



**Vico International Holdings Limited**

域高國際控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock code : 1621

**Environmental, Social and Governance Report**

環境、社會及管治報告

2020/2021



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### About this Report

This Environmental, Social and Governance (“ESG”) report published by Vico International Holdings Limited (the “Company”) highlights the achievements in promoting sustainability by the Company and its subsidiaries (collectively the “Group” or “we”). In keeping with the spirit of creating long-term value for our customers and stakeholders, the Company has placed considerable emphasis on sustainable development. The ESG report elaborates on the various work of the Group in fully implementing the principle of sustainable development and its performance of social and governance. This report was prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (the “Guide”) set out in Appendix 27 to the Listing Rules of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

### Scope of Report

The ESG report covers our sustainability performance as well as the initiatives of our head offices and the wholly-owned subsidiaries in Hong Kong of the Group’s business for the period between 1 April 2020 and 31 March 2021 (the “Current Period”). The environmental key performance indicators (“KPI”) as disclosed in the ESG Report are based on the performance of the Group’s principal office, the operations relating to third-party branded petrochemicals, self-branded lubricant oil business as well as the provision of fleet card services for the Current Period. The Group will continue to strengthen its efforts in information collection for a broader disclosure of information in environmental and social aspects as well as information related to sustainable development.

### Reporting Guidelines

(The “Board”) of directors has adopted the requirements of the Environmental, Social and Governance Reporting Guide (the “Guideline”) set out in the Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange.

### 關於報告

域高國際控股有限公司(「本公司」)發表的環境、社會及管治報告(「ESG 報告」)闡述本公司及其附屬公司(統稱「本集團」或「我們」)在促進全面可持續發展方面的努力和成果。務求為顧客及持份者創造長遠價值，公司非常重視可持續發展。該 ESG 報告詳述本集團於實施環境及管治政策及落實可持續發展原則方面的表現。本報告乃根據香港聯合交易所有限公司(「聯交所」)證券上市規則附錄二十七《環境、社會及管治報告指引》(「指引」)所載的規定編制。

### 報告範圍

本報告涵蓋我們二零二零年四月一日至二零二一年三月三十一日止(「本期間」)有關環境、社會及管治議題的情況及表現。於 ESG 報告中披露的環境關鍵績效指標(「KPI」)乃基於本集團本期間的主要辦事處、與第三方品牌石油化工產品的運作、自有品牌潤滑油業務有關的業務，以及在香港提供車隊服務的服務的表現。本集團將繼續加強資料收集工作，從而逐步披露更多有關環境及社會以及與可持續發展方面相關的資料。

### 報告指引

(「董事會」)已採用《香港聯合交易所有限公司證券上市規則》(「上市規則」)附錄 27 所載之《環境、社會及管治報告指引》之指引。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Information and Feedbacks

Our continuous improvements rely on your valuable opinions, if you have any advice or suggestions, please email us at [info@vicointernational.hk](mailto:info@vicointernational.hk).

### Company Profile

The Group is principally engaged in the distribution of third-party branded petrochemicals, the sales of the self-branded lubricant oil and provides fleet card services in Hong Kong. The petrochemical products of the Group include (i) diesel; (ii) lubricant oil (including self-branded lubricant oil and third-party branded lubricant oil); and (iii) other petrochemicals such as diesel exhaust fluid and bitumen.

The Group sourced semi-finished lubricant oil in bulk volume and finished lubricant oil from overseas suppliers for the in-house blending and repackaging into wholesale and retail packs for sales in Hong Kong.

### Board of Approval

The Board of the Company has approved this Report on 6 September 2021.

### 資訊及意見

本集團重視閣下的意見，歡迎大家就本報告提出意見及建議，請透過郵件 [info@vicointernational.hk](mailto:info@vicointernational.hk) 與我們聯繫。

### 關於本公司

本集團的核心業務包括於香港分銷第三方品牌石油化工產品，銷售自有品牌潤滑油及提供車隊咭服務。本集團的石油化工產品包括：(i) 柴油；(ii) 潤滑油（包括自有品牌潤滑油及第三方品牌潤滑油）及 (iii) 其他石油化工產品，例如環保汽車尿素及瀝青。

本集團向海外供應商採購成批半製成潤滑油及成品潤滑油以供我們內部調合及重新包裝成為批發和零售裝在香港發售。

### 董事會批准

本公司董事會已於二零二一年九月六日批准本報告。

### Statement from Chairman

Dear Shareholders,

2020 was another extremely challenging year as a result of the COVID-19 pandemic, which affected everyone in Hong Kong and the nationwide community. Our lifestyle and working habits have been changed dramatically in the last two year due to global lockdowns and social distancing measures.

Despite the negative impact on the domestic and the global economies caused by the pandemic, the Company as a long-standing and resilient company was able to overcome all the unprecedented challenges in the past year with the support of customers, suppliers, employees and shareholders.

Employees are one of our most important assets to determine the success of the Company. Their development and well-being always remain our top priority, and we have adopted a series of precautionary measures in our workplaces to minimize risks related to the infection of COVID-19.

The fight against the spread of COVID-19 is the common mission in society as a whole. We proactively donated more than 1,300 anti-epidemic items to the charity which provides valuable assistance to the underprivileged children around the world.

To defeat the common enemy of COVID-19, we and our stakeholders must work closely and stay firmly together. On behalf of the Board and the management of the Group, I would like to express my sincere gratitude to our shareholders, investors, customers, suppliers and business partners for their trust and support, and would like to thank the management team and our employees, for their hard work and exceptional service at such a difficult time.

**HUI Pui Sing**  
*Chairman*

Hong Kong, 6 September 2021

### 主席的話

各位股東：

對香港和全球各國來說，由於新冠疫情的爆發，2020年是極具挑戰的一年。過去兩年，全球不同國家的封鎖和社會隔離措施，使我們的生活方式和工作模式產生了巨大改變。

儘管面對新冠疫情對本地和全球經濟所造成的負面影響，本集團作為一家歷史悠久且具應變能力的公司，在客戶、供應商、員工和股東的支持下，過去一年克服了大量前所未有的挑戰。

員工是本集團成功的最重要資產之一。員工的發展和福祉始終是我們的首要任務。我們在工作場所採取了一系列的預防措施，以最大程度減少感染新冠病毒的風險。

抗疫是整個社會的共同使命，本集團主動向慈善機構捐贈了超過 1,300 多件抗疫物品，為世界各地的貧困兒童提供了寶貴的幫助。

為了同心抗疫，本集團和我們的利益相關者必須密切合作並堅定地團結在一起。本人謹代表董事會及本集團管理層，向股東、投資者、客戶、供應商及合作夥伴的信任與支持，表示衷心感謝。同時感謝管理層及員工在如此困難時刻的辛勤工作和傑出服務。

**許沛盛**  
*主席*

香港，二零二一年九月六日日

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Our Governance

A robust corporate governance and ethical business practices are the cornerstones for the Group to achieve long-term success. The Group maintains a high standard of corporate governance to manage risks, and implements stringent control on ethical business conduct.

The governance of sustainability matters is an important element of our corporate governance. Our aim is to identify and benefit from sustainability opportunities and to manage sustainability risks, through appropriate policies, standards and systems.

### Governance Structure and Risk Management

Our Board directs the group-wide strategy and development, including our sustainability strategy. The Board is held accountable for monitoring and reviewing corporate governance practices across all business operations to maintain high standards and ensure compliance. They also evaluate and monitor environmental, social and governance related risks, and ensure these risks are thoroughly considered in the process of decision making. For more information on our corporate governance and risk management, please refer to the Corporate Governance Report in Annual Report 2021.

### Engagement for stakeholder relationship

Keeping a close relationship with stakeholders is essential to our business operations and sustainable development. Key stakeholders of the Group include the Government and regulatory bodies, customers, suppliers, investors, employees, as well as the public and local communities. To take the opinions of all stakeholders into consideration in the long-term development, the Group strives to maintain good communication with stakeholders through a range of channels and methods.

