

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

環境、社會及管治報告

2020/2021



歐化國際有限公司

Uferts International Limited

Incorporated in Hong Kong with limited liability (Stock Code: 1711)

於香港註冊成立之有限公司 (股份代號：1711)

CONTENTS

目錄

1.	ABOUT THIS REPORT 關於本報告	2
2.	ENVIRONMENTAL PROTECTION 環境保護	4
3.	WORKPLACE QUALITY 工作場所質素	8
4.	OPERATING PRACTICE 經營常規	17
5.	COMMUNITY INVOLVEMENT 參與社區活動	23
6.	APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX 附錄：港交所環境、社會及管治報告指引內容索引	27

Ulferts International Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) acknowledge the significance of effective environmental, social and governance (“ESG”) initiatives at operational level. The direction of the Group’s ESG practices is governed by the board of directors of the Company (the “Board”), ensuring that the ESG strategy reflects the Company’s core values.

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2021 (the “Year”). The contents of this report provide its stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is read in conjunction with the Company’s Annual Report 2020/2021, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the website of the Company (<https://www.ulfertsintl.com>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://www.hkexnews.hk>).

歐化國際有限公司(「本公司」)及其附屬公司(統稱為「本集團」)深明有效的環境、社會及管治舉措在經營層面的重要性。本集團環境、社會及管治工作之方向由本公司董事會(「董事會」)監管，以確保環境、社會及管治策略反映本公司的核心價值。

本報告闡述本集團於截至2021年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。本報告符合香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2020/2021年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站(<https://www.ulfertsintl.com>)及香港交易及結算所有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。

I.1 Stakeholders Engagement and Materiality Assessment 持份者之參與及重要性評估

The Group is committed to making proactive efforts to continuously interact with key stakeholder groups, which comprise its customers, employees, investors, shareholders, suppliers and the community. The Group maintains active engagement with its stakeholders, and collects their feedback through various communication channels to understand and address their concerns. The engagement channels with stakeholders include general meetings, corporate website, community activities, regular dialogue with employees, performance appraisal interviews and networking with suppliers.

本集團致力與主要持份者群組包括客戶、僱員、投資者、股東、供應商及社區進行持續互動。本集團與其持份者保持緊密聯繫，並透過各種溝通渠道收集其反饋意見，以了解與回應其關注點。與持份者的聯繫渠道包括股東大會、公司網站、社區活動、與僱員定期對話、績效評核面試及與供應商聯動。

Based on the stakeholders' feedback, the material issues were identified as follows. The Group's performance regarding these issues are discussed in this report.

根據持份者的意見，以下為已識別之重要議題。本集團就該等議題的表現將於本報告內討論。

Material Topics 重要議題

Environment 環境	Workplace 工作場所	Operating Practices 經營常規	Community 社區
<ul style="list-style-type: none"> Energy conservation 能源節約 	<ul style="list-style-type: none"> Employment and labour practices 僱傭及勞工慣例 	<ul style="list-style-type: none"> Supply chain management 供應鏈管理 	<ul style="list-style-type: none"> Employee volunteering 員工志願服務
<ul style="list-style-type: none"> Waste management 廢物管理 	<ul style="list-style-type: none"> Diversity and equal opportunities 多元共融和平等機會 	<ul style="list-style-type: none"> Products and services quality 產品及服務質素 	<ul style="list-style-type: none"> Community fundraising 社區籌款
<ul style="list-style-type: none"> Waste recycling 廢物循環利用 	<ul style="list-style-type: none"> Training and development 培訓和發展 	<ul style="list-style-type: none"> Customer privacy protection 客戶私隱保護 	
	<ul style="list-style-type: none"> Occupational health and safety 職業健康與安全 	<ul style="list-style-type: none"> Anti-corruption 反貪污 	
	<ul style="list-style-type: none"> Work-life balance 工作與生活平衡 	<ul style="list-style-type: none"> Compliance with laws and regulations 遵守法例及法規 	

1.2 ESG Committee 環境、社會及管治委員會

The Group is committed to the principles of good corporate governance, and strives to integrate ESG initiatives into its business strategy and management approach. A ESG Committee has been set up to formulate policies and practices on ESG-related initiatives, and execute action plan under the ESG policy, focusing on the areas of community welfare, the environment and employees' well-being. It encourages and supports employee engagement in various ESG initiatives, to ensure the Company's ESG commitment is properly fulfilled.

本集團秉行良好的企業管治準則，致力將環境、社會及管治舉措融入業務策略及管理模式之中。環境、社會及管治委員會已獲成立，負責就環境、社會及管治相關舉措制定政策及常規，並根據環境、社會及管治政策執行行動計劃，主要涵蓋社區福利、環境及員工福祉範疇。該委員會鼓勵並支持員工參與各類環境、社會及管治活動，以確保本公司妥善履行其環境、社會及管治承諾。該委員會全面負責本公司環境、社會及管治政策的實施、檢討及監察。

2.1 Environmental Policies 環境政策

During the Year, the Group continued making its best endeavours to protect the environment in its business activities and workplace. The Group also educates its employees on their awareness of promoting a green environment. The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. Various measures have been adopted to reduce energy and other resource use, minimise waste and increase recycling, and promote environmental protection in its supply chain and marketplace. These measures are discussed in section 2.2 “Use of Resources” of this report.

於本年度，本集團繼續致力在業務活動及工作場所實踐環境保護。本集團亦教育其僱員提升對綠色環境的意識。本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響盡可能減至最低。本集團已採取多項措施以降低能源及其他資源消耗、減廢及增加循環再用，並在其供應鏈及市場中推行環保。該等措施載於本報告第2.2「資源使用」章節。

2.2 Use of Resources 資源使用

2.2.1 Energy Saving 能源節約

Global warming and climate change are among the major environmental concerns in every part of the world. In an effort to reduce carbon footprint and mitigate emissions, the Group actively promotes efficient use of energy and adopts green technologies in its head office at Units 1905-7, 19th floor, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong (the “Head Office”), retail outlets and warehouse.

全球暖化及氣候變化已成為全球各地關注的主要環境議題。為降低能源消耗及減少排放，本集團在其位於香港灣仔軒尼詩道288號英皇集團中心19樓1905-7室的總辦公室（「總辦公室」）、零售店舖以及倉庫積極推行節能並採納綠色科技。

The Group seeks to improve operating efficiencies through upgrading lighting and air-conditioning equipment and systems. For instance, energy-efficient LED light bulbs are adopted in most of the Group's stores. In an effort to minimise light nuisance, some of the Group's showrooms have joined the “Charter on External Lighting” launched by the Environment Bureau since 2016 and the external lighting of store signage has been switched off after midnight. Certain stores of the Group were granted “Gold Award” in the “Charter on External Lighting Award Scheme”, affirming the Group's commitment in fulfilling the switch-off requirement. In addition, thermostats are installed in the air conditioning systems of certain shops of the Group which automatically adjust the room temperature, resulting in a comfortable environment while saving energy. The Group also attempts to maintain room temperature at 23.5°C in “*Ulferts*” showrooms.

