

# Yues International Holdings Group Limited 樂氏國際控股集團有限公司

(incorporated in the Cayman Islands with limited liability)  
(於開曼群島註冊成立之有限公司)

**Stock Code 股份代號 : 1529**



**2021** Environmental, Social and  
Governance Report  
環境、社會及管治報告

## CONTENTS

<b>Scope and Reporting Period</b>	
<b>Stakeholder Engagement and Materiality</b>	
<b>Stakeholders' Feedback</b>	
<b>The Group's Sustainability Mission and Vision</b>	
<b>The Group's Sustainability Governance</b>	
<b>Awards and Recognition</b>	
<b>A. Environmental</b>	
<b>A1. Emissions</b>	
A1.1 Air Emissions	
A1.2 Greenhouse Gas (GHG) Emissions	
A1.3 Hazardous Waste	
A1.4 Non-hazardous Waste	
A1.5 Measures to Mitigate Emissions	
A1.6 Wastes Reduction and Initiatives	
<b>A2. Use of Resources</b>	
A2.1 Energy Consumption	
A2.2 Water Consumption	
A2.3 Energy Use Efficiency Initiatives	
A2.4 Water Use Efficiency Initiatives	
A2.5 Packaging Material	
<b>A3. The Environment and Natural Resources</b>	
A3.1 Significant Impacts of Activities on the Environment	
<b>A4. Climate Change</b>	
<b>B. Social</b>	
<b>1. Employment and labor practices</b>	
B1. Employment	
B2. Employee Health and Safety	
B3. Development and Training	
B4. Labor Standards	
<b>2. Operating Practices</b>	
B5. Supply Chain Management	
B6. Product Responsibility	
B7. Anti-corruption	
B8. Community Investment	

## 目錄

<b>範圍及報告期</b>	2
<b>持份者參與及重要性</b>	4
<b>持份者回應</b>	8
<b>本集團可持續發展使命及願景</b>	8
<b>本集團可持續發展管治</b>	8
<b>獎項及認可</b>	9
<b>A. 環境</b>	10
<b>A1. 排放物</b>	11
A1.1 空氣排放	11
A1.2 溫室氣體排放	13
A1.3 有害廢棄物	15
A1.4 無害廢棄物	17
A1.5 減低排放量的措施	18
A1.6 減廢及措施	19
<b>A2. 資源使用</b>	20
A2.1 能源消耗	20
A2.2 水資源消耗	21
A2.3 能源使用效益計劃	22
A2.4 用水效益計劃	23
A2.5 包裝物料	24
<b>A3. 環境及天然資源</b>	25
A3.1 業務活動對環境 的重大影響	25
<b>A4. 氣候變化</b>	26
<b>B. 社會</b>	27
<b>1. 僱傭及勞工常規</b>	27
B1. 僱傭	28
B2. 僱員健康與安全	34
B3. 發展及培訓	36
B4. 勞工準則	38
<b>2. 營運常規</b>	39
B5. 供應鏈管理	39
B6. 產品責任	41
B7. 反貪污	43
B8. 社區投資	44

# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

### SCOPE AND REPORTING PERIOD

This is the Environmental, Social, and Governance (“**ESG**”) report prepared by Yues International Holdings Group Limited (the “**Group**” or “**our**”), highlighting its ESG performance, with disclosure reference made to the ESG Reporting Guide as described in Appendix 27 of the Listing Rules and Guidance set out by The Stock Exchange of Hong Kong Limited.

This ESG report covers the Group’s overall performance in two subject areas, namely, Environmental and Social of the following business operations from 1 January 2021 to 31 December 2021 (the “**Reporting Period**”), unless otherwise stated:

- (i) World-Link (China) Limited (Dongguan branch)
- (ii) Guangzhou World-Link (China) Limited (Huangpu Distribution Centre)
- (iii) Guangzhou World-Link (China) Limited (Guangzhou Business Headquarter)
- (iv) Luogang Distribution Centre
- (v) Guangzhou World-Link (China) Limited (Yinzhu branch)
- (vi) The energy consumption of the staff in dormitories

### 範圍及報告期

本環境、社會及管治(「**環境、社會及管治**」)報告由樂氏國際控股集團有限公司(「**本集團**」或「**我們**」)編製，重點闡述其環境、社會及管治績效，披露經參考載於香港聯合交易所有限公司上市規則附錄27及指引之環境、社會及管治報告指引。

除另有說明外，本環境、社會及管治報告涵蓋於2021年1月1日至2021年12月31日(「**報告期**」)，本集團以下業務營運的環境及社會兩個主要範疇的整體績效：

- (i) 中聯環宇現代物流有限公司(東莞分公司)
- (ii) 廣州中聯環宇現代物流有限公司(黃浦配送中心)
- (iii) 廣州中聯環宇現代物流有限公司(廣州業務總部)
- (iv) 蘿崗配送中心
- (v) 廣州中聯環宇現代物流有限公司(銀珠分公司)
- (vi) 員工宿舍的能源消耗

# Environmental, Social and Governance Report (Continued)

## 環境、社會及管治報告(續)

The principal activities of the above-mentioned operations are providing logistic services to the Group's customers' supply chains in the People's Republic of China (the "PRC"), which include (i) transportation; (ii) warehousing; (iii) in-plant logistics; and (iv) customization services (which consist mainly of labelling services and bundling services). The Group offers transportation services to their customers including delivering production materials, components and finished goods to their downstream clients, manufacturing plants and/or designated locations. The Group's in-plant logistics services cover the management of the movement of (i) production materials and components and work-in-progress to the production lines within the customers' manufacturing plants; and (ii) finished goods out to their factory gates. Apart from the logistic service, the energy consumption of the staff in dormitories will also be included this Reporting Period as the Group is responsible for affording dormitory rents for its staff. All the customers' warehouses are excluded in this Reporting Period, since the use of energy, water and other resources in the customers' warehouses are not directly controlled by the Group.

### Reporting Principles

The preparation of the ESG Report has applied the following principles:

*Materiality* — materiality assessments have been carried out to identify material environmental and social issues that have major impacts on investors and other stakeholders, the significant stakeholders, procedures, and results of the engagement of which are presented in the section "Stakeholder Engagement and Materiality" in the Report.

*Quantitative* — key performance indicators ("KPIs") have been established, and are measurable and applicable to make valid comparisons under appropriate conditions; information on the standards, methodologies, assumptions, and/or calculation tools used, and sources of conversion factors used, have been disclosed when applicable.

*Balance* — performance of the Group was presented in an impartial manner, avoiding choices, omissions or presentation formats that may unduly influence readers' decisions or judgements.

*Consistency* — consistent statistical methodologies and presentation of KPIs have been used to allow meaningful comparisons of related data over time.

上述營運的主要業務活動是為本集團在中華人民共和國(「中國」)的客戶供應鏈提供物流服務，包括(i)運輸；(ii)倉儲；(iii)廠內物流；及(iv)定製服務(主要包括標籤服務及封裝服務)。本集團為客戶提供運輸服務，包括交付生產材料、零部件及成品至客戶的下游客戶、生產廠房及/或指定地點。本集團的廠內物流服務涵蓋以下活動的管理工作：(i)在客戶生產廠房內將生產材料及零部件及在製品運至生產線；及(ii)將成品運出廠外。除物流服務外，由於本集團負責為員工提供宿舍租金，員工宿舍的能源消耗亦將計入本報告期。本報告期不包括所有客戶倉庫，乃由於客戶倉庫的能源、水及其他資源使用不受本集團直接控制。

### 報告原則

本環境、社會及管治報告遵循以下原則編製：

*重要性* — 已進行重要性評估，以識別對投資者及其他持份者有重大影響的重大環境及社會議題，重大持份者、參與過程及結果於本報告「持份者參與及重要性」一節呈列。

*量化* — 已建立關鍵績效指標(「**關鍵績效指標**」)，並可予計量及適用於在適當情況下作出有效比較；有關所用標準、方法、假設及/或計算工具以及所用轉換因素來源的資料已於適用情況下披露。

*平衡* — 公正地呈列本集團的表現，避免可能會不恰當地影響讀者決策或判斷的選擇、遺漏或呈報格式。

*一致性* — 採用一致的統計方法及關鍵績效指標的呈列方式，使相關數據日後可作有意義的比較。

### STAKEHOLDER ENGAGEMENT AND MATERIALITY

The Group communicates with key stakeholders through daily interaction to understand their concerns and expectations on ESG issues. The Group engages stakeholders via various communication channels such as regular meetings, performance appraisals, company website, e-mails and via phone calls. Through regular engagement sessions, the Group obtains valuable feedback and reviews areas of attention which will help the business to meet its potential growth and be prepared for future ESG challenges.

#### Materiality Assessment

To identify material ESG issues, the Group has specifically engaged a wide range of stakeholders, including the board of directors (the “**Board**”), shareholders, senior management, frontline workers, partners, clients and suppliers, to gain insights into ESG material topics. In the materiality assessment, stakeholders were asked to rate a list of 18 ESG topics in terms of their relevance and importance to the Group’s business continual and sustainability performance, as well as to the wider community.

Results of the materiality assessment and the consolidated list of material aspects with respective management are presented in the following matrix, table and section respectively.