### 公司治理架構

穩健的企業管治及符合商業道德的營運是為本集團追求長遠成功的基石。除守法外，本集團維持高標準的企業管治來管理風險，並對商業道德行為實施嚴格控制。

對可持續發展事宜的管治是企業管治的重要一環，我們希望透過適當的政策、標準和制度，識別可持續發展的機遇並從中得益，並且有效管理可持續發展的風險。

### 管治架構及風險管理

董事局負責指導集團整體的策略和發展，當中包括我們的可持續發展策略。董事局亦負責監察和審視所有業務的企業管治實務，確保維持高水平的管理及符合法規。集團通過定期與持份者溝通並向公眾提供適時、準確的資訊，致力提高透明度。有關更多我們企業管治及風險管理的資料，請參閱二〇二一年年報內的《企業管治報告》。

### 我們與主要持份者關係

本集團認為與持份者保持密切關係對我們的業務運營和可持續發展至關重要。本集團的主要持份者包括政府及監管機構、客戶、供應商、投資者、員工、客戶以及公眾及本地社區等。本集團通過不同的渠道和方式，不時與各持份者進行溝通，以將其意見納入到公司的長遠發展計劃當中。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Stakeholders 持份者

Shareholders and Investors  
股東和投資者

### Means of Communication and Response 我們的溝通與回應方式

- Annual and interim reports 年報和中期報告
- Company website 企業網站
- General meetings 股東周年大會
- Press release, announcement and circulars 新聞稿、公告和通函

Employees

僱員

- Employee's team-building activities 員工建立團隊精神活動
- Employee job satisfaction survey 員工工作滿意度調查
- Performance appraisals 工作表現評估
- Meetings 會談
- Newsletters 公司通訊
- Orientation programs for new employees 新員工入職培訓計劃

Customers

顧客

- Customer hotlines 客戶熱線
- Suggestion boxes 意見箱
- Corporate website and social media 企業網站和社交媒體
- Customer satisfaction surveys 客戶滿意度調查
- Newsletters 通訊
- E-service application 電子服務應用

Business Partners

商業夥伴

- Business meetings 會議
- Quarterly business review meetings 季度業務審查會議
- Safety trainings 安全培訓
- Contract renewals process and updates 合同續訂流程和更新
- ESG survey and review 環境、社會及管治問卷調查和評估

Government

政府

- Consultancy and discussion 諮詢和討論
- Meetings and dialogues 會議及對話

Local Community

本地社區

- Charity activities 慈善活動
- Volunteering activities 義工活動
- E-mail 電郵

Media

傳媒

- E-mail 電郵
- Press releases 新聞稿
- Corporate websites 企業網站
- Interview 傳媒訪問

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Supporting the United Nations Sustainable Development Goals 支持聯合國可持續發展目標

We are committed to supporting the global action of the United Nations' Sustainable Development Goals. The Group supports the United Nations' Sustainable Development Goals ("SDGs"), which address the global challenges we face, including those related to poverty, inequality, climate change, environmental degradation. The Group has made commitment to align the operations with 7 of the 17 SDGs with our business impacts to sustainability studied. Over the long term, the Group are working with our stakeholders to deliver outstanding value for our environment, people and community.

本集團致力支持聯合國可持續發展目標的全球行動，這一系列目標旨在解決我們面臨的貧困、不平等、氣候變化、環境退化等全球挑戰。我們研究業務對可持續發展的影響，從十七項聯合國可持續發展目標中識別了七項作出貢獻。從長遠來看，本集團將與持份者合作，為我們的環境、員工和社區創造價值。



#### 環境

#### The Environment



#### 顧客

#### Customers



#### 供應鏈

#### Supply Chain



#### 員工

#### People



#### 社群

#### Community





### Protect Our Environment

To protect the environment, the Group has established an internal guideline on creating an environmentally friendly enterprise, and committed to progressively enhancing environmental performance by reducing emissions and conserving resources. In order to ensure a sustainable future for our next generation, we actively promote environmental protection policies in our company and encourage our employees to use their best endeavors to reduce waste and emissions while contributing to the community and the environment. Efficiently use of resources not only reduces waste and emissions, but also reduces operating expenses, which is mutually beneficial to our operations in long run and the protection of the environment.

It becomes increasingly evident that environmental issues such as climate change, water scarcity and resource depletion constitute threats to our society, and governments are more active in formulating policies, legislations and regulations to address the emerging environmental challenges. The Group stays abreast of the tightening standards and strictly adheres to environmental laws and regulations applicable to our business operations.

### Green Operation

"Green operation" is the principle that the Group adheres to for protecting the environment. We agree with the aim of The Paris Agreement, and encourage employees to take carbon reduction actions continually. We echo with the global efforts to combat climate change. We regularly evaluate the potential negative environmental impacts in our operations, so as to decisively implement emission reduction policies and reduce our carbon footprint. We believe that the following policies are effective to achieve our goal:

1. Computers and other electronic equipment should be turned off when not in use.
2. Ensure all idling equipment is turned off when night security personnel patrol the offices.

### 環境保護

為保護環境，本集團制定了建設環保企業的內部指引，並致力於通過減少排放和節約資源來逐步提高環境績效。為了我們的下一代有一個可持續發展的將來，我們在公司積極推廣環保政策，鼓勵員工一同盡最大努力減少浪費和排放，為社會和環境作出貢獻。適當運用資源不但可以減少浪費，也能減低營運成本，這對長遠營運和保護環境是互利的。

氣候變化、水資源短缺及自然資源消耗等環境問題逐漸對我們的社會構成威脅，政府亦正更積極制定政策、法例及法規以應對不斷迎來的環境挑戰。本集團緊貼不斷收緊的標準，並嚴格遵守適用於我們業務營運的環境法律要求。

### 綠色營運

「綠色營運」是本公司為保護環境所堅持的原則。我們認同二零一五年《巴黎協定》的宗旨，並持續地鼓勵員工採取碳減排行動，以積極響應全球氣候變化。我們定期審視在營運過程中所帶來的潛在環境風險及影響，從而以達致更深度減碳的目標。我們認為以下的政策能有效使用能源：

1. 電腦和其他電子設備在不使用時應關閉。
2. 夜間保安人員在辦公室巡邏，以確保所有不使用的設備都關閉。

## Environmental, Social and Governance Report

### 環境、社會及管治報告

- Promote the green message to employees to raise their awareness of their own environmental responsibilities.
- Place green posters in corridors and pantries, and encourage employees to actively suggest environmental protection policies to nurture an atmosphere of environmentally friendliness at workplace.
- Join "Earth Hour" to enhance staff's understanding of low carbon office operation and energy-saving habits.
- We actively raise awareness of environmental protection in the workplace and regularly distribute electronic "Sustainable Development" leaflets.
- We encourage employees to reuse and recycle, and have placed recycling bins near the office to encourage employees to recycle paper, plastic bottles and tin cans regularly.
- We promote the concept of "reduce emission at source". When we purchase and replace old legacy equipment, we favour energy-saving products and compare their energy efficiency labels. We have done our best to purchase equipment that has been certified under the "grade 1 energy label".
- We install energy saving T5 fluorescent tubes and LED lights in the office or premises; strictly turn off the power in all office after business hours to reduce energy consumption and conducting energy consumption review periodically.
- We maintain a suitable office temperature setting of between 24 to 26 degrees Celsius, avoiding overcooling in the office, warehouses and retail outlets so as to reduce energy consumption.
- We have asked our employees to consume resources responsibly. We have preset the company's printers for duplex printing and taken steps to make it easier for employees to recycle paper. We have also reused office supplies (such as envelopes and folders) and encouraged reducing paper usage by email in our internal communications.
- 向員工宣傳「綠色信息」，確保員工認識本身的環保責任。
- 張貼綠色海報在走廊及茶水間，積極鼓勵員工提出推動環保的建議，促進環境友好的氛圍。
- 參與環保活動「地球熄燈一小時」，提高員工對低碳辦公和節能習慣的認識。
- 我們積極在工作場所推廣環境保護意識，將「可持續發展」的單張定期以電子形式發放。
- 我們鼓勵員工重用及循環再用，並已放置回收箱在辦公室附近，以鼓勵員工定期回收紙張、塑膠瓶和錫罐。
- 我們推廣「源頭減排」的概念，在採購和更換舊設備時優先考慮節能產品和比較其能源標籤，盡量購買獲「第 1 級能源標籤」認證的設備。
- 我們在辦公室安裝了節能 T5 熒光燈管和省電 LED 燈，並在下班後嚴格關閉所有辦公室的電源，全面減低能源消耗，並定期進行能源消耗審查。
- 我們保持合適的辦公溫度設置在攝氏 24 至 26 度之間，避免辦公室、倉庫及零售店的室內溫度過低，以減少能源消耗。
- 我們已要求員工善用消耗資源。我們已把公司的打印機預設為雙面印刷，並採取措施以方便員工回收紙張。我們亦已於內部通訊中廣泛重複使用辦公用品（例如信封和資料夾），並鼓勵以電子郵件形式減少紙張的使用量。