本集團旨在透過提升照明及空調設備及系統，以改善營運效率，例如於本集團大部份店舖採用較具能源效益的LED燈泡。為幫助減少光滋擾，本集團部分陳列室自2016年起參加了由環境局舉辦的「戶外燈光約章」，並於午夜12時後關掉店舖外的燈光招牌。本集團部份店舖在「戶外燈光約章獎勵計劃」中獲頒金獎，引證本集團履行關燈要求之承諾。此外，本集團部份店舖之空調系統配備溫度控制器以控制室內溫度，在節能的同時營造舒適的環境。本集團還致力將所有「*歐化傢俬*」陳列室保持於攝氏23.5度。

At the Head Office, energy saving LED florescent tubes are fully used. The staff are encouraged to switch off their lights when they leave their office for more than one hour. Staff are also required to turn off the lights and air-conditioning in their zones after work.

於總辦公室，已全部採用節能的LED光管。本集團鼓勵員工倘離開辦公室超過一小時，則關掉辦公室的照明。同事下班後並需關閉各自區域的燈光及空調。

To identify opportunities for increasing energy efficiency, the Group monitors the energy consumption intensity across its operations from time to time.

本集團不時在其經營範圍監察能源消耗情況，以發掘提升能源效率的機會。

2.2.2 Waste Reduction and Management 減少及管理廢物

The Group engages employees in their waste behaviours and encourages recycling practices in the workplace. In the office building, the building's property management company has appointed recycling contractor to collect and recycle used papers, plastic bottles, aluminium, glasses, fluorescent tubes and computer equipment. Recycled bags are also put in the office to collect waste papers for recycling.

本集團讓員工參與廢物處理，並鼓勵他們在工作場所進行回收。在辦公大樓，大廈之物業管理公司已委聘回收承包商收集及回收使用過的紙張、塑膠瓶、鋁、玻璃、光管以及電腦設備。辦公室並放置了回收袋以收集廢紙作循環利用。



2.2.3 Paper Reduction 減少用紙

The Group continues to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless leave applications processing. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed for monitoring the efficiency of the paperless environment. In addition, the Group uses FSC-certified paper in the Group's stores, helping to reduce environmental impacts while supporting certified and responsibly managed forests.

本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行假期申請無紙化流程。另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估辦公室打印機使用數據，以監控無紙化環境之成效。此外，本集團已於本集團旗下店舖使用FSC認證紙張，以協助減少對環境所造成之影響，並同時支持符合認證標準及負責任地管理森林。

The Company strongly recommends shareholders to access its corporate communications, including financial reports, through the websites of the HKEX and the Company, instead of receiving printed form. By introducing electronic means of corporate communications to shareholders, the quantity of printed materials has been considerably reduced. This paperless practice thus helps to protect the environment, as well as save costs for stationery, printing and administrative charges, etc.

本公司極力推薦股東利用港交所及本公司網站獲取公司通訊(包括財務報告)而非收取印刷文件。通過向股東引入電子版公司通訊,印刷量大幅減少。此無紙化的做法既可保護環境,亦可節約文儀用品、印刷及行政費用等。

2.3 Environmental Performance Summary 環境保護績效概要

To demonstrate a commitment to greater transparency of reporting, qualitative data has been collected from several locations, to illustrate the Group's sustainability performance. "Ulferts Signature", a 3-storey store with gross floor area of approximately 2,016 square metres located in Hung Hom, Kowloon, Hong Kong is the Group's largest flagship store. Therefore, the Group has selected the Head Office, "Ulferts Signature" in Hung Hom, Kowloon, Hong Kong ("Selected Store") and the warehouse in Tuen Mun ("Warehouse"), New Territories, Hong Kong to collect quantitative data and illustrate the Group's environmental performance.

為表達對報告提高透明度的承擔,本集團已選定位置收集量化數據,以呈列本集團之可持續表現。本集團位於香港九龍紅磡之「歐化傢俬尊尚店」樓高3層,總樓面面積約為2,016平方米,為其最大之旗艦店。因此,本集團於本年度選定總辦公室、位於香港九龍紅磡之「歐化傢俬尊尚店」(「選定店舖」)及位於香港新界屯門之倉庫(「倉庫」)為收集量化數據的地點,以呈列本集團之環境保護績效。

Indicators 指標	Financial Year 財政年度	Locations 地點		
		Head Office 總辦公室	Selected Store 選定店舖	Warehouse 倉庫
GHG Emissions 溫室氣體排放				
Scope 2 GHG emissions (kgCO ₂ e) 範疇2溫室氣體排放(每公斤二氧化碳當量排放)	2020/2021 2019/2020	16,785 19,457	58,782 82,516	41,348 64,175
Scope 3 GHG emissions (kgCO ₂ e) 範疇3溫室氣體排放(每公斤二氧化碳當量排放)	2020/2021 2019/2020	4,344 4,118	96 29	2,616 1,934
Total GHG emissions (kgCO ₂ e) 溫室氣體排放總量(每公斤二氧化碳當量排放)	2020/2021 2019/2020	21,129 23,575	58,878 82,545	43,964 66,109
GHG emissions intensity (kg/m ²) 溫室氣體排放強度(公斤/平方米)	2020/2021 2019/2020	58.5 65.4	29.2 40.9	4.9 7.4
Energy Consumption 能源消耗				
Total energy consumption (GJ) 總能源消耗(千兆焦耳)	2020/2021 2019/2020	85 87	571 582	402 453
Energy consumption intensity (GJ/m ²) 能源消耗強度(千兆焦耳/平方米)	2020/2021 2019/2020	0.2 0.2	0.3 0.3	0.05 0.05

Indicators 指標	Financial Year 財政年度	Locations 地點		
		Head Office 總辦公室	Selected Store 選定店鋪	Warehouse 倉庫
Waste Management 廢物處理				
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物 (公斤)	2020/2021 2019/2020	1,280 1,160	655 666	3,320 3,005
General refuse intensity (kg/m ²) 棄置於堆填區的一般廢物密度 (公斤/平方米)	2020/2021 2019/2020	3.5 3.2	0.3 0.3	0.4 0.3
Recycled paper collected (kg) 回收廢紙 (公斤)	2020/2021 2019/2020	362 336	8 2	218 161
Recycled paper intensity (kg/m ²) 回收廢紙密度 (公斤/平方米)	2020/2021 2019/2020	1.0 0.9	0.004 0.001	0.02 0.02
Total packaging material used (kg) ¹ 使用包裝材料總量 (公斤) ¹	2020/2021 2019/2020	N/A ¹ 不適用 ¹ N/A ¹ 不適用 ¹	N/A ¹ 不適用 ¹ N/A ¹ 不適用 ¹	3,917 3,122
Water Consumption 耗水量				
Water consumption (m ³) 耗水量 (立方米)	2020/2021 2019/2020	N/A ² 不適用 ² N/A ² 不適用 ²	54 37	340 304
Water consumption intensity (m ³ /m ²) 耗水量密度 (立方米/平方米)	2020/2021 2019/2020	N/A ² 不適用 ² N/A ² 不適用 ²	0.03 0.02	0.04 0.03

¹ In the Group's retail business, the packaging solutions are designed and provided by suppliers, which mainly use cartons and packaging film to protect finished goods against potential damage.