### 持份者參與及重要性

本集團透過日常互動與主要持份者進行溝通，以瞭解其對環境、社會及管治事宜之關注及期望。本集團透過多種通訊渠道與持份者溝通，例如定期會議、表現評估、公司網站、電子郵件及電話。透過定期溝通，本集團獲得有價值的反饋及檢討關注領域，有助於業務實現潛在增長並為將來環境、社會及管治方面的挑戰作準備。

#### 重要性評估

為識別重要的環境、社會及管治議題，本集團特別提請廣泛的持份者（包括董事會（「**董事會**」）、股東、高級管理層、前線工人、合作夥伴、客戶及供應商）深入關注環境、社會及管治方面之主要議題。在重要性評估中，本集團邀請持份者為18個環境、社會及管治議題對本集團業務延續及可持續發展績效以至廣大社區的相關性和重要性評分。

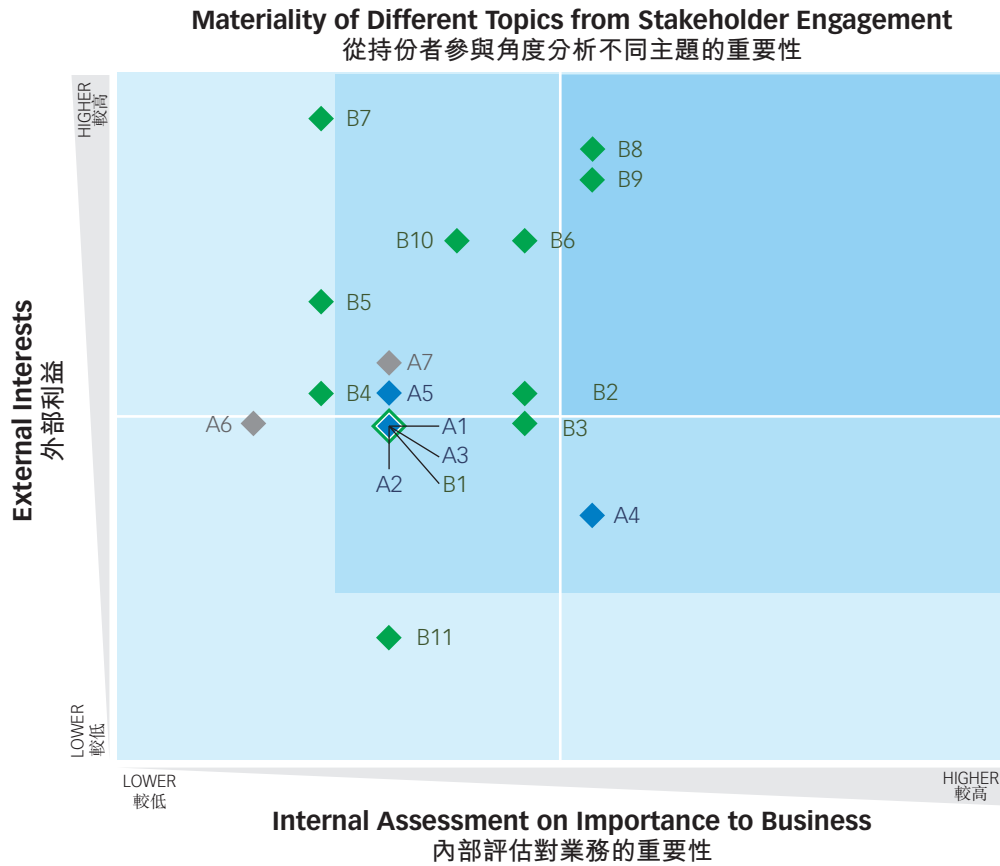
重要性評估結果及重要方面連同相關管理的綜合清單分別於以下矩陣、表及章節呈示。

# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

Figure 1 Materiality Matrix

圖 1 重要性矩陣



# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

**Table 1 Environmental and Social Issues for Materiality Assessment**      **表 1 重要性評估之環境及社會事宜**

<b>Environmental</b>			
<b>環境</b>			
<b>A1</b>	Energy 能源	<b>B3</b>	Development and Training 發展及培訓
<b>A2</b>	Water 水資源	<b>B4</b>	Labor Standards 勞工準則
<b>A3</b>	Air Emission 空氣排放	<b>B5</b>	Supply Chain Management 供應鏈管理
<b>A4</b>	Waste and Effluent 廢棄物與污水	<b>B6</b>	Intellectual Property Rights 知識產權
<b>A5</b>	Other Raw Materials Consumption 其他原材料消耗	<b>B7</b>	Data Protection 數據保護
<b>A6</b>	Environmental Protection Policies 環境保護政策	<b>B8</b>	Customer Service 客戶服務
<b>A7</b>	Climate Change 氣候變化	<b>B9</b>	Product/Service Quality 產品／服務質量
<b>Social</b>		<b>B10</b>	
<b>社會</b>		Anti-corruption 反貪污	
<b>B1</b>	Employment 僱傭	<b>B11</b>	Community Investment 社區投資
<b>B2</b>	Occupational Health and Safety 職業健康與安全		

# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

Through ongoing dialogue and materiality assessment during the Reporting Period, the Group has identified 5 material issues that were deemed as the most important by the stakeholders:

- Data Protection
- Customer Service
- Anti-corruption
- Intellectual Property
- Product/Service Quality

Similar with the last reporting period, the stakeholders in the Group in this Reporting Period regarded some of the social topics such as service quality and safety, anti-corruption, intellectual property rights, data protection and customer services as the most important elements to the business. The Group actively maintains communication with different stakeholders through the communication procedure on different ESG issues, such as energy saving, reduce resources consumption and cost reduction. The Group will continue to manage these critical issues by establishing more policies and guidelines to further enhance the Group's ESG performance.

報告期內透過持續對話與重要性評估，本集團已識別持份者最關注以下5個重大方面之事宜：

- 數據保護
- 客戶服務
- 反貪污
- 知識產權
- 產品／服務質量

類似於上一個報告期，本報告期內，本集團持份者將服務質量與安全、反貪污、知識產權、數據保護及客戶服務等社會議題視為業務的最重要元素。本集團就節能、減少資源消耗及降低成本等不同環境、社會及管治議題，透過溝通程序積極與不同持份者保持溝通。本集團將透過制定更多政策及指引管理該等關鍵議題，以進一步提升本集團的環境、社會及管治績效。



# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

### STAKEHOLDERS' FEEDBACK

The Group welcomes stakeholders' feedback on its ESG approach and performance. Suggestions and views can be sent by post: Room 1106, 11/F, Sterling Centre, 11 Cheung Yue Street, Cheung Sha Wan, Kowloon, Hong Kong or email: admin@goalrise-china.com.

### THE GROUP'S SUSTAINABILITY MISSION AND VISION

The Group believes that environmental protection and sustainability development is a big social trend. The Group strives to pursue a sustainable business model which can integrate ESG concepts into the risk management system, and implement measures to balance the Group's business development with regard to protecting the environment.

### THE GROUP'S SUSTAINABILITY GOVERNANCE

The Group has established an ESG Taskforce (the "**Taskforce**") which comprises core members from different departments and is responsible for collecting relevant information on the Group's ESG aspects. The Taskforce continuously monitors and evaluates the Group's ESG performance through regular meetings. The Taskforce reports to the board of directors (the "**Board**"), and assists in identifying and evaluating the Group's ESG risks and the effectiveness of the internal control mechanisms, examining and evaluating the Group's performances in different ESG aspects such as the environment, health and safety, labor standards and product responsibilities.

The Board oversees the general direction for the Group's ESG strategies, ensuring the effectiveness in the control of its risks and internal control mechanisms, sets up and evaluates ESG-related goals and targets and communicates with stakeholders and participates in formulating relevant policies.

The Group complies to the related laws and regulations stringently, adhering to The Energy Conservation Law of the People's Republic of China, The Work Plan for Controlling Greenhouse Gas Emissions.

### 持份者回應

本集團歡迎持份者對其的環境、社會及管治方法以及績效提供意見及分享見解。意見可郵寄至香港九龍長沙灣長裕街11號定豐中心11樓1106室或電郵至admin@goalrise-china.com。

### 本集團可持續發展使命及願景

本集團相信環保及可持續發展是社會大趨勢。本集團致力追求可持續發展的業務模式，將環境、社會及管治理念融入風險管理系統，並採取措施平衡本集團業務發展與環境保護的關係。

### 本集團可持續發展管治

本集團成立了環境、社會及管治工作小組（「**工作小組**」），由不同部門的核心成員組成，負責搜集本集團在環境、社會及管治方面的相關資料。工作小組透過定期會議持續監察及評估本集團的環境、社會及管治績效。工作小組向董事會（「**董事會**」）彙報，協助辨識和評估本集團的環境、社會及管治風險以及內部控制機制的成效，檢查和評估本集團在環境、社會及管治範疇內環境、健康及安全、勞工準則及產品責任等不同方面的表現。

董事會監督本集團環境、社會及管治策略的大方向，確保風險控制和內部控制機制的成效，制定和評估環境、社會及管治相關目標和指標，與持份者溝通並參與制定相關政策。

本集團嚴格遵守相關法律及法規，遵守《中華人民共和國節約能源法》及《控制溫室氣體排放工作方案》。

# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

### AWARDS AND RECOGNITION

During the Reporting Period, Yues International Holdings Group Limited was a recognized member of Guangzhou Logistics & Supply Chain Association and the Guangzhou Association of Highway Transportation Industry (Tianhe branch).

The Group strives to maintain the highest standards to provide logistic services to meet the customer needs and enhance customer satisfaction, and it was certified with the Quality Management System ISO 9001:2015.

With its high credibility, high quality and reliable logistic services, the Group was also awarded with “2021 Guangdong Province Contract-abiding and Credit-Reliable Enterprise” issued by the Guangzhou Municipal Administration of Market Supervision, “2021 Guangzhou Top Ten Logistics Enterprises” and “2021 Guangzhou Supply Chain Management Demonstration Enterprise” issued by the Guangzhou Logistics Supply Chain Association, and “Excellent Customer” issued by Industrial and Commercial Bank of China (The Guangzhou second branch).

### 獎項及認可

報告期內，樂氏國際控股集團有限公司為廣州物流與供應鏈協會及廣州道路運輸行業協會(天河分會)的認可會員。

本集團致力維持提供物流服務的最高標準，以滿足客戶需求及提升客戶滿意度，並獲得質量管理體系ISO 9001：2015認證。

憑藉高信譽、優質、可靠的物流服務，本集團亦獲廣州市市場監管局頒發「2021年度廣東省守合同重信用企業」、獲廣州物流與供應鏈協會頒發「2021年度廣州十佳物流企業」及「2021年度廣州供應鏈管理示範企業」以及獲中國工商銀行(廣州第二支行)頒發「優秀客戶」。

### A. ENVIRONMENTAL

The Group is highly conscious of balancing development and environmental protection to maintain sustainability of society. The Group is committed to continuously improving its environmental sustainability and ensuring environmental consideration remains one of the top priorities through its business operation.

The Group stringently complies with national and local laws and regulations concerning environmental protection and pollution control, including the Energy Conservation Law of the PRC and Work Plan for Controlling Greenhouse Gas Emissions, the Environmental Protection Law of the PRC, the Water Pollution Prevention and Control Law of the PRC, the Law of the PRC on the Prevention and Control of Atmospheric Pollution, the Law of the PRC on Prevention and Control of Pollution From Environmental Noise, and the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste.

