

The background of the entire page is a close-up photograph of a tree trunk, showing concentric growth rings. Overlaid on this are several concentric circles in a teal, yellow, and light green color scheme, creating a target-like or ripple effect.

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

環境、社會及管治報告

2017/2018



歐化國際有限公司
Ulferts International Limited

Stock Code 股份代號：1711

The background of the entire page is a close-up, high-resolution image of a wood grain, showing concentric growth rings in shades of brown and tan. The texture is organic and detailed.

CONTENTS

目錄

ABOUT THIS REPORT 關於本報告	2
ENVIRONMENTAL 環境	5
WORKPLACE QUALITY 工作環境質素	9
OPERATING PRACTICE 經營常規	17
COMMUNITY INVOLVEMENT 參與社區活動	23
APPENDIX: HKEx ESG REPORTING GUIDE CONTENT INDEX 附錄： 聯交所《環境、社會及管治報告指引》內容索引	28

I. ABOUT THIS REPORT 關於本報告

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

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2018 (the “Year”). The contents of this report provide our stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”). It is recommended that this report is read in conjunction with the Company’s Annual Report 2017/18, in particular the Corporate Governance Report and Director’s Report sections therein.

This report is available on the websites of the Company (www.ulfertsintl.com) and HKEx (www.hkexnews.hk).

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

本報告闡述本集團於截至2018年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為持份者概述本集團在環境、社會及管治方面的工作，以針對日常營運所產生的影響。本報告符合香港聯合交易所有限公司(「聯交所」)證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2017/18年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站(www.ulfertsintl.com)及聯交所網站(www.hkexnews.hk)查閱。

I.1 CSR Committee

The Group is committed to the principles of good corporate governance, and strives to integrate corporate social responsibility (“CSR”) into its business strategy and management approach. A CSR Committee has been set up to formulate policies and practices on CSR-related matters, focusing on community welfare, the environment and employees’ well-being. It encourages and supports employee engagement in various CSR initiatives, to ensure the Company’s CSR commitment is properly fulfilled. It has overall responsibility for implementing, reviewing and monitoring the Company’s CSR policy.

I.1 企業社會責任委員會

本集團秉行良好的企業管治準則，致力將企業社會責任(「企業社會責任」)融入業務策略及管理模式之中。企業社會責任委員會已獲成立，負責就企業社會責任相關事宜制定政策及常規，主要涵蓋社區福利、環境及員工福祉範疇。該委員會鼓勵並支持員工參與各類企業社會責任活動，以確保本公司妥善履行其企業社會責任承諾。該委員會全面負責本公司企業社會責任政策的實施、檢討及監察。

1.2 EHS Committee

In addition, the Group is dedicated to cultivating a green, healthy and safe culture through the concerted efforts of all staff. To promote an environmental, health and safety (“EHS”) culture in the workplace, an EHS Committee – comprising representatives from the Group, has also been set up, and is responsible for fostering employees’ EHS participation in the workplace. It also plays a vital role in the development of EHS policies and programs on an ongoing basis. A written EHS policy has been established, to provide a balanced framework for the EHS measures, in order to achieve the following objectives:

- Ensure compliance with all applicable EHS legislation;
- Reduce quantities of waste and pollutants discharging to the sea, land and atmosphere;
- Promote EHS awareness among staff through training, workshops and programs;
- Provide a green, healthy and safe workplace for staff;
- Optimise energy use efficiency; and
- Continuously improve EHS performance.

1.2 環境、健康及安全委員會

此外，透過全體員工同心協力，本集團致力打造一個綠色、健康及安全的企業文化。為於工作場所推廣環保、健康及安全（「環境、健康及安全」）之文化，由本集團代表參與其中的環保、健康及安全委員會亦已成立，主要負責促進僱員在工作場所參與環保、健康及安全工作，亦持續在環保、健康及安全政策及計劃的發展方面發揮重要角色。環保、健康及安全政策文件已獲制訂，為環保、健康及安全措施提供平衡框架，以實現以下目標：

- 確保遵守所有適用的環保、健康及安全法例；
- 減少排入海洋、陸地及空氣的廢物及污染物數量；
- 透過培訓、研討會及課程提升員工對環保、健康及安全的意識；
- 為員工提供一個綠色、健康及安全的工作場所；
- 優化能源使用效益；及
- 不斷改善環保、健康及安全表現。



I.3 Stakeholders' Engagement

The Group continues to engage with its employees, customers, suppliers, investors, shareholders, and other stakeholders through diverse channels, to develop mutually beneficial relationships and promote sustainability.

The Group places a strong emphasis on employees' well-being, as well as training and development opportunities. For details, please refer to section 3.3 – "Health and Safety", section 3.4 – "Work-life Balance" and section 3.5 – "Development and Training" below.

The Group is committed to delivering quality products and services to its customers. For details, please refer to section 4.2 – "Product Responsibility and Customer Services" of this report.

The Group engages suppliers that reflect its commitment and maintains a solid relationship with them. For details, please refer to section 4.1 – "Supply Chain Management" of this report.

