

2021/2022

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

環境、社會及管治報告



歐化國際有限公司

Uferts International Limited

於香港註冊成立之有限公司 (股份代號：1711)

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

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Ulferts International Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) principally engages in the sale of high quality home furniture which is mainly imported from Europe. It acknowledges the significance of effective environmental, social and governance (“ESG”) initiatives at operational level. By adopting environmental and social initiatives into its business operations, the Group can enhance its cost efficiency and risk management, and make informed decisions by engaging with the stakeholders of the Group. By so doing, the Group can operate in a responsible and sustainable manner.

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2022 (the “Year”). The contents of this report provide its stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provisions of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is to be read in conjunction with the Company’s 2021/2022 Annual Report, in particular the Corporate Governance Report and Directors’ Report sections therein.

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

歐化國際有限公司(「本公司」)及其附屬公司(統稱為「本集團」)主要從事銷售大部份由歐洲進口的優質傢俬。其深明有效的環境、社會及管治舉措在經營層面的重要性。通過於業務營運實施環境和社會舉措，本集團將可提升其成本效益及風險管理，並透過與本集團利益持份者溝通以作出明智決策。藉此，本集團將可以負責任及可持續的方式營運。

本報告闡述本集團於截至2022年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。本報告符合香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2021/2022年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

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

Board Statement 董事會聲明

The board of directors of the Company (the “Board”) has the overall responsibility for ensuring effectiveness of the Company’s ESG strategy and reporting with an aim that the Group can operate its businesses in a responsible and sustainable manner.

Our ESG processes and procedures focus on non-financial indicators that outline the Company’s approach towards sustainability and has taken into account ESG-related issues covering different aspects including operations, legal and compliance, internal control, human resources, as well as marketing and communications. To reinforce the Board’s ESG management approach and strategy as well as further enhance ESG governance, the Board has adopted an ESG Policy whereby the ESG Work Team (comprising representatives from operations and supporting departments) and the Executive Committee of the Company (“Executive Committee”) are delegated the power and authority to handle all ESG-related matters.

本公司董事會(「董事會」)對於確保本公司環境、社會及管治策略和報告的有效性負有全面責任，以讓本集團以負責任及可持續的方式營運其業務。

我們的環境、社會及管治流程和程序專注於非財務指標，概述了本公司就可持續發展的方法，並已考慮與環境、社會及管治相關議題，涵蓋多個方面，包括營運、法律合規、內部監控、人力資源以及營銷和通訊。為了加強董事會的環境、社會及管治管理方法及策略，並進一步提升對環境、社會及管治的管治，董事會採納了環境、社會及管治政策，並授予環境、社會及管治工作小組(由營運及支援部門的代表組成)及本公司執行委員會(「執行委員會」)權力及權限處理所有與環境、社會及管治相關的事宜。

Their respective roles and functions are as follows:

ESG Work Team

- Works through the key performance indicators and the right tools and resources to handle the ESG issues; and
- Formulates and executes action plans and ensure execution by respective teams so as to achieve the ESG-related goals set by the Board and Executive Committee.

The ESG Work Team reports at least once a year to the Executive Committee on the progress of the above action plans.

Executive Committee

- Provides recommendations to the Board on setting ESG-related goals in relation to the Group's businesses as well as management approach and strategy;
- Oversees formulation and implementation of action plans by the ESG Work Team;
- Monitors and evaluates effectiveness of action plans in achieving ESG-related goals relating to the Group's businesses including the key performance indicators; and
- Reviews effectiveness of ESG risk management and internal control systems and makes recommendation to the Board.

The Executive Committee reports at least once a year to the Board on the implementation and the progress made towards achieving ESG objectives.

Based on the recommendations from the Executive Committee, the Board will review the progress made towards achieving the ESG-related goals as well as effectiveness of the management approach and strategy.

其各自的角色和職能如下：

環境、社會及管治工作小組

- 通過關鍵績效指標及正確的工具和資源來處理環境、社會和治理事宜；及
- 制定及實施執行計劃，並確保各團隊的執行以達致董事會及執行委員會制定的環境、社會和管治相關目標。

環境、社會及管治工作小組將至少每年向執行委員會報告一次上述執行計劃的進展情況。

執行委員會

- 就本集團業務的環境、社會及管治相關目標的設定，以及管理方式和策略向董事會提出建議；
- 監督由環境、社會及管治工作小組制定及實施的執行計劃；
- 監測和評估執行計劃在達致與本集團業務在環境、社會和管治相關目標方面的有效性，包括關鍵績效指標；及
- 檢視環境、社會及管治風險管理和內部監控系統的有效性，並向董事會提出建議。

執行委員會將至少每年向董事會報告一次就達致環境、社會及管治目標的執行及進展情況。

根據執行委員會的建議，董事會將檢視在達致環境、社會及管治相關目標方面取得的進展，以及管理方法及策略的有效性。

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

The Group is committed to making proactive efforts to continuously interact with key stakeholder groups. The Group maintains active engagement with its stakeholders, and collects their feedback through various communication channels to understand and address their concerns in order to improve the Group's operation and practices accordingly.