² The Head Office is a leased premises in which the water charge is included in the management fee paid to the landlord, hence water consumption data for individual occupant is not available.

¹ 就本集團之零售業務，包裝方案由供應商設計及提供，其主要使用紙箱及包裝膜來保護製成品免受損害。

² 總辦公室為租賃物業，水費已包含在繳交予大廈管理公司之管理費內，個別租戶的耗水量數據未能提供。

3.1 Workforce Distribution and Diversity 員工分佈及職場多元化

The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns.

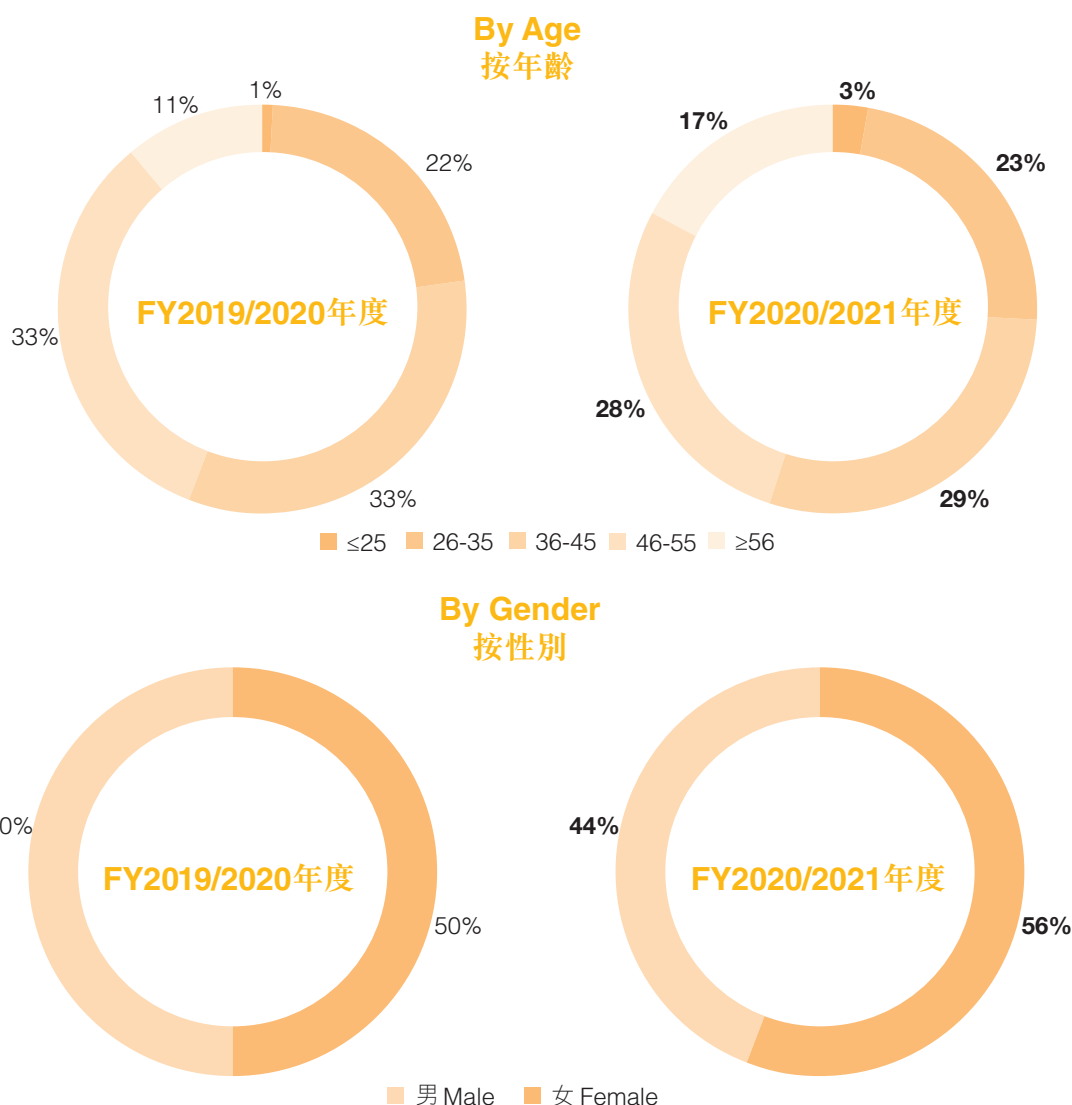
本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。

As at 31 March 2021, the permanent employees of the Group totalled 138 (2020: 125), working at the Head Office, retail outlets and warehouse in Hong Kong.

於2021年3月31日，本集團合共僱有138 (2020: 125)名全職僱員，於香港的總辦公室、零售店舖及倉庫任職。

The demographics of the Group's workforce as at 31 March 2021 are summarised below:

於2021年3月31日，本集團之員工分佈資料概述如下：



The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competencies that contribute to the Group's success. The Group is firmly committed to gender equality, and particularly encourages female participation in the Board, and at managerial and operational levels.

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. As at 31 March 2021, 43% (2020: 40%) of the staff had worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) and other statutory requirements regarding employment and labour practices. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. The Group ensures that employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer's voluntary MPF contributions, medical coverage, life insurance and extra paid annual leave. Each employee is entitled to one day of birthday leave, providing each employee with an additional day off in lieu of a birthday gift.

To ensure the staff clearly understand their rights and obligations, the employee handbook and other policies and guidelines are in place covering the areas of compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other fringe benefits, etc. The Group has been reviewing its related policies from time to time to ensure the Group complies with the latest statutory requirements. Also, a set of grievance procedures is in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Human Resources Department.

The Group fully complies with relevant laws and regulations in related regions concerning prevention of child or forced labour. In the recruitment process, the Group implements appropriate procedures to ensure that employment adheres to minimum age provisions of applicable laws. The Group also prohibits any form of child or forced labour.