12. We encourage customers to achieve the "Green Vision" with us. We actively send electronic invoices and monthly bills to them.
12. 我們鼓勵客戶與我們共同實現「綠色願景」，並為他們提供電子發票和月結賬單。
13. We believe that business trips tend to cause significant carbon emissions, so we encourage employees to reduce unnecessary overseas business trips and use their best endeavors to take public transport in necessary trips.
13. 我們認為商務旅行往往會造成大量碳排放，因此我們鼓勵員工減少不必要的海外商務旅行，如有需要亦應盡力乘坐公共交通工具。



### Water Management

Apart from adopting green operation, the Group is also devoted to reducing water consumption. We are always mindful to strengthening our better water management practice and water conservation. The Group consumes water mainly for production process. During the Current Period, the Group has consumed in total 861.01m<sup>3</sup> of water and on average 1.055m<sup>3</sup> /million Hong Kong dollars of revenue. In order to lower our water usage, we adopt water saving techniques and review our daily practices regularly. Water consumption is monitored constantly on our water-saving performance to encourage water conservation. In regard to wastewater, the discharge of sewage has been strictly complied with relevant laws and regulations. We implement appropriate sewage management, performs regular checks of the septic tank system equipped in the warehouse to obviate any wastewater leakage.

### 水資源管理

除了採用綠色運營，本集團亦致力減少耗水量，我們緊記要更有效實踐水資源管理和水資源保護。本集團的用水主要應用於公司日常運作之中。本期間，本集團的總耗水量為 861.01 立方米，每百萬港元收益的平均耗水量為 1.055 立方米。我們亦在營運中推廣節水措施。透過持續監察用水量，我們記錄各部門的節水表現，鼓勵節約用水。在廢水方面，我們所排放的污水亦會嚴格遵守相關部門的法律法規。我們實施適當的污水管理，定期檢查貨倉內的污水系統，避免污水洩漏。

### Waste Management

Waste management is an unavoidable challenge across the globe. The Group is making increasing efforts to avoid and reduce waste across our business activities. The Group strives to reduce carbon footprint through putting considerable focus on managing our waste generation and resource conservation. The waste generated by the Group can be broadly divided into two types, non-hazardous waste and hazardous waste. Non-hazardous waste includes general waste produced by staff during office operation and disposal of disqualified product weight. General waste is collected and treated by the management company of the building where our office is located, whereas construction waste is handled by a third party authorized by the Environment Protection Department.

Used Toner cartridges and batteries are also generated from offices and are collected by qualified parties. In addition, we prudently handle and store the wastes arising from production, such as cans for petrol storage. Some cylinders for petrol storage would be recycled from client and reused for carrying the same type of products, while some packaging carriers would be handled by client. For those hazardous wastes, we will engage a licensed chemical waste collector for disposal in order to comply with the waste disposal regulation.

Waste increases with the increase of the world's population and its affluence. Landfills are reaching capacity. We encourage employees to reduce waste by improving procurement and operations, and by using less packaging and more sustainable materials. Turning today's waste into tomorrow's resources, we aim to minimize our waste and to recycle, reuse, return safely to the environment as much as possible. Treating waste as a resource improves efficiency and reduces costs and our impact on the environment.

Other than proper waste disposal, waste management is also complemented by our waste reduction commitment that plays a major role in alleviating the pressure on landfills. Underpinned by the 3R principle (Reduce, Reuse and Recycle), multiple ways have been

### 廢物管理

在全球各地，廢物管理都是一個不可避免的問題。本集團正加倍努力地避免和減少業務活動所產生的浪費。本集團致力減少我們的碳足跡，集中於廢物的管理和資源保育。本集團產生的廢物主要分為兩類：無害及有害廢棄物。無害廢棄物包括辦公室員工產生的一般廢物及棄置未達標準的產品。一般廢物由辦公室所處大廈的物業管理公司收集並處理，而建築廢料則交由環保署許可的第三方處理。

我們的辦公室營運亦會產生廢碳粉盒及廢電池並交由合資格的單位收集。我們謹慎處理和儲存生產過程中的廢棄物，例如儲存汽油的罐。部份儲存汽油的罐會從客戶處回收再用作承載同類產品，部份包裝器皿由客戶自行處理。至於有害廢棄物，我們會交由合資格的化學廢物回收商處理以符合廢物回收的規定。

隨著全球人口增加及富裕程度提高，廢棄物亦增多，堆填區已幾近飽和。我們鼓勵僱員透過改進採購工作和業務營運，並減少產品包裝和加強使用可持續的物料，從而減少廢棄物。我們旨在將今日的廢棄物轉化為明日的資源，盡量減少廢棄物，並盡可能將廢棄物循環再造、重用、轉化，安全地回歸大自然。將廢棄物轉化為資源可提升效益、降低成本並減少我們對環境造成的影響。

除了妥善處理廢棄物，本集團的減廢措施亦與廢物管理互相配合，目的是減輕堆填區的負荷。在 3R (「減廢」、「再用」、「回收」) 原則下，我們在辦公室推行多項措施減

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undertaken to reduce paper consumption in the office, such as promoting double-sided printing and copying and using electronic means for information dissemination where possible. The use of reusable products instead of one-off office supplies is also a further proof affirming our steadfast adherence to the principle of “Reuse”. Other measures include printing internal notice on recycled paper, and providing recycling bins to collect paper, metal and plastic products.

Moreover, we have carried out different measures to enhance our resource conservation efforts. We are looking for more effective packaging and product carrying means to reduce the number of deliveries and constantly optimize the logistics planning. On the other hand, the group also produces hazardous waste, including lubricating oil which is handled by licensed waste collectors in accordance with the Waste Disposal Ordinance (Chemical Waste) (General) Regulation. The amount of waste produced during the Current Period:

少用紙，例如鼓勵僱員盡量使用雙面打印及使用電子信息溝通。同時，本集團推崇「再用」的原則，採用可重複利用的辦公室產品以替代即棄用品。其他措施包括以再造紙打印內部通知，並提供回收箱以收集廢紙、金屬和塑膠產品等等。

此外，我們實施了不同的措施加強我們資源保育的工作。我們不斷地尋找更有效的包裝方法和承載產品方式，以減少交貨次數，實現更高效的物流規劃。另一方面，本集團亦會產生有害廢棄物，包括潤滑油。潤滑油會跟據《廢物處置條例（化學廢物）（一般）規例》交由持牌廢物收集單位處理。本期間廢物產生量：

Type of wastes 廢物種類	Weight (kg) 重量 ( 千克 )	Total Weight (kg) 總重量 ( 千克 )	Intensity (per million Hong Kong dollars of revenue) 密度 ( 每百萬港元收益 )
<b>Total Wastes ( 廢物總量 )</b>		1,584	
<b>A) Domestic wastes ( 家居廢物 )</b>		511	0.626
i) Landfill wastes ( 堆填廢物 )	216		
ii) Recycled wastes ( 可回收廢物 )	295		
<b>B) Commercial wastes ( 商業廢物 )</b>		1,066	1.306
i) Landfill wastes ( 堆填廢物 )	456		
ii) Reused wastes ( 可再用廢物 )	285		
iii) Recycled wastes ( 可回收廢物 )	325		
<b>C) Hazardous waste ( 有害廢物 )</b>		7.26	0.009
i) Toner cartridges ( 碳粉盒 )	5		
ii) Light bulb ( 燈泡 )	1.80		
iii) Batteries ( 電池 )	0.46		