本集團致力與主要持份者群組進行持續互動。本集團與其持份者保持緊密聯繫，並透過各種溝通渠道收集其反饋意見，了解與回應其關注點，從而改善本集團的營運和實踐。

Major Communication Channels 主要溝通渠道



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

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

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

2.1 Environmental Policies 環境政策

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

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

2.2 Use of Resources 資源使用

2.2.1 Energy Saving 能源節約

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

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

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

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

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

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

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

本集團不時在其經營範圍監察能源消耗情況，以發掘提升能源效率的機會。

2.2.2 Waste Reduction and Management 減少及管理廢物

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

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



2.2.3 Paper Reduction 減少用紙

The Group continues to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal human resources processing such as employee time sheets, payrolls, leave applications, surveys, assessment papers, inspection forms and many more. The Group encourages its staff to recycle waste paper whenever possible, and use laptops or tablets instead of paper for meetings.

本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部人力資源無紙化流程，例如僱員工時表、糧單、假期申請、意見調查、評估報告及檢查表格等。本集團鼓勵員工盡量把廢紙循環再用，並於會議期間以平板或手提電腦取替紙張。

Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed for monitoring the efficiency of the paperless environment. In addition, the Group uses FSC-certified paper in the Group's showrooms, helping to reduce environmental impacts while supporting certified and responsibly managed forests.

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

另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估辦公室打印機使用數據，以監控無紙化環境之成效。此外，本集團已於本集團旗下陳列室使用FSC認證紙張，以協助減少對環境所造成之影響，並同時支持符合認證標準及負責任地管理森林。

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

2.3 Climate Change Impact 氣候變化影響

The world's climate has changed significantly in the past decades – global temperatures have increased and extreme weather events are becoming more frequent and severe, which may cause disruptions to business operations globally, and in turn adversely impact the macro economy.

The Group mainly engages in the sale of high quality home furniture which is mainly imported from Europe. The increase in global temperature may lead to an increase in energy consumption by the Group's offices and showrooms. The possible extreme weather may affect the Group's supply chain and operation of showrooms, and deter customers from visiting its showrooms.

The Group will continue to monitor the potential risks of climate change and its impacts on the Group's operations and customers, and devise and implement preventive and emergency measures accordingly. Besides, the Group will continue its efforts to control energy consumption and carbon emissions.

世界氣候在過去數十年發生了重大變化－全球氣溫上升，極端天氣事件越趨頻繁及嚴重，這可能擾亂全球業務營運，從而對宏觀經濟構成不利影響。

本集團主要從事銷售大部份由歐洲進口的優質傢俬。全球氣溫上升可能會使本集團辦公室及陳列室的能源消耗有所提升。可能出現的極端天氣或會影響本集團的供應鏈及陳列室的營運，同時可能會阻止顧客前往其陳列室。

本集團將繼續監察氣候變化的潛在風險及對本集團的營運和客戶的影響，並制定及推行相應的預防和緊急應對措施。此外，本集團亦會繼續致力於控制能源消耗及碳排放。

2.4 Environmental Performance Summary 環境保護績效概要

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

為表達對報告提高透明度的承擔，本集團已選定位置收集量化數據，以呈列本集團之可持續表現。本集團位於九龍紅磡之「**歐化傢俬尊尚店**」陳列室樓高3層，總樓面面積為2,016平方米，為其最大之旗艦陳列室。本集團於本年度選定總辦公室、位於九龍紅磡之「**歐化傢俬尊尚店**」及位於新界屯門之倉庫（「選定地點」）為收集量化數據的地點，以呈列本集團之環境保護績效。

| Indicator 指標 | FY2020/2021 年度 | FY2021/2022 年度 |
|--|----------------|-------------------|
| GHG Emissions 溫室氣體排放 | | |
| Scope 1 GHG emissions (kgCO ₂ e) 範疇1溫室氣體排放（每公斤二氧化碳當量排放） | N/A 不適用 | N/A 不適用 |
| Scope 2 GHG emissions (kgCO ₂ e) 範疇2溫室氣體排放（每公斤二氧化碳當量排放） | 116,915 | 100,631 |
| Scope 3 GHG emissions (kgCO ₂ e) 範疇3溫室氣體排放（每公斤二氧化碳當量排放） | 7,056 | 6,396 |
| Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 溫室氣體排放總量（範疇1,2及3）（每公斤二氧化碳當量排放） | 123,971 | 107,027 |
| GHG emissions intensity (kg/m ²) 溫室氣體排放強度（公斤／平方米） | 11.0 | 9.5 |
| Energy Consumption 能源消耗 | | |
| Total energy consumption (GJ) 能源消耗總量（千兆焦耳） | 1,058 | 857 |
| Energy consumption intensity (GJ/m ²) 能源消耗強度（千兆焦耳／平方米） | 0.09 | 0.08 |

| Indicator 指標 | FY2020/2021 年度 | FY2021/2022 年度 |
|--|----------------|----------------|
| Waste Management 廢物處理 | | |
| General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物 (公斤) | 5,255 | 5,270 |
| General refuse disposed to landfills intensity (kg/m ²) 一般廢物密度 (公斤/平方米) | 0.5 | 0.5 |
| Recycled paper collected (kg) 回收廢物總量 (公斤) | 588 | 533 |
| Recycled paper intensity (kg/m ²) 回收廢物密度 (公斤/平方米) | 0.05 | 0.05 |
| Total packaging material used (kg) 使用包裝材料總量 (公斤) | 3,917 | 3,365 |
| Water Consumption 耗水量 | | |
| Water consumption (m ³) 耗水量 (立方米) | 394 | 368 |
| Water consumption intensity (m ³ /m ²) 耗水量密度 (立方米/平方米) | 0.03 | 0.03 |

With its endeavours to reduce energy and other resource use in its business activities and workplace, the Group has achieved an overall improvement in its environmental performance.