Apart from complying with the national laws and regulations, the Group has formulated internal environmental management guidelines and implemented carbon reduction measures to reduce energy and resource consumption such as electricity, fuel and water in its business operation. Firstly, in terms of reducing air and greenhouse gas emissions, noise pollution, and generation of hazardous and non-hazardous waste, the Group has implemented some practices and measures in order to minimize pollution derived from its daily business operation. For instance, the Group recycled and reused packaging materials as much as possible. Secondly, the Group used low-carbon gasoline, and a filter device on the tailpipe in order to reduce automobile exhaust gas. Thirdly, to reduce vehicle dust dispersion, the Group regularly sprinkles water on vehicles. For the purpose of reducing vehicle noise, the Group added a vibration damping plate with a sound-absorbing pad and chosen tires with low tire noise.

No non-compliance with relevant laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions, and generation of hazardous and non-hazardous waste was identified during the Reporting Period.

### A. 環境

本集團高度重視平衡發展與環境保護，以維持社會的可持續發展。本集團致力於不斷改善其環境可持續性，並確保環境因素仍是其業務營運的首要任務之一。

本集團嚴格遵守有關環境保護和污染控制的國家和地方法律及法規，包括《中華人民共和國節約能源法》及《控制溫室氣體排放工作方案》、《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國環境噪聲污染防治法》以及《中華人民共和國固體廢物污染環境防治法》。

除了遵守國家法律及法規，本集團已制定內部環境管理指引及實施減碳措施以減省業務營運中的電力、燃料和水等能源和資源的消耗。首先，在減少空氣和溫室氣體排放、噪音污染以及有害和無害廢棄物產生方面，本集團已實施部分常規及措施，以盡量減少日常業務營運產生的污染。例如，本集團盡可能回收及重用包裝材料。第二，本集團使用低碳汽油，並在排氣管上安裝過濾裝置，以減少車輛廢氣。第三，為減少車輛揚塵，本集團定期向車輛灑水。為降低車輛噪音，本集團增設減振板配合吸音墊，選用低胎噪的輪胎。

報告期內，概無發現違反有關空氣及溫室氣體排放以及有害及無害廢棄物產生且對本集團有重大影響之相關法律法規的情況。

### A1. Emissions

#### A1.1 Air Emissions

##### *Operation Activities*

A large number of vehicles are used for transportation. The consumption of gasoline and diesel by the light, medium and heavy goods vehicles results in emission of air pollutants, and the emissions generated from vehicles are a major source of emission of the Group during the Reporting Period. In addition, there are some other emission sources of the Group included. Natural gas is consumed by the staff who lived in some dormitories and a small amount of diesel is used for standby generators.

##### *Vehicle Operation*

Exhaust gas emissions generated from business operations of the Group mainly include nitrogen oxides (“NO<sub>x</sub>”), sulphur oxides (“SO<sub>x</sub>”) and particulate matter (“PM”), the major source of emission is exhaust gas generated from light, medium and heavy goods vehicles.

**Table 2 Air Emissions from Mobile Fuel Combustion**

Mobile fuel emissions	移動燃料燃燒的排放物	Air emissions (non-GHG) from vehicle operations		
		NO <sub>x</sub> (kg) NO <sub>x</sub> (公斤)	SO <sub>x</sub> (kg) SO <sub>x</sub> (公斤)	PM (kg) PM (公斤)
Gasoline and diesel	汽油及柴油	2,873.9	3.69	232.37

*Note:* Emission factors for calculations on environmental parameters throughout the report were made reference to Appendix 27 of the Main Board Listing Rules and their referred documentation as set out by Hong Kong Exchanges and Clearing Limited, unless stated otherwise.

### A1. 排放物

#### A1.1 空氣排放

##### *營運活動*

需要用到大量車輛作運輸。輕型、中型和重型貨車消耗汽油和柴油導致空氣污染物排放，車輛產生的排放是本集團報告期內的主要排放源。此外，本集團有部分其他排放源。部分宿舍的員工使用天然氣，備用發電機使用少量柴油。

##### *車輛營運*

本集團業務營運產生的廢氣主要包括氮氧化物(「NO<sub>x</sub>」)、硫氧化物(「SO<sub>x</sub>」)及顆粒物(「PM」)，其主要來源是輕型、中型和重型貨車產生的廢氣。

**表2 移動燃料燃燒產生的空氣排放物**

*附註：* 除另有指明外，於整份報告內計算環境參數所用的排放物系數乃經參照香港交易及結算有限公司之主板上市規則附錄27及其所述文件得出。

### *Gaseous Fuel Consumption*

During the Reporting Period, the Group consumed natural gas in some dormitories, and used diesel for the operation of standby generators. The consumption of natural gas generated SO<sub>x</sub> and NO<sub>x</sub> as presented in the following table. In addition, consumption of these fuels also generated greenhouse gas (“GHG”) emissions, and the relevant data is presented in the next section.

**Table 3 Air Emissions from Gaseous Fuel Combustion**

Gaseous fuel emissions	氣體燃料燃燒的排放物	NO <sub>x</sub> (kg)	SO <sub>x</sub> (kg)
		NO <sub>x</sub> (公斤)	SO <sub>x</sub> (公斤)
Natural gas	天然氣	0.32	0.0008

*Note:* Emission factors for calculations on environmental parameters throughout the report were made reference to Appendix 27 of the Main Board Listing Rules and their referred documentation as set out by Hong Kong Exchanges and Clearing Limited, unless stated otherwise.

Compared to last year, the total emissions of NO<sub>x</sub>, PM and SO<sub>x</sub> increased by 12%, 9% and 70% respectively.

### 氣體燃料消耗

報告期內，本集團部分宿舍消耗天然氣，備用發電機使用柴油。天然氣消耗產生SO<sub>x</sub>及NO<sub>x</sub>，如下表所示。此外，消耗該等燃料亦產生溫室氣體（「溫室氣體」）排放，相關資料於下節呈列。

**表3 氣體燃料燃燒產生的空氣排放物**

**Air emissions (non-GHG) from gaseous fuel consumption**  
**氣體燃料消耗產生的空氣排放物**  
**(非溫室氣體)**

NO <sub>x</sub> (kg)	SO <sub>x</sub> (kg)
NO <sub>x</sub> (公斤)	SO <sub>x</sub> (公斤)

0.32	0.0008
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*附註：* 除另有指明外，於整份報告內計算環境參數所用的排放物系數乃經參照香港交易及結算有限公司之主板上市規則附錄27及其所述文件得出。

與去年相比，NO<sub>x</sub>、PM及SO<sub>x</sub>的總排放量分別增加12%、9%及70%。

### A1.2 Greenhouse Gas (GHG) Emissions

During the reporting period, the Group's business activities contributed to a GHG emission of 1,986.36 tonnes of carbon dioxide equivalent ("**tCO<sub>2</sub>e**"), the overall intensity of the GHG emissions for the Group was 2.6 tCO<sub>2</sub>e/employee with reference to the total employees of the Group, and the intensity of 0.019 tCO<sub>2</sub>e/m<sup>2</sup> of total area and 9.38 tCO<sub>2</sub>e/RMB million revenue.

The GHG emissions reported include the following activities and scopes:

- Direct (scope 1) GHG emissions from the consumption of stationary and mobile sources, including natural gas, gasoline and diesel;
- Indirect energy (scope 2) GHG emissions from purchased electricity; and
- Other indirect (scope 3) GHG emissions from municipal freshwater and sewage processing and wastepaper landfilling.

### A1.2 溫室氣體排放

報告期內，本集團的業務活動導致1,986.36噸二氧化碳當量（「噸二氧化碳當量」）的溫室氣體排放，按本集團之僱員總數計算，本集團溫室氣體排放的整體密度為每名僱員2.6噸二氧化碳當量，密度為總面積的每平方米0.019噸二氧化碳當量，每百萬元人民幣收益9.38噸二氧化碳當量。

報告的溫室氣體排放包括以下活動及範疇：

- 直接（範圍1）溫室氣體排放物來自耗用固定及移動源燃料，包括天然氣、汽油及柴油；
- 間接能源（範圍2）溫室氣體排放物來自購買電力；及
- 其他間接（範圍3）溫室氣體排放物來自市政淡水及污水處理及廢紙堆填。

**Table 4 Greenhouse Gas Emissions by Scope**
**表4按範圍分類之溫室氣體排放**

Scope of GHG emissions	Emission sources		GHG Emission (in tCO <sub>2</sub> e) <sup>1</sup>	Sub-total (in tCO <sub>2</sub> e)	Total GHG emission (in percentage)
溫室氣體排放的範圍	排放物來源		溫室氣體排放 (噸二氧化碳當量) <sup>1</sup>	小計(噸二氧化碳當量)	溫室氣體排放總量(百分比)
<b>Scope 1</b> <b>Direct emissions</b> <b>範圍1</b> <b>直接排放</b>	Combustion of fuels in stationary sources <sup>2</sup>	Natural gas 天然氣	4.24	612.01	31%
	固定源燃燒燃料 <sup>2</sup>	Diesel 柴油	0.09		
		Combustion of fuels in mobile sources	Diesel 柴油		
	移動源燃燒燃料	Gasoline 汽油	21.32		
<b>Scope 2</b> <b>Energy indirect emissions</b> <b>範圍2</b> <b>能源間接排放</b>	Purchased electricity <sup>3</sup>		1,358.44	1,359.42	68%
	購買電力 <sup>3</sup>	Purchased town gas	0.98		
<b>Scope 3</b> <b>Other indirect emissions</b> <b>範圍3</b> <b>其他間接排放</b>	Paper waste disposal at landfills		11.17	14.92	1%
	於堆填區處置之廢紙	Electricity used for freshwater processing	2.54		
	處理淡水所用電力	Electricity used for sewage processing	1.22		
	處理污水所用電力				
			<b>Group total</b>		
			<b>集團總計</b>	<b>1,986</b>	<b>100%</b>

Note 1: Emission factors were made reference to Appendix 27 to the Listing Rules and their referred documentation as set out by Hong Kong Exchanges and Clearing Limited, unless stated otherwise.

附註1：除另有指明外，排放系數乃參照香港交易及結算所有限公司上市規則附錄27及其參考文件。

Note 2: Emissions from combustion of fuels in stationary sources were calculated per GHG Protocol tool: GHG Emissions from Stationary Combustion.

附註2：固定源燃燒燃料產生的排放物乃根據溫室氣體盤查議定書：固定源燃燒產生的溫室氣體排放物計算。

Note 3: Emission factors of 0.61 kg CO<sub>2</sub>e/kWh was used for purchased electricity in Guangdong Province of the PRC.