**Air Emission Management**

The Group is conscious about the health impacts caused by exposure to poor air quality and thus continues our efforts in contributing to better air quality for wellbeing of our employees, customers, and the wider community. The Group has been making steady progress in diminishing our carbon footprints across of business. Although the Group is not a heavy air polluter due to its business nature, we are still devoted to reducing air pollution in various way. The Group owns a fleet of vehicles in supporting its logistics operations, air pollutants were emitted from the use of vehicles. Air pollutants emission from the use of vehicles during the Current Period:

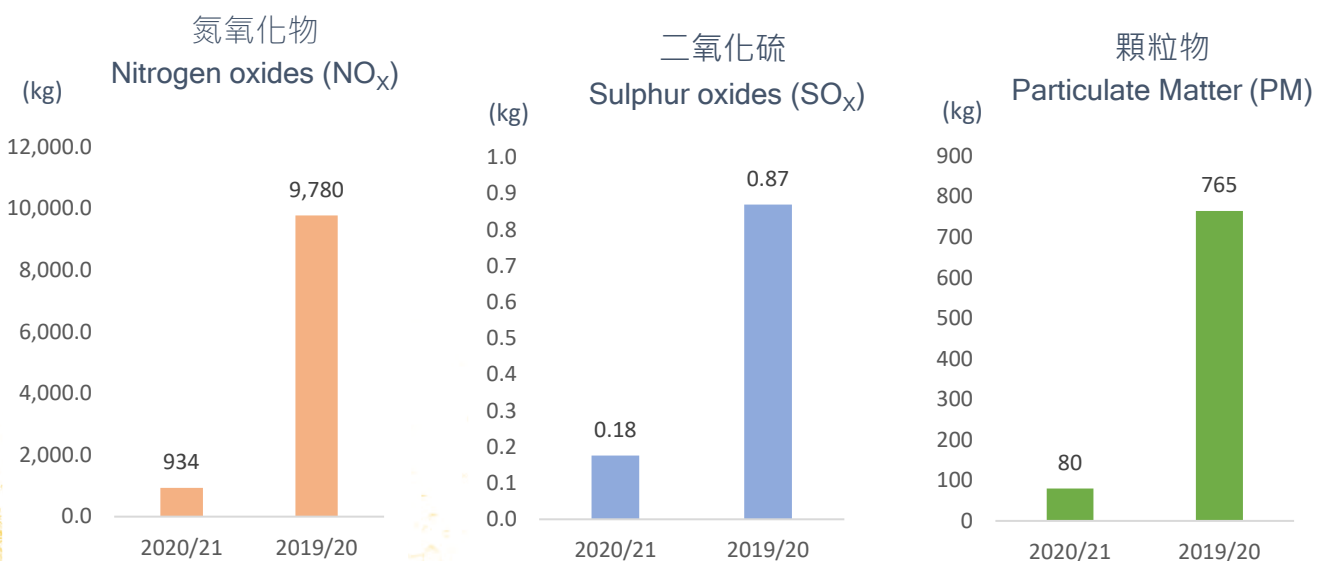
**廢氣排放管理**

本集團意識到空氣質素欠佳對健康造成的影響，因此繼續努力為員工、顧客及廣大社區的福祉，改善空氣質素。本集團在拓展業務時亦不忘逐步減少碳足跡。雖然本集團的日常營運並不會造成嚴重污染，但我們仍盡力減少污染物排放，致力減低對人體和環境的影響。由於本集團擁有一支車隊以支持日常運輸服務，因此本集團會因使用車輛而排放氣體和固體懸浮污染物。本期間因車輛使用而產生的空氣污染物排放量如下：

Types of emission	排放種類	Weight (kg) 重量 ( 千克 )
Nitrogen oxides (NO <sub>x</sub> )	氮氧化物 ( NO <sub>x</sub> )	934
Sulphur oxides (SO <sub>x</sub> )	二氧化硫 ( SO <sub>x</sub> )	0.176
Particulate Matter (PM)	顆粒物 ( PM )	80

**Air pollutants emission from the use of vehicles during the Current Period**

**本期間車輛產生的空氣污染物排放量**



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Apart from the air pollutants, greenhouse gas is another major type of air emission of the Group. Our fleet of vehicles releases not only pollutants, but also greenhouse gases such as carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>) and nitrous oxides (N<sub>2</sub>O). Moreover, the operation of our principal office and warehouse will also directly or indirectly emit greenhouse gases through electricity consumption, water and sewage treatment, paper disposal and business trips by staff. The Group has zero business trips by staff during the Current Period.

Air pollution affects the environment. The Group is committed to reducing the generation of air pollutants. For example, we promote the use of low-emission vehicles that comply with Euro V or above standards and unleaded fuels that combust less air pollution. We also regularly check our vehicles to prevent leakage of oil and chemicals, thereby improving energy efficiency. We require drivers to switch off idling engines to improve air quality and reduce pollutant emissions.

Effective policies or methods of encouraging staff to reduce electricity consumption:

1. Deploy high-efficiency lighting system and reduce the luminosity to the lowest required level
2. Paste a "Energy Saver" labels beside the power switches and encourage staff to turn off lights when away
3. Turn off indoor lighting when sunlight is sufficient
4. Strictly turn off all the power during non-office hours
5. Ask employees to set the computers to sleep/ standby mode when the computers are not in use
6. Adjust the air-conditioning system to avoid the office temperature being unnecessary low, and set a thermometer to monitor the room temperature for keeping the indoor temperature at an appropriate level
7. Install energy-saving T5 fluorescent tubes in offices and retail outlets

除空氣污染物外，溫室氣體是本集團另一種主要廢氣來源。我們的車輛不但排放空氣污染物，亦會排放溫室氣體如二氧化碳（CO<sub>2</sub>）、甲烷（CH<sub>4</sub>）及氧化亞氮（N<sub>2</sub>O）。此外，我們的主要辦公室在營運時會透過電力消耗、水及污水處理、棄置紙張至堆填區及員工外出公幹，會直接或間接排放溫室氣體。於本期間，本集團並沒有錄得員工外出公幹的記錄。

空氣污染會影響環境，本集團致力減少因業務產生的空氣污染物排放量。例如，我們提倡使用合符歐盟五期或以上的低排放車輛及在燃燒過程對空氣污染較少的無鉛燃料。我們亦定期檢查車輛以防止洩漏機油及化學品污染環境，從而提高能源使用效率。我們要求司機停車熄匙去改善空氣質素和減少污染物排放。