The Company maintains ongoing dialogues with its investors and shareholders. For details, please refer to the section "Communication with Shareholders" on page 45 of the Corporate Governance Report in the Company's Annual Report 2017/18.

I.3 持份者之參與

本集團通過不同渠道繼續維持與其僱員、客戶、供應商、投資者、股東及其他持份者的關係，致力建立互惠關係及促進可持續發展。

本集團重視員工的身心健康以及提供培訓及發展機會。有關詳情，請參閱下文第3.3「健康及安全」章節、第3.4「工作與生活的平衡」章節及第3.5「發展及培訓」章節。

本集團致力向其客戶提供優質產品及服務。有關詳情，請參閱本報告第4.2「產品責任及客戶服務」章節。

本公司採用能反映其承諾的供應商，並與彼等維持穩固關係。有關詳情，請參閱本報告第4.1「供應鏈管理」章節。

本公司與其投資者及股東保持持續的對話。有關詳情，請參閱本公司2017/18年報企業管治報告第45頁「與股東之溝通」章節。

2. ENVIRONMENTAL 環境

2.1 Environmental Policies and Performance

During the Year, the Group continued making its best endeavours to protect the environment from its business activities and impacts from the workplace. The Group also educates its employees to foster their awareness of nurturing a green environment. The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. Various measures have been adopted to reduce use of energy and other resources, minimise waste and increase recycling, and promote environmental protection in the Group's supply chain and marketplace. These measures are discussed below, in section 2.2 – "Use of Resources" and section 2.3 – "The Environmental and Natural Resources".

2.1 環境政策及表現

於本年度，本集團繼續盡最大努力，力求保護環境免受集團的業務活動及工作場所的影響。本集團亦教育其僱員，培養彼等對培育綠色環境的意識。本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響減至最低。本集團已採取多項措施以降低能源及其他資源消耗、減廢及增加循環再用，並在本集團的供應鏈及市場中推行環保。該等措施載於本報告第2.2「資源利用」及2.3「環境及天然資源」章節。

2.2 Use of Resources

Global warming and climate change are among the major environmental problems in every part of the world. The Group aims to maximise energy conservation in its retail outlets and offices by promoting efficient use of resources and adopting green technologies. The electricity consumption in retail branches contributes most of the Group's carbon footprint. The Group seeks to improve operating efficiencies through upgrading lighting and air-conditioning equipment and systems. For instance, energy-efficient LED light bulbs are adopted in most of the Group's stores. In an effort to minimise light nuisance, some of the Group's showrooms has joined the "Charter on External Lighting" launched by the Environment Bureau since 2016 and the external lighting of store signage has been switched off after midnight. The Group was granted with "Gold Award" in the "Charter on External Lighting Award Scheme" in June 2018, affirming the Group's commitment in fulfilling the switch-off requirement.

In the head office, the staff are encouraged to switch off their lights when they leave their office for more than one hour. The Group attempts to maintain room temperature at 23.5 °c for all "Uliferts" showrooms. To identify energy efficiency opportunities, the Group measures and records the energy consumption intensity from time to time.

2.2 資源利用

全球暖化及氣候變化已成為全球各地面對的重大環境問題。本集團藉著促進善用資源及採納綠色科技，使旗下零售店舖及辦公室積極實踐節約能源。旗下零售店舖耗電為本集團碳足跡的最大來源。本集團旨在透過提升照明及空調設備及系統，來改善營運效率，例如於本集團大部分店舖採用較具能源效益的LED燈泡。為幫助減少光滋擾，本集團部分陳列室自2016年起參加了由環境局舉辦的「戶外燈光約章」，並於午夜12時後關掉店舖外的燈光招牌。於2018年6月，本集團在「戶外燈光約章獎勵計劃」中獲頒金獎，引證本集團履行關燈要求之承諾。



於總辦事處工作的員工倘離開辦公室超過一小時，應關掉辦公室的照明。本集團致力將所有「歐化傢俬」陳列室之室溫保持於攝氏23.5度。為發掘提升能源效益的方法，本集團不時量度及記錄耗能情況。

2.3 The Environment and Natural Resources

Creating a paperless working environment not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via online networks, and reduce complicated documentation procedures. In the head office, the Group has implemented paperless processing e-systems – such as employee time sheets, leave applications and memo approvals. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Data on usage of office printing machines is regularly collected and assessed, to monitor the efficiency of a paperless environment. In addition, the Group has chosen to use FSC-certified paper in the Group's stores, helping to reduce environmental impacts while supporting certified and responsibly managed forests.