附註3：在中國廣東省購買電力所用排放系數分別為每千瓦時0.61公斤二氧化碳當量。

### A1.3 Hazardous Waste

All hazardous waste in the Group is managed in accordance with the applicable national regulations and international standards, including the Prevention and Control of Environmental Pollution by Solid Waste of the PRC. The Group is committed to minimizing hazardous waste which poses risks to our health and the environment. It has implemented procedures of handling hazardous waste. For instance, waste batteries are collected in a special waste battery recycling box and sent to the qualified department for recycling. Also, the Group strives to prevent oil and chemical substances from polluting cultivated land, grassland, rivers, lakes and seas. If the above situation occurs, the Group will notify the head of Health, Safety, Security, and Environmental Protection Department (“**HSSE**”) and the environmental protection department for disposal.

The Group generated a total of 3,411 kg of hazardous waste, mainly waste tires and waste engine oil during this Reporting Period. Compared to last year, the percentage of hazardous waste produced was increased by 14.5% in this Reporting Period. The overall intensities were 4.46 kg/employee with reference to the total employees, 0.03 kg/m<sup>2</sup> by total area, and 16.1 kg/RMB million revenue.

### A1.3 有害廢棄物

本集團所有有害廢棄物均遵照適用的國家法規及國際標準管理，包括《中華人民共和國固體廢物污染環境防治法》。本集團致力於盡量減少對我們的健康及環境帶來風險的有害廢棄物。已實施有害廢棄物處理程序。例如，廢舊電池收集在專用的廢舊電池回收箱，送往合資格部門進行回收。本集團亦致力防止石油和化學物質污染耕地、草地、河流、湖泊及海洋。如出現上述情況，本集團將通知健康、安全、安保、環保(「**HSSE**」)部負責人及環境保護部門進行處置。

本報告期內，本集團共產生有害廢棄物3,411公斤，主要是廢棄輪胎和廢棄潤滑油。與去年相比，本報告期產生的有害廢棄物百分比增加14.5%。按本集團之僱員總數計算，整體密度為每名僱員4.46公斤，總面積的每平方米0.03公斤，每百萬元人民幣收益16.1公斤。



**Table 5 Hazardous Waste Generated**

**表 5 所產生有害廢棄物**

Type of hazardous waste 有害廢棄物種類	Unit 單位	2021 2021年	2020 2020年
Waste tires 廢棄輪胎	kg 公斤	<b>3,240</b>	2,700
Waste engine oil 廢棄潤滑油	kg 公斤	<b>171</b>	120
Waste battery 廢電池	kg 公斤	<b>No waste battery produced.</b>	120
Desktop computer 臺式電腦	kg 公斤	<b>No desktop computer produced.</b>	40
		<b>並無產生臺式電腦。</b>	
<b>Total amount of hazardous waste 有害廢棄物總量</b>	<b>kg 公斤</b>	<b>3,411</b>	<b>2,980</b>

Note 1: In 2021, the disposal amount of waste tires was approximately 72 wisps (2020: 60 wisps).

附註 1: 於 2021 年，廢棄輪胎的棄置量約為 72 條 (2020 年：60 條)。

Note 2: In 2021, the disposal amount of waste engine oil was approximately 200 liters (2020: 140 liters).

附註 2: 於 2021 年，廢棄潤滑油的棄置量約為 200 升 (2020 年：140 升)。

### A1.4 Non-hazardous Waste

Apart from the 2,327 kg of office paper waste produced, the Group generated a total of 19,552 kg of non-hazardous waste, mainly plastic waste and non-office paper waste during the Reporting Period. Compared to last year, the percentage of non-hazardous waste produced was reduced by 21.9% in this reporting year. The overall intensities were 28.6 kg/employee with reference to the total employees, 0.21 kg/m<sup>2</sup> by total area, and 103.3 kg/RMB million revenue. All the plastic waste and non-office paper waste was collected by renewable resources companies for recycling.

### A1.4 無害廢棄物

報告期內，除產生2,327公斤辦公用紙廢棄物外，本集團共產生無害廢棄物19,552公斤，主要是塑膠廢棄物和非辦公用紙廢棄物。與去年相比，本報告年度產生的無害廢棄物百分比減少21.9%。按本集團之僱員總數計算，整體密度為每名僱員28.6公斤，總面積的每平方米0.21公斤，每百萬元人民幣收益103.3公斤。所有塑膠廢棄物及非辦公用紙廢棄物由再生資源公司收集回收。

**Table 6 Non-Hazardous Waste Generated**

**表6 所產生無害廢棄物**

Types of non-hazardous waste	無害廢棄物種類	Non-hazardous waste amount 無害廢棄物量	
		2021 2021年	2020 2020年
Office paper waste	辦公室廢紙	2,327.1 kg 公斤	2,410 kg 公斤
Non-office paper waste	非辦公室廢紙	1,000 kg 公斤	/
Plastic waste	塑膠廢棄物	18,552 kg 公斤	20,000 kg 公斤
Waste floor tile	廢棄地台板	/	5,600 kg 公斤
<b>Total non-hazardous waste produced</b>	<b>所產生無害廢棄物總量</b>	<b>21,879.1 kg 公斤</b>	<b>28,010 kg 公斤</b>

### A1.5 Measures to Mitigate Emissions

As a logistic company, vehicles are frequently used for transportation services. The Group has set a target to reduce 10% emissions by 2032 with 2022 as base year. The Group actively adopts measures to mitigate vehicles emissions and strives to achieve this goal. The Group selects environmentally friendly vehicles according to the emission limit standard of automobile exhaust pollutants required by the State Environmental Protection Administration. The Group checks the vehicle-related gas emissions regularly, and the emissions meet the qualification inspection of the Environmental Protection Bureau.

Apart from monitoring the vehicle emission standard, the Group also implements strict requirements for drivers. Firstly, the Group requires the drivers complies to Article 13 of the "Performance Management System". It prohibits the drivers from excessive acceleration when the vehicle is started and requires drivers to turn the engine off when loading and unloading commodities. Secondly, drivers are required to go to designated gas stations with national standards, such as: PetroChina (BP) gas station to ensure high-quality petrol products were used for vehicles. For the vehicles that has reached the service life of the "Automobile Scrap Standard" stipulated by the Ministry of Public Security and the State Environmental Protection Administration, the Group immediately scraps the vehicles. Vehicles that fail to meet the requirements of the Group will also be scrapped to ensure that operating vehicles are safe to use.

### A1.5 減低排放量的措施

作為一家物流公司，經常使用車輛作運輸服務。本集團已訂立2032年減少10%排放的目標，以2022年為基準年。本集團積極採取措施減少車輛排放，努力實現目標。本集團按照國家環境保護總局規定的汽車尾氣污染物排放限值標準選擇環保車輛。本集團定期檢查車輛相關廢氣排放，排放符合環保局的資質檢測。

除監察車輛排放標準外，本集團亦對司機實施嚴格要求。首先，本集團要求司機遵守《績效管理制度》第13條。其禁止司機在剛起動車輛時過度加速，並要求司機裝卸貨時關掉引擎。第二，司機需到符合國家標準的指定加油站，如中油碧辟(BP)加油站，確保車輛使用優質汽油產品。對於已達到公安部及國家環境保護總局規定的《汽車報廢標準》使用年期的車輛，本集團立即報廢。不符合本集團要求的車輛亦將予報廢，以確保營運車輛安全使用。

### A1.6 Wastes Reduction and Initiatives

The Group strictly observes national laws and follows the requirements of the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste and National Catalogue of Hazardous Wastes in handling both hazardous and non-hazardous waste. Internally, the Group has established various waste management and reduction measures.

For details about the handling measures of hazardous waste, please refer to “A1.3 Hazardous waste” section.

Furthermore, the Group aims to establish a green and electronic office to reduce paper consumption and has set a target to reduce 10% of waste by 2032 with 2022 as base year. The Group strives to achieve the goal by managing the usage of office papers, by encouraging the staff to use the Group’s online system for general business notices and data transmissions, minimizing paper consumption for printing and photocopying and using double sided printing if possible. In addition, when handling wastepaper, they are centrally collected and disposed of by the administrative department and the office.

### A1.6 減廢及措施

本集團嚴格遵守國家法律，按照《中華人民共和國固體廢物污染環境防治法》及《國家危險廢物名錄》的要求處理有害及無害廢棄物。在內部，本集團已制定多項廢棄物管理及減量措施。

有關有害廢棄物處理措施的詳情，請參閱「A1.3有害廢棄物」一節。

此外，本集團的目標是建立一個綠色和電子化的辦公室以減少紙張消耗，並已訂立2032年減少10%廢棄物的目標，以2022年為基準年。本集團通過管理辦公用紙的使用、鼓勵員工使用本集團的線上系統進行一般業務通知和數據傳輸、盡量減少打印和複印的紙張消耗以及盡可能使用雙面打印來努力實現目標。此外，在處理廢紙時，由行政部門和辦公室集中收集和處理。

# Environmental, Social and Governance Report (Continued)

## 環境、社會及管治報告(續)

### A2. Use of Resources

#### A2.1 Energy Consumption

The total energy consumption of the Group was 4,536 Megawatt-hour (“MWh”), with an overall energy intensity of 21.337 MWh/RMB million revenue during the Reporting Period. Types of energy consumed included electricity, natural gas, gasoline and diesel. The table below presents the energy consumption by energy types and the associated energy intensity.

**Table 7 Energy Consumption and Intensity**

#### Energy Consumption in 2021

Direct/indirect energy sources	Consumption (unit)	Consumption (MWh)	Energy Intensity (MWh/RMB million revenue)	
			耗用 (單位)	耗用 (兆瓦時)
<b>Electricity</b>	電力	2,227 MWh 兆瓦時		10.5
<b>Natural gas</b>	天然氣			
— for dormitories	— 用於宿舍	21 MWh 兆瓦時	21	0.097
<b>Gasoline</b>	汽油			
— for light goods vehicles	— 用於輕型貨車	71 MWh 兆瓦時	71	0.34
<b>Diesel</b>	柴油			
— for operation of standby generators, light goods vehicles, medium goods vehicles and heavy goods vehicles	— 用於備用發電機、輕型貨車、中型貨車和重型貨車的運行	2,217 MWh 兆瓦時	2,217	10.4
	<b>Group total</b>		4,536	21.337
	<b>集團總計</b>			

Note 1: Conversion factors were made reference to IEA Energy Statistics Manual and 2006 IPCC Guidelines for National Greenhouse Gas Inventories.