藉著本集團努力減少業務活動和工作場所中的能源和其他資源使用，本集團的環境保護績效得到整體改善。

The Group has set a target to reduce energy consumption by 5% in the Selected Locations by FY2026/2027 or before, with FY2021/2022 as the baseline.

本集團以2021/2022年度為基準訂立目標，於2026/2027年度或之前在上述選定地點減少能源消耗5%。

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

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

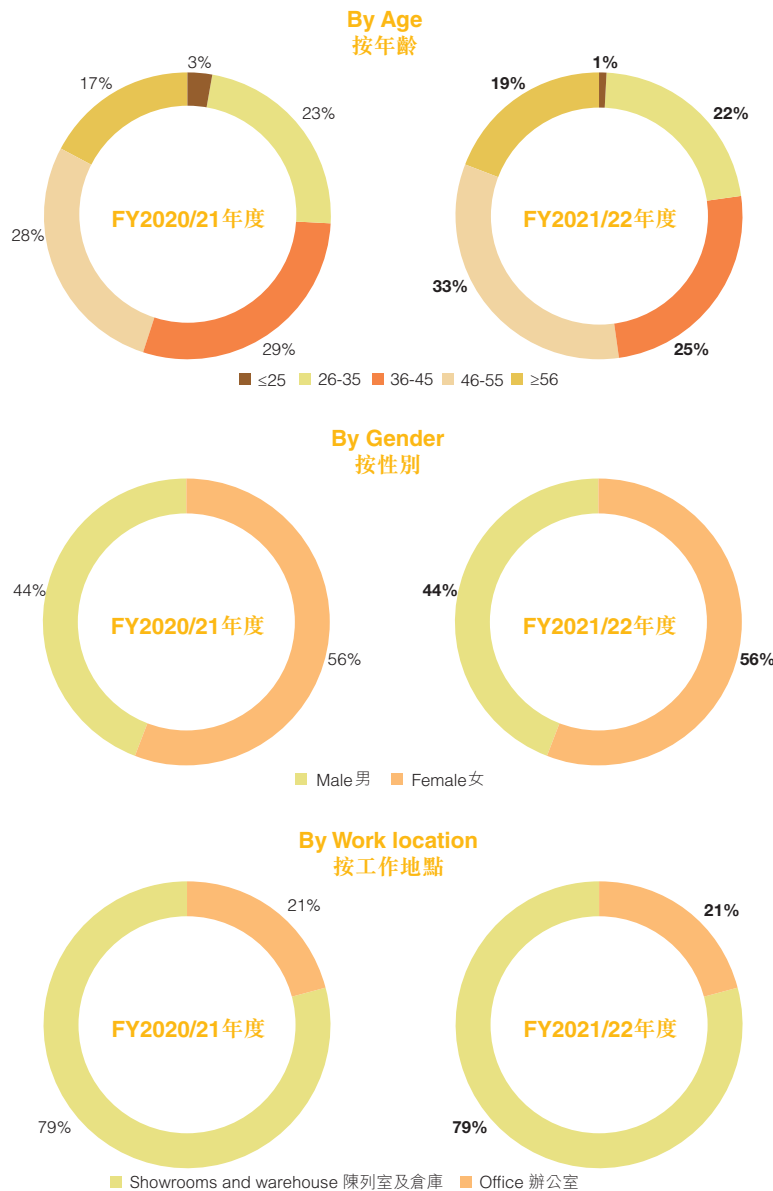
本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。

As at 31 March 2022, the permanent employees of the Group totalled 144 (2021: 138), working at the Head Office, showrooms and warehouse in Hong Kong.

於2022年3月31日，本集團合共僱有144（2021：138）名全職僱員，於香港的總辦公室、陳列室及倉庫任職。

The demographics of the Group's workforce as at 31 March 2022 are summarised below:

於2022年3月31日，本集團之員工分佈資料概述如下：



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

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

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. As at 31 March 2022, 42% (2021: 43%) of the staff had worked for the Group for five years or more, reflecting a high level of employee satisfaction and engagement with the Group. During the Year, the turnover rates of the Group's workforce are listed in the tables below.

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於2022年3月31日，42%（2021年：43%）員工於本集團任職達5年或以上，反映出員工對本集團的滿意度及歸屬感處於高水平。於本年度，本集團之員工流失率已載列於下表。

| By Age 按年齡 | Percentage 百分比 |
|------------|----------------|
| <=25 | 0% |
| 26-35 | 29% |
| 36-45 | 22% |
| 46-55 | 15% |
| >=56 | 18% |

| By Gender 按性別 | Percentage 百分比 |
|---------------|----------------|
| Female 女 | 25% |
| Male 男 | 14% |

| By Work location 按工作地點 | Percentage 百分比 |
|--------------------------------|----------------|
| Office 辦公室 | 23% |
| Showrooms and warehouse 陳列室及倉庫 | 19% |

3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) and other statutory requirements regarding employment and labour practices. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer's voluntary MPF contributions, medical coverage, life insurance and extra paid annual leave. Each employee is entitled to 1 day of birthday leave, providing each employee with an additional day off in lieu of a birthday gift.