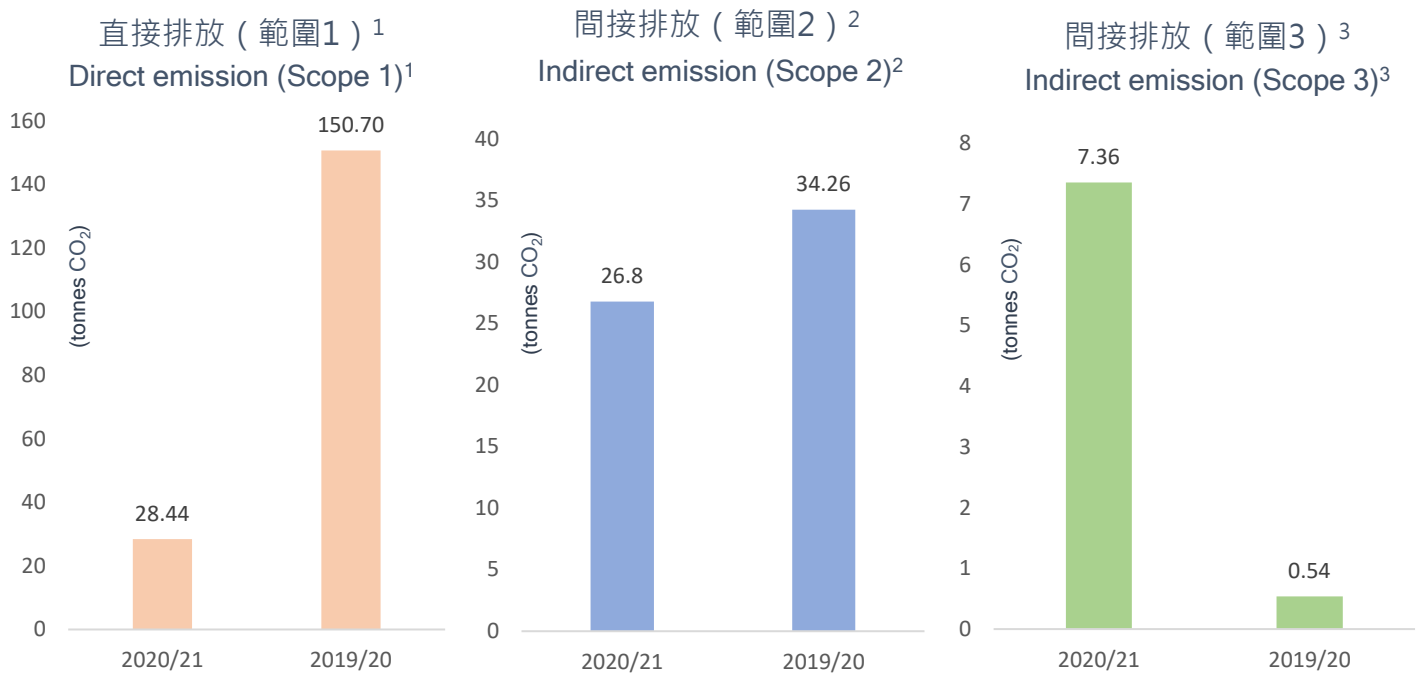
我們鼓勵員工減少耗電的有效政策或方法如下：

1. 採用高效能的照明設備，並將燈光調低至最低的所需光度
2. 在電源開關掣貼上「節約能源」提示，並強烈建議午餐時間熄燈
3. 如果有足夠的陽光，室內照明應關閉
4. 嚴格關閉所有辦公室辦公時間後的用電
5. 要求員工將電腦在非使用時設定成休眠/備用模式
6. 調節空調系統以避免辦公室溫度過低，並設置溫度計監察室溫，使辦公室在夏季月份的室內溫度維持在適當水平
7. T5 節能照明燈管已安裝在辦公室和零售店



Type of emission	排放種類	Weight (tonnes CO <sub>2</sub> ) 重量 (噸二氧化碳)
<b>Total emission</b>	<b>總排放量</b>	<b>62.60</b>
Direct emission (Scope 1) <sup>1</sup>	直接排放 (範圍 1) <sup>1</sup>	28.44
Indirect emission (Scope 2) <sup>2</sup>	間接排放 (範圍 2) <sup>2</sup>	26.80
Indirect emission (Scope 3) <sup>3</sup>	間接排放 (範圍 3) <sup>3</sup>	7.36
<b>Intensity (emission/ million Hong Kong dollars of revenue)</b>	<b>密度 (排放/收益百萬港元)</b>	<b>0.077</b>

**Weight of 3 types of emissions in 2019/20 and 2020/21**  
2019/20 至 2020/21 年度 3 類排放方式的總排放量



Notes

1. The data includes GHG emissions from the combustion of fuels in office vehicles.
2. The data includes GHG emissions from the generation of purchased electricity.
3. The data includes GHG emissions from the landfill disposal of paper waste, electricity consumption for freshwater and sewage processing, and business travel by employee.

附註

1. 此項數據包括公務車輛燃料燃燒所排放的溫室氣體。
2. 此項數據包括用以產生外購電力所排放的溫室氣體。
3. 此項數據包括廢紙填埋處理，用以處理食水和污水耗用電力，以及員工外出公幹所排放的溫室氣體。

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### 環境、社會及管治報告

The Group consumed energy directly through fuel consumption of the company fleet, and indirectly through the use of electricity. To mitigate the impacts of the energy consumption hence reduce greenhouse emission from the use of vehicles, which is the major emission source, the Group has adopted a series of measures such as inspecting vehicles regularly to prevent fuel leakage and hence optimize fuel efficiency. Drivers are also required to switch off idling engines to minimize energy wastage. The energy consumption of the Group during the Current Period is as follows:

本集團公司車隊的燃料消耗造成了直接能源消耗，而使用外購電力造成了間接能源消耗。為了減輕能源消耗的影響，從而減少使用車輛的溫室氣體排放量（主要的排放源），本集團採取了一系列措施，例如定期檢查車輛，以防止燃料洩漏，從而提升燃料效率。我們亦要求司機停車熄匙以減少能源消耗。本集團於本期間的能源消耗如下：

Energy consumption	能源消耗	
<b>Total energy consumption (MWh)</b>	<b>總能源消耗 (兆瓦時)</b>	<b>189.16</b>
Direct energy consumption (MWh) <sup>1</sup>	直接能源消耗 (兆瓦時) <sup>1</sup>	116.74
Indirect energy consumption (MWh) <sup>2</sup>	間接能源消耗 (兆瓦時) <sup>2</sup>	72.42
<b>Intensity (MWh/million of Hong Kong dollars of revenue)</b>	<b>密度 (兆瓦時/收益百萬港元)</b>	<b>0.23</b>

#### Notes

1. Direct energy consumption includes fuel consumption in vehicles.
2. Indirect energy consumption includes electricity purchased for consumption.

#### 附註

1. 直接能源消耗包括車輛燃料消耗。
2. 間接能源消耗包括外購電力。

Owing the business nature of the Group, packaging materials were used during the repackaging of petrochemical products. The consumption of the packaging material during the Current Period is as follows:

由於本集團的業務性質，在重新包裝石油化工品時使用了包裝材料。本集團於本期間包裝材料的使用量如下：

Packaging materials consumption	物料使用量	
<b>Total consumption of packaging materials (tonnes)</b>	<b>總物料使用量 (噸)</b>	<b>49.69</b>
Paper	紙	0.46
Plastic	塑膠	12.94
Metal	金屬	36.30
<b>Intensity (tonnes/million of Hong Kong dollars of revenue)</b>	<b>密度 (噸/收益百萬港元)</b>	<b>0.061</b>

The Group pays attention to the emission of greenhouse gases, which is the main cause of the greenhouse effect and climate change. Climate change causes problems such as depletion of water resources, decline in agricultural production and ecological imbalances. We note that the Global Risks Report 2020 of World Economic Forum has stated that climate change, extreme weather and natural disasters are key risks that must be addressed globally. We join the global efforts in combating climate change and are committed to monitoring our carbon footprint through a number of measures, such as energy and resources conservation (for details, please refer to the "Green Operations" sections) to work with the international community and achieve global carbon reduction goals.

During the Current Period, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to emissions.

本集團亦高度關注溫室氣體的排放，因為溫室氣體是導致溫室效應和氣候變化的主要原因。氣候變化將導致水資源枯竭、農業生產量下降和生態失衡等問題。我們注意到世界經濟論壇在《二零二零年全球風險報告》中指出，氣候變化、極端天氣和自然災害都是全球必須共同應對的風險。我們加入全球減排行列，致力透過多項措施，如節約能源及回收資源，監察我們的碳足跡（詳情請參閱「綠色營運」部分），與國際社會共同達到全球減碳目標。

於本期間，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的排放有重大影響。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Care Our Employees

Employees are the backbone of our business operations which is our key driver behind all progress in sustaining our business success. The Group strictly complies with the labor-related laws and regulations, including Employment Ordinance and the Minimum Wage Ordinance of Hong Kong. At the same time, we are committed to creating a warm and rewarding workplace to attract, retain and develop talents. We will be delighted to see our new employees thrive and deliver remarkable services to our customers.

### Employment Standard

We have a diverse workforce and we expect our employees to treat one another with respect and dignity. Discrimination in terms of gender, age, race, religion, disability, marital or family status or any other aspects protected by law is strictly prohibited. Equal opportunities are provided to employees for all employment decisions made.

Human Resource Department also takes reasonable steps to verify the identity of the applicants. Legally enforceable employment contracts are provided to all employees to protect these rights. No child or forced labours are hired by the Group.

The Group carefully verifies the identification documents of the new employees during the employment process in order to avoid child labour. Employees are required to enter into labor contract which contains information regarding working hour, employees benefits and right to terminate the contract to prevent any form of forced labor. Upon receipt of a letter of resignation, payment of the outstanding wages will be made timely. There have not been any non-compliances in relation to employment, which shall be handled in accordance with relevant contracts and regulations once discovered.