### A2. 資源使用

#### A2.1 能源消耗

報告期內，本集團的能源消耗總量為4,536兆瓦時(「兆瓦時」)，整體能源密度為每百萬元人民幣收益21.337兆瓦時。消耗之能源類別包括電力、天然氣、汽油及柴油。下表列示按能源類別及相關能源密度劃分之能源消耗。

**表7 能源耗用及密度**

#### 2021年能源耗用

Direct/indirect energy sources	Consumption (unit)	Consumption (MWh)	Energy Intensity (MWh/RMB million revenue)	
			耗用 (單位)	耗用 (兆瓦時)
<b>Electricity</b>	電力	2,227 MWh 兆瓦時		10.5
<b>Natural gas</b>	天然氣			
— for dormitories	— 用於宿舍	21 MWh 兆瓦時	21	0.097
<b>Gasoline</b>	汽油			
— for light goods vehicles	— 用於輕型貨車	71 MWh 兆瓦時	71	0.34
<b>Diesel</b>	柴油			
— for operation of standby generators, light goods vehicles, medium goods vehicles and heavy goods vehicles	— 用於備用發電機、輕型貨車、中型貨車和重型貨車的運行	2,217 MWh 兆瓦時	2,217	10.4
	<b>Group total</b>		4,536	21.337
	<b>集團總計</b>			

附註1：轉換系數乃參照國際能源署能源統計手冊及2006年IPCC國家溫室氣體清單指南目錄。

Electricity consumption (2,227 MWh) accounted for 49% of the total energy consumption during the Reporting Period, contributing to an intensity of 10.5 MWh/RMB million revenue. The total energy consumption in this Reporting Period decreased by 35% compared with last year. The main reason for this reduction of energy consumption is the significant decrease of electricity used. In August 2021, there were 4 warehouses were retired, resulting in a drop in electricity consumption.

### A2.2 Water Consumption

The total water consumption for the Group was 6,085.2 m<sup>3</sup>, with a water intensity of 7.96 m<sup>3</sup>/employee, 0.06 m<sup>3</sup>/m<sup>2</sup> of total area and 28.7 m<sup>3</sup>/RMB million revenue during the Reporting Period. Water used by all the Group's operating sites are mainly sourced from municipal tap water. No issues on sourcing water that is fit for purpose were reported during the Reporting Period. Compared with the last Reporting Year, the water consumption reduced by 70%. In August 2021, there were 4 warehouses were retired, resulting in a drop in water consumption.

報告期內，電力消耗量(2,227兆瓦時)佔能源總消耗量之49%，令整體密度達到每百萬元人民幣收益10.5兆瓦時。與去年相比，本報告期能源消耗總量下降35%。能源消耗減少的主要原因是用電量顯著減少。2021年8月，清退4個倉庫，導致用電量下降。

### A2.2 水資源消耗

報告期內，本集團的總用水量為6,085.2立方米，耗水密度為每名僱員7.96立方米，總面積的每平方米0.06公斤立方米，每百萬元人民幣收益28.7立方米。本集團所有營運地點用水主要來自市政自來水。報告期內概無匯報出現求取水源之問題。與上一個報告年度相比，用水量減少70%。2021年8月，清退4個倉庫，導致用水量下降。

### A2.3 Energy Use Efficiency Initiatives

The Group aims to reduce 10% energy consumption by 2032 with 2022 as base year. To achieve this target, the Group has implemented various measures of energy conservation and emissions reduction. For instance, the Group installed LED energy-saving lamps in all lighting areas, turns off lights when staff leave the offices and warehouses, adjusts and controls the temperature of air conditioners, and the air-conditioned temperature remains at 25°C, carries out electrician inspection, monitor and guide each department's energy consumption by equipment maintenance department. Also, the Group conducts a monthly statistical count on electricity consumption and prepares relevant records. If the consumption is over the range specified by the standard, the Group will analyze the potential reasons and take remedial actions in a timely manner.

By adopting the above measures and posting power-saving slogans, the Group's employees' awareness of energy conservation and environmental protection has been raised.

### A2.3 能源使用效益計劃

本集團的目標是2032年減少10%能源消耗，以2022年為基準年。為實現這一目標，本集團已實行若干節能減排措施。例如，本集團在全部照明區域安裝LED節能燈，在員工離開辦公室及倉庫時關燈，調整控制空調溫度並將空調溫度維持在25°C，實施電工巡視，並由維修部定期對各部門用電情況進行監控及指導。此外，本集團每月統計用電量，並做好相關記錄。若發現用電量超出特定基準範圍，本集團將分析潛在原因，並及時採取糾正措施。

本集團通過採用以上措施以及張貼節電標語，將節能環保意識滲透到每位員工。

### A2.4 Water Use Efficiency Initiatives

The Group strives to reduce water consumption and complies to policies of effective use of water, including the National Water Saving Action Plan and other relevant regulations. The Group mainly consumes water to meet a high demand for warehouse temperature control in daily business operation. The Group aims to reduce 10% water consumption by 2032 with 2022 as base year. In order to control the amount of water consumption and achieve this goal, the Group has installed more frequency converters, applied logics control in managing the use of resources, and added plate changers and heat recovery pumps in the main engine room.

The Group's business activities did not generate a significant amount of sewage. It is because the sewage discharged by the Group will be discharged into the municipal sewage pipe network to the regional water purification plant, so the sewage discharged by the Group is considered as water consumed.

### A2.4 用水效益計劃

本集團致力減少用水量，並遵守國家節水行動計劃及其他相關法規等有效用水政策。本集團的用水主要為應付日常業務營運的倉庫溫控的高需求。本集團的目標是2032年減少10%用水量，以2022年為基準年。為控制用水量並實現這一目標，本集團已安裝更多變頻器，應用邏輯控制管理資源使用以及主機房增加板換器和熱回收熱水泵。

本集團的業務活動並無產生大量污水。由於本集團排放的污水將排入市政污水管網至區域淨水廠，因此本集團排放的污水視為用水。



### A2.5 Packaging Material

Packaging films (mainly used for cargo fixation) and stretch films (mainly used to stabilize, cover and protect the products during transition) were the Group's major packaging material consumptions. As packaging plastic films are difficult to be reused, and there are no readily available recycling methods in the industry, the Group has commissioned an independent waste processing company to collect and dispose of the materials on a regular basis.

The Group is very aware and concerned about the potential adverse environmental impacts brought by the packaging materials consumed. Therefore, the Group spares an effort to reuse and recycle the packaging materials by themselves as much as possible in order to minimize the potential environmental impacts brought by the disposal of packaging materials.

The Group consumed more packaging materials compared to the last reporting period. During this Reporting Period, the Group consumed approximately 15.6 tonnes of packaging materials for cargo fixation and protection, which increases by around 53% of consumption compared with the last reporting period.

### A2.5 包裝物料

包裝膜(主要用於貨物固定)和拉伸膜(主要用於在過渡期間穩定、覆蓋和保護產品)是本集團的主要包裝物料消耗。由於包裝塑膠膜難以再利用，且行業內並無現成的回收方法，本集團已委託獨立的廢棄物處理公司定期收集和處置有關材料。

本集團非常了解和關注所消耗的包裝物料可能帶來的不利環境影響。因此，本集團盡量自行對包裝物料進行再利用及循環再造，以減低包裝物料處置帶來的潛在環境影響。

與上一個報告期相比，本集團消耗的包裝物料有所增加。本報告期內，本集團共消耗貨物固定保護包裝物料約15.6噸，較上一個報告期增加約53%。

# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

**Table 8 Packaging Materials Consumed**

**表 8 包裝物料用量**

<b>Types of packaging materials</b>	<b>包裝物料類別</b>	<b>Total amount (in kg) 總量(公斤)</b>
Packaging film (For cargo fixation)	包裝膜(用於貨物固定)	11,352
Stretch film (For protecting material in transit)	拉伸膜(用於保護運輸中的物料)	4,200
Total packaging materials	包裝物料總計	15,552
Intensity (kg/RMB million revenue)	密度(公斤/百萬元人民幣收益)	73.4

### A3. The Environment and Natural Resources

### A3. 環境及天然資源

#### A3.1 Significant Impacts of Activities on the Environment

#### A3.1 業務活動對環境的重大影響

The Group realizes the responsibility of minimizing the adverse impacts on the environment and natural resources through its business operations, so the Group adopts four basic principles in order to protect the environment and natural resources, including "Reduction, Reuse, Recycling and Replacement". In addition, the Group adopts a green sourcing strategy and the most practical technology to protect natural resources. In 2021, the Group did not have any non-compliance of relevant laws and regulations, including but not limited to the limits of noise emitted by stationary road vehicles (GB16170-1996) and The Law of the PRC on Prevention and Control of Pollution from Environmental Noise.

本集團意識到通過其業務營運盡量減少對環境和天然資源的不利影響的責任，因此本集團採納四個基本原則保護環境及天然資源，包括「減少、重用、回收及取代」。此外，本集團採取綠色採購策略和最切實可行的技術以保護天然資源。於2021年，本集團並無違反相關法律法規，包括但不限於汽車定置噪聲限值(GB16170-1996)及《中華人民共和國環境噪聲污染防治法》。

The major environmental impacts of the Group's operations include the air emissions and noise generated by its logistics operations. The noise pollution generated from the operations came from vehicles. In order to minimize the level of noise generated from logistic operation, the Group has installed damping plates with sound absorbing pads to minimize noise at offices and warehouses and has used low-noise tires for its vehicle fleet.

本集團營運的主要環境影響包括物流業務所產生的空氣排放及噪音。營運產生的噪音污染來自車輛。為盡量減低物流業務所產生的噪音水平，本集團已引入減振板配合吸音墊以減少在辦公室及倉庫的噪音，並於車隊採用低胎噪的輪胎。

### A4. Climate Change

Climate change not only affects our environment but also may affect the normal routine of the Group working conditions. The Group has implemented relevant policies, including but not limited to the Health, Safety, Security, and Environmental Protection Program (“**HSSE**”), to outline the Group’s commitment to protecting the environment and reducing the environmental impact of its business.

Identifying and managing the associated opportunities and risks is vital to the Group’s business operation. Climate change may affect normal working conditions, and arrangements will be taken to ensure the health and safety of employees according to the real-time situation released by the national, provincial and municipal governments. In accordance with national and local laws and regulations, the Group has purchased medical insurance for every employee. In addition, the Group also has purchased insurance for warehouses and purchases auto insurance for vehicles.

With the trend of the changing demand and requirements of customers, the Group works hard to meet the needs of customers and strives for a larger market share.