2.3 環境及天然資源

營造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，包括可節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。於總辦事處，本集團已實行無紙化電子處理系統，例如僱員工時表、假期申請表及審批備忘等。另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估打印機使用數據，以監控無紙化環境之成效。此外，本集團已選擇於本集團旗下店舖使用FSC認證紙張，以協助減少對環境所造成之影響，並同時支持符合認證標準及負責任地管理的森林。

2.4 Environmental Performance Summary

To demonstrate a commitment to greater transparency of reporting, qualitative data has been collected from selected locations, to illustrate the Group's sustainability performance. These included Room 1206, Emperor Group Centre, 288 Hennessy Road, Wanchai (the "Head Office"), where the Group's head office was located during the Year, and "Ulferts" showroom in King's Road, Tin Hau (the "Selected Store"). During the Year, approximately 92.6% of the Group's revenue was derived from retail business. As of 31 March 2018, the Selected Store occupies a gross floor area of 1,556 square metres, accounting for more than 20% of the Group's aggregate space of all retail stores. The data collection period covers February and March 2018, being the two complete months within the Year after the listing of the Company on 29 January 2018.

2.4 環境表現概要

為表達對提高報告透明度的承擔，本集團一直於選定位置收集質性數據，以呈列本集團之可持續表現。有關位置包括本集團於本年度位於灣仔軒尼詩道288號英皇集團中心1206室之總部（「總辦事處」）及於天后英皇道之「歐化傢俬」陳列室（「選定店舖」）。於本年度，本集團收益約92.6%來自零售業務。於2018年3月31日，選定店舖所佔建築面積為1,556平方米，相當於本集團所有零售店之總計面積超過20%。數據收集期涵蓋2018年2月及3月，亦即本公司於2018年1月29日上市後於本年度內之兩個完整月份。

2.4.1 Emissions

2.4.1 排放物

The carbon emissions at the Selected Store have been calculated and measured as follows:

選定店舖的碳排放量的計算及計量如下：

Indicators 指標	February and March 2018 2018年2月及3月
Indirect emissions (Scope 2) CO ₂ emissions from electricity generation (kg) 間接排放 (範疇2) 電力產生的二氧化碳排放 (千克)	15,585.9
Total CO ₂ emissions per gross floor area (kg/m ²) ¹ 每平方米建築面積的二氧化碳排放總量 (千克/平方米) ¹	10.0

¹The calculation of the Group's carbon emission intensity is based on a carbon emission factor of 0.79 kg CO₂/kWh, which was cited in the 2017 Sustainability Report of HK Electric.

¹本集團碳排放密度乃基於港燈2017年可持續發展報告所列的碳排放因子每千瓦時0.79千克的二氧化碳排放計算。

2.4.2 Energy Consumption

2.4.2 能源消耗

Energy consumption data was based on the amount of electricity consumed in the Selected Store, as follows:

能源消耗數據乃基於選定店舖的用電量，如下：

Indicators 指標	February and March 2018 2018年2月及3月
Indirect energy consumption (kWh) 間接能源消耗 (千瓦時)	19,729.0
Total energy consumption per gross floor area (kWh/m ²) 每平方米建築面積的能源消耗總量 (千瓦時/平方米)	12.7

2.4.3 Waste Management

2.4.3 廢物管理

Disposal of general waste generated at the Group's Head Office – such as daily consumables and food waste, is managed by a licensed operator. Collection of other recyclable waste items – including papers, plastic bottles, aluminium and glass, fluorescent tubes and computer equipment – is centralised through the building's property management, and these items are subsequently handled by authorised operators.

本集團經持牌營運商處置旗下總辦事處產生的一般廢物，如日常消耗品及廚餘。其他可回收廢物包括紙張、塑膠瓶、鋁及玻璃、光管以及電腦設備，乃透過大廈的物業管理處進行收集，而該等物品隨後由授權營運商處理。

The waste management data regarding the Group's Head Office is as follows:

有關本集團總辦事處的廢物管理數據如下：

Indicators 指標	February and March 2018 2018年2月及3月
General office waste disposed to landfills (kg) 棄置於堆填區的一般辦公室廢物(千克)	209.0
General office waste disposed to landfills, per gross floor area (kg/m ²) 每平方米建築面積的棄置於堆填區的一般辦公室廢物(千克/平方米)	0.62
Paper collected for recycling (kg) 收集進行回收的紙張(千克)	1,114.3
Paper collected for recycling per gross floor area (kg/m ²) 每平方米建築面積的收集進行回收的紙張(千克/平方米)	3.3

Packaging materials are essential for protecting the quality of products while they are being delivered to the customers. In the Group's retail business, the packaging solutions are designed and provided by the suppliers, who mainly use cartons and packaging film to protect finished goods against potential damage. The Group is committed to recycling the cartons, and encourages its suppliers to adopt compatible packaging that can minimise waste.

在運送產品至客戶之過程中，包裝材料對保護產品質量而言是必不可少的。就本集團之零售業務而言，包裝方法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。本集團承諾推行紙箱回收，並鼓勵其供應商採用通用包裝，以減少浪費。

The total amounts of packaging materials consumed within the Group's warehouse are as follows:

本集團倉庫所消耗的包裝材料總量如下：

Indicator 指標	February and March 2018 2018年2月及3月
Total packaging material used (kg) 所用包裝材料總量(千克)	480.0

2.4.4 Water consumption

2.4.4 耗水量

The water consumption data regarding the Selected Store as follows:

有關選定店鋪的耗水量數據如下：

Indicators 指標	February and March 2018 2018年2月及3月
Water consumption (m ³) 耗水量(立方米)	45.0
Water consumption per floor area (m ³ per m ²) 每平方米面積的耗水量(立方米/平方米)	0.03

3. WORKPLACE QUALITY 工作環境質素

3.1 Workforce

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

As at 31 March 2018, the permanent employees of the Group totalled 133, working at the Head Office, retail outlets and warehouse in Hong Kong.