### 關懷僱員

僱員是我們業務營運的骨幹，他們是業務持續輝煌的驅動力。本集團秉持公平原則，對所有員工一視同仁，並嚴格遵守《僱傭條例》和《最低工資條例》的規定，致力締造一個溫馨和諧而且富有滿足感的工作環境。我們喜見員工不斷茁壯成長，並且盡心盡力為客戶提供卓越的服務。

### 僱傭準則

我們擁有多元化的僱員隊伍，並期望僱員互相給予尊重和尊嚴。我們嚴格禁止給予性別、年齡、種族、宗教、殘疾、婚姻或家庭狀況或任何其他受法律保護方面的歧視行為。在做出所有僱傭決策的時候，會為僱員提供平等的機會。

人力資源部亦採取合理步驟核實申請人的身份。為了保護這些權利，我們會向所有員工提供具有法律效力的僱傭合同。本公司不會僱用任何童工或強迫勞動。

本集團在招聘員工時會仔細檢查受聘者的身份證明文件，避免招聘童工。僱員亦必須與本集團簽定勞工合約，合約清楚列明僱員的工時、福利及終止合約的權利，防止任何形式的強制勞工。接獲請辭通知後，我們亦會準時支付餘下工資。至今尚未發現違規情況，如發現招聘違規情況，必定按照相關合約和法規進行處理。

As of 31 March 2021, we employed a total of 37 employees and the specific information of employees at the Group was as follows:

截至 2021 年 3 月 31 日，本集團共聘用了 37 名員工。有關本集團員工的具體資料如下：

**Indicators 指標**

Total workforce 員工總數	37
By gender 按性別	
Male 男	23
Female 女	14
By Employment type 按僱傭類型	
Full Time 全職	36
Part time 兼職	1
By age group 按年齡段	
<30	6
30-50	13
>50	18
By senior management role 按高級管理人員職位	
Male 男	0
Female 女	2
By supervisory roles 按監督人員職位	
Male 男	4
Female 女	0

**The Percentage of the gender distribution of our employees**



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Employee's Benefits and Development

The Group strives to be a responsible business that provides a decent working environment and career development opportunities for our employees. The salary structure is reviewed constantly to ensure that our employees enjoy competitive remuneration package. Apart from basic salary, we also offer discretionary bonus based on individual performance of the employees and our financial performance. Competent employees will be considered for internal promotion in recognition of their efforts and contribution. Employees are also entitled to statutory holidays as stipulated in relevant regulations.

The Groups strives to provide a fair and motivating working environment. The annual appraisal is employed for evaluation purpose to attain our goal of pursuing competitiveness and motivation. We also make recommendations on their career development in the appraisal with a view to maintaining the competitiveness of our employees. We also ensure that thorough consideration of employee's attitude, ability and performance at work precedes every promotion and dismissal decision. Competent employees will be considered for internal promotion in recognition of their efforts and contributions.

### Employees' Training

We accord great importance to employee development which we believe is crucial to our long-term prosperity. The Group invests time and resources in employee training and development to ensure that our employees have a breadth and depth of knowledge and skills to achieve the business goal. The training plan devised by management aims to address the training needs of our employees. For new employees, orientation is provided in order to deepen their understanding of operation practice of the Group for better employee integration. The Group also promotes the work-life balance culture in the company. Besides, regular training organized by our in-house employees is designed to enhance employees' competency in the operation of our businesses.

During the Current Period, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to employment or labour standards.

### 僱員福利及發展

本集團致力成為負責任的企業，為員工提供優良的工作環境和職業發展機會。為了確保僱員享有具競爭力的薪酬，本集團定期審視薪酬結構。除了基本薪金外，我們亦因應僱員個人表現及集團業績酌情給予花紅。有能力的員工將獲考慮內部晉升，以表彰他們的付出和貢獻。本集團亦按照相關法例，讓僱員享有法定假期。

本集團努力提供一個公平和富激勵性的工作環境。為培育優秀團隊，本集團每年都會密切監察僱員表現。我們的年度評估旨在提高僱員競爭力，推動僱員力求上進。年度評估針對僱員職業發展需要提供建議，助僱員維持競爭力。作出任何升遷解僱決定前，我們都會確保已充分考慮僱員的工作態度、能力和表現，亦會考慮內部晉升出色員工，以表揚他們的付出和貢獻。

### 僱員培訓

我們十分重視僱員發展，因為我們深信僱員培訓對本集團長遠發展至關重要。本集團為員工培訓和發展投放時間和資源，確保員工具備實現業務目標所需的廣泛技能和深入知識。管理層會針對員工的發展需要，編定培訓計劃。我們為新入職員工提供入職培訓，讓他們可以更了解本集團的營運模式，融入新的工作環境。我們亦鼓勵工作與生活平衡的文化。另外，本集團的員工都會組織定期培訓，從而提升僱員的對公司業務的營運能力。

於本期間，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的就業或勞工標準有重大影響。

### Protect Our Employees' Health and Safety

We recognize the significance of an effect occupational health and safety (“OSH”) management approach in ensuring workplace safety and health. We provide a safe working environment and raise awareness on occupational health and safety. We strictly comply with local laws and regulations regarding occupational health and safety, such as the Occupational Safety and Health Ordinance.

#### Support on Workplace Safety

The Group has adopted a wide range of practical measures to minimize any adverse health and safety import arising from operations. We emphasis on the workplace safety by providing workplace safety guidelines to our employees, workplace safety inspection is conducted regularly to identify the hazards associated with each procedure and evaluate the risks associated with the hazards identified. In response to the risk evaluation result, preventive and protective measures are implemented. Safety and caution signs are placed in the workplaces and showroom to alert our employees and the public. Employees are encouraged to report any potential hazards and risks in the workplaces to the administrative department so as to continually improve our workplace environment. Apart from displaying notice or label and providing personal protective equipment to our employees whenever necessary, safety training courses are also held to raise employees' awareness of workplace safety and to ensure the efficiency of the personal protective equipment for protecting our employees.

### 保障僱員的健康和安全

本集團意識到有效的職安健管理方針對工作場所和健康的重要。我們提供安全工作環境，以及提升員工職業健康安全意識為己任。同時，我們亦嚴格遵守與職業健康及安全相關的法律法規，例如《職業安全及健康條例》。

#### 締造安全的工作環境

本集團已採取廣泛的實際措施，以盡量減少因營運而產生的任何不利健康及安全影響。除給予僱員工作安全指引外，本集團亦會定期進行工作場所安全檢查，辨別及評估生產活動過程中的風險因素，並參考評估結果制定防護措施。我們在工作場所和陳列室都放置了安全和警告標誌，以提醒我們的員工和公眾注意危險。我們亦鼓勵員工向行政部門報告工作場所的任何潛在危害和風險，以不斷改善我們的工作環境。我們不僅張貼告示及標籤為有需要的員工提供個人防護裝備，亦舉辦安全培訓課程，提高僱員工作環境安全意識並確保僱員正確使用防護裝備。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Protecting our Employees during the COVID-19 Crisis

The Group has taken prompt and precautionary measure to mitigate the detrimental impacts of COVID-19 on our employees. The Group highly priorities the safety and health through implementation of hygienic safety and equipment sanitation in the workplace. We have arranged the following measures as a protection for the employees:

1. To ensure the safety of our employees, we do not serve any customers who:
  - a. Under the 14-day compulsory quarantine order of the Hong Kong Government; or
  - b. Have symptoms of COVID-19 (i.e., fever, coughing and sore throat)
2. Conduct measurement on body temperature for all employees and customers;
3. All employees are required to wear masks in the workplaces;
4. Provide alcohol-bases sanitizer for the use of employees and customers before entering the offices, warehouses and retail outlets;
5. Maintain social distancing with customers; and
6. Washrooms should be disinfected regularly

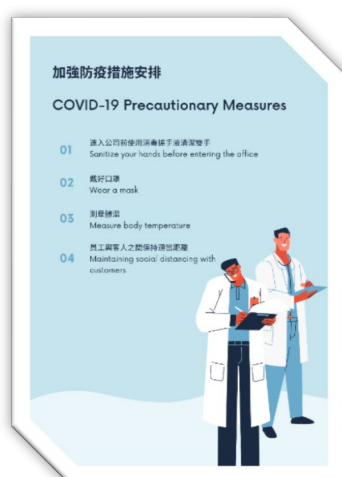
We will closely monitor the announcement of the government for necessary follow-up. All employees are advised to follow the advice of the Department of Health such as maintaining good personal and environmental hygiene, reducing social contact and maintaining social distance. If feeling unwell with respiratory symptoms, such as having fever, cough, sore throat or muscle ache, put on a surgical mask and seek medical advice immediately.