### A4. 氣候變化

氣候變化不僅影響我們的環境，但亦可能影響本集團工作狀況的正常運行。本集團已實施相關政策，包括但不限於《健康、安全、安保、環保（「**HSSE**」）程序》，以概述本集團在保護環境及減低業務對環境影響的承諾。

識別和管理相關的機會和風險對本集團的業務營運至關重要。氣候變化可能影響正常工作狀況，將根據國家、省、市政府發佈的實時情況作出安排，確保僱員的健康和安全。根據國家及地方法律法規，本集團為每名僱員購買醫療保險。此外，本集團亦已為倉庫購買保險，並為車輛購買車險。

隨著客戶需求和要求的變化趨勢，本集團努力滿足客戶的需求，爭取更大的市場份額。

### B. SOCIAL

#### 1. Employment and labor practices

The Group strictly complies with national and local laws and regulations concerning employment and labor practices, including,

- Labor Law of the PRC
- Labor Contract Law of the PRC
- The Special Provisions on Labor Protection for Female Employees
- Law on the Protection of Minors
- Law on the Protection of Disabled Persons
- Law on Labor Unions of the PRC

No non-compliance with relevant laws and regulations that had a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare had been identified during the Reporting Period.

### B. 社會

#### 1. 僱傭及勞工常規

本集團嚴格遵守國家及地方有關僱傭及勞工常規之法律法規，包括以下各項：

- 《中華人民共和國勞動法》
- 《中華人民共和國勞動合同法》
- 《女職工勞動保護特別規定》
- 《未成年人保護法》
- 《殘疾人保障法》
- 《中華人民共和國工會法》

報告期內，概無發現違反有關薪酬及解僱、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且對本集團有重大影響之相關法律及法規情況。

### B1. Employment

The Employee Handbook of the Group clearly outlines detail of recruitment, promotion, discipline, working hours, vacations and other benefits, and the Group has laid down compliance procedures and a series of work safety rules. The Human Resources Department is responsible for the confirmation that the staff has full understanding of the content of the Employee Handbook before they commence employment with the Group.

#### **Employee Profile and Turnover**

As of 31 December 2021, the Group had a total number of 764 employees. All the employees of the Group are full-time workers. The breakdown of employees according to employment type, employee category, age group, gender and region is as follows.

### B1. 僱傭

本集團的員工手冊明確概述招聘、升遷、紀律、工時、休假及其他福利詳情，本集團已制定遵守程序及一系列工作安全規則。人力資源部負責確認員工在彼等於本集團開始工作之前已經充分了解員工手冊內容。

#### **僱員簡介及流失**

截至2021年12月31日，本集團合計764名僱員。本集團所有員工均為全職員工。按僱傭類別、僱員類別、年齡組別、性別及地區劃分員工分類如下。

# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

**Table 9 Employment Data by Employment Type, Category, Age Group, Gender and Region**

**表9按僱傭類別、類型、年齡組別、性別及地區劃分之僱傭數據**

		<b>Percentage %</b>	
		<b>百分比 %</b>	
Total number of employees	僱員總數	764	
<b>Employment type</b>	<b>僱傭類別</b>		
Full-time	全職	764	100%
Part-time	兼職	0	0%
<b>Employee category</b>	<b>僱員類別</b>		
Senior management	高級管理層	19	2%
Middle management	中級管理層	74	10%
Frontline and other staff	前線及其他員工	671	88%
<b>Age group</b>	<b>年齡組別</b>		
18–25	18–25	50	6%
26–35	26–35	243	32%
36–45	36–45	219	29%
46–55	46–55	219	29%
56 or above	56或以上	33	4%
<b>Gender</b>	<b>性別</b>		
Male	男性	481	82%
Female	女性	283	18%
<b>Region</b>	<b>地區</b>		
Mainland China	中國內地	758	99.22%
Hong Kong	香港	5	0.65%
Egypt	埃及	1	0.13%

# Environmental, Social and Governance Report *(Continued)*

## 環境、社會及管治報告 *(續)*

During this Reporting Period, a total of 248 employees left the Group, with an annual staff turnover rate of 32%. Similar to the last reporting period, employees who left the Group were mainly frontline staff.

本報告期內，合計248名僱員離開本集團，年度員工流失率為32%。類似於上一個報告期，離開本集團的僱員主要為前線員工。

**Table 10 Total Turnover Rate by Employment Category, Age Group, Gender and Region**

**表10按僱傭類別、年齡組別、性別及地區劃分之總僱員流失比率**

<b>Turnover rate by employee category</b>	<b>按僱員類別劃分之流失比率</b>	
Senior management	高級管理層	0%
Middle management	中級管理層	12%
Frontline and other staff	前線及其他員工	36%
<b>Turnover rate by age group</b>	<b>按年齡組別劃分之流失比率</b>	
18–25	18–25	54%
26–35	26–35	40%
36–45	36–45	30%
46–55	46–55	21%
56 or above	56或以上	39%
<b>Turnover rate by gender</b>	<b>按性別劃分之流失比率</b>	
Male	男性	42%
Female	女性	16%
<b>Turnover rate by region</b>	<b>按地區劃分之流失比率</b>	
Mainland China	中國內地	33%
Hong Kong	香港	0%
Egypt	埃及	0%

Note: The turnover rate was calculated by (no. of employees leaving the company during the reporting period/no. of employees as of 31 December 2021)\*100%.

附註：流失率乃按報告期內離開本公司的僱員數目除以截至2021年12月31日的僱員數目再乘以100%計算得出。

### **Employee Recruitment and Retention Strategy**

The Group attaches great importance to the recruitment and retention of high-caliber employees as well as attracting high quality recruits that are valuable to the Group. The Group's recruitment procedure is guided by relevant laws and regulations including the Labor Law of the PRC. The Group follows the principle of "fair competition and merit-based employment" in the recruitment process. In 2021, in order to meet the company's development needs, the Group actively implemented a strategy of strengthening the enterprise with talents which adopted a market-based recruitment model to recruit outstanding talents. In the recruitment process, the Group explored talents through college campuses, social and online recruitment channels. The Group improved these measures to attract and retain talent continuously and provide opportunities to employees with a broad development space. In order to improve the personal quality and ability of employees, the Group fully mobilized the initiative and enthusiasm of all employees, to create a fair and open competition mechanism within the company. In addition, the Group recognizes the value of employee experience by arranging assessments, which provides equal opportunities to employees for fair competition. The Group believes that these strategies can reduce the loss of outstanding talent in the long-term.

### **Legitimate Rights and Employee Interests' Protection**

The Group complies with national and local laws and regulations to protect the legitimate rights and interests of employees. The Group formulated management measures to strengthen contracts and remuneration for employees, monitored the Group's labor policies and evaluated the welfare and norms in order to protect the interests of employees.

### **僱員招聘及留用政策**

本集團極度重視高素質員工的招聘及留用，以及吸引對本集團有價值的優質人才。本集團之招聘流程以相關法律及法規為指導，包括《中華人民共和國勞動法》。本集團在招聘過程中遵循「公平競爭、擇優聘用」原則。於2021年，為應付公司發展需要，本集團積極實施人才強企戰略，採用市場化招聘模式，廣納優秀人才。在招聘過程中，本集團透過大學校園、社交和網絡招聘渠道尋找人才。本集團持續改善該等措施，吸引和留用人才，為員工提供廣闊的發展空間。為了提升員工個人素質和能力，本集團充分調動全體員工的主動性和積極性，在公司內建立公正公開的競爭機制。此外，本集團透過安排考核來認可員工經驗的價值，為員工提供公平競爭的平等機會。本集團相信，該等策略可長遠減少優秀人才流失。

### **合法權利及僱員利益保障**

本集團遵守國家及地方法律及法規，保障員工的合法權益。本集團已制定管理措施，加強員工的合同和薪酬，監察本集團的勞動政策，評估福利及規範，以保障僱員利益。



### **Labor Contract Management**

The labor contracts of the Group comply to the Labor Law of the PRC and the Labor Contract Law of the PRC. The labor contract management of the Group included signing and termination of labor contracts, and regulates positions, working hours, remuneration and benefits of the employees clearly in the purpose of ensuring the labor standards. Any overtime arrangement must be made under the principle of negotiation between the company and the employees and the employees' voluntary principle. The relevant remuneration must be paid in accordance with the applicable laws and regulations. During the Reporting Period, the Group complied with the employment-related laws and regulations.

### **Female Employee Protection**

The Group cares about the physical and mental health of female employees, provides maternity leave, and breastfeeding leave and reasonably arranges job duties for female employees, it complies with the Special Regulations on Labor Protection for Female Employees formulated by the State Council to protect their work rights and take care of their needs.

### **勞動合同管理**

本集團的勞動合同遵守《中華人民共和國勞動法》和《中華人民共和國勞動合同法》。本集團的勞動合同管理包括勞動合同的簽訂和終止，以保證勞動標準為目的，對員工的職位、工作時間、薪酬及福利等進行明確規定。任何加班安排都必須在公司與員工協商及員工自願原則下進行。相關薪酬必須按照適用的法律法規支付。報告期內，本集團遵守僱傭相關法律及法規。

### **女性員工保障**

本集團關懷女性員工的身心健康，提供產假及哺乳假，合理安排女性員工的工作職責，遵守國務院制定的《女職工勞動保護特別規定》，保障彼等工作權利並照顧彼等的需要。

### Employee compensation and benefits

The Group is committed to providing fair and competitive remuneration and benefits to its employees, and the wages of our employees exceed the local minimum wage standards for the reporting period. The Group reviews the remuneration strategy on a regular basis and adjusts the remuneration policy according to changes in the external remuneration market and the internal situation. In accordance with national and local laws and regulations, the Group pays basic pension, basic medical care, unemployment, work-related injury, maternity and other social insurances and housing provident funds for employees. In addition, the Group has purchased accidental injury insurance for employees, further enhancing the medical protection for employees. The Group has identified work-related injury timely and handled accidental injury insurance claims for injured employees reasonably. The group also provides benefits such as annual leave and an annual body check-up for employees. Some of the projects in the Group have facilities such as dormitories and canteens, which can provide complete accommodation and high-quality meals for employees. The Group also cares about disabled and severely ill employees and their families, so the Group provides necessary assistance to support them when they are facing difficulties. In order to support employees to have a healthy life after work, the Group organizes various cultural and recreational activities regularly to encourage employees to participate, establish a good corporate culture and promote harmony and unity among employees.

### Staff Activities

In order to strengthen the staff's sense of belonging, the Group arranges birthday parties every month. It also organizes staff dinners and activities such as competitions. These activities strengthen communication and interaction among staff to develop a harmonious culture within the Group.