The demographics of the Group's workforce (as at 31 March 2018) are summarised below:

Age Distribution 年齡分佈	
≤35	32%
36-45	28%
46-55	31%
≥56	9%
	100%

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

3.1 員工

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。

於2018年3月31日，本集團合共僱有133名全職僱員，於香港的總辦事處、零售店舖及倉庫任職。

於2018年3月31日，本集團之員工分佈資料概述如下：

Gender 性別	
Male 男	45%
Female 女	55%
	100%

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

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talents with diverse backgrounds for achieving sustainable growth. As at 31 March 2018, approximately 36% of the staff had worked for the Group for five years or more. Long-term service awards were presented to recognise staff members for their years of remarkable contributions to the Group. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

The Group encourages breastfeeding, and provides space to support milk production by breastfeeding women. These "Breastfeeding Friendly Workplace" measures demonstrate the Group's commitment to the well-being of its employees and their families.



管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致持續增長。於2018年3月31日，約36%員工於本集團任職達5年或以上。本集團頒發長期服務獎予多年來為本集團作出傑出貢獻的員工同事。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。

本集團支持母乳餵哺，並為餵哺母乳的女性員工提供空間，以支持其泵奶需要。該等「母乳餵哺友善工作間」措施兌現本集團維護僱員及其家庭成員福祉的承諾。

3.2 Labour Standard

The Group is committed to establishing an inclusive culture and embracing the diverse backgrounds of employees. The Group's employee handbook covers policies and guidelines related to employment practices, including compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other benefits and welfare, etc.

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

3.2 勞工標準

本集團致力建立共融文化，包容不同背景的員工。本集團之員工手冊訂有與僱傭常規有關的政策及指引，包括薪酬及解僱、招聘、工作時數、假期、平等機會、反歧視以及其他待遇及福利等。

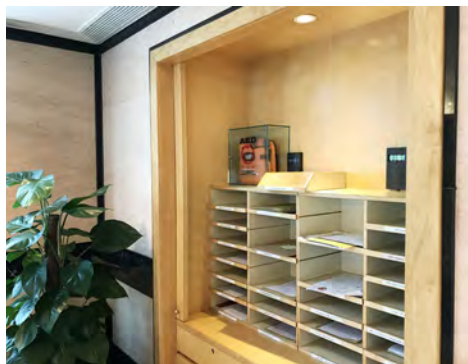
本集團嚴格遵守在相關地區有關防止強迫勞動或童工的法律法規。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的強迫勞動。

3.3 Health and Safety

The Group values the health and well-being of staff. In order to provide employees with health coverage, staff are entitled to benefits including medical and life insurance as well as other fringe benefits.

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Adequate arrangements and training courses are provided to ensure a healthy and safe working environment. Health and safety training is provided to all employees on induction. Office memos and guidelines on occupational health and safety are issued, and keep all employees informed. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety issues for employees.

The Group promotes emergency preparedness and ensures there are well-stocked first-aid kits in offices, warehouse and retail outlets to protect the health and safety of employees, in the event that they are injured at work. During the Year, the Group also placed an automated external defibrillator in the office, aimed at saving the life of anyone who might suffer sudden cardiac arrest.



Every case of injury (if any) is required to be reported to the Group Human Resources Department and be individually assessed under the internal guideline procedures. The rate of accidents and injuries during the Year was extremely low. No fatalities or critical incidents were reported.

3.3 健康及安全

本集團重視員工之健康及福祉。為了向員工提供健康保障，彼等享受之福利包括醫療及人壽保險以及其他額外福利。

本集團致力為員工提供安全、高效及舒適之工作環境，並以此自豪。本集團落實充足的安排及培訓課程，以確保健康及安全的工作環境。於入職時，所有員工均須接受健康及安全培訓。所有員工均獲發及知悉有關職業健康與安全的辦公室備忘錄及指引。本集團定期舉辦不同主題的研習會及研討會，以呈列最新資訊，及加強僱員對職業健康及安全方面的意識。

本集團加強應急準備能力及確保辦公室、倉庫及零售店內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。於本年度，本集團亦已在辦公室設置自動體外心臟去顫器，旨在拯救潛在心臟病發的人士。



每宗工傷事故(如有)均需通報本集團人力資源部門，並根據內部指引程序進行獨立評估。本年度之意外及工傷率極低。概無接獲死亡或重大事故的報告。

The Group advocates eco-friendly diets that help to maintain a healthy lifestyle. In the “Green Monday Fruit Day” campaign, an item of fresh fruit is given to each staff member on the first working day of every week. “Green Monday Light Lunch” has also been launched, allowing staff to order a healthy and delicious lunch, such as sandwiches and salads, at a special price.