### 在新冠疫情保護員工的措施

本集團已及時採取措施以減輕在新冠疫情對員工的不良影響。於疫情期間，本集團高度重視員工的工作安全和健康狀況，為保障僱員，我們鼓勵員工提高防疫意識並實施預防措施，方法如下：

1. 為確保我們員工的安全，我們不會為以下客戶提供服務：
  - a. 在接受香港政府制定 14 天強制檢疫令；或
  - b. 有 2019 冠狀病毒病的症狀（即發燒、咳嗽和喉嚨痛）
2. 對所有員工和客戶進行體溫測量；
3. 所有員工在工作場所必須佩戴口罩；
4. 在進入辦公室、倉庫和零售店前，提供酒精基消毒液供員工和顧客使用；
5. 與顧客保持社交距離；及
6. 定期消毒洗手間

本集團會繼續密切留意政府的相關公布，安排相應措施。我們也鼓勵各員工遵從衛生處指引，例如保持良好的個人及環境衛生，減少社交接觸，保持社交距離。如感到不適，並出現傳染病感染症狀如發燒及/或呼吸道感染病徵，應佩戴外科口罩，儘早向醫生求診。





#### Accident Handling Scheme

Although protective measures have been implemented, our employees are subject to work-related accidents and injuries given the nature of our services. To secure workplace safety to our employees, apart from providing protective equipment, we have a comprehensive management approach from early risk identification to actual accident. The Group recognizes that the use of chemicals poses risks to the environment and to the health of its employees. Hence, we strive to minimize the risks and hazards through regular chemical spillage drill which enhances the emergency response of our employees in the event of chemical leakage. Fire drill and emergency policies were also implemented to reduce safety risks. In case of work-related accidents, we conduct a detailed analysis for the cause of injuries and implement measures to improve or rectify the issues. The Group continuously monitors the improvement measures to minimize the possibility of accidents.

During the Current Period, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to health and safety.

#### 事故處理計劃

由於本集團的業務性質，縱然我們為僱員制定了完善的防護措施，工傷事故仍然有可能發生。為保障員工在工作場所的安全，我們不僅提供個人防護裝備，更會採取全方位的管理方針，從早期的風險識別至實際事故發生作出全面管理。本集團明白使用化學品會為環境及僱員健康帶來風險，因此，本集團透過定期進行化學品洩漏的疏散演習，提高僱員面對化學品洩漏事故的應變能力，我們亦有進行火警演習及實施緊急政策，減低安全風險。若果事故發生，我們會仔細調查事故起因，改善及糾正問題，並密切觀察相關改善措施，將意外發生的機會率降至最低。

於本期間，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的健康和安全有重大影響。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Value Created for Clients and Suppliers

The Group is devoted to maintaining close and mutually beneficial relationships with its customers and suppliers. We are constantly improving all aspects of our operations to create values for our customers and suppliers.

### Supply Chain Management

For the purpose of improving management efficiency and cost control, we adopt a set of rigorous quality control policies throughout our sourcing, production and delivery cycle. The group dedicates its efforts to perfecting the supply chain management by providing quality products and logistics services for our customers.

To ensure consistent quality of the petrochemicals we distributed, we only source finished products and raw materials from our approved suppliers, whose performances are reviewed annually so as to ensure overall quality of supplies. For the purchase of lubricant oil and other products, we generally request our suppliers to issue monthly report on the technical specifications to ensure that the technical specifications and quality consistently satisfy our customers' requirements. For our diesel delivery, we also conduct checks on the quantity prior to each delivery.

The distribution of suppliers shows as below :

### 為顧客及供應商創造價值

本集團致力與客戶和供應商保持緊密互惠的合作關係。我們不斷改善營運中的各個環節，為客戶和供應商創造價值。

### 供應鏈管理

我們對整個採購、生產和物流週期設定了一套嚴格的質量控制措施，提升供應鏈的效率，降低成本。集團致力於完善供應鏈管理，一直以來為顧客提供優質的產品和滿意的物流服務。

另外，我們只會向已認可的供應商採購成品和原料，供應商需要按年向我們提交報告其表現，以確保所生產的石油化工產品質素穩定。至於採購潤滑油及其他產品，我們會要求供應商每月發出有關產品的技術規格報告，以確保規格及質量符合顧客的要求。交付柴油方面，我們於交付每批貨品前亦會核對數量。

供應商選擇分佈如下表：

Region 地區	Hong Kong 香港	Singapore 新加坡	South Korea 南韓	Malaysia 馬來西亞	Mainland China 中國內地
Number of suppliers 供應商數目	13	4	2	2	2



### Operations

Our aim is to provide high quality products and services to clients. To achieve this goal, we need to have clear communications with clients, employees and suppliers in order to gain their strong support.

Our quality assurance process and product recall procedures are as follows:

#### Product warranty and return policy

Upon receiving complaints from our customers and downstream distributors lodged through our customer service hotline, email, fax or walk-in visit at the Sham Shui Po Outlet which are relating to quality defects or shortfalls in quantity on the products we sold, we will work with our customers to investigate the issues together. If it is concluded that there are shortfalls in our delivery, we will make supplemental deliveries to our customers. For products with quality defects, we accept the exchange of same types of products or replacement with different types of products at the same value.

Given that our sales of third-party branded products to downstream distributors are covered by the quality warranty of the product manufacturers, we provide no refund or return of any obsolete inventories to our customers who are downstream distributors. In addition, the products purchased by customers using our fleet cards will be subject to the after-sales policies of oil company, and are not covered by our product return policy.

### 營運

我們核心的價值是向客戶提供高品質的產品及服務，為此，我們需要與客戶、僱員及供應商清晰溝通，從而得到有力支持。

我們的質量檢定過程及產品回收程序如下：

#### 產品質量保證及退貨政策

顧客及下游分銷商可以透過我們的客戶服務熱線、電郵、傳真或親身到臨深水埗門市就已出售的問題產品作出投訴或作換貨安排。若結果為我方付運出現短缺，我們將向客戶補貨。而就產品存在質量缺陷時，我們接受以相同類別產品或同等價值的不同類別產品作換貨。

鑒於我們向下游分銷商銷售的第三方品牌產品均受產品製造商的品質保證所涵蓋，因此我們不向任何下游分銷商的客戶退款或退回任何陳舊存貨。此外，顧客使用我們的車隊卡購買的產品將受到石油公司的售後政策的約束，故此不在我們的產品退貨政策範圍內。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Quality control policies

We maintain a set of rigorous quality control policies throughout our sourcing, production and delivery cycle, and we have a successful delivery track record and provide quality after-sale services. To ensure consistent quality of the petrochemicals we distributed, we only source finished products and raw materials from our approved suppliers, whose performances are reviewed annually so as to ensure overall quality of supplies.

### 質量控制政策

我們對整個採購、生產及交付週期設定了一套嚴格的質量控制政策，並且擁有成功的交付記錄及優質售後服務。為確保我們分銷的石油化工產品質量保持穩定，我們只會向我們的認可供應商採購成品及原料，並按年評審其表現，以確保供貨整體質量。



In our in-house blending and repackaging of our lubricants, we strictly follow the formula and production guidelines applicable to the respective types of lubricant oil. In addition, during the process of blending and repackaging, Mr. Hui Pui Sing, our executive Director and chairman of the Board, who has more than 50 years of experience in handling petrochemicals, regularly inspects the sample of finished products on the basis of various factors such as viscosity, coloring, sediments, smell and opacity. In the event that the sample fails the quality assurance test, components used in the process will be adjusted and the product will be re-blended until it conforms to the requirements. If the failed product cannot be re-blended, the entire production batch will be rejected and disposed.

