害廢棄物總量	tonnes 公噸	194.6	203.2
Non-hazardous waste intensity (in terms of floor area per m ²) 無害廢棄物密度(以每平方米面積計算)	tonnes/square metre 公噸/平方米	0.008	0.008
Total Hazardous waste 有害廢棄物總量	tonnes 公噸	0.087	0.066
Hazardous waste intensity (in terms of floor area per 1,000 m ²) 有害廢棄物密度(以每千平方米面積計算)	tonnes/1,000 square metre 公噸/千平方米	0.003	0.003
Packaging material use 包裝材料使用			
Total packaging materials 包裝材料總量	tonnes 公噸	12.8	16.5
Intensity of packaging materials (in terms of sales) 包裝材料密度(以營業額計算)	tonnes/million HKD 公噸/百萬港元	0.026	0.030

⁶ Shenzhen Office does not involve in the emissions of combustion of fossil fuel from stationary and mobile source, therefore, there are no relevant air emissions.

⁷ Scope 1 includes emissions of fossil fuel combustion from stationary and mobile sources. The office in Shenzhen does not involve emissions of fossil fuel combustion from stationary and mobile sources. Therefore, no relevant Scope 1 emission.

⁸ Scope 2 includes emissions caused by the purchased electricity from the power company.

⁹ Scope 3 includes upstream and downstream emissions from waste paper disposal, fresh water treatment, sewage treatment and staff business trips regarding the business operation in Hong Kong. Operations sites in Macau and Shenzhen are not included.

¹⁰ Currently, water at all sites of operation is obtained through municipal water supply. As the offices in Hong Kong and Shenzhen do not install independent water meter, therefore, water consumption cannot be obtained.

⁶ 深圳辦公室不涉及固定源及移動源化石燃料燃燒的排放，故沒有相關的廢氣排放。

⁷ 範圍1包括源自固定源及移動源化石燃料燃燒的排放。深圳辦公室不涉及固定源及移動源化石燃料燃燒的排放，故沒有相關的範圍1的排放。

⁸ 範圍2包括來自從電力公司購買電力所引致的排放。

⁹ 範圍3包括來自香港業務廢紙棄置、食水處理、污水處理與僱員出外公幹所引致的上游及下游排放。澳門和深圳營運點則不包括在內。

¹⁰ 目前各營運點的所有用水透過市政供水渠道取得。由於香港辦公室和深圳辦公室並沒有獨立水錶，因此未能獲取耗水量。

Environmental and Social KPI Summary

環境及社會關鍵績效指標摘要

Social KPI

社會關鍵績效指標

Number of employees 員工人數		2020 2020年度
Location 地區	Hong Kong 香港	155
	Macau 澳門	4
	Mainland China – Shenzhen 中國內地 – 深圳	4
Gender 性別	Male 男性	108
	Female 女性	55
Age Group 年齡組別	Below 30 30歲以下	17
	30-50 30-50歲	89
	50 above 50歲以上	57
Grade 職級	Management 管理人員	9
	Department head/managers 部門主管/經理	36
	General staff 一般員工	118
Employment type 僱傭類別	Full-time 全職	162
	Part-time 兼職	1
Total number of employees 總員工人數		163

Environmental and Social KPI Summary

環境及社會關鍵績效指標摘要

Employee turnover rate 員工流失比率		2020 2020年度
Location 地區	Hong Kong 香港	14.2%
	Macau 澳門	0.0%
	Mainland China – Shenzhen 中國內地 – 深圳	0.0%
Gender 性別	Male 男性	13.9%
	Female 女性	12.7%
Age Group 年齡組別	Below 30 30歲以下	0.0%
	30-50 30-50歲	18.0%
	50 above 50歲以上	10.5%
Total employee turnover rate 總員工流失比率		13.5%

Number of work-related fatalities and injuries 因工死亡及工傷人數		2020 2020年度
Number and rate of work-related fatalities 因工死亡人數及比率	Male 男性	0 (0%)
	Female 女性	0 (0%)
Number of work-related injury 因工受傷人數	Male 男性	4
	Female 女性	1
Lost days due to work-related injury 因工傷損失工作日數	Male 男性	65
	Female 女性	2

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
A. Environmental			
A. 環境			
A1: Emissions			
A1：排放物			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Environmental Protection – energy conservation and emission reduction – use of other resources and waste management 環境保護 — 節能減排； — 其他資源使用及廢棄物管理	19-22
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Environmental Protection – energy conservation and emission reduction; environmental and social KPI summary 環境保護 — 節能減排； 環境及社會關鍵績效指標摘要	20-21, 25-26
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	Environmental Protection – energy conservation and emission reduction; environmental and social KPI summary 環境保護 — 節能減排； 環境及社會關鍵績效指標摘要	19-20, 25-26
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Environmental Protection – use of other resources and waste management; environmental and social KPI summary 環境保護 — 其他資源使用及廢棄物管理； 環境及社會關鍵績效指標摘要	20-21, 26