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

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

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

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

本集團嚴格遵守《僱傭條例》(香港法例第57章)及其他有關僱傭及勞工慣例的法定規定。本集團致力於在就業的各方面提供平等機會，並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇，並定期檢討有關待遇。為吸引和挽留人才，本集團提供全面的福利，例如僱主的自願性強積金供款、醫療保險、人壽保險及額外加薪年假。每名員工均可享有1天生日假期，為每名員工提供了額外的休息日以代替生日禮物。

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

本集團嚴格遵守在相關地區有關防止強迫勞動或童工的法律及法規。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的強迫勞動。其僱員的年齡和身份均得到核實，並與所有僱員簽訂了僱傭合同。



3.3 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Workshops and seminars on different topics are held by the Group from time to time, to present the latest information and raise awareness of occupational health and safety (“OHS”) issues for employees.

Besides, OHS measures are regularly reviewed by the Group to ensure their effectiveness. A dedicated team has also been established to deal with OHS matters, and to react promptly if there are issues, to ensure a healthy and safe work environment.

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in Head Office to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator has been placed in the office building to rescue potential victims of sudden cardiac arrest. Besides, the Group has arranged for staff who had received the Standard First Aid Certificate from the Hong Kong Red Cross to provide first aid treatment to colleagues in the Head Office whenever needed.

本集團提升應急準備能力及確保總辦公室內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。自動體外心臟去顫器已放置在辦公大樓，以供潛在心臟病患者在病發時進行救助。此外，本集團安排了已獲香港紅十字會急救證書之員工於需要時在總辦公室為其他員工提供急救治療。

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。本集團不時舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職業健康及安全(「職安健」)方面的意識。

此外，本集團定期審查職安健措施，以確保其有效性。同時成立了一個專門小組處理職安健事宜，以便在問題出現時迅速作出反應，確保一個健康和安全的工作環境。



Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. During the Year, the number of lost days due to work injuries was 30 (2021: 197), while the numbers and rate of work-related fatalities during the past 3 years are listed in the table below.

每宗工傷事故(如有)需彙報至人力資源部，以根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為30(2021年：197)天，而過去3年因工亡故的人數及比率已載列於下表。

| Item 項目 | FY2019/2020年度 | FY2020/2021年度 | FY2021/2022年度 |
|---|---------------|---------------|---------------|
| Number of work-related fatalities 因工亡故的人數 | 0 | 0 | 0 |
| Rate of work-related fatalities 因工亡故的比率 | 0 | 0 | 0 |

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

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

The Group actively monitored the preventive measures taken by the office building's property management company, including posting health advice posters at eye-catching locations in the office building, and installing infrared temperature sensors in the lobby to check the body temperatures of everyone entering and leaving the building. Besides, all persons entering the office building, including the staff working in the building, are required to use the LeaveHomeSafe App to record the visit.

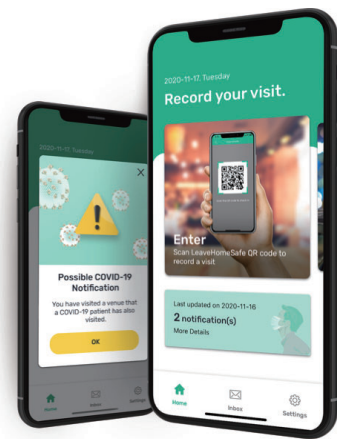
本集團積極監察辦公大樓之物業管理公司的防疫工作，包括在辦公大樓當眼處貼上健康指引海報、於辦公大樓大堂設置紅外線體溫探測儀器，以對出入大廈的所有人士探測體溫。此外，所有進入辦公大樓之人士，包括在該大樓上班之員工，均須使用安心出行應用程式以記錄其出行。

The Group further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, table tops, and door handles, to maintain good environmental hygiene. Air-con nano-fibre sterilising filters were installed by the Group to keep the workplace clean and safe. Besides, disinfectant coating sprayers were used to disinfect Head Office, showrooms, warehouses and trucks on a regular basis.

本集團進一步加強工作場所之消毒及清潔工作，包括會議室設施、桌面、門柄等，以保持良好的環境衛生。本集團已安裝Air-Con Mask納米纖維空氣除菌濾網，以確保工作場所清潔及安全，同時使用消毒塗層噴霧機定期為總辦公室、陳列室、貨倉及貨車進行消毒。

To ensure the safety of its staff, the Group adopted flexible working hours to enable them to avoid the peak transportation hours. The Group also arranged for its staff to work from home according to operational needs.