本集團鼓勵綠色飲食以維持健康生活習慣。在「生果星期一」活動中，每名員工在每週第一個工作日獲發一個新鮮水果。「輕營午餐星期一」亦已啟動，讓員工能夠以優惠價購買健康美味午餐，如三文治及沙律。



3.4 Work-life Balance

The Group believes that maintaining a work-life balance is essential for sustainability, and a sound body and mind for every employee. The Group supports work-life balance activities and encourages its employees to attain a healthy work-life balance with their co-workers and family. The Group actively provides a range of activities and initiatives to enhance the health and well-being of its employees, as well as to strengthen the connections and teamwork among staff. During the Year, the Group organised a hiking trip and a barbecue gathering for employees in May and October respectively.

3.4 工作與生活的平衡

本集團相信，維持工作與生活的平衡對可持續發展以及每位員工的身心健康至為重要。本集團支持工作與生活平衡相關的活動，並鼓勵員工在與同事工作及家庭生活之間取得健康平衡。本集團積極提供多種活動及落實多項措施，以提高僱員的健康及福祉，以及加強員工之間的聯繫及團隊合作。於本年度，本集團分別於5月為員工舉辦了遠足活動及於10月舉辦了野外燒烤活動。



Tai Tam Reservoirs Hiking Trip, May 2017
大潭水塘遠足，2017年5月



BBQ Gathering, October 2017
野外燒烤，2017年10月

As a wrap up for the year, a team gathering dinner was held to express the Group's gratitude to its employees for their support and service as well as to foster team spirit within the Group.

作為過去一年的總結，本集團舉行公司晚宴聚餐，以答謝員工的支持及服務，以及培養本集團員工之間的團隊精神。



Annual Dinner, March 2018
週年晚宴，2018年3月

The Group also organises interest classes for the staff and their families, such as cookery classes and sand art workshops. These activities help to strengthen relationships between employees, and promote a harmonious working environment.

本集團亦為員工及其家屬舉辦興趣班，如烹飪班及藝術工作坊等。該等活動有助鞏固員工之間的關係，並締造和諧的工作環境。



Sand Art Table Tree Workshop, April 2017
沙繪盆景工作坊，2017年4月



Homemade Pasta Cooking Class, June 2017
新煮●意製作，2017年6月



Lobster Bisque Cookery Class, December 2017
龍蝦湯批製作班，2017年12月

3.5 Development and Training

Recognising the importance of skilled and professionally trained employees, the Group supports its staff to develop and enhance their knowledge, skills and work capability. 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 that maximise performance.

The Group has a comprehensive training system, covering corporate culture, personal competencies development, and management skills, as well as induction training for new hires. The training programmes offering to general frontline staff mainly focus on customer servicing skills and product knowledge. In an effort to achieve better sales performance, the Group arranges workshops for enhancing sales skills of staff. In these workshops, participants are coached with practical selling techniques through practising in role-playing. New-comers receive guidance from a designated mentor, along with workshops from the Human Resources Department.

To build a talent pipeline for supporting growth, a structured training program has been implemented annually, nurturing high calibre frontline employees. Upon completion of this program, the selected employees are nominated for The Service & Courtesy Award organised by Hong Kong Retail Management Association. Awards are given to outstanding individuals for their quality services while engaged in the frontline retail profession.

3.5 發展及培訓

本集團明白技能熟練及經專業培訓的僱員之重要性，並支持員工發展及提升其知識、技能及工作能力。本集團鼓勵並資助各級員工進修或參與培訓，以實現其個人成長及專業發展。本集團設外間進修資助政策，讓每個員工能發展及維持工作技能，發揮最佳表現。

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。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。為爭取最佳的銷售表現，本集團安排多個工作坊，致力提升員工銷售技能。該等工作坊透過角色扮演，向參加的員工傳授實用銷售技巧。新入職之員工獲得導師指導，人力資源部門亦安排工作坊提供指引。

為了建立人才庫以壯大業務，每年均會推行一項有系統的培訓計劃，以栽培高質素的前線員工。完成該計劃後，獲選員工可獲提名參加由香港零售管理協會舉辦之傑出服務獎。該獎項的頒發對象是從事前線零售工作及提供優質服務之傑出人士。



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

During February and March 2018, the Group's staff devoted around 136 hours to self-learning and training, representing approximately 1 hour per employee.

To enable our colleagues to embrace the Group's organisation vision and outlook, a CEO Breakfast Meeting is held annually. While serving staff with warm breakfasts, the program provides a good opportunity for networking and sharing best practices among colleagues. The management will also welcome new joiners during the meeting.