本集團的員工團隊來自不同年齡層及性別，提供多元化的觀點及各種程度的技能，為本集團的成功作出貢獻。本集團一直堅守兩性平等原則，尤其支持女性在董事會、管理及營運層面之參與。

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於2021年3月31日，43%(2020年：40%)員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。

本集團嚴格遵守《僱傭條例》(香港法例第57章)及其他有關僱傭及勞工慣例的法定規定。本集團致力於在就業的各方面提供平等機會，並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇，並定期檢討有關待遇。為吸引和挽留人才，本集團提供全面的福利，例如僱主的自願性強積金供款、醫療保險、人壽保險及額外加薪年假。每名員工均可享有一日生日假期，為每名員工提供了額外的休息日以代替生日禮物。

為確保員工清楚了解自己的權利和義務，員工手冊及其他政策及指引，涵蓋薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他額外福利等範疇。本集團不時檢討其相關政策，以確保本集團符合最新法定要求。另外，已制定申訴程序，為員工提供渠道，使員工可以保密方式向人力資源部。

本集團嚴格遵守在相關地區有關防止童工或強迫勞動的法律及法規。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的童工或強迫勞動。

The Group values workplace wellness practices that support employees' health and well-being. The Group encourages breastfeeding and provides a designated private space in the office building to support breastfeeding female employees to express breastmilk according to their schedule during working hours. These "Breastfeeding Friendly Workplace" measures demonstrate the Group's commitment to the well-being of its employees and their families.

本集團注重健康的工作場所，使員工體魄強健。本集團鼓勵母乳餵哺，並於辦公大樓提供特定具私穩的空間，以支援女性員工在工作時間內按照其時間表擠母乳。該等「母乳餵哺友善工作間」措施兌現本集團維護僱員及其家庭成員福祉的承諾。



3.3 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Health and safety training is provided to employees on induction. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety issues for employees.

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in offices, warehouse and retail outlets to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator ("AED") has been placed in the office building to rescue potential victims of sudden cardiac arrest. During the Year, an AED awareness training course was held for the staff, to reinforce their techniques in the resuscitation processes. Besides, the Group has arranged staff who had received the Standard First Aid Certificate from the Hong Kong Red Cross to provide First Aid treatment to colleagues in the head office whenever needed.

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。於入職時，員工需接受健康及安全培訓。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職業健康及安全方面的意識。

本集團提升應急準備能力及確保辦公室、倉庫及零售店內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。自動體外心臟去顫器（「AED」）已放置在辦公大樓，以供潛在心臟病患者在病發時進行救助。於本年度，本集團已為員工舉辦AED意識培訓課程，以加強彼等在搶救過程中的技巧。此外，本集團安排了已獲香港紅十字會急救證書之員工於需要時在總辦公室為其他員工提供急救治療。



Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. The rate of accidents and injuries during the Year was low. No fatality nor critical incidents was reported.

每宗工傷事故（如有）需彙報至人力資源部，以根據內部指引程序進行獨立評估。本年度之意外及工傷率較低。概無接獲死亡或重大事故的報告。

Precautions Against Covid-19 Pandemic 新冠病毒疫情預防措施



The Group prioritises its staff and customers at all times. In response to Covid-19, the Group has specially established a committee and formulated contingency plans with the involvement of the senior management team. In addition, human resources issues have been discussed, and precautionary measures have been put in place.

The Group actively monitored the preventive measures taken by the office building's property management company, including posting health advice posters at eye-catching locations in the office building, and installing infrared temperature sensors in the lobby to check the body temperatures of everyone entering and leaving the building, to reduce the chance of infected persons entering the office building. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, table tops, and door handles, to maintain good environmental hygiene.

During the Year, the Group installed air-con mask nano-fibre sterilising filters to keep the workplace clean and safe. The Group has also purchased disinfectant coating sprayers to disinfect the Head Office, showrooms, warehouses and trucks on a regular basis.

本集團一直將其員工及顧客放在首位。面對新冠病毒疫情，本集團在高級管理團隊的參與下，專門成立了一個委員會並制定了應變計劃。同時，已就人力資源問題作出討論，並確保設有妥善的預防措施。

本集團積極監察辦公大樓之物業管理公司的防疫工作，包括在辦公大樓當眼處貼上健康指引海報、於辦公大樓大堂設置紅外線體溫感應器，以對出入大廈的所有人士探測體溫，減低染疫人士進入辦公大樓的機會。本集團亦進一步加強工作場所之消毒及清潔工作，包括會議室設施、桌面、門柄等，以保持良好的環境衛生。

於本年度，本集團安裝Air-Con Mask納米纖維空氣除菌濾網，以確保工作場所清潔及安全。本集團並購置了消毒塗層噴霧機，定期為總辦公室、陳列室、貨倉及貨車進行消毒。



To ensure the safety of its staff, the Group adopted flexible working hours to enable the staff to avoid the peak office hours. Besides, the Human Resources Department closely monitored if any staff live in the same estate or building with Covid-19 confirmed case, and arranged the staff concerned to work from home and undergo Covid-19 test, if any. When the pandemic was most severe, the Group took further measures and arranged its staff to work from home according to the operational needs. In addition, the Group has specially provided lunch boxes to the staff in the Head Office during the severe pandemic period as a temporary arrangement in order to safeguard the health of its staff.

In regard to the showrooms, surgical masks, disinfectant hand sanitisers and vitamin products were provided to frontline staff, and all frontline staff were required to wear surgical masks when serving customers. Frequent disinfection work is arranged for areas that staff and guests are mainly in contact with, such as door handles, stair handrails, door latches, checkout counters, door mats etc., to ensure a safe and reassuring shopping environments for its customers. The Group also shortened the business hours of showrooms when the pandemic was severe.

In December 2020, a confirmed Covid-19 case was identified in the office building. The Group promptly arranged a deep cleaning and thorough disinfection in the Head Office, to ensure a safe work environment for its staff.

Starting from January 2021, all staff are required to undergo a Covid-19 test every month, to protect the health of the Group's staff and customers.

In order to further contain the pandemic, the government has extended the Covid-19 vaccination program to multiple age groups. The Group encourages employees to receive the vaccinations, and understanding that the employees may need more rest after the vaccinations, the management has specially granted two leave days for each employee after receiving the vaccination to show its care for its employee.