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



為了確保員工的安全，本集團實施了彈性上班時間，以讓他們避開交通繁忙時段。本集團並根據業務需要安排員工在家工作。

In regard to the showrooms, surgical masks, disinfectant hand sanitisers and vitamin products were provided to frontline staff, and all frontline staff were required to wear surgical masks when serving customers. Frequent disinfection work is arranged for areas that staff and guests are mainly in contact with, such as door handles, stair handrails, door latches, checkout counters, door mats etc., to ensure a safe and reassuring shopping environments for its customers. In this regard, “**Ulferts**” and “**at·home**” have received the Certificate of Outlet Anti-epidemic Measures Recognition issued by Hong Kong Retail Management Association, certifying them to have implemented epidemic prevention measures in the physical showrooms to safeguard consumers’ health and safety.

關於陳列室，為前線員工提供了外科口罩、消毒搓手液和維他命產品，並要求所有前線員工在服務顧客時必須佩戴外科口罩。在較多員工和顧客接觸到的地方安排更頻密的消毒工作，例如門柄、樓梯扶手、門鎖、結帳櫃檯、大門地毯等，以為顧客提供一個安全、令其放心的購物環境。在這方面，「**歐化傢俬**」及「**at·home**」已獲香港零售管理協會簽發店舖防疫措施認證證書，以認證該等實體陳列室實施了防疫措施以保障消費者健康和安

The Group encourages employees to receive the vaccination, and understanding that the employees may need more rest after the vaccination, the management has specially offered one day of paid vaccination leave for each employee after receiving each dose of vaccination, to show its care for its employee.



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3.4 Development and Training 發展及培訓

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

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

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

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

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

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

The Group also provides supervisory training to senior frontline staff, such as briefing skills, on-floor coaching and feedback skills. The Group has also developed a Train-The-Trainers (TTT) programme for selected senior frontline staff, to groom them to share tactics on service and selling with the team, to help improve overall performance of the team.

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

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

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

本集團亦為高級前線員工提供督導培訓，例如簡報技巧、現場教練及回饋技巧。本集團還為特選的資深前線人員制定了導師培訓計劃，以培養他們有效與團隊分享服務及銷售方面的實用技巧，從而提升團隊的整體表現。

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

Online Breakfast Meeting

視頻早餐見面會

November 2021 11月



The Group organised the annual breakfast meeting with management in online format. During the meeting, the management shared the Group's direction with them, uniting all employees to move towards the Group's key goals.

本集團以視頻形式舉辦了每年一次與管理層的早餐見面會。於見面會中，管理層向員工分享本集團的方向，凝聚上下一心邁向本集團的主要目標。

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. These anti-corruption policies are explained during induction training. To maintain vigilance against corruption risks, the Group also offers internal refresher training such as talks or seminars on business ethics from time to time basis, delivered by the Independent Commission Against Corruption.

本集團對一切形式的貪污和賄賂採取零容忍的態度。這些反貪污政策已在入職培訓時作出解釋。為了保持對貪污風險的警惕性，本集團還不時提供內部進修培訓，如由廉政公署舉辦的商業道德講座或研討會。

The number of training hours of the staff of the Group is listed in the table below. As the Covid-19 pandemic eased slightly for a period during the Year, some internal training resumed, leading to the increase in the number of training hours.

本集團員工培訓時數已載列於下表。由於新冠病毒疫情在本年度部分時間內略有緩解，部分內部培訓得以恢復，使培訓時數有所增加。

| Item 項目 | FY2020/2021年度 | FY2021/2022年度 |
|--|---------------|---------------|
| Total training hours 總培訓時數 | 876 | 1,491 |
| Average training hours per employee 每名員工平均培訓時數 | 6 | 10 |

During the Year, the percentage of employees trained are listed in the tables below.

於本年度，受訓僱員百分比已載列於下表。

| By Gender 按性別 | Percentage 百分比 |
|---------------|----------------|
| Female 女 | 50% |
| Male 男 | 50% |

| By Employee Category 按僱員類別 | Percentage 百分比 |
|-----------------------------------|----------------|
| Managerial grade or above 經理級別或以上 | 15% |
| General staff 一般員工 | 85% |

3.5 Work-life Balance 工作與生活的平衡

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

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

Mid-Autumn Festival Delicacies

佳餚美饌賀中秋

September 2021 9月



As a token of appreciation and to celebrate the Mid-Autumn Festival, mooncakes provided by The Emperor Hotel were given to and shared among employees in Hong Kong.

為表達本集團的心意及慶祝中秋節，香港員工獲贈並一同分享由英皇駿景酒店所提供的月餅。

Winter Solstice

冬至甜蜜糖水

December 2021 12月



During the Winter Solstice, the Group delivered various types of Chinese desserts and glutinous rice balls to its staff to give them cheer and warmth in the cold winter.

本集團在冬至當天特別為員工送上各款中式糖水及湯圓,在寒冷的冬天為員工送上鼓勵和溫暖。

All these activities helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment. Besides, the Group organised a few online talks during the Year, covering topics that aimed at enhancing the wellness of its staff.