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實用的管理及監督技能。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。

於2018年2月及3月，本集團員工於自學及培訓方面投入約136小時，相當於每名僱員參與約1小時培訓。

為使同事能支持本集團之企業願景及展望，每年均會舉行一次與行政總裁會面的早餐見面會。該活動不單為員工送上溫暖的早餐，亦提供良好機會予員工擴展網絡及交流心得。管理層亦會在會上歡迎新入職的員工。



4. OPERATING PRACTICE 經營常規

4.1 Supply Chain Management

The furniture products offered by the Group are imported from Europe and Asia. As of 31 March 2018, over 50 brands were offered for sale in our retail stores. With over 40 years' history in the furniture retail industry, the Group has built up a long-standing relationship with a suite of reliable brands, many of which are recognised for their high-quality, stylish design. The Group's procurement team regularly attends various major international furniture trade exhibitions to source supplies; seeks potential new furniture suppliers; and evaluates designs or workmanship of both existing and new suppliers. The selection of suppliers and the purchase of goods are based on criteria such as quality, price, delivery timeliness, supplier's capability and experience. The procurement plans are implemented after analysing the Group's sales and inventory levels for various furniture products.

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

4.1 供應鏈管理

本集團提供之傢俬產品乃進口自歐洲及亞洲。於2018年3月31日，本集團零售店售賣超過50個品牌。本集團在傢俬零售行業擁有超過40年歷史，與一系列可靠品牌建立了長遠合作關係，當中大部分以高質素及時尚設計聞名。本集團採購團隊定期出席不同大型國際傢俬貿易展覽，以開拓產品供應、尋找新的傢俬潛在供應商以及評估現有供應商及新供應商之設計或工藝。供應商之甄選及商品採購乃基於質素、價格、送貨時效、供應商的實力及經驗等準則進行。各項不同傢俬產品之採購方案乃經分析本集團之銷售及存貨水平後落實。

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

4.2 Product Responsibility and Customer Services

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

The Group is not aware of any product recall due to safety and health reasons. All complaints are independently investigated and handled according to its internal guidelines. The Group offers free on-site inspection for regular product within the first year of delivery. During the Year, the Group received five customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner.

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

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



4.2 產品責任及客戶服務

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

本集團概不知悉有任何產品因安全及健康理由而需要回收。所有投訴均按照內部指引作獨立調查及處理。本集團為於首年內交貨之一般產品提供免費上門檢查服務。於本年度，本集團收到5宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。

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

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

The Group has joined the Mystery Shoppers Programme organised by Hong Kong Retail Management Association. As an on-going customer service assessment programme, mystery shopper visits to the Group's outlet are arranged. The mystery shoppers thoroughly assess all aspects of the staff's customer services and the customer experience, including store environment, staff grooming, friendliness, relationship building and product knowledge.

To gather valuable customer feedback, the Group collects customer satisfaction questionnaires in its retail outlets from time to time.

During the Year, the Group received the following awards for its dedication to high quality service and brand recognition:

- **Service & Courtesy Award**
 - The Best Team Performance Silver Award
 - Winner of the Supervisory Level (Furniture & Home Accessories Category)
 - Winner of the Junior Frontline Level (Furniture & Home Accessories Category)
 - Outstanding Performance Award

Hong Kong Retail Management Association, December 2017

本集團參與由香港零售管理協會舉辦之「神秘顧客計劃」。此乃為持續進行的客戶服務評估計劃，向本集團之零售店作神秘顧客探訪。神秘顧客徹底評核員工在客戶服務及服務體驗的所有方面之表現，包括店舖環境、員工儀表、友善態度、建立關係及產品知識等。

為收集客戶寶貴意見，本集團不時於其零售門市收集客戶滿意度調查問卷。

於本年度，本集團憑藉其對高水平服務的堅持及於拓展品牌知名度所付出的努力而獲得以下獎項：

- **傑出服務獎**
 - 最佳參賽隊伍 – 銀獎
 - 主管級別傑出服務個人獎(傢俱及居室用品組別)
 - 基層級別傑出服務個人獎(傢俱及居室用品組別)
 - 傑出表現獎

香港零售管理協會，2017年12月



- **Service Retailers of the Year (Furniture & Home Accessories Category)**

Mystery Shopper Programme of Hong Kong Retail Management Association. December 2017



- 全年最佳服務零售商(傢俱及居室用品組別)
香港零售管理協會神秘顧客計劃，2017年12月

- **Market Leadership Award in Furniture Retail**

Hong Kong Institute of Marketing, April 2018

- 市場領袖大獎(傢俬零售)
香港市務學會，2018年4月



4.3 Protection of Data

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, processing and use of their personal data. The Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorised use or access.

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

4.3 資料保護

本集團在收集、處理及使用所有客戶、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料免被未經授權挪用或存取。

本集團亦確保客戶個人資料獲安全妥善地儲存，並只會按收集時指定的用途處理。本集團根據適用法律就資料私隱保護向相關員工提供充足培訓，以加強彼等的意識及保障個人資料，防止遺失、未經授權獲取、使用、修改或披露。客戶資料庫只容許經授權員工存取，在存取資料前亦須進行驗證。為減低身份盜竊的風險，本集團於處置含有客戶資料的文件方面採取適當措施。

4.4 Protection of Intellectual Property

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

4.4 保障知識產權

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

4.5 Anti-corruption/Anti-money Laundering/Counter-Terrorist Financing

In order to build up an ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing.

