

The background of the entire page is a close-up photograph of a tree trunk, showing concentric growth rings. Overlaid on this are three concentric circles in teal, yellow, and green, which are slightly offset from the wood's natural rings.

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

環境、社會及管治報告
2018 / 2019



歐化國際有限公司
Ulferts International Limited

Incorporated in Hong Kong with limited liability (Stock Code: 1711)
於香港註冊成立之有限公司 (股份代號：1711)

CONTENTS

目錄

ABOUT THIS REPORT 關於本報告	2
ENVIRONMENTAL PROTECTION 環境保護	4
WORKPLACE QUALITY 工作場所質素	8
OPERATING PRACTICE 經營常規	18
COMMUNITY INVOLVEMENT 參與社區活動	24
APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX 附錄： 港交所（環境、社會及管治報告指引）內容索引	28

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 2019 (the “Year”). The contents of this report provide the 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. It is recommended that this report is read in conjunction with the Company’s Annual Report 2018/19, in particular the Corporate Governance Report and Directors’ Report sections therein.

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

歐化國際有限公司（「本公司」）及其附屬公司（統稱為「本集團」）深明有效的環境、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2019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。本報告的內容供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2018/19年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

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

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

The Group is committed to making proactive efforts to continuously interact with key stakeholder groups, which comprise its customers, employees, investors, shareholders, suppliers and the community. The Group maintains active engagement with its stakeholders, and collects their feedback through various communication channels to understand and address their concerns. The engagement channels with stakeholders include general meetings, corporate website, community activities, regular dialogue with employees, performance appraisal interviews and networking with suppliers.

本集團致力與主要持份者群組包括客戶、僱員、投資者、股東、供應商及社會進行持續互動。本集團積極與其持份者保持聯繫，並透過各種溝通渠道收集其反饋意見，以了解與回應其訴求。與持份者的聯繫渠道包括股東大會、公司網站、社區活動、與僱員定期對話、績效評核面試及與供應商聯動。

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

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

Material ESG Topics 重要環境、社會及管治議題

Environment 環境	Workplace 工作場所	Operating Practices 經營常規	Community 社區
• Energy conservation 能源節約	• Employment and labour practices 僱傭及勞工慣例	• Supply chain management 供應鏈管理	• Employee volunteering 員工志願服務
• Waste management 廢物管理	• Diversity and equal opportunities 多元共融和平等機會	• Product and services quality 產品及服務質素	• Community fundraising 社區籌款
• Waste recycling 廢物循環利用	• Training and development 培訓和發展	• Anti-corruption/Anti-money laundering 反貪污／反洗錢	
	• Occupational health and safety 職業健康與安全	• Customer privacy protection 客戶私隱保護	
	• Work-life balance 工作與生活平衡		

1.2 CSR Committee 企業社會責任委員會

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 the areas of 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.

本集團秉行良好的企業管治準則，致力將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。

2.1 Environmental Policies 環境政策

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

於本年度，本集團繼續致力在業務活動及工作場所實踐環境保護。本集團亦教育其僱員提升對綠色環境的意識。本集團努力辨識及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，並在其供應鏈及市場中推行環保。該等措施載於本報告第2.2「資源使用」章節。

2.2 Use of Resources 資源使用

2.2.1 Energy Saving 能源節約

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

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 have 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. Certain stores of the Group were granted “Gold Award” in the “Charter on External Lighting Award Scheme”, affirming the Group’s commitment in fulfilling the switch-off requirement. In addition, thermostats are installed in the air conditioning systems of certain shops of the Group which automatically adjust the room temperature, resulting in a comfortable environment while saving energy. The Group also attempts to maintain room temperature at 23.5°C in all “Ulferts” showrooms.

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。為降低能源消耗及減少排放，本集團在其位於香港灣仔軒尼詩道288號英皇集團中心19樓1905-7室的總辦公室（「總辦公室」）、零售店鋪以及倉庫積極推行節能並採納綠色科技。

本集團旨在透過提升照明及空調設備及系統，以改善營運效率，例如於本集團大部分店鋪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時後關掉店鋪外的燈光招牌。本集團部份店鋪在「戶外燈光約章獎勵計劃」中獲頒金獎，引證本集團履行關燈要求之承諾。此外，本集團部份店鋪之空調系統配備溫度控制器以控制室內溫度，在節能的同時營造舒適的環境。本集團還致力將所有「歐化傢俬」陳列室之室溫保持於攝氏23.5度。



At the Head Office, energy saving LED fluorescent tubes are fully used. The staff are encouraged to switch off their lights when they leave their office for more than one hour.

於總辦公室，已全部採用節能的LED光管。本集團鼓勵員工倘離開辦公室超過一小時，則關掉辦公室的照明。

To identify energy efficiency opportunities, the Group measures and records the energy consumption intensity from time to time.

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。

2.2.2 Waste Management 廢物管理

The Group engages employees in their waste behaviours and encourages recycling practices in the workplace to minimise the environmental impacts. At Head Office, the building's property management company has appointed recycling contractor to collect and recycle used plastic bottles, aluminium and glasses, fluorescent tubes and computer equipment.

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，以減少對環境的影響。在總辦公室，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塑膠瓶、鋁及玻璃、光管以及電腦設備。



2.2.3 Paper Reduction 減少用紙

The Group continued to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal human resources processing such as employee time sheets, payrolls, leave applications, surveys, assessment papers, inspection forms and many more. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed, to monitor the efficiency of the paperless environment. In addition, the Group uses FSC-certified paper in the Group's stores, helping to reduce environmental impacts while supporting certified and responsibly managed forests.

