

2023/
2024

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

環境、社會及管治報告



歐化國際有限公司
Ulferts 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 (“Company”) and its subsidiaries (collectively referred to as “Group”) are engaged in the sale of high quality home furniture mainly imported from Europe.

The Group 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. Besides, the Group is dedicated to prioritising ESG disclosure, and is committed to improving its transparency and accountability by consistently disclosing its ESG practices and performance, showcasing its commitment to sustainable and responsible business practices.

歐化國際有限公司(「本公司」)及其附屬公司(統稱為「本集團」)從事銷售主要由歐洲進口的優質傢俬。

本集團深明有效的環境、社會及管治舉措在經營層面的重要性。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。此外，本集團致力優先考慮環境、社會及管治披露，並透過持續披露其環境、社會及管治常規及表現，提高其透明度及問責性，展示其對可持續及負責任經營慣例的承諾。

I.1 Reporting Boundary 匯報範圍

This report primarily provides an overview of the Group’s operations in the Hong Kong market for the financial year ended 31 March 2024 (“Year”), and describes the ESG values and initiatives of the Group.

This report sets out the Group’s compliance with the mandatory disclosure requirements and its report on the “comply or explain” provisions of the ESG Reporting Guide (“ESG Reporting Guide”) as set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is read in conjunction with the Company’s 2023/24 Annual Report, in particular the Directors’ Report and Corporate Governance Report sections therein.

本報告主要概述本集團於截至2024年3月31日止財政年度(「本年度」)於其香港市場的營運，以及闡述本集團的環境、社會及管治價值及措施。

本報告闡述了本集團遵守香港聯合交易所有限公司證券上市規則附錄C2所載《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)的強制披露要求以及對「不遵守就解釋」條文作匯報。建議閣下將本報告與本公司2023/24年年報一併閱讀，尤其是其中的董事會報告及企業管治報告部分。

I.2 Reporting Principles 匯報原則

This report is based on the four reporting principles outlined in the ESG Reporting Guide – materiality, consistency, quantitative, and balance.

- **Materiality:** The Group collects and compiles information based on the materiality principle, focusing on key ESG issues that are relevant to the Group and its stakeholders
- **Consistency:** The Group maintains consistency in its ESG reporting by following the ESG Reporting Guide, ensuring that the information is consistently disclosed over time
- **Quantitative:** The Group includes quantitative data in its ESG report, providing a measurable and objective assessment of its performance in areas such as emissions, consumption of resources, and waste management

本報告基於環境、社會及管治報告指引中概述的四項報告原則—重要性、一致性、量化和平衡。

- **重要性：**本集團根據重要性原則收集和彙編資訊，主要關注與本集團及其持份者有關的環境、社會及管治議題
- **一致性：**本集團遵循環境、社會及管治報告指引，保持其環境、社會及管治報告的一致性，確保了資訊於日後披露的一致性
- **量化：**本集團在其環境、社會及管治報告中納入了可予計量的數據，為本集團在排放、資源消耗及廢物處理等領域的表現提供了可量度的客觀評估

- Balance: The Group strives to achieve a balanced ESG report, which provides an overview of the Group's sustainability initiatives spanning areas including governance, talent development, compliance, environmental responsibility, and community investment

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

- 平衡：本集團致力實現環境、社會及管治報告的平衡，以提供本集團在可持續發展舉措的概述，涵蓋的領域包括治理、人才發展、合規、環境責任及社區投資

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。

1.3 Board Statement 董事會聲明

The board of directors of the Company ("Board") recognises that sustainable practices are essential for the success and resilience of the Group, which enable the Group to operate its businesses in a responsible and sustainable manner. By prioritising ESG practices and upholding responsible governance, the Group aims to establish trust, build credibility, and make positive contributions to the community and environment in which the Group operates.

The Group's 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. The Board has overall responsibility for the Company's ESG strategy and reporting. 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 Committee (comprising representatives from operations and supporting departments and the Executive Committee of the Company ("Executive Committee")) is delegated the power and authority to handle all ESG-related matters. The roles and functions of the ESG Committee and the Executive Committee are as follows:

ESG Committee

- Works through the key performance indicators ("KPIs") and the right tools and resources to handle the ESG issues
- Formulates and executes action plans and ensures execution by respective teams so as to achieve the ESG-related goals and targets set by the Board

The ESG Committee reports to the Executive Committee on the progress of the above action plans.

本公司董事會(「董事會」)認同可持續發展的實踐對於本集團的成功和抗逆力十分重要，以讓本集團以負責任及可持續的方式營運其業務。通過優先考慮環境、社會及管治實踐以及堅持負責任的治理，本集團旨在建立信任、樹立信譽，並為本集團在其營運的社區和環境作出正面的貢獻。

本集團的環境、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。董事會全面負責本公司的環境、社會及管治策略和匯報工作。為加強董事會的環境、社會及管治管理方針及策略，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，按此授予環境、社會及管治委員會(由營運及支援部門及本公司執行委員會(「執行委員會」)的代表組成)權力及權限處理所有與環境、社會及管治相關的事宜。環境、社會及管治委員會及執行委員會的角色和職能如下：

環境、社會及管治委員會

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

環境、社會及管治委員會向執行委員會匯報上述執行計劃的進展情況。

Executive Committee

- Provides recommendations to the Board on setting ESG-related goals and targets in line with the Group's businesses as well as management approach and strategy
- Oversees formulation and implementation of action plans by the ESG Committee
- Monitors and evaluates effectiveness of action plans in achieving ESG-related goals and targets relating to the Group's businesses including the KPIs
- Reviews effectiveness of ESG-related risk management and internal control systems, and reports to the Audit Committee for its review and discussion with 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 reviewed the progress made towards achieving the ESG-related goals and targets as well as effectiveness of the management approach and strategy.

執行委員會

- 基於本集團的業務、管理方式及策略，就制定環境、社會及管治相關目標向董事會提出建議
- 監督由環境、社會及管治委員會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、社會及管治相關目標方面的有效性，包括關鍵績效指標
- 檢視環境、社會及管治相關的風險管理和內部監控系統的有效性，並向審核委員會報告，供其審閱及與董事會進行討論

執行委員會將至少每年向董事會匯報一次就達致環境、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，董事會已檢視在達致環境、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。

Set out below is the functional framework on ESG sustainability of the Company.

以下是本公司可持續性的環境、社會及管治之功能框架。



I.4 ESG Risk Management 環境、社會及管治風險管理

The Group has adopted an effective risk management mechanism to identify, assess, review and manage ESG risks of the Group. By actively managing and mitigating the identified ESG risks, the Group demonstrates its commitment to sustainable and responsible business practices. The major ESG risks relating to the business of the Group as a furniture retailer are listed below.

本集團採納了有效的風險管理機制，以識別、評估、審查和管理本集團的環境、社會和管治風險。通過積極管理和降低已識別的環境、社會及管治風險，本集團展示了其對可持續和負責任的經營方式的承諾。作為一個傢私零售商，與本集團業務有關的環境、社會及管治風險已於下面列出。

Risk Identification and Management Approach 風險識別與管理方法

The following ESG risks are identified. By addressing these risks, the Group targets to contribute to a more sustainable future and a more equitable and inclusive society, and ensure long-term success.

以下為已辨識之環境、社會及管治風險。通過應對這些風險，本集團旨在為更加可持續的未來及建設一個更公平及包容的社會作出貢獻，以及確保長遠的成功。

(i) Environmental

The following environmental risks are identified. By addressing these risks, the Group targets to minimise its ecological footprint and contribute to a more sustainable future.

(i) 環境

以下為已辨識之環境風險。通過應對這些風險，本集團旨在減少其生態足跡，為更加可持續的未來作出貢獻。

1. Consumption of Resources

Risk: Furniture production involves extensive use of natural resources such as wood, metal, and other raw materials, and have a significant impact on energy consumption and greenhouse gas emissions.

Management Approach: Offering quality furniture that are more sustainable and educating customers on maintenance of furniture to prolong the life span of its products. Launching vigorous promotion campaigns and warehouse sale for aging stock and display items to minimise wastage.

1. 資源消耗

風險：傢俬製造需要大量使用大量自然資源，如木材、金屬及其他原材料，並對能源消耗及溫室氣體排放有重大影響。

管理方法：提供更可持續的優質傢俬，並教育顧客保養傢俬，以延長其產品的壽命。對陳舊庫存和陳列品進行進取的推廣活動及倉庫促銷，以減少浪費。

2. Waste Generation

Risk: Furniture retail business generates various types of waste, including packaging materials, damaged or returned products, and recyclable materials such as cardboard and plastic. Improper disposal of these wastes can lead to environmental contamination and resource depletion.

Management Approach: Using recycled or sustainable materials, and implementing waste reduction and recycling program across its operation.

2. 廢物產生

風險：傢俬零售業務會產生各種類型的廢物，包括包裝材料、損壞或退回的產品以及紙板和塑膠等可回收材料。該等廢物處理不當會導致環境污染和資源耗盡。

管理方法：使用可回收或可持續材料，並在營運中實施減少廢物和回收計劃。

3. Chemical Usage

Risk: Furniture may contain chemicals, such as formaldehyde, flame retardants, and volatile organic compounds (VOCs), which can be released into the environment and potentially harm human health and the ecosystem.

Management Approach: Sourcing furniture which do not involve excessive use of hazardous chemicals and promoting the use of eco-friendly materials wherever possible.

4. Transportation and Logistics

Risk: The transportation of furniture from manufacturing sites and warehouse to retail stores and customer locations can contribute to air pollution, noise pollution, and greenhouse gas emissions.

Management Approach: Optimising transportation routes and modes can help reduce the environmental impact by reducing emissions of delivery fleet.

5. Energy Efficiency

Risk: Retail stores consume energy for lighting, heating, cooling, and other operational activities, which can lead to significant carbon footprints.

Management Approach: Implementing energy-efficient practices and technologies.

(ii) Social

1. Employment

Risk: The Group may fail in attracting, recruiting or retaining key personnel, which may result in the Group lacking key talent in critical positions, in turn adversely impact business operations and development.