為了確保員工的安全，本集團實施了彈性上班時間，以讓員工避開上班繁忙時段。此外，人力資源部密切監察有否員工與新冠病毒確診者居住在同一屋苑或大廈，並安排有關員工在家工作及進行檢測(如有)。在疫情最嚴峻的時候，本集團採取了進一步的措施，根據業務需要安排員工在家工作。此外，作為臨時安排，本集團於新冠病毒疫情嚴峻時特別向總辦公室的員工提供午飯，以保障其員工的健康。

關於陳列室，本集團為前線員工提供了外科口罩、消毒搓手液和維他命產品，並要求所有前線員工在服務顧客時必須佩戴外科口罩。在較多員工和顧客接觸到的地方安排更頻密的消毒工作，例如門柄、樓梯扶手、門鎖、結帳櫃檯、大門地毯等，以為顧客提供一個安全、令其放心的購物環境。本集團還在疫情嚴峻時縮短了陳列室營業時間。

於2020年12月，於本辦公大樓發現一個新冠病毒確診個案。本集團迅速在總辦公室安排了深層清潔和徹底消毒，以確保其員工享有安全的工作環境。

從2021年1月開始，所有員工必須每月接受新冠病毒測試，以保護其員工和顧客的健康。

為了盡一步控制疫情，政府把新冠病毒疫苗接種計劃範圍擴大至多個年齡層。本集團鼓勵員工接種疫苗，並理解員工在接種疫苗後可能需要更多的休息，管理層特別為每位接種了疫苗的員工提供兩天假期，以表示對員工的關懷。

3.4 Work-life Balance 工作與生活的平衡

The Group believes that maintaining work-life balance is essential for sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance and creating spirit amongst employees, the Group continued to organise a number of activities for its employees during the Year.

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。為支持員工維持工作與生活的平衡及培養員工的團隊精神，本集團於本年度持續為員工舉辦多個活動。

Mid-Autumn Festival Delicacies

佳餚美饌賀中秋

September 9月 2020



Mooncakes provided by The Emperor Hotel were given and shared among employees as a token of appreciation and to celebrate the Mid-Autumn Festival.

員工獲贈並一同分享由英皇駿景酒店所提供的月餅，以表達心意及慶祝中秋節。

Christmas Lucky Draw

聖誕大抽獎

December 12月 2020



Due to the pandemic, the Group arranged a Christmas Lucky Draw via video conference for all its staff in the Head Office, stores and warehouse, so that they could celebrate this joyful festival together.

由於疫情緣故，本集團為總辦公室、店鋪以及倉庫的所有員工透過視像會議安排了一個聖誕幸運大抽獎，讓他們可以一起慶祝這個歡樂的節日。

Chinese New Year Online Celebration

農曆新年視像慶祝活動

February 2月 2021



Due to the pandemic, the Chinese New Year online celebration was held as a substitute for annual dinner. During the event, long service awards were presented to employees to express the Group's gratitude for their support throughout the years. Individual Top Sales Awards were also presented to relevant employees in recognition of their efforts.

由於疫情緣故，本集團舉行了農曆新年視像慶祝活動以代替週年晚宴。在活動中，本集團頒發了長期服務獎予員工，以答謝他們多年來的支持。同時還向相關員工頒發了個人最高銷售獎，以表彰他們的努力。

All these activities helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment.

該等活動均有助鞏固員工之間的關係、加強員工士氣，並締造和諧的工作環境。

3.5 Development and Training 發展及培訓

Recognising the importance of skilled and professionally trained employees, the Group offers comprehensive training to enhance the knowledge, skills and work capability of its staff. The Group encourages and provides subsidies to employees at all levels to pursue educational or training opportunities that achieve personal growth and professional development. A policy on External Training Subsidy is in place, allowing every staff member to develop and maintain job-related skills for full performance.

本集團明白技能熟練及經專業培訓的員工之重要性，因此提供全面的培訓以提升員工的知識、技能及工作能力。本集團鼓勵並資助各級員工進修或參與培訓，以實現其個人成長及專業發展。本集團設外間進修資助政策，讓每個員工能發展及維持工作技能，發揮最佳表現。

The Group has a comprehensive training system, covering corporate culture, personal competencies development, and management skills, as well as induction training for new hires.

本集團擁有全面的培訓制度，當中涵蓋企業文化、個人能力發展、管理技能及新人入職培訓。

Orientation and training sessions on service attitude, customer service standard and selling skills are arranged for all new frontline staff. They have to pass the field coaching assessment before the end of their probation, together with demonstrating their service and selling skills, as well as knowledge of company policy that was learnt from the classroom and on-the-job training. Each new-comer also receives guidance from a designated mentor.

所有新加入的前線員工獲安排迎新培訓，以及關於服務態度、顧客服務標準和銷售技巧的培訓。他們必須通過於試用期結束前進行的現場指導考核，並展示他們從課堂和在職培訓中學到的服務和銷售技能，以及對公司政策的認識。每名新入職之員工還將接受指定導師的指導。

The training programmes offer to general frontline staff mainly focus on customer servicing skills and product knowledge. In an effort to achieve better sales performance, the Group arranges workshops for enhancing sales skills of staff. In these workshops, participants are coached with practical selling techniques through practising in roleplaying.

The Group also provides advanced supervisory training to senior frontline staff, such as complaint handling, problem solving, coaching, goal setting, briefing skills and time management.



The Group has also developed a Train-The-Trainers (TTT) programme for selected supervisory frontline staff, to groom them to become professional trainers on product knowledge.

本集團還為特選的前線督導人員制定了導師培訓計劃，以培養他們成為產品知識方面的專業導師。

Apart from service and selling skills related training, the Group also emphasises on building effective management and supervisory skills of managerial staff. The Group provides management development programmes to senior staff from operations, back office, warehouse and delivery team, helping them to develop and refine supervisory skills, which contributes to a positive work environment and maximise employees' efforts to achieve the business goals.



一般前線員工之培訓計劃主要專注於客戶服務技能及產品知識。為達致最佳的銷售表現，本集團安排多個工作坊，致力提升員工銷售技能。該等工作坊透過角色扮演，向參加的員工傳授實用銷售技巧。

本集團亦為高級前線員工提供進階督導培訓，例如投訴處理、問題解決、輔導、目標設定、簡報技巧以及時間管理。

除有關服務及銷售技能之培訓外，本集團亦注重為管理層員工培養有效的管理及監督技能。本集團針對營運、後勤、倉庫及送貨團隊之高級員工提供管理發展培訓，協助彼等發展及改良其監督技能，從而締造良好工作環境及使員工發揮所長，以實現業務目標。

CEO Online Breakfast Meeting

行政總裁視頻早餐會

November 11月 2020



The Group organised the annual CEO Breakfast Meeting, with an online format, in November 2020. During the meeting, the CEO shared the Group's direction with employees, uniting them to move towards achieving the Group's key goals.

本集團於2020年11月以視頻形式舉辦了每年一次的行政總裁早餐見面會。於見面會中，行政總裁向員工分享本集團的方向，凝聚上下一心，一同朝著本集團的主要目標進發。

The number of training hours of the staff of the Group during the Year is as below. The decrease in the number of hours is mainly due to the delay of training as a result of the Covid-19.