此等活動均有助鞏固員工之間的關係、加強員工士氣,並締造和諧的工作環境。此外,本集團於本年度舉辦了一些網上講座,涵蓋的主題均旨在提升員工的健康。



農曆新年期間總有各式各樣高脂肪高熱量的賀年美食,令人不知不覺地增磅。過年後想回復身材?是次網上健康講座由AXA舉辦,講者鄧樂怡小姐將以專業營養學家的角度,與您分享有助輕鬆減磅的健康食品選擇,以及控制體重同時保持健康的秘訣。

網上健康講座詳情

講者: 鄧樂怡, 營養學家
日期: 2022年2月25日 (星期五)
時間: 下午 1:00 - 2:00
語言: 廣東話



面對生活上的變化,我們會有不同程度的壓力。新冠疫情下,變化顯得更難掌握,甚至導致壓力指數飆升,影響情緒健康。在這種環境下,應如何好好照顧自己?是次網上健康講座由AXA舉辦,臨床心理學家李昭明小姐將帶領您認識自己的壓力信號及體驗「自我關懷」練習,於疫情下照料自己。

網上健康講座詳情

講者: 李昭明, 臨床心理學家及社企說書人StoryTaler共同創辦人
日期: 2022年3月24日(星期四)
時間: 下午 1:00 - 2:00
語言: 廣東話



4.1 Supply Chain Management 供應鏈管理

The furniture products offered by the Group are imported from Europe and Asia. As of 31 March 2022, over 50 brands were offered for sale in its showrooms. With over 40 years' history in the furniture retail industry, the Group has built up a long-standing relationship with a suite of reliable brands, many of which are recognised for their high quality and stylish design. The selection of suppliers and the purchase of goods are based on criteria such as quality, price, delivery timeliness, supplier's capability and experience, with preference given to suppliers who demonstrate their environmental commitment. The procurement plans are implemented after analyzing the Group's sales and inventory levels for various furniture products. As a result of Covid-19, the major international furniture trade exhibitions were cancelled, but the Group's procurement team managed to continue sourcing supplies from its existing suppliers. Covid-19 also led to occasional lockdowns of suppliers' factories, prolonged production lead-times and delayed shipments. The Group therefore kept more stock to cater for contingencies.

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

To ensure the suppliers are responsible companies, the Group frequently visits their workplaces, to promote proper labour standards. The Group will terminate contracts with suppliers who use child or forced labour, and will report to relevant departments in case if any cases found. The Group will also be alert as to whether there is unfavourable news regarding its engaged suppliers on the environmental aspect. In the event of such news, the Group will internally discuss the need to change the supplier.

本集團提供之傢俬產品乃進口自歐洲及亞洲。於2022年3月31日，本集團陳列室售賣超過50個品牌。本集團在傢俬零售行業擁有超過40年歷史，與一系列可靠品牌建立了長遠合作關係，當中大部分以高質素及時尚設計聞名。供應商之甄選及商品採購乃基於質素、價格、送貨時效、供應商的實力及經驗等準則進行，並會優先考慮能履行環保責任的供應商。各項不同傢俬產品之採購方案乃經分析本集團之銷售及存貨水平後執行。由於新冠病毒疫情，主要國際傢俬貿易展覽被取消，但本集團採購團隊得以繼續從現有供應商獲得供應。新冠病毒疫情還導致供應商的工廠間歇被封鎖，延長了生產準備時間和運輸時間。因此，本集團保留了更多的庫存以應對突發事件。

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

為確保供應商為負責任的公司，本集團經常拜訪其供應商的工作場所，以促進適當的勞動標準。如發現任何個案，本集團並會終止使用童工或強迫勞動的供應商的合同，並向相關部門舉報。本集團亦會留意其使用的供應商在環境保護方面有否出現不利新聞。如有發現，本集團會進行內部討論，以決定是否需要更換供應商。

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

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

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

To gather valuable customer feedback, the Group collects customer satisfaction questionnaires through different channels from time to time. During the Year, the Group received 22 (2021: 13) customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner.

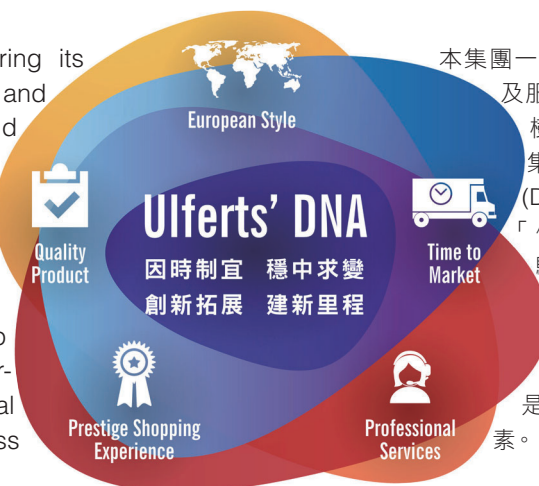
The Group has been continuously offering its customers with high quality products and services, and has developed a strong brand reputation for selling high quality furniture. The Group has adopted the five corporate DNAs that shape the core values of the Group: European style, quality products, prestige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

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

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

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

為收集客戶寶貴意見，本集團不時透過不同渠道收集客戶滿意度調查問卷。於本年度，本集團收到22（2021年：13）宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。



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

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

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

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

- Quality Service Programme – Seasonal Quality Service Leader (Furniture & Home Accessories Category)**
Apr – Jun 2021 and Oct – Dec 2021
Hong Kong Retail Management Association

- 優質服務計劃 – 季度優質服務領袖(傢俱及居室用品組別)**
2021年4月至6月及2021年10月至12月
 香港零售管理協會



- Quality Service Programme – 2021 Quality Service Retailer of the Year (Furniture & Home Accessories Category)**
Hong Kong Retail Management Association