3. 化學品使用

風險：傢俬可能含有甲醛、阻燃劑和揮發性有機化合物(VOC)等化學物質，該等物質可能會釋放到環境中，可能對人類健康及生態系統造成危害。

管理方法：採購不過度使用有害化學品的傢俬，並盡量推廣使用環保材料。

4. 運輸及物流

風險：將傢俬從生產基地及倉庫運送到零售店及顧客所在地，會造成空氣污染、噪音污染及溫室氣體排放。

管理方法：完善運輸路線及模式有助於減少運輸車隊的排放量，從而降低對環境的影響。

5. 能源效益

風險：零售店的照明、供熱、製冷及其他營運活動都需要消耗能源，這可能會產生大量的碳足跡。

管理方法：採用節能措施及技術。

(ii) 社會

1. 僱傭

風險：本集團可能未能吸引、招聘或保留重要人才，這可能導致本集團在關鍵崗位上缺乏重要人才，從而對業務營運和發展造成不利影響。

<p>Management Approach: Implementing talent management strategies, which include offering competitive compensation packages, providing career development opportunities, initiating employee engagement initiatives, providing specific skills trainings to different levels of staff, and work-life balance programs.</p>	<p>管理方法：實施人才管理策略，包括提供具競爭力的薪酬待遇、提供就業發展機會、發起員工參與活動、為不同級別的員工提供專門的技能培訓及工作與生活平衡計劃。</p>
<p>2. Workforce Diversity and Inclusion</p>	<p>2. 員工多元化及包容性</p>
<p>Risk: Lack of diversity and inclusion within the workforce, both at the retail and corporate levels, can lead to issues such as discrimination, lack of representation, and limited career opportunities.</p>	<p>風險：不論是在零售或企業層面，員工缺乏多元化及包容性均會導致歧視、缺乏代表性及限制就業機會等問題。</p>
<p>Management Approach: The Group targets at promoting diversity, equity, and inclusion within the workforce for building a socially responsible business.</p>	<p>管理方法：本集團的目標是促進員工的多樣化、公平性及包容性，從而建立一個對社會負責任的企業。</p>
<p>3. Product Safety and Accessibility</p>	<p>3. 產品安全及無障礙性</p>
<p>Risk: If any safety incident occurs to the customers due to its furniture products, it will jeopardize the image of the Group and the brand.</p>	<p>風險：如顧客因其傢俬產品發生任何安全事故，將對本集團及品牌形象構成損害。</p>
<p>Management Approach: Furniture products are offered with customer safety in mind. Accessibility of furniture for people with disabilities is also an important social consideration.</p>	<p>管理方法：提供傢俬產品考慮到顧客的安全。為殘疾人提供無障礙傢俬亦是一個重要的社會考慮因素。</p>
<p>4. Responsible Marketing and Advertising</p>	<p>4. 負責任的推廣和廣告</p>
<p>Risk: Irresponsible such as false or misleading publicity, may damage the reputation of the Group and its brands.</p>	<p>風險：虛假或具誤導性等不負責任的宣傳可能會損害本集團及品牌的聲譽。</p>
<p>Management Approach: Responsible marketing can help build trust and brand reputation. The Group develops responsible marketing and advertising practices, ensuring they are not perpetuating negative stereotypes or making misleading claims.</p>	<p>管理方法：負責任的推廣有助於建立信任和品牌聲譽。本集團制定了負責任的推廣及廣告常規，確保其不會延續負面的定型觀念或作出誤導性聲明。</p>
<p>5. Ethical Sourcing and Supply Chain</p>	<p>5. 道德採購及供應鏈</p>
<p>Risk: Issues such as human rights violations, child labor, and poor working conditions in the supply chain can pose significant social risks.</p>	<p>風險：供應鏈中的侵犯人權行為、童工及惡劣工作環境等問題會帶來重大社會風險。</p>
<p>Management Approach: Implementing ethical sourcing and supply chain management practices and avoid engaging partners involved in unethical labour practices.</p>	<p>管理方法：實施道德採購及和供應鏈管理常規，避免與涉及不道德勞工行為的夥伴合作。</p>

(iii) Governance

1. Regulatory Compliance

Risk: Furniture retailers must comply with a range of regulations, including product safety standards, environmental regulations, labor laws, and consumer protection laws. Failure to comply with these regulations can lead to legal and financial penalties, as well as reputational damage.

Management Approach: Closely monitoring compliance with all applicable laws and regulations. The Group has maintained customer service hotlines and social media platforms, in order to engage with stakeholders and maintaining transparency.

2. Corporate Governance

Risk: Weak corporate governance can lead to issues like conflicts of interest, mismanagement, and lack of oversight.

Management Approach: Implementing corporate governance practices, such as a robust board structure, clear decision-making processes, transparent financial reporting and declaration of interests for ensuring accountability and to build up a transparent and responsible management.

3. Ethical Business Practices

Risk: Unethical practices such as bribery, false trade description or misleading marketing, can result in legal consequences and reputational damage.

Management Approach: Fostering a culture of ethical business conduct and upholds ethical business practices, including anti-corruption measures, fair competition, adherence to industry codes of conduct.

(iii) 管治

1. 遵守法規

風險：傢俬零售商必須遵守一系列法規，包括產品安全標準、環境法規、勞動法和消費者保護法。不遵守這些法規會導致法律及財務處罰，以及聲譽受損。

管理方法：密切監察所有適用法律及法規的遵守情況。本集團維持顧客服務熱線及社交媒體平台，以便與持份者保持聯繫及保持透明度。

2. 企業管治

風險：薄弱的企業治理會導致利益衝突、管理不善及缺乏監督等問題。

管理方法：實施企業管治常規，如穩健的董事會架構、清晰的決策程序、透明的財務報告及利益申報，以確保問責制及建立透明和負責任的管理。

3. 道德商業常規

風險：賄賂、虛假商品說明或誤導性行銷等不道德行為會導致法律後果及聲譽受損。

管理方法：培養商業道德文化，堅持商業道德實踐，包括反貪污措施、公平競爭、遵守行業行為準則。

4. Data Privacy and Security

Risk: Failure to protect customer data can lead to data breaches, cyber attacks, and regulatory penalties.

Management Approach: Collecting and storing customer data, including personal and financial information, will be handled with appropriate data privacy and security measures.

5. Risk Management and Internal Controls

Risk: Weak risk management practices can expose the business to unexpected challenges and liabilities.

Management Approach: Implementing risk management and internal control systems to identify, assess, and mitigate various operational, financial, and compliance-related risks. The Group strives to strengthen supervision and management accountability in its business operations. It also evaluates and enhances risk management and the internal control system, as well as actively promoting a culture of integrity.

Through ongoing monitoring, evaluation, and improvement of its risk management strategies, the Group strives to ensure the long term resilience and success of its operations while minimising potential negative impacts on its business, stakeholders, and the environment. Should risk events arise, the Group will handle it according to the measures and procedures in a timely manner.

For further details on risk management and identified significant risks, please refer to the Risk Management and Internal Control section in the Corporate Governance Report of the Company's 2023/24 Annual Report.

4. 資料隱私及安全

風險：未能保護顧客資料會導致資料洩露、網絡攻擊及監管處罰。

管理方法：在收集和存儲顧客資料（包括個人及財務資訊）時，將採取適當的資料隱私及安全措施。

5. 風險管理及內部監控

風險：薄弱的風險管理實踐會使企業面臨未能預料的挑戰及責任。

管理方法：實施風險管理及內部監控系統，以識別、評估及降低各種與營運、財務及合規相關的風險。本集團致力於其業務營運中加強監督及管理問責。其亦檢討及加強風險管理及內部控制系統，以及積極提倡誠信文化。

通過對風險管理策略的持續監察、檢討和改善，本集團致力於確保其營運的長期抗逆力及成功，同時減少對其業務、持份者和環境的潛在負面影響。一旦發生風險事故，本集團將根據措施和流程及時處理。

有關風險管理及已識別的重大風險之進一步詳情，請參閱本公司2023/24年年報內之企業管治報告中的風險管理及內部監控部份。

I.5 Stakeholders Engagement and Transparency 持份者之參與及透明度

Lack of transparency and stakeholder engagement can lead to conflicts and reputational risks. Effective communication and engagement with key stakeholders, such as shareholders, employees, and the local community, are important for building trust and maintaining a positive reputation.

缺乏透明度及持份者的參與會導致衝突及聲譽風險。與股東、員工及當地社區等主要持份者進行有效溝通和接觸，對於建立信任及保持良好聲譽非常重要。

Stakeholder engagement plays a key role in the Group's continuous improvement and development. The Group is committed to making proactive efforts to continuously interact with key stakeholder groups through various communication channels, to better understand their needs and concerns, and develop strategies and measures to address these issues. Through ongoing dialogues, the Group endeavours to strengthen relationships with stakeholders and improve its operation and practices, thereby creating value for stakeholders.

持份者的參與對本集團的持續改進和發展擔當很重要的角色。本集團致力與主要持份者群組進行持續互動，並透過各種溝通渠道收集其反饋意見，更好地了解與其需要及關注點，從而制定解決這些問題的策略和措施。通過持續對話，本集團致力加強與持份者的關係，改善其營運和實踐，從而為持份者創造價值。

Major Communication Channels 主要溝通渠道



Materiality Assessment 重要性評估

During the Year, the Group invited senior management to participate in identifying crucial issue, thus aiding in the development of effective sustainability strategies and policies. The results are as follows:

於本年度，本集團邀請高級管理層參與識別重要議題，以協助制定有效的可持續發展策略和政策。結果如下：

	Environment 環境	Social 社會	Governance 管治
1	Energy consumption 能源消耗	Product assurance and quality 產品保證及質量	Compliance with laws and regulations and anti-corruption 遵守法律與規例及反貪污
2	Waste management 廢物管理	Customer service 顧客服務	Corporate governance practices 企業管治常規
3	Greenhouse gases and air pollutants 溫室氣體和空氣污染物	Employment policy 僱傭政策	Data protection and privacy 資料保護及私隱
4	Water consumption 用水量	Occupational health and safety 職業健康及安全	Intellectual property rights management 知識產權管理
5	Green procurement 綠色採購	Employee training and development 僱員培訓及發展	Business ethics 商業道德

Material Topics 重要議題

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

根據管理層的評估及持份者的意見，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。

Environment 環境	Workplace 工作場所	Operating Practices 經營常規	Community 社區
<ul style="list-style-type: none"> Energy management 能源管理 	<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"> Paper reduction 減少用紙 	<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"> Water conservation 節約用水 	<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/ Anti-money laundering 反貪污／反洗錢 	
	<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 	

This Group will continue improving its stakeholder communication mechanisms, and broaden the range of stakeholders for identifying material issues, in order to conduct more thorough assessments and analyses.