本集團員工本年度的培訓時數如下，培訓時間減少主要是由於新冠病毒疫情導致培訓延遲舉行。

Training Hours 培訓時數		
Item 項目	FY2019/2020年度	FY2020/2021年度
Total training hours 總培訓時數	1,404	876
Average training hours per employee 每名員工平均培訓時數	11	6.3

4.1 Supply Chain Management 供應鏈管理

The furniture products offered by the Group are imported from Europe and Asia. As of 31 March 2021, over 50 brands were offered for sale in our retail stores. With over 40 years' history in the furniture retail industry, the Group has built up a long-standing relationship with a suite of reliable brands, many of which are recognised for their high quality and stylish design. The selection of suppliers and the purchase of goods are based on criteria such as quality, price, delivery timeliness, supplier's capability and experience. The procurement plans are implemented after analyzing the Group's sales and inventory levels for various furniture products. As a result of Covid-19, the major international furniture trade exhibitions were cancelled, but the Group's procurement team managed to continue to source supplies from its existing suppliers. The Covid-19 also led to occasional lockdown of suppliers' factories, prolonged production lead-time and shipment. The Group had therefore kept more stock to cater for contingencies.

Regarding the “*Ulfenbo*” brand products, the Group outsources the production process to independent third party manufacturers in mainland China, Taiwan, Vietnam and Malaysia. The long-established relationships with its suppliers provide the Group with reliable sources of furniture with assured quality.

本集團提供之傢俬產品乃進口自歐洲及亞洲。於2021年3月31日，本集團零售店售賣超過50個品牌。本集團在傢俬零售行業擁有超過40年歷史，與一系列可靠品牌建立了長遠合作關係，當中大部分以高質素及時尚設計聞名。供應商之甄選及商品採購乃基於質素、價格、送貨時效、供應商的實力及經驗等準則進行。各項不同傢俬產品之採購方案乃經分析本集團之銷售及存貨水平後執行。由於新冠病毒疫情，主要國際傢俬貿易展覽被取消，但本集團採購團隊得以繼續從現有供應商獲得供應。新冠病毒疫情還導致供應商的工廠間歇被封鎖，延長了生產準備時間和運輸時間。因此，本集團保留了更多的庫存以應對突發事件。

至於「*歐化寶*」品牌產品，本集團把生產工序外判至中國內地、台灣、越南及馬來西亞的獨立第三方生產商。本集團與供應商建立長久的合作關係，向本集團提供可靠且具質量保證之傢俬貨源。

4.2 Product Responsibility and Customer Services 產品責任及客戶服務

A customer service department has been set up to listen to customers' opinion and address to customers' complaint. Customer service meetings are held where customer and product quality issues are reported to and discussed with senior management on a monthly basis.

The Group is not aware of any product recall due to safety and health reasons. All complaints are independently investigated and handled according to its internal guidelines. The Group offers free on-site inspection for regular product within the first year of delivery.

To gather valuable customer feedback, the Group collects customer satisfaction questionnaires through different channels from time to time. During the Year, the Group received 13 (2020: 28) customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner.

本集團已設立客戶服務部，負責聆聽客戶意見及處理客戶投訴。每月均會舉行客戶服務會議，以向高級管理層匯報及討論有關客戶及產品質量之問題。

本集團概不知悉有任何產品因安全及健康理由而需要回收。所有投訴均按照內部指引作獨立調查及處理。本集團為於首年內交貨之一般產品提供免費上門檢查服務。

為收集客戶寶貴意見，本集團不時透過不同渠道收集客戶滿意度調查問卷。於本年度，本集團收到13(2020年：28)宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。

The Group has been continuously offering its customers with high quality products and services, and has developed a strong brand reputation for selling high quality furniture. Mr. Ricky Ng, Chief Executive Officer of the Company, has introduced five corporate DNAs that shapes the core values of the Group: European style, quality products, prestige shopping experience, professional services and time to market. The Group emphasises quality and efficient after-sales services to its customers as essential elements for maintaining its business reputation.

For “**Ulfenbo**” products, the Group provides warranties on the mattress coil systems, electric motors and metal elastic hinges of mattresses, sofas and adjustable beds; and, depending on the product series, varying maintenance and replacements services are offered according to the length of time since a product was purchased, at prevailing charges. The “**Ulfenbo**” brand has been awarded “Hong Kong Top Brand Mark” under the Hong Kong Top Brand Scheme organised by The Chinese Manufacturers’ Association of Hong Kong and Hong Kong Brand Development Council since 2014.

The Group has actively participated in the Quality Service Programme organised by the Hong Kong Retail Management Association. During the assessment period, the Hong Kong Retail Management Association commissioned mysterious shoppers to visit the Group’s stores, to conduct multiple sampling service assessments on various aspects including the store environment, staff appearance, service awareness, product introduction, objection handling, payment, sending off customers and team spirit, to make professional and rigorous assessments. During the Year, the Group received the following awards for its professional services and quality store environment:

Quality Service Programme – Seasonal Quality Service Leader (Furniture & Home Accessories Category), Apr – Jun 2020 and Jul – Sep 2020

Hong Kong Retail Management Association

優質服務計劃－季度優質服務領袖(傢俱及居室用品組別)，
2020年4月至6月及2020年7月至9月
香港零售管理協會

本集團一直持續向客戶提供優質產品及服務，並在銷售優質傢俬方面樹立了良好的品牌信譽。本公司行政總裁吳冠強先生引入了5項企業基因密碼(DNA)，分別為「歐洲風格」、「優質產品」、「優越購物體驗」、「專業服務」及「適時應市」，並以此塑造出本集團之核心價值。本集團重視並認為優質及高效之售後服務是維持商譽不可或缺之重要元素。

「**歐化寶**」產品而言，本集團為床褥、梳化及電動床之床褥彈簧結構、電動摩打及金屬彈簧結構提供保用服務；亦會視乎產品系列，因應產品購買日起計之時期，在收取當時之費用下提供維修及更換服務。「**歐化寶**」品牌自2014年起獲得由香港中華廠商聯合會及香港品牌發展局舉辦之香港名牌標識計劃所授予之「香港名牌標識」。

本集團一直積極參與由香港零售管理協會舉辦之優質服務計劃。香港零售管理協會在評核期間委派神秘顧客前往本集團門市作出多次抽樣服務評核，從多方面包括店鋪環境、店員儀容、服務意識、產品介紹、異議處理、付款、送別顧客及團隊精神等範疇，作出專業嚴謹的評審。於本年度，憑藉專業的服務及優質店鋪環境，本集團獲得以下獎項：



Quality Service Programme – 2020 Quality Service Retailer of the Year (Furniture & Home Accessories Category)

Hong Kong Retail Management Association

優質服務計劃 – 2020年優質服務零售商(傢俱及居室用品組別)
香港零售管理協會



Service Talent Award 2020 – Anti-Pandemic Award (Bronze)

Hong Kong Retail Management Association

傑出服務獎2020 – 零售抗疫大獎(銅獎)
香港零售管理協會

Market Leadership Award

Hong Kong Institute of Marketing

市場領袖大獎
香港市務學會



4.3 Protection of Data 資料保護

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, handling, safekeeping, use and retention of their personal data. The Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorised use or access. The Group also ensures that customers' personal data is securely stored, and processed only for the purpose for which it has been collected. Relevant staff are provided with adequate training in compliance with applicable laws on data privacy protection, to strengthen their awareness and to protect personal data against loss, unauthorised access, use, modification or disclosure. In addition, access to the customer database is limited to authorised staff, whilst authentication is required before accessing the data. To reduce the risk of identity theft, the Group takes appropriate measures to dispose of documents that contain customer information.