4.5 反貪污／反洗黑錢／反恐怖分子資金籌集

為建立一套企業道德的文化及常規，本集團已建立反貪污、反洗黑錢及反恐怖分子資金籌集之政策及程序。

It is essential for the Group's employees to acquire a better understanding of corruption and related acts. In addressing and mitigating corruption risks, a set of guidelines was established to outline acceptable and unacceptable conduct in employees' daily business activities. This reaffirms that every employee must adhere to applicable legal requirements and make ethical business decisions. Employees are given briefings organised by the Group or seminars on anti-corruption organised by the Independent Commission Against Corruption of Hong Kong. The Group has also adopted a whistleblowing system 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. These policies and procedures can be found in the employee handbook on the Company's intranet.

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

本集團之員工應當對貪污及相關行為加深了解。為了針對及減低貪污之風險，本集團已制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這套指引再次強調，每名員工均必須遵從適用的法律規定及作出合乎道德之商業決定。員工會參與本集團舉辦之簡介會或香港廉政公署舉辦之防止貪污研討會。本集團亦採納一套舉報制度及程序，讓本集團所有層面及業務之員工可秘密地就任何可能影響本集團之不當事宜（如不當及不法行為）提出檢舉。該等政策及程序可於本公司內聯網上的員工手冊內查閱。

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

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 legal and regulatory requirements which have significant impact on the Group. Details on the work of the Corporate Governance Committee can be found on page 35 of the Corporate Governance Report in the Company's Annual Report 2017/18.

The Legal Department is designed to provide an in-house legal and compliance service that effectively supports various operation units in their duties and day-to-day operations and provides legal advice in accordance with 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.

4.6 遵守相關法律及法規

董事會委派企業管治委員會檢討及監察本集團在遵守對本集團有重大影響之法律及監管規定方面的政策及常規的情況。企業管治委員會之工作詳情載於本公司2017/18年報之企業管治報告第35頁。

法律合規部門旨在提供內部法務及合規服務，以適用法律、規則及法規，有效支援多個經營單位之職務及日常營運，以及提供法律意見。

相關員工及相關經營單位不時獲得相關適用法律、規則及法規之最新資料。管理層須確保所從事業務符合相關適用之法律及法規。

5. COMMUNITY INVOLVEMENT 參與社區活動

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.

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此等活動方面亦擔任重要角色。

Environmental Conservation

環境保護

The Group is dedicated to promoting environmental awareness through green education. Major environmental conservation initiatives during the Year include:

本集團致力通過綠色教育宣揚環保意識。於本年度，主要環保舉措包括：

Community Care • Furniture Re-cycling for the Needy

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

關愛社區 • 回收送暖

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



Tree Planting Day, June 2017

Staff participated in a tree planting day on Peng Chau, organised by Hong Kong Green Nature Union and the Committee of International Million Trees (Forest) Project and Network – Hong Kong Region. They enjoyed a pleasant outing, which enhanced their awareness of environmental protection.

植樹日，2017年6月

員工參與了由香港綠色自然聯盟與國際百萬森林計劃香港區委員會在坪洲舉辦的植樹日。員工享受愉快的旅程，並提升了彼等對保護環境的意識。

Earth Hour, March 2018

On 24 March 2018, the Group 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.



地球一小時，2018年3月

於2018年3月24日，本集團響應世界自然基金會一年一度的「地球一小時」活動，與全球數百萬人攜手參與節能行動並關閉辦公室照明燈。該活動旨在提高人們對氣候變化的意識。

Charitable Sponsorship and Donations

慈善贊助及捐贈

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

On 29 January 2018, the Group donated HK\$1 million to The Community Chest of Hong Kong via the Stock Code Balloting for Charity Scheme, showing the support to the community on the occasion of the Company's public listing in Hong Kong.

本集團動員員工參與慈善義賣及籌款活動，幫助社區弱勢群體。於本年度，主要慈善贊助及捐款活動包括：

於2018年1月29日，本集團透過「股份代號慈善抽籤安排計劃」向香港公益金捐款100萬港元，於本公司在港上市的同時回饋社會。



The 18th Super Kids Championship, March 2018

To encourage young children to form a habit of exercising and having quality sleep at an early age, the Group has been sponsoring the Super Kids Championship organised by the Chinese Sports & Recreations Association since 2008. This is the largest primary school sports event in Hong Kong. The competition is organised for groups of different ages and attracts hundreds of children to join each year. Children in Hong Kong face the pressure of heavy homework loads every day. Sports not only allow them to stretch their muscles and exercise, but also enable them to adapt to social life.

第18屆全港兒童細運會小飛人大賽，2018年3月

為鼓勵兒童從小養成運動及優質睡眠的習慣，本集團自2008年起贊助由華人運動員協會舉辦之「全港兒童細運會」。這個活動是香港最大型的小學生運動會，比賽分不同年齡組別進行，每年吸引數百名兒童參加。香港兒童每日面對繁重的功課壓力，運動不單能讓彼等舒展筋骨、鍛鍊體魄，亦能讓彼等適應群體生活。



Mooncake Transfer Campaign, September 2017

In the “Mooncake Transfer Campaign”, the Group collected mooncakes from staff. The mooncakes were then donated to Pok Oi Hospital Wai Yin Association Youth City, for redistribution to underprivileged families in Tin Shui Wai.