本集團將繼續改善與持份者的溝通機制，擴大持份者的範圍以識別重要議題，從而進行更全面的評估和分析。

2.1 Environmental Policies 環境政策

The Group attaches great importance to the sustainability of the environment. Although the Group does not operate any manufacturing facilities and is not a major source of environmental pollution given its operations do not generate material air, noise, water, physical waste or other types of pollutants, the Group is committed to making every effort to protect the environment in its business activities and workplaces.

The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. The Group has adopted various measures to reduce energy and other resource use, minimise waste and increase recycling, and promote environmental protection in its supply chain and marketplace. The Group also educates its employees, to increase their awareness of promoting a green environment.

本集團高度重視環境的可持續性。儘管本集團沒有經營任何生產設施，且鑒於其營運不會產生重大空氣、噪音、水、實體廢物或其他類型的污染物，並非環境污染的主要來源，但本集團仍致力竭盡全力於其業務活動及工作場所保護環境。

本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響盡可能減至最低。本集團已採取多項措施以降低能源及其他資源使用、減廢及增加循環再用，並在其供應鏈及市場中推行環保。本集團並教育其僱員，以提升他們對綠色環境的意識。

2.2 Use of Resources 資源使用

2.2.1 Emissions and Energy Consumption 排放物及能源消耗

The Group's greenhouse gas ("GHG") emissions mainly arise from indirect emissions resulting from the use of purchased electricity and direct emissions from the Group's delivery fleet in transporting its products. To ensure the emission management goals are achieved, the Group has adopted the following measures in its head office at Units 1905-07, 19th Floor, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong ("Hong Kong Office") and showrooms, to reduce energy consumption and improve overall energy efficiency.

Hong Kong Office

- Using energy saving LED florescent tubes
- Higher priority given to purchasing electrical appliances with high energy efficiency grades
- Applying energy-saving modes by default for all electrical appliances
- Switching off their lights when the staff leave the office for more than one hour
- Switching off lights and air-conditioning in respective zones after work
- Maintaining constant room temperatures with thermostats in the air-conditioning system

本集團的溫室氣體排放主要來自於使用外購電力所產生的間接排放及本集團運輸團隊在運送產品時產生的直接排放。為確保實現排放管理目標，本集團已於其位於香港灣仔軒尼詩道288號英皇集團中心19樓1905-07室的總辦公室（「香港辦公室」）及陳列室採取以下措施，以降低能源消耗及提升整體能源效率。

香港辦公室

- 已全部採用節能的LED光管
- 優先選購高能源效益級別的電器
- 所有電器被預設以電力節省模式運作
- 倘員工離開辦公室超過一小時，則關掉辦公室的照明
- 下班後需關閉各自區域的燈光及空調
- 透過空調系統的恆溫器維持穩定室溫

Showrooms

- Adopting energy-efficient LED light bulbs
- Adopting dimmer systems, to turn down the lighting of certain areas to save energy
- Installed thermostats in the air conditioning systems which automatically adjust the room temperature, and strive to maintain room temperature at 23.5°C

Through consistently measuring, setting targets for and monitoring greenhouse gas emissions, the Group can effectively assess and manage the risks associated with increased energy consumption, reduce its impact on the environment, and realise cost savings.

陳列室

- 採用較具能源效益的LED燈泡
- 採用調光系統，藉以調低部分範圍的照明而節省能源
- 空調系統配備溫度控制器以控制室內溫度，並致力將室內溫度保持於攝氏23.5度

透過持續量度、設定溫室氣體排放目標及監測排放，本集團可有效評估及管理能源消耗增加之相關風險，減少其對環境的影響，並實現成本節約。

Walkthrough Energy Audit by CLP Power 中華電力能源審核

During the Year, CLP Power Hong Kong Limited (“CLP Power”) conducted a walkthrough energy audit, covering the air conditioning systems and lighting equipment in the Group’s warehouse in Tuen Mun, New Territories. The audit aimed to assess the indoor environment and identify energy saving opportunities.

In the audit, several existing energy saving initiatives that had been implemented by the Group were endorsed by CLP Power. CLP Power also provided other recommendations to the Group which the Group will consider adopting if practical.

於本年度，中華電力有限公司（「中華電力」）在本集團位於新界屯門的倉庫進行了能源審核，其涵蓋空調系統及照明設備。該審核旨在評估室內環境狀況，並辨認節能機會。

在審核中，中華電力認可了本集團所實行的一些現有節能措施。中華電力並向本集團提供了其他建議，如果可行，本集團將考慮採用。

Energy Audit by Hong Kong Electric 香港電燈能源審核

During the Year, The Hongkong Electric Company, Limited (“HK Electric”) conducted energy audits in the Group’s “**Ulferts**” in Tin Hau, “**at • home**” in Causeway Bay and “**Ulfenbo**” in North Point, which mainly examined the mechanical ventilation system and lighting installations, and analysed their energy efficiency performances. It aimed to identify energy saving opportunities for the Group.

In the audit, several existing energy saving initiatives that had been implemented by the Group were endorsed by HK Electric. HK Electric also provided recommendations to the Group regarding air-conditioning equipment, lighting systems and other equipment.

於本年度，香港電燈有限公司（「港燈」）在本集團位於天后的「**歐化傢俬**」、位於銅鑼灣的「**at • home**」及位於北角的「**歐化寶**」進行了能源審核，其主要檢視機械通風系統及照明裝置，以及分析其能源效益表現。其旨在為本集團辨認節能機會。

在審核中，港燈認可了本集團所實行的一些現有節能措施。港燈並向本集團提供有關空調設備、照明裝置及其他設備的建議。

Besides, the Group is mindful of sourcing furniture which do not involve excessive use of hazardous chemicals, and promoting the use of eco-friendly materials whenever possible. In regard of the logistics fleet, the Group engaged experienced logistics staff to carefully optimise the transportation routes of its products with the help of the newly introduced enterprise resource planning (ERP) system.

此外，本集團注意採購不涉及過量使用有害化學物質的傢俱，並盡量推廣使用環保材料。在物流車隊方面，本集團聘用經驗豐富的物流員工並利用新引進的企業資源規劃系統，細心優化其產品的運輸路線。

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 order to minimise the environmental impacts arising from waste disposal.

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，以減低棄置廢物對環境所產生的影響。

The waste generated by the Group in its Hong Kong Office is mainly household waste. In the office building, the building's property management company has appointed recycling contractor to collect and recycle used papers, plastic bottles, aluminium, fluorescent tubes and computer equipment. Recycled bags are also put in the Hong Kong Office to collect waste papers for recycling.

本集團於其香港辦公室所產生的廢物主要為生活垃圾。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、光管以及電腦設備。香港辦公室並放置了回收袋以收集廢紙作循環利用。

The waste generated by the Group's logistics department is mainly packaging materials. The warehouses will collect used packaging materials and recycle them for reuse whenever possible.

本集團物流部門產生的廢物主要為包裝材料。倉庫會收集已使用的包裝材料，並盡量回收再利用。



2.2.3 Consumption of Resources 資源消耗

The Group is engaged in the sale of high quality home furniture mainly imported from Europe, and does not operate any manufacturing facilities. By sourcing quality products, providing after-sale services and educating customers in product maintenance, the Group strives to prolong the life span of its products. The Group also launched vigorous promotion campaigns and warehouse sale to clean aging stocks and display items, in order to minimise wastage.

本集團從事銷售主要由歐洲進口的優質傢俬，且並無經營任何生產設施。通過採購優質產品、提供售後服務及教育顧客保養產品，本集團致力於延長其產品的壽命。本集團還對陳舊庫存和陳列品進行進取的推廣活動及倉庫促銷，以減少浪費。

2.2.4 Reduction of Paper Use 減少用紙

Apart from electricity, paper is another major resource that is consumed in the Group's operations. 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 operating processing such as leave applications, surveys and performance appraisals. From time to time, the Group shares tips on paper reduction with colleagues – such as utilising used envelopes for internal correspondences, and using laptops or tablets instead of paper for meetings. Besides, electronic channels or devices are being used for the Group's advertisements and promotional activities.

除電力外，紙張是本集團營運過程中消耗的另一主要資源。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，本集團已實行內部營運無紙化流程，例如假期申請、意見調查及表現評估。本集團不時與同事分享減少用紙的建議，例如利用已使用的信封作內部文件往來及使用平板或手提電腦代替紙張開會等。此外，本集團的廣告及宣傳活動亦採使用電子渠道或應用電子器材。



Moreover, duplex printing and copying have 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 papers certified by the Forest Stewardship Council (FSC) in its Hong Kong Office and stores, helping to reduce environmental impacts while supporting certified and responsibly managed forests.

另外，雙面列印及複印已成為本集團內部慣例，大幅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，本集團已於香港辦公室及旗下店舖使用經森林管理委員會(FSC)認證的紙張，以協助減少對環境所造成之影響，並同時支持符合認證標準及負責任地管理森林。

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

本公司極力推薦股東利用港交所及本公司網站獲取公司通訊(包括財務報告)而非收取印刷文件。通過向股東提供電子版公司通訊，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 poses adverse effects to the macro economy.