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	Environmental Protection – use of other resources and waste management; environmental and social KPI summary 環境保護 – 其他資源使用及廢棄物管理； 環境及社會關鍵績效指標摘要	20-21, 26
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	Environmental Protection – energy conservation and emission reduction 環境保護 – 節能減排	19-21, 25-26
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Environmental Protection – use of other resources and waste management 環境保護 – 其他資源使用及廢棄物管理	20-21, 26
A2 Use of Resources			
A2：資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Environmental Protection – energy conservation and emission reduction – water resource management – use of other resources and waste management 環境保護 – 節能減排 – 水資源管理 – 其他資源使用及廢棄物管理	19, 21-22
A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度。	Environmental Protection – energy conservation and emission reduction; environmental and social KPI summary 環境保護 – 節能減排； 環境及社會關鍵績效指標摘要	21, 25

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
A2.2	Water consumption in total and intensity. 總耗水量及密度。	Environmental Protection – water resource management; environmental and social KPI summary 環境保護 – 水資源管理； 環境及社會關鍵績效指標摘要	22, 25-26
A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果。	Environmental Protection – energy conservation and emission reduction 環境保護 – 節能減排	22, 25-26
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Environmental Protection – water resource management 環境保護 – 水資源管理	22, 25-26
A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位估量。	Environmental Protection – use of other resources and waste management; environmental and social KPI summary 環境保護 – 其他資源使用及廢棄物管理； 環境及社會關鍵績效指標摘要	22, 25-26

A3 The Environment and Natural Resources

A3：環境及天然資源

General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environmental Protection 環境保護	19
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Environmental Protection 環境保護	19

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
B. Social			
B. 社會			
B1 Employment			
B1：僱傭			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – employment management system – employee benefits and welfare 僱傭及勞工常規 – 僱傭管理制度 – 員工待遇及福利	10-14
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Environmental and social KPI summary 環境及社會關鍵績效指標摘要	10, 27
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Environmental and social KPI summary 環境及社會關鍵績效指標摘要	28
B2 Health and Safety			
B2：健康與安全			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – occupational safety and health 僱傭及勞工常規 – 職業安全與健康	13

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Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Employment and Labour Practices – occupational safety and health; environmental and social KPI summary 僱傭及勞工常規 – 職業安全與健康； 環境及社會關鍵績效指標摘要	13, 28
B2.2	Lost days due to work injury. 因工傷損失工作日數。	Employment and Labour Practices – occupational safety and health; environmental and social KPI summary 僱傭及勞工常規 – 職業安全與健康； 環境及社會關鍵績效指標摘要	13, 28
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Employment and Labour Practices – occupational safety and health 僱傭及勞工常規 – 職業安全與健康	13
B3 Development and Training			
B3：發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Employment and Labour Practices – employee training and development 僱傭及勞工常規 – 員工培訓及發展	14
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Employment and Labour Practices – employee training and development 僱傭及勞工常規 – 員工培訓及發展	14

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Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Employment and Labour Practices – employee training and development 僱傭及勞工常規 – 員工培訓及發展	14
B4 Labour Standards			
B4：勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment and Labour Practices – employment management system 僱傭及勞工常規 – 僱傭管理制度	13
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Employment and Labour Practices – employment management system 僱傭及勞工常規 – 僱傭管理制度	10-11
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Employment and Labour Practices – employment management system 僱傭及勞工常規 – 僱傭管理制度	10-11
B5 Supply Chain Management			
B5：供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Operation Management – supply chain management 營運管理 – 供應鏈管理	15-16
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Operation Management – supply chain management 營運管理 – 供應鏈管理	15

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Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Operation Management – supply chain management 營運管理－供應鏈管理	15-16
B6 Product Responsibility			
B6：產品責任			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Operation Management – product responsibility – operation information management 營運管理 －產品責任 －業務信息管理	15-18
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Operation Management – product responsibility 營運管理 －產品責任	17
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Operation Management – product responsibility 營運管理 －產品責任	18
B6.3	Description of practices related to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Operation Management – operation information management 營運管理 －業務信息管理	18
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Operation Management – product responsibility 營運管理 －產品責任	17
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Operation Management – operation information management 營運管理 －業務信息管理	18

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Relevant sections 相關章節	Page Index 頁碼索引
B7 Anti-corruption			
B7：反貪污			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Operation Management – anti-corruption 營運管理 – 反貪污	18
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Operation Management – anti-corruption 營運管理 – 反貪污	18-19
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Operation Management – anti-corruption 營運管理 – 反貪污	18
B8 Community Investment			
B8：社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Community investment 社區投資	23
B8.1	Focus area of contribution. 專注貢獻範疇。	Community investment 社區投資	23
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Community investment 社區投資	23-24



冠力國際有限公司
Softpower International Limited