- 優質服務計劃 – 2021年優質服務零售商**
(傢俱及居室用品組別)
 香港零售管理協會



- **Certificate of Outlet Anti-epidemic Measures Recognition**
Hong Kong Retail Management Association



- **店舖防疫措施認證證書**
香港零售管理協會



- **Yahoo Asia Big Idea Chair Awards 2021 – Best Search Campaign Merit**
Yahoo



- **Yahoo亞洲網上創意廣告大獎2021 – 最佳搜尋推廣廣告優異獎**
雅虎

- **Hong Kong Top Brand Mark**
Hong Kong Brand Development Council

Ulfenbo® 歐化寶

歐化寶榮獲



香港名牌標識 (Top嘢) 計劃認可之產品
合辦機構：香港品牌發展局/香港中華廠商聯合會

- **香港名牌標識**
香港品牌發展局

4.3 Protection of Data 資料保護

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

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

4.4 Protection of Intellectual Property 保護知識產權

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

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

Besides, the Group immediately takes action against any infringement of the Group's intellectual property.

此外，本集團對任何侵犯本集團的知識產權採取即時行動。

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

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

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

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

The Group has set out the key provisions relating to anti-corruption legislation. The Group has also adopted a whistle-blowing policy and procedures for all levels and operations under the Group, so staff can raise concerns – in confidence – about possible improprieties such as misconduct and malpractice in any matter related to the Group. The Group's whistle-blowing policy encourages all internal staff to report actual or suspected improper conduct, in confidence, to their immediate supervisor or department head. These policies and procedures together with the code of conduct can be found in the employee handbook.

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

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

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

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

本集團已制定防止貪污法例之主要條文。本集團亦採納一套檢舉政策及程序，讓本集團有層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。本集團的檢舉政策鼓勵所有內部員工在保密的情況下向其直屬上司或部門主管舉報實際或疑似的不當行為。該等政策及程序連同行為守則可於員工手冊內查閱。

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

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

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

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

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on page 41 to 42 of the Company's 2021/2022 Annual Report.

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

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

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

The Group has been awarded the "Caring Company" Logo by the Hong Kong Council of Social Service, recognising its ongoing commitment to fulfilling its corporate social responsibilities.



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

企業管治委員會之工作詳情載於本公司2021/2022年度報告第41至42頁中之企業管治報告內。

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

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

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

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

5.1 Charitable Sponsorship and Donations 慈善贊助及捐贈

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

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

Mooncake Donation Campaign

愛心月餅募捐大行動

September 2021 9月

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

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



Oxfam Trailwalker 2021

樂施毅行者2021

November 2021 11月

The Group sponsored its colleagues to participate in the Oxfam Trailwalker 2021 charity event organised by Oxfam Hong Kong. It was a challenging task that required a team of four people to cross the 100km MacLehose Trail and its continuous trails within 48 hours. Team members were required to have sufficient training before the event, support and encourage each other along the way in order to overcome the difficulties together.

本集團贊助了同事參加由樂施會主辦的樂施毅行者2021慈善籌款活動。這是一項極具挑戰性的項目，要求4人一隊，於48小時內橫越100公里之麥理浩徑及其他接續路徑。隊員於活動前需有充分鍛鍊，路上互相扶持及鼓勵，共同克服重重困難。



Dress Casual Day

公益金便服日

October 2021 10月



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

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

Love Teeth Day

公益愛牙日

December 2021 12月

The Group encouraged colleagues to participate in the "Love Teeth Day", reminding them to take care of their own teeth as well as showing their care to beneficiaries at the same time. Participating staff members who each donated HK\$35 or more to The Community Chest of Hong Kong received a "Love Teeth Day Pack" which included a variety of oral care products.

本集團鼓勵同事參加「公益愛牙日」，藉由活動提醒同事愛護自己牙齒的同時，亦向受助者送上關懷。每位參與同事凡捐款港幣35元或以上予香港公益金，便可獲得包括有多種口腔護理用品之「愛牙日禮包」一份。



為公益金資助的有需要人士加強口腔護理服務
Help The Community Chest Enhance Oral Health Services for the Needy
凡與此活動35歲或以上者，將獲贈包括有多種口腔護理用品之「愛牙日禮包」一份。
愛護自己牙齒的同時亦向受助者送上關懷。請即支持「公益愛牙日」。
By donating HK\$35 or above, you will receive a "Love Teeth Day Pack" of oral care products. Love and take care of your teeth whilst showing your care to those in need. Please support Love Teeth Day.