Physical Risks

Physical risks encompass potential hazards that might disrupt the Group's business operations. For example, extreme weather conditions might interrupt power supplies, which might prevent its operations. These interruptions could affect customers visiting its showrooms. Global warming could also result in increased energy consumption in the Group's showrooms, warehouse and Hong Kong Office. The Group has implemented various measures, such as contingency plans for extreme weather or emergencies, to enhance its operational resilience to such risks.

Transition Risks

Transition risks refer to challenges associated with the shift to a low carbon economy, potentially requiring substantial policy, legal, technological, and market changes to address climate change mitigation and adaptation requirements.

With the aim of meeting carbon neutrality targets and achieving a low carbon economy, the government or regulatory bodies may implement more stringent environmental policies. There may also be increasing expectations and demands from customers for environmentally friendly products.

In view of the above, the Group will closely monitor existing and emerging trends, as well as climate-related policies and regulations so that it can promptly react as appropriate. Preference will be given to suppliers which use environmentally friendly materials and demonstrate environmental commitment. The Group is committed to increasing its employees' awareness of climate change issues and will mobilise them to work together to enhance the Group's ESG performance, and continue enhancing the reporting principles and transparency of communication with stakeholders. The Group will strive to adapt to changes and explore ways to counter challenges in order to mitigate risks.

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。

實體風險

實體風險包括可能擾亂本集團業務營運的潛在危險。例如，極端天氣條件可能會中斷電力供應，可能影響其營運。這些干擾可能影響顧客到其陳列室。全球暖化亦可能導致本集團陳列室、倉庫及香港辦公室的能源消耗增加。本集團已實施極端天氣或突發事件之應急計劃等多項措施，以增強抵禦有關風險的營運韌性。

轉型風險

轉型風險指與向低碳經濟轉型相關的挑戰，可能需要重大政策、法律、技術及市場變化以應對減緩及適應氣候變化的需求。

為達致碳中和及實現低碳經濟，政府或監管機構可能會實施更嚴格的環保政策。顧客亦可能對環保產品的期望和要求不斷提高。

有見及上述情況，本集團將密切關注現有的和新趨勢，以及與氣候相關的政策和法規，以便在適當的時候迅速作出反應。使用環保物料及履行環保責任的供應商將獲優先考慮。本集團致力提高其員工對氣候變化議題的意識，並將推動他們齊心協力提升本集團的環境、社會及管治表現，並就與持份者溝通繼續提升報告原則及透明度。本集團將致力適應變化，探索應對挑戰的方法以降低風險。

2.4 Environmental Performance Summary 環境保護績效概要

To demonstrate a commitment to greater transparency of reporting and more comprehensively reflect the Group's sustainability performance, the Group has expanded the scope of quantitative data collection during the Year, to include all "Ulferts" and "Ulferts Signature" showrooms in Hong Kong, the warehouse in Tuen Mun ("Warehouse") and the Hong Kong Office, from the previous scope of data collection, which only included an "Ulferts Signature" showroom, the Warehouse and the Hong Kong Office. As at 31 March 2024, the aggregate gross floor area of the scope of data collection during the Year was approximately 16,100 (2023: 13,000) square metres. During the Year, an aggregate of approximately 45% of the Group's revenue was derived from "Ulferts" and "Ulferts Signature". The related data are listed in the table below.

為展示對提高報告透明度的承擔及更全面地展示本集團的可持續發展表現，本集團於本年度擴展量化數據收集範圍，從過去僅包含一間「歐化傢俬尊尚店」陳列室、位於新界屯門之倉庫（「倉庫」）及香港辦公室的數據收集範圍，擴展至包含位於香港的全部「歐化傢俬」及「歐化傢俬尊尚店」陳列室、倉庫及香港辦公室。於2024年3月31日，本年度數據收集範圍之總建築面積合共為約16,100（2023年：13,000）平方米。於本年度，本集團收入合共約45%來自「歐化傢俬」及「歐化傢俬尊尚店」。相關數據已列載於下表。

Indicator 指標	Financial Year 財政年度	
	2022/23 ¹	2023/24 ¹
GHG Emissions 溫室氣體排放²		
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）	94,993	225,211
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）	7,608	7,498
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 合共（範疇1,2及3）之溫室氣體排放（每公斤二氧化碳當量排放）	102,601	232,709
GHG emissions intensity (kg/m ²) 溫室氣體排放強度（公斤／平方米）	7.9	14.4
Energy Consumption 能源消耗		
Direct energy consumption (GJ) 直接能源消耗（千兆焦耳）	N/A 不適用	N/A 不適用
Indirect energy consumption (GJ) 間接能源消耗（千兆焦耳）	804	1,624
Total energy consumption (GJ) 總能源消耗（千兆焦耳）	804	1,624
Energy consumption intensity (GJ/m ²) 能源消耗強度（千兆焦耳／平方米）	0.06	0.10

Indicator 指標	Financial Year 財政年度	
	2022/23 ¹	2023/24 ¹
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)	5,217	7,097
General refuse intensity (kg/m ²) 一般廢物密度 (公斤/平方米)	0.4	0.4
Total recycled waste (kg) 總回收廢物 (公斤)	634	687
Recycled waste intensity (kg/m ²) 回收廢物密度 (公斤/平方米)	0.05	0.04
Total packaging material used (kg) ² 使用包裝材料總量 (公斤) ²	3,368	4,102
Water Consumption 耗水量³		
Water consumption (m ³) 耗水量 (立方米)	216	372
Water consumption intensity (m ³ /m ²) 耗水量密度 (立方米/平方米)	0.02	0.02

The Group has set a target to reduce energy consumption by 5% based on the per-unit consumption by FY2026/27 or before, with FY2021/22 as the baseline.

本集團以2021/22年度為基準訂立目標，於2026/27年度或之前基於每個單位消耗量減少能源消耗5%。

¹ Comprised four entire showrooms of “**Ulferts**” and “**Ulferts Signature**” in Hong Kong, the Warehouse and the Hong Kong Office for FY2023/24.

¹ 於2023/24年度，包含香港全部「**歐化傢俬**」及「**歐化傢俬尊尚店**」共四間陳列室、倉庫及香港辦公室。

Comprised only an “**Ulferts Signature**” showroom, the Warehouse and the Hong Kong Office for FY2022/23.

於2022/23年度，僅包含一間「**歐化傢俬尊尚店**」陳列室、倉庫及香港辦公室。

² In the Group’s retail business, the packaging solutions are designed and provided by suppliers, which mainly use cartons and packaging film to protect finished goods against potential damage.

² 就本集團之零售業務，包裝方案由供應商設計及提供，其主要使用紙箱及包裝膜來保護製成品免受損害。

³ The Hong Kong Office and the showrooms of **Ulferts** in Shatin and Kowloon Bay do not have a separate meter for water consumption measurement, hence its water consumption data is not included.

³ 香港辦公室及位於沙田及九龍灣之**歐化傢俬**陳列室並沒有獨立水錶量度耗水量，因此並沒有包括該耗水量數據。

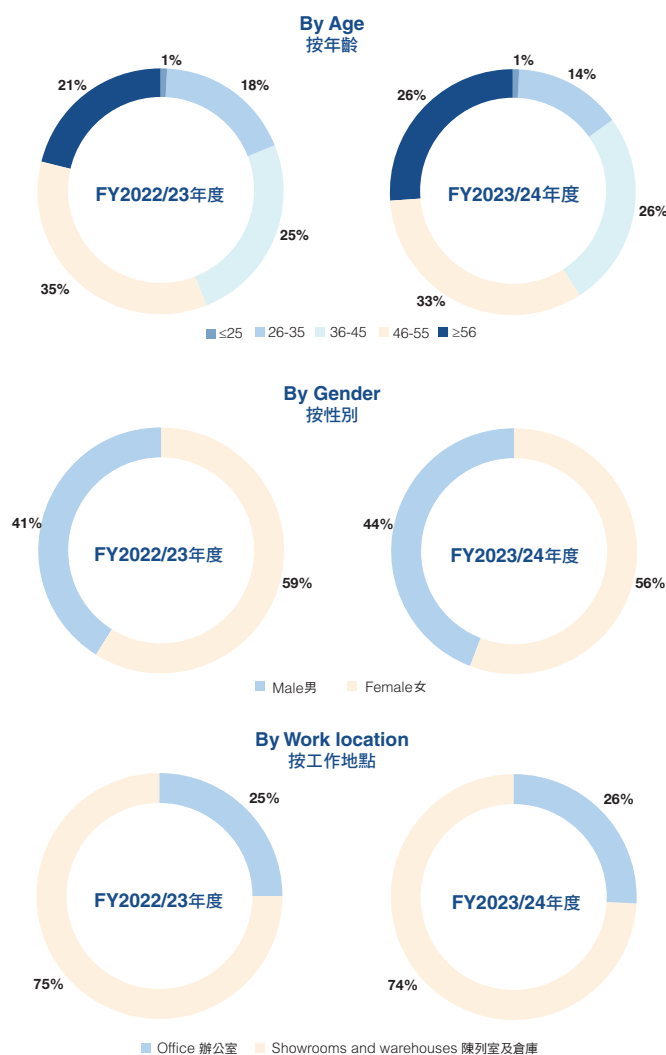
3.1 Workforce Distribution and Diversity 員工分佈及職場多元化

The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns. The Group is firmly committed to diligently fostering a nurturing and all-encompassing work environment that encourages and empowers its employees to flourish, thereby enabling them to make utmost valuable contributions towards the Group's continued prosperity and advancement.

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。本集團堅定致力營造一個具培育及包容性的工作環境，鼓勵並賦權員工蓬勃發展，從而使他們能夠為本集團的持續繁榮及進步作出極具價值的貢獻。

As at 31 March 2024, the permanent employees of the Group totalled 126 (2023: 133), working in the Hong Kong Office, showrooms and warehouses in Hong Kong. The demographics of the Group's workforce as at 31 March 2024 are summarised below.