### 員工報酬及福利

本集團致力為員工提供公平及具有競爭力的薪酬和福利，員工工資水平超出報告期內當地最低工資標準。本集團定期對薪酬策略進行回顧，並視乎外部薪酬市場變化情況及內部實際情況調整薪酬政策。根據國家及地方法律及法規，本集團為員工繳納基本養老、基本醫療、失業、工傷、生育及其他社會保險及住房公積金。此外，本集團已為員工購買意外傷害保險，進一步增強了員工在醫療方面的保障。本集團及時識別工傷，並合理處理受傷員工的意外傷害保險理賠。本集團亦為員工提供年假和年度身體檢查等福利。本集團部分項目設有宿舍、食堂等設施，可為員工提供完善的住宿和優質膳食。本集團亦關懷殘疾和重病員工及其家屬，因此本集團在彼等遇到困難時提供必要的幫助以示支持。為支持員工在工作之餘擁有健康的生活，本集團定期組織各類文娛活動，鼓勵員工參與，建立良好的企業文化，促進員工和諧團結。

### 員工活動

為加強員工的歸屬感，本集團每月安排生日派對。其亦舉辦員工聚餐和比賽等活動。該等活動加強員工之間的溝通和互動，以在本集團內部營造和諧的文化。

### B2. Employee Health and Safety

The Group cares about the health, safety and security of all the staff, and strives to provide services to protect the physical and mental health, safety and security of employees, and in the business operations. The Group strictly follows relevant laws and regulations including the Labor Law of the PRC, Law of the PRC on the Prevention and Treatment of Occupational Diseases and Fire Protection Law of the PRC. In order to providing a safe working environment and protect employees from occupational hazards, the Group distributes safety helmets, reflective clothing and work shoes to employees who need protection, and the Group follows the requirements strictly in accordance with ISO 9001:2015 and Standard Operating Procedures. No non-compliance with relevant laws and regulations that had a significant impact on the Group relating to occupational health and safety had been identified during the Reporting Period.

The Group attaches great importance to providing occupational health and safety for its employees and has established internal safety procedures that all employees are required to follow strictly. According to the Group internal safety guide, the safety requirements and procedures are stated clearly, including prohibition of alcohol and drugs, security policies, safety procedure of working in warehouses, and safe use of forklifts.

### B2. 僱員健康與安全

本集團關心全體員工的健康、安全和保障，努力為員工的身心健康、安全和保障以及業務營運提供服務。本集團嚴格遵守相關法律法規，包括《中華人民共和國勞動法》、《中華人民共和國職業病防治法》及《中華人民共和國消防法》。為提供安全的工作環境和保護員工免受職業危害，本集團向需要防護的員工發放安全帽、反光服和工作鞋，並嚴格遵循ISO 9001：2015和標準操作程序的規定。報告期內，概無發現違反有關職業健康與安全且對本集團有重大影響之相關法律法規的情況。

本集團高度重視為員工提供職業健康和 safety，並制定要求所有員工嚴格遵守的內部安全程序。根據本集團內部安全指引，明確規定安全要求和程序，包括禁酒、禁毒、安全政策、倉庫作業安全程序、叉車安全使用等。

### Fire Safety Management

Fire safety and contingency management are also of vital concern to the Group. During the Reporting Period, the Group has arranged fire drills twice. In order to ensure staff are familiar with the fire-fighting facilities and emergency measures, the Group has dedicated a fire officer in both companies and warehouses to manage fire protection measures and a fire safety officer in the non-warehouse department. Besides, the Group strives to strengthen fire protection education so every employee of the company must receive fire safety training. For the purpose of ensuring the effectiveness of fire facilities, the Group undergoes a comprehensive inspection of the fire equipment twice a year. During high-risk periods of fire, the Group increases the frequencies of fire supervisions and inspections.

### Preventative Measures on the Pandemic

The Group has formulated pandemic prevention and controlled work notice and the response plan according to the real-time situation of national, provincial and municipal government departments, and holidays. For instance, the Group strengthened personal protective measures of all staff, such as wearing masks, maintaining social distance. The Group was not encouraged the staff to travel to high-risk districts of pandemic outbreak during holidays. If the staff needed to travel those districts were required to report to the Group.

### 消防安全管理

消防安全及应急管理亦是本集團極為關注的議題。報告期內，本集團已安排兩次消防演練。為確保員工熟悉消防設施及應急措施，本集團在公司和倉庫均設有一名消防人員負責管理消防措施，並在非倉庫部門設有一名消防安全人員。此外，本集團致力加強消防教育，公司每名員工須接受消防安全培訓。為確保消防設施的成效，本集團每年對消防設備進行兩次全面檢查。在火災高危時期，本集團提高防火監督檢查頻率。

### 疫症的預防措施

本集團根據國家和省市政府部門的實時情況和節假日，制定疫症防控工作通知和應對預案。例如，本集團加強全體員工的個人防護措施，如佩戴口罩、保持社交距離等。本集團不鼓勵員工在假期前往疫症高發地區。如員工需前往該等地區，須向本集團報告。

**Table 11 Number of Work-Related Fatality and fatality rate, Injury Cases, Lost Days**

**表 11 因工作關係而死亡事故及死亡率、工傷、損失日數之數目**

		<b>2021</b>	2020	2019
		<b>2021年</b>	2020年	2019年
<b>Number of work-related fatalities</b>	<b>因工作關係而死亡事故宗數</b>	<b>1</b>	1	0
<b>Total No. of Employees</b>	<b>員工總數</b>	<b>764</b>	793	828
<b>Fatality Rate</b>	<b>死亡率</b>	<b>0.13%</b>	0.126%	0%

There were 1 work-related fatality case in this Reporting Period. A driver was suffered from sudden cardiac death during work, and this case was identified as a work-related injury according to Guangdong Province Industrial Injury Insurance Regulations. In addition, the Group reported 460 lost days due to work injury. In order to ensure a safe working condition for all staff and avoid work-related fatality in the future, the Group always evaluates and improves the current work safety measures and arranges for employees to have regular physical examinations every year to ensure employees work in healthy condition.

本報告期發生1宗因工作關係而死亡事故。一名司機在工作中突發心源性猝死，根據《廣東省工傷保險條例》認定為工傷。此外，本集團錄得460天工傷導致的損失日數。為確保全體員工的安全工作環境，避免日後因工作關係而死亡，本集團經常評估和完善現行的工作安全措施，並每年安排員工進行定期體檢，確保員工在健康狀態下工作。

### B3. Development and Training

The Group is concerned about common growth and development opportunities of employees, so corresponding skills improvement and development training are provided for different types of work and job positions, the training includes new employee training, skill improvement training, important person training and other related training.

As of 31 December 2021, the Group provided over 8,308.7 training hours to a total of 481 employees (inclusive of employees who have left the Group during the Reporting Period). The average training hours per employee was 11 hours. The number of Employees who received training and average training hours completed are as follows.

### B3. 發展及培訓

本集團關注員工共同成長和發展機會，針對不同工種和崗位提供相應的技能提升與發展培訓，培訓內容包括新員工培訓、技能提升培訓、重要人物培訓及其他相關培訓。

截至2021年12月31日，本集團為合計481名僱員提供超過8,308.7個小時之培訓（包括於報告期從本集團離職的僱員）。每名僱員受訓之平均時數為11小時。接受培訓的員工人數和完成的平均培訓時數如下。

**Table 12 Number of Employees who Received Training and Average Training Hours Completed**

**表 12 受訓僱員人數及平均完成受訓時數**

Training data	培訓數據	
Total number of trained employees	受訓僱員總數	481
Total training hours for all employees	全體僱員之總受訓時數	8,308.7
Average training hours per employee employed	每名受聘僱員之平均受訓時數	11
<b>By employee category</b>		
<b>按僱員類別劃分</b>		
Number of trained Senior Management	受訓高級管理層人數	7
Average training hours per senior management employee employed	每名受聘高級管理層僱員之平均受訓時數	5
Number of trained Middle Management	受訓中級管理層人數	55
Average training hours per middle management employee employed	每名受聘中級管理層僱員之平均受訓時數	12
Number of trained Frontline and other Staff	受訓前線及其他員工人數	419
Average training hours per frontline and other employee employed	每名受聘前線及其他員工之平均受訓時數	11
<b>By gender</b>		
<b>按性別劃分</b>		
Number of trained Male employees	受訓男性僱員人數	392
Average training hours per male employee employed	每名受聘男性僱員之平均受訓時數	13
Number of trained Female employees	受訓女性僱員人數	90
Average training hours per female employee employed	每名受聘女性僱員之平均受訓時數	7

Note: The average training hours per employee was calculated by (Total no. of training hours during the Reporting Period/no. of employees as of 31 December 2021)\*100%.

附註：每名僱員之平均受訓時數乃按報告期內受訓總時數除以截至2021年12月31日的僱員數目再乘以100%計算得出。

**Table 13 Percentage of Employee Who Received Training**

**表 13 受訓僱員百分比**

		<b>Percentage %</b>
		<b>百分比 %</b>
Total percentage of trained employees	受訓僱員總百分比	63%
<b>By employee category</b>		
Senior management	高級管理層	37%
Middle management	中級管理層	74%
Frontline and other Staff	前線及其他員工	62%
<b>By gender</b>		
Male	男性	81%
Female	女性	32%

Note: The percentage of employee who received training was calculated by (Total no. of trained employee during the Reporting Period/no. of employees as of 31 December 2021)\*100%.

附註：受訓僱員百分比乃按報告期內受訓僱員總數除以截至2021年12月31日的僱員數目再乘以100%計算得出。

### B4. Labor Standards

Child and forced labor are strictly prohibited within the Group. The Group strictly observes applicable laws and regulations regarding employment and labor standards, such as the Labor Law of the PRC, the Provisions on Prohibiting the Use of Child Labor, the Labor Contract Law of the PRC and the Law on the Protection of Minors.

The Group only recruits employees who are over the legal working age, and new employee are required to provide true and accurate personal data. Furthermore, background checks will be conducted during the recruitment process in order to ensure the identity of the employees before they are employed. The physical examination certificates, academic credentials, identity cards, and household register of the candidates are reviewed strictly. No child and forced labor are hired in the Group.

No non-compliance with relevant laws and regulations relating to preventing child and forced labor was identified during the Reporting Period. There were no major risks associated with incidents of child and forced labor within the Group's operation sites.