本集團在收集、處理、保管、使用及保存客戶、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料免被未經授權挪用或存取。本集團亦確保客戶個人資料獲安全妥善地儲存，並只會按收集時指定的用途處理。本集團根據資料私隱保護適用法律向相關員工提供充足培訓，以加強彼等的意識及保障個人資料，防止遺失、未經授權獲取、使用、修改或披露。此外，客戶資料庫只容許經授權員工存取，在存取資料前亦須進行驗證。為減低身份盜竊的風險，本集團於處置含有客戶資料的文件方面採取適當措施。

4.4 Protection of Intellectual Property 保障知識產權

The Group protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including but not limited to "*Ulferts*", "*Dormire*", "*Ulfenbo*" and "*at • home*". The Group has registered trademarks in various classes in Hong Kong, Macau and mainland China. In addition, the Group's trademarks and domain names are constantly monitored, and renewed prior to their expiration.

本集團透過持續使用及登記域名與各類商標（包括但不限於「*歐化傢私*」、「*多眠樂*」、「*歐化寶*」及「*at • home*」），以保護其知識產權。本集團已在香港、澳門及中國內地註冊多個類別的商標。此外，本集團商標及域名會獲持續監控及於屆滿前續期。

4.5 Anti-corruption/Anti-money Laundering 反貪污／反洗錢

In order to enhance ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing. For high value cash transactions, frontline staff would require customers to provide relevant information to verify their identities. These records must be properly kept, in strict confidence.

It is essential for the Group's employees to acquire a better understanding of bribery, extortion, corruption and related acts. In addressing and mitigating corruption risks, a set of guidelines in giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with government officials, was established to outline acceptable and unacceptable conduct in employees' daily business activities. It targets to ensure every employee adheres to applicable legal requirements and make ethical business decisions. Special care must additionally be taken to ensure that all business dealings with government officials are conducted in a context that is free from any form of corrupt practices.

The Group has long adopted an Anti-money Laundering and Counter-Terrorist Financing Policy and Procedure ("AML Policy"). The AML Policy establishes the general framework for combating potential money laundering and financing of terrorism, and provides guidelines for preventing the Group's employees and clients, customers, suppliers, vendors and contractors from being misused for money laundering, terrorist financing or other financial crimes. The AML Policy indicates the kind of potentially suspicious transactions or activities that employees should look out for.

The Group has set out the key provisions relating to anti-corruption legislation. The Group has also adopted a whistleblowing policy and procedures for all levels and operation under the Group, so staff can raise concerns – in confidence – about possible improprieties such as misconduct and malpractice in any matter related to the Group. These policies and procedures together with the code of conduct can be found in the employee handbook.

During the Year, no legal case regarding corrupt practices was brought against the Group or its employees. Also, no whistleblowing concerning a criminal offence or misconduct was reported.

為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。就大額現金交易，前線員工將要求顧客提供有關資料以核實彼等之身份。有關記錄須高度保密地妥善保存。

本集團之員工必須對賄賂、勒索、貪污及相關行為加深了解。為了針對及減低貪污之風險，本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這旨在確保每位員工遵從適用的法律規定及作出合乎道德之商業決定。此外，還必須特別注意確保所有與政府官員進行的所有業務往來在不涉及任何形式的舞弊行為的情況下進行。

本集團多年來一直採納打擊洗錢及恐怖分子資金籌集政策及程序（「打擊洗錢政策」）。打擊洗錢政策確立了打擊潛在洗錢及恐怖主義資金籌集罪行的一般框架，並提供指引防止本集團的員工及客戶、顧客、供應商、賣方及承建商被濫用於洗錢、資助恐怖主義或其他金融罪行。打擊洗錢政策已列出部分潛在可疑交易或活動的指標，供員工參考。

本集團已制定防止貪污法例之主要條文。本集團亦採納一套檢舉政策及程序，讓本集團所有層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。該等政策及程序連同行為守則可於員工手冊內查閱。

於本年度，本集團或其員工並無面對任何有關貪污行為之法律起訴案件。同時，亦無涉及刑事罪行或不當行為之個案被舉報。

4.6 Compliance with Relevant Laws and Regulations 遵守相關法律及法規

The Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with legal and regulatory requirements, including but not limited to the following ordinances which have significant impact on the Group:

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362, Laws of Hong Kong)
- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)
- 《公司條例》(香港法例第622章)
- 《競爭條例》(香港法例第619章)
- 《僱傭條例》(香港法例第57章)
- 《個人資料(私隱)條例》(香港法例第486章)
- 《防止賄賂條例》(香港法例第201章)
- 《商品說明條例》(香港法例第362章)

Details on the work of the Corporate Governance Committee can be found on page 41 of the Corporate Governance Report in the Company's Annual Report 2020/2021.

The Legal Department works to provide an in-house legal and compliance service that effectively supports various operation units in their duties and day-to-day operation to comply with all applicable laws, rules and regulations.

Updates to the relevant applicable laws, rules and regulations are brought to the attention of relevant employees and relevant operation units from time to time. The management must ensure that business is conducted in accordance with the relevant applicable laws and regulations.

董事會委派企業管治委員會檢視及監察有關法例及法規要求之政策及慣例，包括但不限於以下對本集團有重大影響的法例：

企業管治委員會之工作詳情載於本公司2020/2021年報企業管治報告第41頁。

本集團法律部旨在提供內部法務及合規服務，有效支援多個營運單位於其職責及日常營運方面遵守所有適用法律、規則及法規。

相關員工及相關經營單位不時獲悉之相關適用法律、規則及法規之更新資訊。管理層須確保所從事業務乃符合適用之法律及法規。

Embracing the mission “From the Community, To the Community”, the Group actively promotes diverse community campaigns spanning elderly welfare, underprivileged communities and environmental conservation initiatives. The Group’s management team also plays an important role in mobilizing staff to join all these activities, which are held in tandem with its commitment to sustainable development.

以「取諸社會，用諸社會」為使命，本集團積極推廣多種社區活動，涵蓋長者福利、弱勢社群及環保行動。該等活動與本集團可持續發展之承諾相輔相承，而本集團管理層團隊在動員參與該等活動方面亦擔任重要角色。

During the Year, the Group was awarded the Caring Company Logo by the Hong Kong Council of Social Service, recognising its ongoing commitment to fulfilling its corporate social responsibilities.