於2024年3月31日，本集團僱有126（2023年：133）名全職僱員，於香港的香港辦公室、陳列室及倉庫任職。於2024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 at both managerial and operational levels.

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. As at 31 March 2024, 52% (2023: 47%) of the staff has worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group. The turnover rates of each of the following classification of the Group's workforce during the Year are listed in the tables below.

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。本集團在管理及營運層面均一直堅守兩性平等原則。

管理層相信，員工乃本集團之重要資產，並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2024年3月31日，52%（2023年：47%）員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。於本年度，本集團之員工按下列各分類之流失率已列載於下表。

By Age 按年齡	Percentage 百分比
≤25	100%
26-35	56%
36-45	18%
46-55	29%
≥56	6%

By Gender 按性別	Percentage 百分比
Female 女性	31%
Male 男性	16%

By Work location 按工作地點	Percentage 百分比
Office 辦公室	3%
Showrooms and warehouses 陳列室及倉庫	32%

3.2 Employment Practices 僱傭常規

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong), Minimum Wages Ordinance (Cap. 608, Laws of Hong Kong), Sex Discrimination Ordinance (Cap. 480, Laws of Hong Kong) and other statutory requirements regarding employment and labour practices.

本集團嚴格遵守《僱傭條例》（香港法例第57章）、《最低工資條例》（香港法例第608章）、《性別歧視條例》（香港法例第480章）及其他有關僱傭及勞工慣例的法定規定。

To ensure 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 reviews its related policies by email from time to time to ensure compliance with the latest statutory requirements.

The Group firmly believes that a fair and just working environment can significantly boost employee morale and productivity, and is therefore dedicated to providing equal opportunities in all aspects of employment and ensuring 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. Performance evaluations are conducted by department supervisors at the end of probationary periods, and during promotions, salary adjustments and annual assessments. These evaluations help assess employees' past performances, and set goals for their future development. The Group welcomes employees to provide feedback during performance evaluations, to guide their career growth. The completed performance evaluation forms are kept in employees' personal files for record-keeping purposes.

A set of grievance procedures is in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Human Resources Department. The management will continue listening to the voices of employees, to ensure that their concerns and needs are appropriately addressed and resolved.

The Group fully complies with relevant laws and regulations in related regions concerning prevention of forced or child labour including the Protection of Children and Juveniles Ordinance (Cap. 213, Laws of Hong Kong). 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.

During the Year, the Group was not aware of any cases of non-compliance with employment and labour regulations. If a violation is confirmed during the regular monitoring process or upon receipt of an application, the Group will handle the case in accordance with internal policies and regulations, such as by terminating the employment contract or reporting the violation to law enforcement agencies.

為確保員工清楚了解自己的權利和義務，已制定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。本集團不時透過電郵檢討其相關政策，以確保符合最新法定要求。

本集團堅信公平公正的工作環境可大幅提高員工士氣和工作效率，因此其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。績效評估由部門主管於試用期結束，以及晉升、薪酬調整及年度考核期間進行。該等評價有助評核員工的過往表現，並為他們的未來發展設定目標。本集團鼓勵員工於績效評估時提供反饋，以指導其職業發展。所填妥之績效評估表存在員工個人檔案中以作記錄保存。

本集團已制定申訴程序，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。管理層將繼續傾聽員工聲音，確保他們的關注和需求得到適當關注及解決。

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，包括《保護兒童及少年條例》（香港法例第213章）。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。

於本年度，本集團並不知悉任何違反僱傭及勞工法規的個案。倘於定期監控過程中或收到申請後確認有違規行為，本集團將根據內部政策及規例處理個案，如終止僱傭合約或向執法機關舉報違規行為。

3.3 Welfare and Benefits 福利及津貼

The Group places a strong emphasis on the well-being and benefits of its employees, recognising their vital role in the overall success and sustained growth of the Group. To ensure a supportive and nurturing work environment, the Group implements various measures to prioritise the welfare of its employees.

One key aspect of employee welfare is the timely and full payment of salaries. The management understands the importance of financial stability and ensures that employees receive their salaries on time and in full, providing them with a sense of security and satisfaction. Additionally, the Group offers a comprehensive range of leave entitlements, including statutory holidays as well as additional leave such as annual leave, sick leave, maternity leave, paternity leave, compensatory leave, marriage leave, jury leave and condolence leave. Each Hong Kong employee is also entitled to one day of birthday leave in lieu of a birthday gift. These leave options allow employees to fulfil personal and family commitments, thus attaining work-life balance.

Besides, comprehensive benefits are provided by the Group, such as employer's voluntary mandatory provident fund contributions, medical coverage and life insurance. During the Year, the Group encouraged its staff to undergo annual health check by way of subsidy. By providing these welfare benefits, the Group ensures that employees have access to necessary healthcare services and financial security.

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.

本集團注重實踐健康的工作場所，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員工及其家庭成員福祉的承諾。

本集團極為重視員工的福祉及福利，並認同他們對本集團的整體成功及持續發展至關重要。為確保一個具支持性及培養性的工作環境，本集團採取多項措施優先考慮員工福利。

員工福利的一個重要方面是及時全額支付薪資。管理層深明財務穩定的重要性，確保員工按時全額領取薪資，讓員工有安全感和滿足感。此外，本集團提供全面的休假權利，包括法定假期以及年假、病假、產假、侍產假、補休假、婚假、陪審員假及喪假等額外假期。每名香港員工並可享有一天生日假期以代替生日禮物。這些休假選擇讓員工履行個人和家庭承擔，從而實現工作與生活平衡。

此外，本集團提供全面的福利，例如僱主的自願性強積金供款及醫療保險。於本年度，本集團通過資助方式鼓勵員工進行年度身體檢查。通過提供這些福利，本集團確保員工能夠獲得必要的醫療保健服務和經濟保障。



3.4 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. To ensure the highest standards of health and safety, the Group adheres to all relevant regulations and implements comprehensive safety measures throughout its operations.

Besides, occupational health and safety (“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. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of OHS issues for employees.

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in its Hong Kong Office, showrooms and warehouses to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator (AED) has been placed in the office building to rescue cardiac arrest patient when needed. Besides, the Group has arranged staff who is certified first aider to provide emergency assistance to other colleagues in the Hong Kong Office whenever needed.

本集團提升應急準備能力及確保其香港辦公室、陳列室及倉庫內配備充足的急救箱，以於員工在工作期間受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，以在需要時救助心臟驟停的患者。此外，本集安排了已獲認可急救證書之員工於需要時在香港辦公室為其他同事提供緊急救援。

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。為確保最高的健康和 safety 標準，本集團遵守所有相關法規，並於整個營運過程中實施全面的安全措施。

此外，本集團定期審查職業健康及安全（「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 safe 的工作環境。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職安健方面的意識。



Seminar on a Happy Workplace

快樂工作間講座

January 2024 1月



快樂工作間講座

講座內容:
工作佔我們日常生活大部分的時間，生活及工作壓力等因素，有機會令上班族生活失衡。一個快樂的工作間能維持身心健康及愉快地工作。講座說明建立快樂工作間的重要性，並講解營造快樂工作間的重要元素。

舉行日期: 2024年1月16日
時間: 下午3時 – 下午4時
地點: Teams
講者: 職業健康護士
費用: 免費
掃描QR Code 立即報名



As the working population is nowadays facing the pressure of life and work, the Group organised a seminar on a happy workplace by an occupational health nurse, aiming to illustrate the importance of establishing a happy workplace, and the important elements of creating a happy workplace.

由於上班族現今普遍性都面對生活及工作壓力，本集團安排了由職業健康護士主講的快樂工作間講座，旨在說明建立快樂工作間的重要性及營造快樂工作間的重要元素。

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 55 (2023: 196), while the numbers and rate of work-related fatalities during the past three years are listed in the table below.

一旦發生工傷事故(如有)，必須通報人力資源部，並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55(2023年：196)天，而過去3年因工亡故的人數及比率已列載於下表。

Item 項目	FY2021/22年度	FY2022/23年度	FY2023/24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

3.5 Development and Training 發展及培訓

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

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

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

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, which assessment requires demonstration of 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 offered to general frontline staff mainly focus on customer servicing skills and product knowledge. In an effort to achieving better sales performance, the Group arranges workshops for enhancing sales skills of staff. In these workshops, participants are coached with practical selling techniques through roleplay.

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 maximises employees' efforts to achieve the business goals.

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。

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，該考核要求他們展示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 2023 11月

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

於本年度，本集團以線上形式舉辦了每年一次與管理層的早餐見面會。於會議中，管理層分享了本集團的方向，凝聚上下一心邁向本集團的主要目標。

During the Year, the Group also arranged training for staff responsible for recruitment, mainly covering recruitment channels, procedures and interviewing skills, with a view to upskilling the interviewers in the selection process and enhancing the efficiency of the recruitment process. In addition, the Group organised workshops on Key Performance Indicators (KPI) setting methodology and performance appraisal skills, to enhance management skills of employees of managerial and pre-managerial grades.

於本年度，本集團並為負責招聘之員工安排培訓，內容主要包括招聘渠道、流程及面試技巧，以提升面試員的甄選技巧及提高招聘過程的效率。此外，本集團舉行了關鍵績效指標制定方法及績效考核技巧工作坊，以提升經理及準經理級別員工的管理技巧。

By investing in the continuous learning and development of its employees, the Group aims to enhance their capabilities and foster their professional growth. During the Year, the number of training hours of the staff of the Group is listed in the table below.

透過投資員工的持續學習和發展，本集團旨在提高其能力並促進其專業發展。於本年度，本集團員工培訓時數已列載於下表。

Item 項目	FY2022/23年度	FY2023/24年度
Total training hours 總培訓時數	551	562
Average training hours per employee 每名員工平均培訓時數	4.1	4.5

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

於本年度，受訓僱員百分比已列載於下表。

By Gender 按性別	Percentage 百分比
Female 女性	56%
Male 男性	44%

By Employee Category 按僱員類別	Percentage 百分比
Managerial grade or above 經理級別或以上	22%
General staff 一般員工	78%

3.6 Employee Activities 員工活動

The Group believes that maintaining work-life balance is essential to sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance and creating team spirit, the Group arranged staff activities from time to time that helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment.