Approximately 128 complaints have been received this year about the quality of service provided by suppliers. The complaints were reported to the suppliers, with the consent of the customers, at our regular meetings for their review and investigation. Decisions were communicated to the customers once the investigation had been done.

Our policies in protecting consumers' information and privacy and relevant measures in execution and supervision are as follows:

#### Laws and regulations in relation to consumer protection

For the petrochemical products sales business, we provide customers with exchange services within 10 days of purchase. We bear the liability of product defects only on our in-house blended products. In terms of the third-party branded products, our upstream suppliers or distributors, as applicable, are generally liable for any defective products distributed or manufactured by them and offer replacement of defective products.

就我們潤滑油內部調合及重新包裝方面，我們一直嚴格按照各類型潤滑油適用的配方及生產指引。此外，於調合及重新包裝過程中，擁有逾50年處理石油化工產品經驗的執行董事兼董事會主席許沛盛先生會定期根據多種因素對製成品樣本進行檢測，該等因素包括黏度、色澤、沉澱物、氣味及混濁度。假如樣本未能通過檢測，我們會對調配過程中使用的成份作出調整，並會重新調配產品直至符合要求。若該批調配失敗的產品無法重新調合，整個生產批號將不予接納並會作出廢棄處置。

今年收到約128宗關於供應商服務品質的投訴。這些投訴在得到客戶同意後，我們會在定期會議上向供應商匯報，以便他們進行審閱和調查。調查完成後，會將會議結果通知客戶。

我們的消費者資料保護及隱私政策，及相關的執行及監管方法如下：

#### 有關保障消費者的法律及法規

就石油化工產品銷售業務而言，我們為客戶提供購買後十日內換貨服務。我們僅對內部調合的產品承擔缺陷品換貨責任。就第三方品牌產品而言，上游供應商或分銷商（如適用）一般對由其分銷或生產的任何缺陷品承擔責任及提供缺陷品換貨。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Customer information security

During the operation of our fleet card business, we electronically receive, process, store and transmit our customers' and partners' sensitive information, including personal identifiable information, bank account information and expense data.

We have established our information and data protection policy which governs the collection, transfer, processing and back-up of all personal data and other private information collected from fleet card holders and applicants, and have implemented internal policies and systems to protect the personal data and other private information collected from fleet card holders and applicants:

1. All documentation collected from fleet card holders and applicants in electronic forms is protected by encrypted regular back-ups within the Group's information management system. Such information will be destroyed in two years after the respective fleet card holders terminate the fleet card service.
2. Hard copies of all application documents from our fleet card applicants are kept by our Group in a locked document cabinet, the key to which is kept by the Group's customer service manager. Such application documents will also be kept by our Group for two years before destruction.
3. Appropriate levels of access control are implemented across our internal computer systems, so that the personal data and other private information of fleet card holders and applicants could only be accessed by senior management and permitted operation staff on a need basis.
4. Mr. Hui Yip Ho Eric, our executive Director and chief executive officer (as supported by in-house technicians and external vendors), is responsible for overseeing the safekeeping of personal data and other private information in our possession as well as the maintenance of our internal systems for data storage, processing and protection.
5. We set forth our privacy policy in our fleet card application form to notify fleet card applicants about our usage of personal data and other private information collected during the application process.

### 保護客戶資料

於車隊咭業務的營運過程中，我們以電子方式接收、處理、儲存及傳輸客戶及夥伴的敏感資料，包括個人身份資料、銀行賬戶資料及開支數據。

我們已確立資訊及數據保護政策，以規管向車隊咭持有人及申請人收集的有關個人數據及其他私人資料的收集、轉移、處理及備份，並已實施內部政策及制度以保護向車隊咭持有人及申請人收集的個人數據及其他私人資料：

1. 向車隊咭持有人及申請人收集的所有電子文檔以本集團資訊管理系統內的加密方式定期備份保護。資料會在有關車隊咭持有人終止使用車隊咭服務兩年後銷毀。
2. 車隊咭申請人的所有實體申請文檔，由本集團存放於已上鎖的文件櫃內保管，文件櫃鑰匙由本集團客戶服務經理保管。本集團亦會先保存該等申請文檔兩年之後才會銷毀。
3. 內部電腦系統實行合適存取控制水平，使車隊咭持有人及申請人的個人數據及其他私人資料僅可由高級管理層及許可營運員工於有需要時存取。
4. 在內部技術人員及外部供應商的支援下，執行董事兼行政總裁許業豪先生負責監督我們對個人數據、其他私人資料以及用於數據儲存、處理及保護的內部系統的維護。
5. 我們於車隊咭申請表格中列明私隱政策，並將申請過程中收集個人數據及其他私人資料的用途告知車隊咭申請人。

Community

We have been promotion “Business-in-Community” philosophy and aim to bring positive value to our community. We strive for a prosperity with the society as well as our pursuit of business development, the group is keen to contribute in support of healthy development of the community. As an enterprise with strong social conscience, the Group has been actively contributing to promote collaborations among business and social service partners and inspire corporate social responsibility. We also encourage business and public institutions to join hands and build a cohesive society through caring for the community, employees and the environment.

In recognition of our efforts in creating positive impacts to the society, the Group has been awarded the 5 Years Plus “Caring Company” Logo by the Hong Kong Council of Social Service.

Supporting the community is part of our corporate culture. We aspire to support and care for the needy in society, in particular the vulnerable individual during the difficulty times in early year. During the year, the Group has donated 1,344 pieces of anti-epidemic items during the outbreak of COVID-19.

社區貢獻

本集團一直推廣社會、企業共勉的理念並以社會帶來正面影響。我們在發展公司業務的同時，亦積極地貢獻和回饋社會，支援社區的健康發展。作為一間有社會責任的企業，本集團透過參與各類社區活動，積極為社區做出貢獻。同時，我們也鼓勵企業與公共單位藉由照顧社區、員工與環境一起創建一個和諧穩定的社會。

本集團獲香港社會服務聯會頒發 5 年 Plus 「商界展關懷」標誌，以表揚我們努力為社會創造正面影響。

支持社區是我們企業文化之一，我們向有需要的人士提供支持和關懷。在新冠疫情爆發期間，本集團捐出了 1,344 件防疫物資予香港救助兒童會。



## Environmental, Social and Governance Report

### 環境、社會及管治報告

#### Anti-corruption

The Group upholds the highest level of business ethics in our operation. We strictly comply with the laws and regulations regarding bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance. As stipulated in the Employees' Handbook and Code of Conduct, directors and employees are strictly prohibited from soliciting, accepting, or offering any advantages in conducting the Group business. The Employees' Handbook and Code of Conduct are subject to regular review as to comply with the most updated laws and regulations. Employees are encouraged to report suspicious misconduct and violations of rules to the HR Department, and all reports and enquiries with strict confidentiality under all circumstances to preserve anonymity.

According to our policy on stakeholders, a multi-communication channel has been developed for stakeholders and involved parties to address their opinions and raise grievances in case they are unfairly treated by the Company. The Audit Committee reviews the report of complaints regularly and provides a summary report to the Board of Directors, when necessary.

During the Current Period, the Group has not been involved in any case of non-compliance with relevant laws and regulations that have a significant impact on the Group relating to anti-corruption.

#### 反貪污

誠信為本是本集團營運操守的核心部分，本集團嚴格遵守有關賄賂、欺詐、洗錢、利益衝突和內幕交易的法律法規。根據員工手冊和行為準則的規定，董事和員工在開展集團業務時嚴禁索取、接受或提供任何好處。員工手冊和行為準則須接受定期審查，以符合最新的法律法規。鼓勵員工向人力資源部門報告可疑的不當行為和違規行為，所有報告和詢問在任何情況下都嚴格保密，以保持匿名。

根據我們的持份者政策，為持份者和相關方開放了多種溝通渠道，以便他們在受到公司不公平對待時發表意見和提出申訴。審計委員會定期審查投訴報告，並在必要時向董事會提供總結報告。

於本期間，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的反貪腐有重大影響。





**Vico International Holdings Limited**  
域高國際控股有限公司