於本年度，本集團獲香港社會服務聯會頒發商界展關懷標誌，表揚其履行企業社會責任的持久承諾。

5.1 Voluntary Services 義工服務

The Group continues building partnerships with non-governmental organisations and charitable organisations, to reach and support needy communities.

本集團繼續與非政府組織和慈善組織建立夥伴關係，以伸出援手支持有需要幫助的社群。

Community Care • Furniture Re-use

關愛社區 · 轉贈送暖



Since 2016, the Group has been cooperating with Yan Oi Tong in implementing the “Community Care • Furniture Re-use” campaign. The Group recycles used sofas and mattress samples, and delivers them free of charge to families in need through Yan Oi Tong on a routine basis throughout the Year. This not only serves the interests of the community, but also helps to promote the message of recycling.

自2016年起，本集團一直與仁愛堂合作推行「關愛社區 · 轉贈送暖」行動。本集團於本年度一直回收棄置梳化及床褥樣本，並定期透過仁愛堂免費捐贈棄置梳化予有需要家庭。此舉不但符合社區利益，亦有助推廣回收的訊息。

5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

The Group mobilises its staff to participate in fundraising campaigns to help underprivileged people in the community. Major charity donation and fundraising campaigns during the Year include:

本集團推動員工參與籌款活動，幫助社區弱勢群體。於本年度，主要慈善捐贈及籌款活動包括：

Mooncake Donation Campaign

愛心月餅募捐大行動

September 9月 2020

During the Mid-Autumn Festival, excess mooncakes were collected by the Group from staff and donated to a subsidiary of Pok Oi Hospital. The mooncakes were then given to people from ethnic minorities at Tin Shui Wai, to share the joy and celebrate the Mid-Autumn Festival with them.

於中秋節期間，本集團向同事們收集過剩月餅，捐贈至博愛醫院屬下機構，然後轉贈天水圍的弱勢社群，與他們分享喜悅，共渡中秋佳節。



Dress Casual Day

公益金便服日

October 10月 2020



This year's theme was "We We Wear Wear". Participating staff members each donated HK\$70 or more to The Community Chest of Hong Kong, and put on casual wear for dress casual day. Employees joined the campaign and showed their support.

本年主題為「We We Wear Wear」，每位參與同事均捐出70港元或以上予香港公益金，便可於便服日穿上便服。員工一同參與活動以示支持。

Mattresses and Furniture for All As One Co-living Scheme

捐贈傢俬及床褥予「共·融舍」房屋共享計劃

November 11月 2020

This scheme aims to provide temporary housing to under-privileged people, with priorities for ethnic minorities and single-parent families, who have urgent needs for housing or have queued for Public Rental Housing for at least three years, to provide them with a transitional residence that ensures co-living and cohesion, and improves their quality of life. The scheme also helps to accelerate their integration with and contribution to society, through sharing and mutual support. The Group had participated in the scheme to provide mattresses and furniture to under-privileged families benefiting from this scheme, to help improve their quality of life.



此計劃旨在為有迫切住屋需要或已輪候公共房屋至少三年的弱勢社群（少數族裔人士或單親家庭優先）提供「共生、共融」的過渡性居所，助其改善生活質素，並通過共享互助，協助他們加快融入及貢獻社區。本集團參與此計劃，並為此計劃受惠的弱勢家庭提供床褥及傢俬，以協助改善他們的生活質素。

Skip Lunch

公益行善折食日

March 3月 2021



By making a donation of HK\$35 or more, a colleague would receive Skip Lunch Day Coupon in return, and could redeem designated items at any Hung Fook Tong outlets in Hong Kong in a specified period. The donation were used to support The Community Chest and its member agencies, to improve the lives of street sleepers, and people living in cage homes and cubicles.

同事捐款港幣35元或以上即可獲回贈「折」食愛心券，並可於指定期間於全港鴻福堂門市換領指定產品。捐款用以支持公益金及其轄下會員機構，幫助露宿者、籠屋及板間房居民改善生活。

5.3 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education.

本集團致力通過綠色教育宣揚環保意識。

Earth Hour

地球一小時

March 3月 2021

The Group's head office joined the millions of people around the globe and turned off its office lights in support of WWF's Earth Hour, an annual event to raise awareness of climate change.

為響應世界自然基金會一年一度的「地球一小時」活動，本集團總辦公室與全球數百萬人一同參與關閉辦公室照明燈。活動旨在提高人們對氣候變化的意識。



6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section 章節
A. Environmental 環境		
Aspect A1: Emissions 層面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 greenhouse gas 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。	2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.3
KPI A1.2 指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.3
KPI A1.3 指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.3
KPI A1.5 指標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。	2.2
KPI A1.6 指標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。	2.2

Subject areas 主要範疇	Description 描述	Section 章節
Aspect A2: Use of Resources 層面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。	2.1, 2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.3
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.3
KPI A2.3 指標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。	2.2
KPI A2.4 指標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	<i>Not applicable</i> <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位佔量。	2.3
Aspect A3: The Environment and Natural Resources 層面 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。	2.2
KPI A3.1 指標 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。	2.2

Subject areas 主要範疇	Description 描述	Section 章節
B. Social 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面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。	3.2
KPI B1.1 指標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。	3.1
KPI B1.2 指標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。	3.1 Briefly discussed 已概括說明
Aspect B2: Health and Safety 層面 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。	3.3
KPI B2.1 指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.3
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3 Briefly discussed 已概括說明
KPI B2.3 指標 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。	3.3

Subject areas 主要範疇	Description 描述	Section 章節
Aspect B3: Development and Training 層面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。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.5 Briefly discussed 已概括說明
KPI B3.2 指標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。	3.5 Briefly discussed 已概括說明
Aspect B4: Labour Standards 層面 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。	3.2
KPI B4.1 指標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。	3.2
KPI B4.2 指標 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。	3.2 Briefly discussed 已概括說明
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面 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。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 Briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, 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。	4.1 Briefly discussed 已概括說明

Subject areas 主要範疇	Description 描述	Section 章節
Aspect B6: Product Responsibility 層面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。	4.2
KPI B6.1 指標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。	4.2
KPI B6.2 指標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。	4.2
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標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。	4.2
KPI B6.5 指標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。	4.3

Subject areas 主要範疇	Description 描述	Section 章節
Aspect B7: Anti-Corruption 層面 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。	4.5
KPI B7.1 指標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。	4.5
KPI B7.2 指標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。	4.5
Community 社區		
Aspect B8: Community Investment 層面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發行人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。	5
KPI B8.1 指標B8.1	Focus areas of contribution. 專注貢獻範疇。	5
KPI B8.2 指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5



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