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，本集團不時安排員工活動，這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。

“Toys Exchange” Parent-child Activity

「以蜜易物」親子活動

April 2023 4月



The Group is very supportive of its employees' efforts to maintain work-family balance, and has specially organised a “Toys Exchange” parent-child activity for employees and their families. Game tables were set up for children to play and exchange toys, so they could learn sharing and communication skills. All the adults and children spent a joyful afternoon together.



本集團十分支持其員工努力保持工作與家庭間的平衡，特意舉辦了「以蜜易物」親子活動，供員工及其家人參加。設有攤位遊戲，供小朋友們玩樂及交換玩具，讓他們從中學習分享和溝通技巧等。大人及小朋友一起渡過了一個歡樂的下午。

Mother's Day Special – DIY Flower Table Lamp Workshop

母親節呈獻—DIY保鮮花枱燈工作坊

May 2023 5月



The Group arranged for its staff a DIY flower table lamp workshop for Mother's Day, enabling colleagues to create unique flower table lamps for their mothers. Apart from sharing the fun of making handicrafts together, colleagues could also express their love and gratitude to their mothers.

本集團為員工就母親節安排了DIY保鮮花枱燈工作坊，讓同事們製作獨一無二的保鮮花枱燈送給母親。同事們除了能一起分享製作手工藝品的樂趣，又可以表達他們對母親的關愛和感激之情。



Father's Day Special – Cake Baking Workshop

父親節呈獻—蛋糕烘焙工作坊

June 2023 6月



Likewise for Father's Day approaching, the Group arranged a cake baking workshop for colleagues, so they could prepare cakes themselves for their fathers to express their love through action.

同樣地，臨近父親節，本集團為同事安排蛋糕烘焙工作坊，讓同事可以親手為爸爸們準備窩心蛋糕，以行動表達其愛意。

Mid-Autumn DIY Moon Lantern Workshop

中秋DIY月亮燈籠工作坊

September 2023 9月



Mid-Autumn Festival is one of the key Chinese traditional festivals. The Group arranged a DIY moon lantern workshop for colleagues to utilise their creativity and make unique moon lanterns with simple materials to welcome the Mid-Autumn Festival, and share good times together.

中秋節是其中一個重要的中國傳統節日。本集團安排了DIY燈籠工作坊，讓同事發揮創意，用簡單的材料親手製作獨一無二的月亮燈籠，共同迎接中秋佳節，分享美好時光。

Mid-Autumn Festival Delicacies

佳餚美饌賀中秋

September 2023 9月

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

為表達本集團的心意及慶祝中秋節，本集團贈予員工包括由英皇駿景酒店所提供的月餅一同分享。



Dialogue in the Dark

黑暗中對話

October 2023 10月



The Group arranged the “Dialogue in the Dark” experiential activity, in which colleagues used their hands, noses and mouths instead of their eyes to feel their surroundings in total darkness. Through this innovative silent event in the dark, they were able to experience the daily life of the visually impaired; at the same time, they were able to experience the world from a different perspective and have a moment of self-reflection.

本集團安排「黑暗中對話」體驗活動，同事在全黑環境中以手、鼻、口等代替眼睛去感受身邊事物。透過黑暗及無聲的新穎體驗去感受視障人士的日常生活；同時也讓他們換一個角度體驗世界，從中進行反思。

Yakult Factory Visit

益力多廠參觀活動

December 2023 12月

The Group arranged an activity – “Have you visited the Yakult factory today?”, enabling colleagues to experience the Yakult manufacturing process, while learning about the benefits of the active lactic acid bacteria, and gaining a deeper understanding of the story behind Yakult and the value of the product. After the visit, the participants went to Lung Wah Hotel – which is in Sha Tin, with an 80-year history for a lunch, and spent a relaxed, pleasant morning.

本集團安排了「益力多廠，你今日參觀左未？」活動，讓同事親身體驗益力多的製造過程，了解其中活性乳酸菌的益處，以及深入了解益力多背後的故事和產品的價值。參加者於參觀結束後一同前往屹立沙田八十載的龍華酒店享用午餐，在輕鬆愉快的氛圍下渡過了一個早上。



Christmas Barbecue Night

英皇串串貢燒烤夜

December 2023 12月

In this festive season, the Group arranged its staff to join the “Emperor Barbecue Night”, during which colleagues, friends and family members gathered together to enjoy a delicious meal and share their life moments and interesting stories from the past year. A lucky draw was also organised, and the night was filled with joy.

在這個普天同慶的節日裏，本集團安排了員工參與「英皇串串貢燒烤夜」，讓同事及親友聚首一堂，一同享用美食，並分享過去一年的生活點滴及趣事。活動更設有抽獎環節，現場洋溢著歡樂的氣氛。



Chinese New Year Puddings Cooking Class

喜迎龍年GO糕糕

January 2024 1月

To welcome the Year of Dragon, the Group arranged a Chinese New Year puddings cooking class, enabling colleagues to learn how to make turnip puddings and taro puddings, and experience the fun of cooking. Colleagues took the puddings home to enjoy with their family members, symbolising blessings for career advancement in the Year of Dragon.

為迎接龍年，本集團安排了喜迎龍年GO糕糕活動，讓同事們學習製作蘿蔔糕和芋頭糕，體驗煮食的樂趣。同事們把糕點帶回家與家人一同享用，寓意龍年步步高陞！



The Group places a strong emphasis on compliance and considers it a core value in all aspects of its operations. The Group is committed to upholding ethical business practices and complying with relevant laws, regulations, and industry standards. Compliance is not only a legal obligation to the Group, but a fundamental principle that guides its decision-making and ensures that the Group operates with integrity and transparency. The Group has implemented robust compliance frameworks and internal controls to mitigate risks and ensure that its actions align with the Group's values. By prioritising compliance, the Group aims to foster trust, maintain the confidence of its stakeholders, and contribute to a sustainable and responsible business environment.

本集團高度重視合規，並將其視為營運各方面的核心價值。本集團致力維護道德商業慣例，遵守相關法律、法規及行業標準。合規不僅為本集團的法律義務，亦為指導其決策、確保本集團誠信、透明經營的基本原則。本集團實施了穩健的合規框架及內部控制，以降低風險並確保其行動符合本集團的價值觀。透過優先考慮合規，本集團旨在培養信任，維持持份者信心，並為可持續及負責任的營商環境作出貢獻。

4.1 Supply Chain Management 供應鏈管理

The Group acknowledges the substantial benefit of robust and transparent supply chain management for its business operations. The Group has therefore instituted a supply chain management system, including mechanisms to monitor the performance and compliance of its suppliers.

本集團認同穩健、透明的供應鏈管理對其業務營運有重大的好處。因此，本集團建立了一套供應鏈管理體系，包括監察供應商的表現及合規性的機制。

The furniture products offered by the Group are imported from Europe and Asia. As of 31 March 2024, over 50 brands were offered for sale in its showrooms. With over 45 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. Regarding the "**Ulfenbo**" brand products, the Group outsources the production process to independent third party manufacturers in Mainland China, Taiwan and Malaysia. The long-established relationships with its suppliers provide the Group with reliable sources of furniture with assured quality.

本集團提供之傢俬產品乃進口自歐洲及亞洲。於2024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45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。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。

Apart from the existing suppliers, the Group has internal control authorisations and procedures for introducing new suppliers, which 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 Group may request certifications from vendors if necessary. The procurement plans are implemented after analysing the Group's sales and inventory levels for various furniture products.

除了現有的供應商，本集團設有內部監控授權及程序引入新的供應商，其乃根據質素、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。如需要，本集團可能求供應商提供認證。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。

To ensure the suppliers are responsible companies, the Group visits their workplaces from time to time, to promote proper labour standards. The Group will terminate contracts with suppliers who use child or forced labour 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 verify the news and internally discuss the need to change the supplier if needed.

為確保供應商為負責任的公司，本集團不時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，本集團將終止使用童工或強迫勞動的供應商的合同。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，本集團會核實新聞，如需要，本集團將進行內部討論，以決定是否需要更換供應商。

The Group also requires relevant team members to maintain internal records of previous appointments and evaluations of the suppliers' work quality, which serves as a basis for supplier quality oversight.

本集團亦要求相關團隊成員保存先前委任及供應商工作質素評估的內部記錄，以作為供應商質量監管的基準。

The numbers of suppliers engaged in the Group's supply chain during the Year were as follows.

本集團於本年度在其供應鏈的供應商數目已列載於下表。

By Region 按地區	Number of Suppliers 供應商數目
Europe 歐洲	41
Asia 亞洲	39

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 customers and product quality issues are reported to and discussed with senior management on a monthly basis.

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。

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

本集團概不知悉於本年度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。就部份產品，本集團於首年內交貨提供免費上門檢查服務。

To gather valuable customer feedback, the Group collects customer satisfaction questionnaires through different channels from time to time. During the Year, the Group received 15 (2023: 18) customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner.

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15 (2023年：18)宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。

The Group has been continuously offering its customers with high quality products and services, and has developed a strong brand reputation for selling high quality furniture. 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.



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。

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.