月餅轉贈活動，2017年9月

在「月餅轉贈活動」中，本集團向員工收集月餅，然後將月餅捐贈予博愛醫院慧妍雅集新Teen地，以派發予天水圍的弱勢家庭。

Dress Casual Day, October 2017

The staff dressed casual when they took part in the annual Dress Casual Day organised by the Community Chest. The theme was “Wear as I Am; Be Yourself” and participants wore their favourite outfits to work, which created a vivid atmosphere in the office. The campaign raised a considerable amount of donations for the underprivileged.



便服日，2017年10月

員工身穿便服參加香港公益金之年度活動便服日。便服日的主題是「做自己」：參加者穿著自己喜歡的衣服上班，為辦公室營造了朝氣勃勃的氣氛。此活動為弱勢人士籌得可觀善款。

Voluntary Services

志願服務

The Group endeavours to support a wide array of voluntary programs in order to promote social harmony. Major volunteering initiatives during the Year included:

本集團竭力支持多項義工項目以促進社會和諧。於本年度，主要的志願服務包括：

Blood Donation Day, June 2017

Staff members took part in a blood drive organised by the Hong Kong Red Cross, aiming to support those in needs and spread the message of saving lives.

捐血日，2017年6月

員工參加香港紅十字會舉辦之捐血活動，旨在幫助有需要的人士，並傳遞挽救生命的訊息。

Ethnic Minorities x Cultural Diversity, November 2017

The Group and Oxfam jointly organised a workshop “Ethnic Minorities x Cultural Diversity”. Participating staff members and their relatives or friends learnt to speak some Nepalese and Urdu, visited exotic shops and took part in a mock ceremony, thereby learning how people of this disadvantaged group in Hong Kong live, and reflecting on how to get along with them and foster racial harmony in the community.



少數族裔x文化觸覺，2017年11月

本集團與樂施會合辦「少數族裔x文化觸覺」工作坊。參加的員工及其親友學習一些尼泊爾及巴基斯坦語言、遊走特色小店、參與模擬民族儀式等，認識香港此一弱勢社群，反思如何相處共融，以達致社會和諧。



Hair Cutting Services for the Mentally Challenged, December 2017

A five-week haircut course was offered to staff members who later volunteered to cut hair for the mentally challenged, at an institution in Sheung Shui. The tour to the institution was carried out on bicycles, arranged by Hong Kong Lutheran Social Service under We Cycle 2, a programme to train reformed drug addicts to be eco-tour guides on two wheels. This expedition allowed participants to serve those in need and work with those deserving a second chance.



為智障人士理髮，2017年12月

本集團向員工提供為期五星期的理髮課程，其後該等員工前往上水為一間機構的智障人士提供理髮服務。員工獲香港路德會社會服務處安排，由「改變輪舍單車導賞員及義工訓練計劃」（一項將更新吸毒人士培訓為單車生態導遊的計劃）之義工帶領下以單車前往機構探訪。該活動讓參加者為有需要人士服務及與更生人士合作。



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

於本年度，本集團首次獲得香港社會服務聯會頒發的「商界展關懷」標誌，表揚其履行企業社會責任的持久承諾。



6. APPENDIX: HKEx ESG REPORTING GUIDE CONTENT INDEX

附錄：聯交所《環境、社會及管治報告指引》內容索引

The following content index is prepared in accordance with the ESG Reporting Guide, as set out in Appendix 27 of the Listing Rules of the HKEx.

下列內容索引乃根據聯交所上市規則附錄27《環境、社會及管治報告指引》制訂。

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
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。	2.4.1
KPI A1.2 指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.4.1
KPI A1.3 指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable In view of its business nature, the Group does not directly generate any hazardous waste. 不適用 基於其業務性質，本集團並無直接產生任何有害廢棄物。
KPIA1.4 指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.4.3
KPI A1.5 指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	2.2
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	2.4.3

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
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。	2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.4.2
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.4.4
KPI A2.3 指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	2.2
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Not applicable The Group did not encounter any problems in sourcing water for its daily operations. 不適用 本集團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。	2.4.3
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.3
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。	2.3

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
B. Social 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1 briefing discussed 已概括說明
Aspect B2: Health and Safety 層面B2：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.3
KPI B2.1 指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.3
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3 briefing discussed 已概括說明
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.3

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.5 briefing discussed 已概括說明
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.5 briefing discussed 已概括說明
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
Operating Practices 經營常規		
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 briefing discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1
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 of this report 本報告之章節
Aspect B7: Anti-Corruption 層面B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
Community 社區		
Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution. 專注貢獻範疇。	5
KPI B8.2 指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5



歐化國際有限公司
Ulferts International Limited