### B4. 勞工準則

本集團嚴禁僱用童工和強制勞工。本集團嚴格遵守僱傭及勞工準則相關的法律及法規，例如《中華人民共和國勞動法》、《禁止使用童工規定》、《中華人民共和國勞動合同法》及《中華人民共和國未成年人保護法》。

本集團僅聘用超過法定工作年齡的員工，新員工須提供真實準確的個人資料。此外，在招聘過程中將進行背景調查，以於聘用前確保員工的身份。嚴格審查候選人的體檢合格證明、學歷證明、身份證及戶口。本集團不僱用童工和強制勞工。

報告期內，概無發現違反有關防止僱用童工和強制勞工之相關法律法規的情況。本集團任何營運地點內亦無與童工和強制勞工有關之重大風險。

### 2. OPERATING PRACTICES

#### B5. Supply Chain Management

The suppliers of the Group including transportation, warehouse leasing, forklift rental and office leasing services. Table 13 shows the number of suppliers of the Group in this Reporting Period.

**Table 14 Number of suppliers by geographical region**

<b>Geographical region of suppliers</b> 供應商地區	<b>Number of suppliers</b> 供應商數目	<b>Type of suppliers</b> 供應商類別
Mainland China 中國內地	12	Transportation 運輸
	4	Warehouse leasing 倉庫租賃
	7	Forklift Rental 叉車租賃
	3	Office leasing 辦公室租賃
<b>Total number of suppliers:</b> 供應商總數：	<b>26</b>	

### 2. 營運常規

#### B5. 供應鏈管理

本集團的供應商包括運輸、倉庫租賃、叉車租賃和辦公室租賃服務。表13顯示本報告期本集團供應商數目。

**表 14 按地區劃分的供應商數目**

**Number of suppliers**  
供應商數目

**Type of suppliers**  
供應商類別

12 Transportation  
運輸

4 Warehouse leasing  
倉庫租賃

7 Forklift Rental  
叉車租賃

3 Office leasing  
辦公室租賃

**26**



### Supply chain management

The department of Commerce in the Group is responsible for participating in the company's evaluation, selection, price verification, and procurement work. The Group implements strict selection of suppliers and procurement procedure in order to ensure the quality of suppliers. The department assesses new emerging suppliers and re-evaluates the suppliers who have major quality problems, and the department recognizes the qualification of suppliers according to the following conditions. (1) The suppliers who have passed ISO9001 quality management system certification. (2) Before the company implements the ISO9001 quality management system, the suppliers who have contacted and have no major defects in products and services. (3) Providers designated by the customer (for that customer service only). (4) When the suppliers monopolize the market. (5) Products and services provided by the top 500 of the world or the top 500 of China.

During the assessment procedure of suppliers, the suppliers are required to provide valid certifications and qualifications, such as a valid business license and organization code certificate. For the rental and purchase of vehicles, forklifts and warehouses, the evaluation form of the vehicle and the warehouse evaluation form should be provided as needed.

Besides, the major suppliers of the Group are evaluated annually and if the suppliers fail to pass the annual review, they will be disqualified for the next year.

### 供應鏈管理

本集團商務部負責參與公司的評估、甄選、核價、採購等工作。本集團嚴格選擇供應商和採購程序，以確保供應商的質量。部門對新出現的供應商進行評估，對出現重大質量問題的供應商進行重新評估，並按以下條件認定供應商資格。(1)通過ISO9001質量管理體系認證的供應商。(2)公司在實施ISO9001質量管理體系之前，接觸過其產品和服務無重大缺陷的供應商。(3)客戶指定的供應商(僅用於該客戶服務)。(4)供應商壟斷市場時。(5)世界500強或中國500強提供的產品和服務。

在供應商評估過程中，供應商需提供有效的證明和資格，例如有效的營業執照及機構代碼證等。對於車輛、叉車及倉庫的租賃和購買，應按需要提供車輛評估表及倉庫評估表。

此外，對本集團的主要供應商進行年度評估，如供應商未能通過年度審查，則將取消其下一年度的資格。

### B6. Product Responsibility

In order to ensure the safety and quality of services, the protection of intellectual property right and data protection, the Group complies to the laws and regulations including the Trademark Law of the People's Republic of China and the Work Safety Law of the People's Republic of China. There was no non-compliance of laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress in this Reporting Period.

The Group strictly implements the policy of protecting personal information, as maintaining confidentiality is vital for building trust between the Group and clients. When the Group and the Client undertake any written, oral or other documents, materials, drawings, specifications, orders, manuals, agreements etc., these documents are kept confidential and must not be disclosed, provided or made available in any form to any third party without the consent of the customer. The Group cannot disclose the agreement between the client in any of its promotional materials, advertisements or for any purpose without the prior written consent of the customer. Upon the expiration of the agreement or the termination of any extension, the Group return all the documents and materials obtained under the agreement or provided by the customer.

### B6. 產品責任

為確保服務的安全和質量、保護知識產權和數據保護，本集團遵守《中華人民共和國商標法》和《中華人民共和國安全生產法》等法律法規。本報告期內並無違反有關所提供產品及服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的法律法規。

本集團嚴格執行保護個人資料的政策，乃由於保密對於建立本集團與客戶之間的信任至關重要。當本集團與客戶承諾任何書面、口頭或其他檔案、材料、圖紙、規格、訂單、手冊、協定等，該等檔案須予保密，且未經客戶同意不得以任何形式向任何第三方披露、提供或供任何第三方取用。未經客戶事先書面同意，本集團不得在其任何宣傳資料、廣告中或任何目的提及客戶之間的協議。在協定期滿或任何展期終止時，本集團將其在協定項下得到或客戶提供的所有檔案及材料返還客戶。

### Services related complaint

The Group reported 5 complaints in this Reporting Period. In order to maintain the highest service quality, the Group implements some measures to deal with complaints. For instance, warnings were given to staff who violated the operation practices, monitoring the operations, evaluating the operation procedure and set up measures to improve the quality of services, providing more training to employees and disclosing the work requirement to employees clearly.

In general, the Group has formal procedures to handle complaints. The complaints are mainly divided into oral and written (including e-mail) complaints. If a written response is required, the related cases are sent to the department manager, then the department manager informs his superior director and the general manager of the company. Finally, the department manager should pass the case to the quality supervision department of the company. The department being complained should investigate and analyze the complaint to find out the cause and solution immediately, and the complaints should be handled in accordance with the "Continuous Improvement Procedure". The external written reply report will be approved by the general manager of the company before sending to the customers, all the solutions and the evaluation results of complaints are mentioned in the report, and the Quality Supervision Department is responsible to keep a full set of records for handling customer complaints.

### 服務相關投訴

本報告期內，本集團共報告5宗投訴。為維持最高的服務質素，本集團採取若干措施處理投訴。例如，對違反營運常規的員工進行警告，監察營運，評估營運程序並制定提高服務質量的措施，為員工提供更多培訓，並向員工明確披露工作要求。

一般而言，本集團有處理投訴的正式程序。投訴主要分為口頭和書面(包括電子郵件)投訴。如需要書面答覆，相關情況將寄送至部門經理，由部門經理通知上級主管和公司總經理。最後由部門經理將案件轉交公司質量監督部門。被投訴部門應立即對投訴進行調查分析，查明原因及解決辦法，並按照《持續改進程序》處理。外部書面答覆報告由公司總經理批准後發送予客戶，報告中提及投訴的所有解決方案和評估結果，並由質量監督部門負責保存完整的客戶投訴處理記錄。

### B7. Anti-corruption

The Group regards honesty, integrity, and fairness as its core values, so the related national laws and regulations are strictly complied with, including the Criminal Law of the PRC, Anti-Money Laundering Law of the PRC and Law Against Unfair Competition of the PRC. The Group had no non-compliance with relevant laws and regulations of bribery, extortion, fraud and money laundering in this Reporting Period.

The Group has formulated an Anti-Fraud Management System in accordance with the “Basic Norms of Enterprise Internal Control” and the actual situation of the company. This system mainly clarifies the purpose of anti-fraud work, the responsibility for anti-fraud, prevention and control of fraud and fraud reporting, investigation and supervision of anti-fraud work, and its measures and penalties.

#### **Whistle-blowing policy**

For the preventive measures and whistle-blowing procedures, the Group also knows that protecting whistleblowers is important in reporting and investigation procedure of corruption. The Group prohibits any unlawful discrimination or retaliation, or hostile behaviors against investigators. Those who violate the regulations and disclose the information of the whistleblower or take retaliation against the whistleblower will be dismissed and the labor contract will be terminated. The violators of the law will also be sent to judicial department in accordance with the law.

### B7. 反貪污

本集團以誠實、正直、公平為核心價值觀，因此嚴格遵守國家相關法律法規，包括《中華人民共和國刑法》、《中華人民共和國反洗錢法》及《中華人民共和國反不正當競爭法》。本報告期內，本集團並無違反賄賂、勒索、欺詐及洗黑錢的相關法律法規。

本集團根據《企業內部控制基本規範》和公司實際情況，制定了《反舞弊管理制度》。該制度主要闡明反舞弊工作的宗旨、反舞弊的責任、舞弊的預防和控制、舞弊的舉報、調查及反舞弊工作的監督，以及其措施和罰則。

#### **舉報政策**

對於預防措施及舉報程序，本集團亦深知保護舉報人在貪污舉報及調查程序中的重要性。本集團禁止對調查人員採取任何非法歧視或報復或敵對行為。違反規定披露舉報人資料或對舉報人進行報復之人士將予以開除，解除勞動合同。違法者亦將依法送交司法部門處理。

### **Anti-corruption training**

In order to strengthen the awareness of anti-corruption in the workplace, the Group carries out effective communication and training within the company in various ways, such as issuing employee handbooks, publicity or internal OA to ensure that employees receive training on relevant laws, regulations and professional ethics, so that they understand the concepts involved in the code of conduct, and help employees identify legal and illegal concepts, ethical and dishonest behavior.

### **B8. Community Investment**

The Group encourages employees to contribute to the community by reaching out to the community and participating in voluntary activities. Participating in these activities can increase the employees' sense of social responsibility and can develop positive value in helping people and our society.

### **反貪污培訓**

為強化職場反貪污意識，本集團透過發佈員工手冊、宣傳或內部OA等多種方式在公司內部進行有效的溝通和培訓，確保員工接受相關法律法規及職業道德的培訓，以了解行為準則中涉及的概念，並幫助員工識別合法和非法的概念、道德和不誠實的行為。

### **B8. 社區投資**

本集團鼓勵員工透過接觸社區及參與志願活動來回饋社會。參與該等活動可增強員工的社會責任感，並在幫助人們和我們的社會方面產生正面價值。



**Yues International Holdings Group Limited**  
**樂氏國際控股集團有限公司**