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

During the Year, the Group received the following awards for its quality products, professional services and quality showroom environment:

- No. 1 The Best Furniture Brand 2023**
2023 No. 1最優質傢俬品牌
No. 1 The Best Mattress Brand 2023
2023 No. 1最優質床褥品牌
Headline Daily
 頭條日報
- Excellence Awards 2023 – Excellent Lifestyle Furniture Brand**
企業大獎2023 – 卓越生活品味傢俬品牌
Hong Kong Economic Times
 香港經濟日報
- Excellent ESG Recognition Scheme 2002-2023 – Excellent ESG Enterprise**
2022-2023傑出環境、社會及管治表現嘉許計劃 – 傑出ESG企業
Hong Kong Economic Times
 香港經濟日報

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」。

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，本集團憑藉其優質產品、專業的服務及優質陳列室環境獲得以下獎項：



Excellent ESG Recognition Scheme
 傑出環境、社會及企業管治表現嘉許計劃

- **iMoney Enterprise Brand Awards 2023 – Prestigious Lifestyle Furniture Brand**

智富品牌及企業大獎2023 – 尊尚生活品味傢俬品牌

iMoney

智富雜誌

- **“at • home”：Quality Service Programme – Seasonal Quality Service Leader (Furniture & Home Accessories Category), April to June 2023**

「at • home」：優質服務計劃 – 季度優質服務領袖（傢俱及居室用品組別），2023年4月至6月

Hong Kong Retail Management Association

香港零售管理協會

- **“Ulfenbo”：Hong Kong Top Brand Mark**

「歐化寶」：香港名牌標識

Hong Kong Brand Development Council

香港品牌發展局



Ulfenbo® 歐化寶

歐化寶榮獲



香港名牌標識 (Top®) 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

4.3 Data Protection 資料保護

The Group places 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. Currently, the privacy policy is displayed in the Group's website for customers' reading at any time.

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、挪用或查閱。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。目前，隱私政策已於本集團網站展示，供顧客隨時閱讀。

In addition, staff are provided with guidelines 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 this regard, the Group arranges regular cybersecurity awareness training sessions for its staff, covering topics such as up-to-date internet safety and phishing awareness, as well as providing corporate guidance on safe remote working practices. To minimise risks of data leakage, access to customer database is limited to authorised staff. The Group does not share any personal data with third parties unless in accordance with law. To reduce the risk of identity theft, the Group takes appropriate measures to dispose of documents that contain customer information.

All these measures aim to ensure the Group's business activities adhere to the highest personal data protection standards. The Group regularly reviews and updates its policies and measures to align with the latest laws, regulations, and technology changes, ensuring the implementation of a continued and high degree of personal data protection.

此外，本集團根據資料私隱保護適用法律向員工提供指引，以加強彼等的意識及保障個人資料，防止遺失、未經授權查閱、使用、修改或披露。在這方面，本集團定期為其員工安排網絡安全意識培訓課程，內容包括最新的互聯網安全和網絡釣魚意識，並提供有關安全遠端工作實踐的企業指引。為降低資料外洩風險，客戶資料庫只容許經授權員工查閱。除非根據法律規定，否則本集團不會與第三方分享任何個人資料。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。

所有該等措施旨在確保本集團業務活動符合最高的個人資料保護標準。本集團定期審閱及更新其政策和措施，以符合最新法律、法規及技術變動，確保持續及高度的個人資料保護得以實施。

4.4 Protection of Intellectual Property 保護知識產權

The Group attaches great importance to the protection of intellectual property and is committed to complying with relevant laws, regulations and international standards. The Group protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including without limitation to “**Ulferts**”, “**Ulfenbo**” and “**at • home**”. The Group has registered trademarks in various classes in Hong Kong and Mainland China. The Group's trademarks and domain names are constantly monitored and renewed prior to their expiration.

The Group signs contracts with suppliers and partners that clearly define the ownership and usage rights of intellectual property to ensure the legal use of others' intellectual property. Besides, the Group takes prompt action against any infringement of the Group's intellectual property rights.

The Group takes active steps to collect and retain detailed records and evidence of its use and registration of trademarks, and constantly monitors and conducts periodical reviews on such use and registration to protect them from potential cancellation.

本集團高度重視知識產權保護，並致力遵守相關法律、法規及國際標準。本集團透過持續使用及註冊域名與各類商標（包括但不限於「**歐化傢私**」、「**歐化寶**」及「**at • home**」）保障其知識產權。本集團已在香港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。

本集團與供應商及合作夥伴簽訂合約，明確列明知識產權的所有權及使用權，確保合法使用他人之知識產權。此外，本集團會針對任何對本集團之知識產權作出的侵犯採取即時行動。

本集團採取積極措施收集及保存有關商標使用及註冊的詳盡紀錄及證據、時刻監察並定期就商標使用及註冊進行檢討，以免除潛在撤銷風險。

The Group will continue improving and updating its intellectual property protection policies and measures to ensure that its business operations comply with the latest legal and regulatory requirements and protect the legitimate rights and interests of intellectual property. During the Year, the Group has not been involved in any significant legal disputes or claims related to the intellectual property.

本集團將持續改善並更新知識產權保護政策和措施，以確保其業務營運符合最新法律法規要求，並保護知識產權的合法權益。於本年度，本集團並無涉及任何與知識產權相關的重大法律糾紛或索償。

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

The Group believes that fair, transparent, and ethical business practices are key to corporate success and sustainable development. 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. Such records are required to be kept properly in strict confidentiality.

本集團堅信公平、透明和道德的商業行為是企業成功及可持續發展的關鍵。為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。就大額現金交易，前線員工將要求顧客提供有關資料以核實彼等之身份。有關記錄須高度保密地妥善保存。

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. It is essential for the Group's employees to have a deep understanding of bribery, extortion, corruption and related acts, in order to maintain compliance and integrity in business operations. Strictly adhering to the Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong), an Anti-Corruption Policy and Procedures has been established, in which a set of guidelines in giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with business partners and government officials, was established to outline acceptable and unacceptable conduct in employees' daily business activities. These policies are explained during induction training. The Group aims to ensure every employee adheres to applicable legal requirements and makes ethical business decisions. Besides, special care must additionally be taken to ensure that all business dealings with business partners and government officials are conducted in a context that is free from any form of corrupt practices.

本集團對一切形式的貪污和賄賂採取零容忍的態度。本集團之員工必須對賄賂、勒索、貪污及相關行為有深入的了解，以維持業務營運合規及誠信。本集團嚴格遵守《防止賄賂條例》(香港法例第201章)，且已制定反貪污政策及程序，其中本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與商業夥伴和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。這些政策已在入職培訓時作出解釋。本集團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商業夥伴和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。

Anti-money laundering is one of the areas of high concern in the retail sector, and 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 part of potentially suspicious transactions or activities that employees should look out for. During the orientation by the Human Resources Department, Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) is introduced to new staff, and subsequent trainings are provided to its staff by email. Also, relevant information is shared through the e-learning platform.

反洗錢是零售業高度關注的範疇之一，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。在新員工入職培訓時，人力資源部亦會介紹《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)，並於隨後透過電郵向員工提供培訓，具通過電子學習平台分享相關資訊。

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 staff to report any actual or suspected improper conduct, in confidence, to their immediate supervisor or department head. The Group also guarantees confidentiality of the whistle-blowers' identities and protection from harassment. Moreover, the Group regularly assigns employees to review their department's compliance performance, formulate measures to address potential or existing issues, and identify and manage potential compliance risks in advance. This ensures that compliance standards are continually strengthened and improved. These policies and procedures together with the code of conduct can be found in the employee handbook.

In addition to these measures, the Group puts a strong emphasis on training and education. Employees are provided with regular training on anti-corruption practices, such as talks or seminars on business ethics, delivered by the Independent Commission Against Corruption of Hong Kong ("ICAC") from time to time. During the Year, ICAC integrity e-learning course was arranged for its staff, to refresh their relevant knowledge.

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.

本集團亦採納一套舉報政策及程序，讓本集團各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員工在保密的情況下向其直屬上司或部門主管舉報任何實際或疑似的不當行為。本集團亦保證舉報人身份的保密性並防止騷擾。此外，本集團定期委派員工審查其部門的合規表現，制定解決潛在或現有問題的措施，及提前識別及管理潛在合規風險。這確保不斷加強及完善合規標準。該等政策及程序連同行為守則可於員工手冊內查閱。

除該等措施外，本集團亦非常重視培訓及教育。員工獲定期提供有關反貪污守則的培訓，如由香港廉政公署不時舉辦的商業道德講座或研討會。於本年度，其員工獲安排香港廉政公署的誠信網上培訓，以更新他們的相關知識。

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

The Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with relevant 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)
- Trade Marks Ordinance (Cap. 559, Laws of Hong Kong)

遵守相關法律及法規

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：

- 《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）
- 《商標條例》（香港法例第559章）

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on pages 38 to 39 of the Company's 2023/24 Annual Report.

Legal and compliance services are retained and engaged to effectively support 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.

The Board is not aware of any issues within the Group during the Year that are in violation of any laws and regulations.

企業管治委員會之工作詳情載於本公司2023/24年度報告第38至39頁中之企業管治報告內。

本集團保持及聘用法務及合規服務，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。

相關員工及相關營運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。

於本年度，董事會並不知悉本集團有違反法律及法規的情況。

The Group highly recognises its role in social responsibility, and is committed to giving back to the communities. 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 is dedicated to making a positive impact on society through community investment and engagement initiatives.

The Group has been awarded the 5 Year Plus Caring Company Logo by the Hong Kong Council of Social Service, recognising its ongoing commitment to fulfilling its corporate social responsibilities.

本集團高度重視其社會責任，致力回饋社群。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。本集團致力透過社區投資及參與，對社會作出正面影響。

本集團獲香港社會服務聯會頒發5年或以上「商界展關懷」標誌殊榮，表揚其履行企業社會責任的持久承諾。



5.1 Voluntary Services 義工服務

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

本集團持續與非政府組織和慈善組織保持夥伴關係，以伸出援手支持有需要幫助的社群。

Hong Kong Palace Museum Tour 故宮歷史文化之旅

June 2023 6月

The Group's volunteers participated in the Hong Kong Palace Museum Tour jointly organised by V Foundation and The Neighbourhood Advice-Action Council, to bring senior citizens to visit the Hong Kong Palace Museum. Docents from Hong Kong Docent Association provided a guided tour, introducing the histories, features of the structures and values of the relics, as the group embarked on a time-transcending cultural exploration. The "From Dawn to Dusk: Life in the Forbidden City" exhibition attracted the most attention from the senior citizens, who were able to understand more about the key moments from mornings to bedtimes in the Forbidden City's busy lives. As the Dragon Boat Festival was approaching, The Group delegated its staff to assist V Foundation in presenting gift bags to senior citizens, thus celebrating the festival with them.