查詢詳情，請致電
For enquiries, please call
2599 6111
網址 Website
www.commchest.org

香港公益金 THE COMMUNITY CHEST
香港牙醫學會 Hong Kong Dental Association
衛生署 Department of Health
LIONOR
TIP
Interprox
李漢博牙科 LISHANBO
VITIS

5.2 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education. 本集團致力通過綠色教育宣揚環保意識。

Earth Hour

地球一小時

March 2022 3月



承諾支持世界自然基金會地球一小時
IS COMMITTED TO WWF'S EARTH HOUR

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

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

6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

| Subject areas 主要範疇 | Description 描述 | Section 章節 |
|----------------------------------|---|---|
| A. Environmental 環境 | | |
| Aspect A1: Emissions 層面A1：排放物 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 2.1 |
| KPI A1.1 指標A1.1 | The types of emissions and respective emissions data. 排放物種類及相關排放數據。 | 2.4 |
| KPI A1.2 指標A1.2 | Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及(如適用)密度(如以每產量單位、每項設施計算)。 | 2.4 |
| KPI A1.3 指標A1.3 | Total hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量及(如適用)密度(如以每產量單位、每項設施計算)。 | <i>Not applicable</i> <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。 |
| KPI A1.4 指標A1.4 | Total non-hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量及(如適用)密度(如以每產量單位、每項設施計算)。 | 2.4 |
| KPI A1.5 指標A1.5 | Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。 | 2.2, 2.4 |
| KPI A1.6 指標A1.6 | Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 | 2.2, 2.4 |

| Subject areas 主要範疇 | Description 描述 | Section 章節 |
|--|---|--|
| Aspect A2: Use of Resources 層面A2：資源使用 | | |
| General Disclosure 一般披露 | Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。 | 2.1, 2.2 |
| KPI A2.1 指標A2.1 | Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量及密度(如以每產量單位、每項設施計算)。 | 2.4 |
| KPI A2.2 指標A2.2 | Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。 | 2.4 |
| KPI A2.3 指標A2.3 | Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 | 2.2, 2.4 |
| KPI A2.4 指標A2.4 | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 | <i>Not applicable</i> <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。 |
| KPI A2.5 指標A2.5 | Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位佔量。 | 2.4 |
| Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源 | | |
| General Disclosure 一般披露 | Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。 | 2.1, 2.2 |
| KPI A3.1 指標A3.1 | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 | 2.2 |

| Subject areas 主要範疇 | Description 描述 | Section 章節 |
|--|---|---------------|
| Aspect A4: Climate Change 層面A4：氣候變化 | | |
| General Disclosure 一般披露 | Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 | 2.3 |
| KPI A4.1 指標A4.1 | Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 | 2.3 |
| B. Social B. 社會 | | |
| Employment and Labour Practices 僱傭及勞工常規 | | |
| Aspect B1: Employment 層面B1：僱傭 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 3.2 |
| KPI B1.1 指標B1.1 | Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 | 3.1 |
| KPI B1.2 指標B1.2 | Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。 | 3.1 |

| Subject areas 主要範疇 | Description 描述 | Section 章節 |
|---|--|-----------------------------------|
| Aspect B2: Health and Safety 層面B2：健康與安全 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 3.3 |
| KPI B2.1 指標B2.1 | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。 | 3.3 |
| KPI B2.2 指標B2.2 | Lost days due to work injury. 因工傷損失工作日數。 | 3.3 |
| KPI B2.3 指標B2.3 | Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。 | 3.3 |
| Aspect B3: Development and Training 層面B3：發展及培訓 | | |
| General Disclosure 一般披露 | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 | 3.4 Briefly discussed 已概括說明 |
| KPI B3.1 指標B3.1 | The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。 | 3.4 |
| KPI B3.2 指標B3.2 | The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 | 3.4 Briefly discussed 已概括說明 |

| Subject areas 主要範疇 | Description 描述 | Section 章節 |
|--|--|-----------------------------------|
| Aspect B4: Labour Standards 層面B4：勞工準則 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 3.2 |
| KPI B4.1 指標B4.1 | Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。 | 3.2 |
| KPI B4.2 指標B4.2 | Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。 | 3.2 Briefly discussed 已概括說明 |
| Operating Practices 營運慣例 | | |
| Aspect B5: Supply Chain Management 層面B5：供應鏈管理 | | |
| General Disclosure 一般披露 | Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。 | 4.1 |
| KPI B5.1 指標B5.1 | Number of suppliers by geographical region. 按地區劃分的供應商數目。 | 4.1 Briefly discussed 已概括說明 |
| KPI B5.2 指標B5.2 | Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 | 4.1 Briefly discussed 已概括說明 |
| KPI B5.3 指標B5.3 | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 | 4.1 |

| Subject areas 主要範疇 | Description 描述 | Section 章節 |
|--|---|---------------|
| KPI B5.4 指標B5.4 | Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 | 4.1 |
| Aspect B6: Product Responsibility 層面B6：產品責任 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 4.2 |
| KPI B6.1 指標B6.1 | Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。 | 4.2 |
| KPI B6.2 指標B6.2 | Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。 | 4.2 |
| KPI B6.3 指標B6.3 | Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。 | 4.4 |
| KPI B6.4 指標B6.4 | Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。 | 4.2 |
| KPI B6.5 指標B6.5 | Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。 | 4.3 |

| Subject areas 主要範疇 | Description 描述 | Section 章節 |
|--|---|---------------|
| Aspect B7: Anti-Corruption 層面B7：反貪污 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 4.5 |
| KPI B7.1 指標B7.1 | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 | 4.5 |
| KPI B7.2 指標B7.2 | Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。 | 4.5 |
| KPI B7.3 指標B7.3 | Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。 | 3.4 |
| Community 社區 | | |
| Aspect B8: Community Investment 層面B8：社區投資 | | |
| General Disclosure 一般披露 | Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。 | 5 |
| KPI B8.1 指標B8.1 | Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 | 5 |
| KPI B8.2 指標B8.2 | Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。 | 5 |



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