本集團義工參與由V慈善基金及鄰舍輔導會一同舉辦之故宮歷史文化之旅，帶領長者們前往香港故宮文化博物館進行參觀活動。香港導賞員學會的導賞員提供了導賞，介紹歷史、建築特色和文物價值，讓他們展開一場跨越時空的文化探索。以「紫禁一日－清代宮廷生活」為題的展覽讓一眾長者最為駐足觀賞，讓他們了解到紫禁城內從清晨到夜晚的種種生活點滴。由於端午節將至，本集團派遣其員工協助V慈善基金為長者們送上福袋，與大家共度佳節。



Homeless Outreach Service 無家者外展服務

October 2023 10月

The Group's volunteers participated in the "ImpactHK·Kindness Walk" outreach service, jointly organised by V Foundation and ImpactHK, distributing goods and understanding the needs of the homeless in Sham Shui Po District. Volunteers went to Tung Chau Street Park in Sham Shui Po to distribute goods to about 120 homeless people, including eggs, bananas, biscuits, water, etc. so that they could feel the care from the society. Through this activity, the volunteers understood the situation of the homeless and hoped to draw public attention to them and help them regain self-confidence, reintegrate into the society and improve their lives.



本集團義工參與由V慈善基金及同路舍合作舉辦之「同路舍·仁愛行」無家者外展服務，向深水埗區的無家者派送物資及了解需要。義工們一同前往深水埗通州街公園，為約120位無家者派發物資，包括雞蛋、香蕉、餅乾、水等物資，讓他們感受社會關懷。透過是次活動，義工們了解到無家者的處境，並希望藉此引起大眾對他們的關注，協助他們重拾自信，重返社會，改善生活。

Chinese New Year Poon Choi Feast

新春團圓盆菜宴

February 2024 2月



The Group arranged its volunteers to participate in the Chinese New Year Poon Choi Feast jointly organised by V Foundation and Shun On District Elderly Community Centre of Christian Family Service Centre, to welcome the festival with elderly singletons and couples in Kwun Tong District with joy. Volunteers accompanied senior citizens as they wrote their wishes and hopes for the New Year on spring scrolls. Apart from writing Chinese New Year scrolls, all participants made Chinese New Year dragon and lion decorations together, to welcome the coming New Year. Afterwards, the volunteers and the senior citizens enjoyed poon choi together, in a vibrant cheerful atmosphere. V Foundation also prepared gift bags for the senior citizens, to celebrate the festival with them.

本集團安排其義工參與由V慈善基金及基督教家庭服務中心轄下的順安長者地區中心一同舉辦之新春團圓盆菜宴，與觀塘區的獨居及雙老長者一同以笑聲迎春節。義工們陪同長者們在揮春上寫下對新一年的祝福與盼望。除了寫揮春，大家亦一起製作不同型態的龍和醒獅的新年掛飾以迎接新的一年。隨後，義工與長者們一同品嚐盆菜，氣氛高漲。V慈善基金還準備了福袋送予長者們，與大家共賀新禧。

Tung Ping Chau Slow Walking Tour 東平洲慢漫遊

February 2024 2月



The Group arranged its volunteers to participate in the Tung Ping Chau Slow Walking Tour jointly organised by V Foundation and the Hong Kong Lutheran Social Service, to bring children and their families to experience the fun of hiking while exploring the geographical wonders of Hong Kong. The event not only taught the children how to protect and conserve the precious nature, but also gave children and parents the opportunities to spend more time together, and build a better relationship.

本集團義工參與由V慈善基金及香港路德會社會服務處一同舉辦之東平洲慢漫遊活動，帶領小朋友及其家人體驗郊遊樂趣，同時探索香港地理奇觀。此活動除了教導小朋友如何保護及保存珍貴的自然生態，同時亦給予小朋友與父母機會增加相處的時間，建立更良好關係。

Chinese New Year Elderly Visit 新春老人探訪

February 2024 2月

Volunteers of the Group and Emperor Group, along with artistes from Emperor Entertainment and tenants from the Hong Kong United Youth Association Youth Hub, visited the elderly at Sham Shui Po So Uk Neighbourhood Elderly Centre under St. James' Settlement, and distributed handmade crafts and gift bags to each of them. The visit combined the values of environmental protection, inclusivity and charity, spreading the corporate culture of caring.

本集團及英皇集團義工，連同英皇娛樂藝人及香港青年聯會青年宿舍的租戶一同前往聖雅各旗下深水埗蘇屋長者鄰舍中心探望長者們，並把手作及福袋致送給他們。探訪活動將環保、共融及慈善價值結合，傳播企業的關愛文化。



5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

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

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

Hike for Hospice 2023

登山善行2023

May 2023 5月

During the Year, the Group's staff participated in the annual fundraising event "Hike for Hospice 2023", organised by The Society for the Promotion of Hospice Care. The event was held in Tai Lam Country Park, Yuen Long with Emperor Foundation continuing to be the Platinum sponsor of the event.

於本年度，本集團員工參與由善寧會舉辦的一年一度籌款盛事「登山善行2023」。活動於元朗大欖郊野公園舉行，英皇慈善基金於本年度繼續成為是次活動的白金贊助。



Mooncake Donation Campaign

愛心月餅募捐大行動

September 2023 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 ethnic minorities in 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，共度中秋佳節。



Blood Donation

捐血行動

September 2023 9月

The Group's employees actively joined the blood donation event jointly organised by Emperor Group in conjunction with the Red Cross, in order to help people in need.

本集團員工積極參加由英皇集團及紅十字會聯合舉辦的捐血行動，以幫助有需要的人。



“Food Wanted, Not Wasted” Campaign

「共餉樂享」惜食義工活動

October 2023 10月



To mark World Food Day, the Group's staff collected and donated surplus food to the "Food Wanted, Not Wasted" Campaign organised by Emperor Foundation and Tesla Owners Club Hong Kong, together with Feeding Hong Kong, a local food bank. The Campaign aimed at advocating a sustainable lifestyle to the general public. The collected food was transported to Feeding Hong Kong, where it underwent further sorting, storage, and distribution to registered charitable organisations, ensuring that it reached those who were most in need.

為響應世界糧食日，本集團員工收集並募捐過剩食物予由英皇慈善基金及Tesla香港官方車主會一同與本地食物銀行樂餉社舉辦之「共餉樂享」惜食行動。該活動旨在向大眾提倡實行可持續發展的生活態度。所收集的食物獲運送到樂餉社，以作進一步篩選、儲存及運送至註冊慈善機構，確保食物能運送至最具迫切需要的人士。

Dress Casual Day

公益金便服日

October 2023 10月



This year's theme for the annual Dress Casual Day was "Wear Your Moment". Participating staff members each donated HK\$70 or more to The Community Chest of Hong Kong, and put on casual wear to support the event.

一年一度的便服日於本年的主題為「Wear Your Moment」，每位參與同事均捐出70港元或以上予香港公益金，並穿上便服以支持該活動。

Charity Sale of Red Packets

利是封慈善義賣

November 2023 11月

The Group's staff supported Emperor Group's first-ever charity sale of red packets by purchasing the red packets. The funds raised in the charity sale were all donated to Jockey Club Upcycling Centre under St. James' Settlement, through Emperor Group Foundation, to support the centre in providing a diverse range of job opportunities and experiences for rehabilitated individuals, fostering employment for the underprivileged communities and promoting social inclusion.

本集團員工透過購買利是封，支持英皇集團首個利是封慈善義賣活動。慈善義賣所籌得款項由英皇慈善基金全數捐予聖雅各福群會旗下的賽馬會升級再造中心，以支持該中心為復康人士提供多元化的工作機會和體驗，造就弱勢社群就業，促進社會共融。



“Sharing the Comfort” Furniture Donation Campaign 「共享其適」傢俬捐贈行動

December 2023 12月

Emperor Group partnered with Cathay Pacific Group, and launched the “Sharing the Comfort” Furniture Donation Campaign with GOODS-CO, a one-stop second-hand goods matching platform of St. James’ Settlement, through Emperor Foundation. The platform aims to donate second-hand items to help the needy, with all donated items available through applications by non-profit making social welfare organisations, churches and schools. After successful matching, St. James’ Settlement coordinates volunteers to deliver the items to eligible individuals and grassroots families. The Group donated brand-new “Ulfenbo” bedding products via this campaign, to enhance the sleep quality of those in need.



英皇集團夥拍國泰集團經英皇慈善基金向聖雅各福群會「GOODS-CO」物送其用一站式物品捐贈及接收平台開展「共享其適」傢俬捐贈行動。該平台旨在捐贈二手物品以幫助有需要人士，所有捐贈物品開放予非牟利社福機構、教會及學校申請，配對成功後再由聖雅各福群會協調義工進行運送至合資格的人士及基層家庭手中。本集團透過此行動捐贈全新的「歐化寶」寢具，幫助有需要的人士提升睡眠質量。

Love Teeth Day 公益愛牙日

December 2023 12月

The Group encouraged its staff to participate in the “Love Teeth Day”, reminding them to take care of their own teeth as well as showing their care to beneficiaries. Participating staff members who 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.

本集團鼓勵其員工參加「公益愛牙日」，藉由活動提醒同事愛護自己牙齒，並向受助者送上關懷。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。



5.3 Environmental Conservation 環境保護

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

本集團致力通過綠色教育宣揚環保意識。

Earth Hour

地球一小時

March 2024 3月

The Group's Hong Kong 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，本集團香港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。



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

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)。	Not applicable <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced and, 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。	Not applicable <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, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1

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。	3.4
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。	3.4
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.4
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。	3.4
Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	3.5
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.5

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, 3.3
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
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
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
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
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

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

Subject areas 主要範疇	Description 描述	Section 章節
Aspect B7: Anti-Corruption 層面B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
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。	4.5
Community 社區		
Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution (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



歐化國際有限公司
Ulferts International Limited