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

本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部人力資源無紙化流程，例如僱員工時表、糧單、假期申請、意見調查、評估報告及檢查表格等。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，本集團已於本集團旗下店鋪使用FSC認證紙張，以協助減少對環境所造成之影響，並同時支持符合認證標準及負責任地管理森林。

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

2.3 Environmental Performance Summary 環境表現概要

To demonstrate a commitment to greater transparency of reporting, qualitative data has been collected from several locations, to illustrate the Group's sustainability performance. These included its Head Office, "Ulferts" showroom on King's Road, Tin Hau, Hong Kong (the "Selected Store") and the warehouse in Tuen Mun, Hong Kong (the "Warehouse").

為表達對報告提高透明度的承擔，本集團於選定位置收集量化數據，以呈列本集團之可持續表現。有關位置包括總辦公室、位於香港天后英皇道之「歐化傢俬」陳列室（「選定店舖」）及位於香港屯門之倉庫（「倉庫」）。

Indicators 指標	FY2018/19年度		
	Location 位置		
	Head Office 總辦公室	Selected Store 選定店舖	Warehouse 倉庫
GHG Emissions 溫室氣體排放			
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）	22,947	151,599	67,386
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）	4,256	1,152	2,112
Total (Scope 2&3) GHG emissions (kgCO ₂ e) 合共（範疇2及3）之溫室氣體排放總量（每公斤二氧化碳當量排放）	27,203	152,751	69,498
GHG emissions intensity (kg/m ²) 溫室氣體排放強度（公斤／平方米）	75.4	98.2	7.8
Energy Consumption 能源消耗			
Total energy consumption (GJ) 總能源消耗（千兆焦耳）	103	682	475
Energy consumption intensity (GJ/m ²) 能源消耗強度（千兆焦耳／平方米）	0.3	0.4	0.05
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）	1,195	720	3,704
General refuse intensity (kg/m ²) 棄置於堆填區的一般廢物密度（公斤／平方米）	3.3	0.5	0.4
Recycled paper collected (kg) 回收廢紙（公斤）	1,672	471	655
Recycled paper intensity (kg/m ²) 回收廢紙密度（公斤／平方米）	4.6	0.3	0.07
Total packaging material used (kg) 使用包裝材料總量（公斤）	—	N/A ¹ 不適用 ¹	229
Water Consumption 耗水量			
Water consumption (m ³) 耗水量（立方米）	N/A ² 不適用 ²	225	15
Water consumption intensity (kg/m ²) 耗水量密度（公斤／平方米）	N/A ² 不適用 ²	0.1	0.002

¹ In the Group's retail business, the packaging solutions designed and provided by suppliers mainly use cartons and packaging film to protect finished goods against potential damage.

² The Head Office is a leased premises in which the water charge is included in the management fee paid to the building management company, hence water consumption data for individual occupant is not available.

¹ 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。

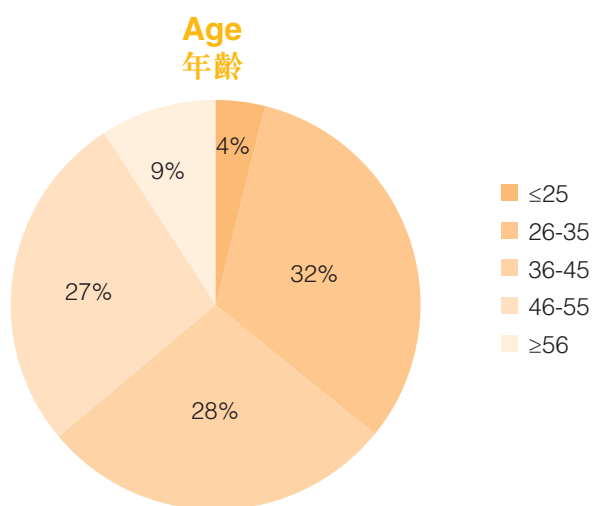
² 總辦公室為租賃物業，水費已包含在繳交予大廈管理公司之管理費內，個別租戶的耗水量數據未能提供。

3.1 Workforce Distribution 員工分佈

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 2019, the permanent employees of the Group totalled 137, working at the Head Office, retail outlets and warehouse in Hong Kong.

The demographics of the Group's workforce as at 31 March 2019 are summarised below:



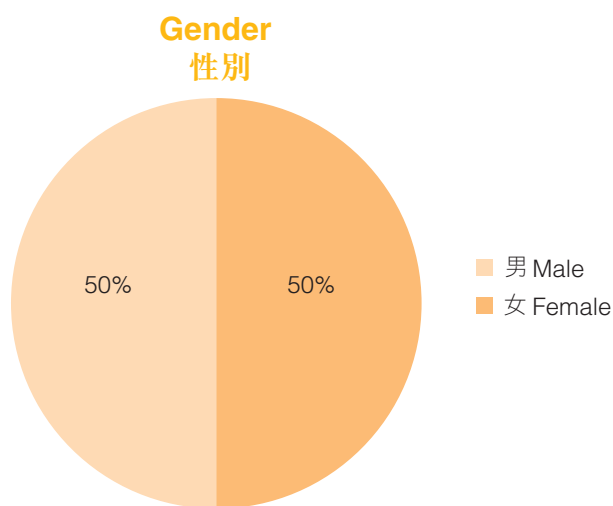
The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competencies that contribute to the Group's success. The Group is firmly committed to gender equality, and therefore particularly encourages female participation in the Board, and at managerial and 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. As at 31 March 2019, 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.

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2019年3月31日，本集團合共僱有137名全職僱員，於香港的總辦公室、零售店鋪及倉庫任職。

於2019年3月31日，本集團之員工分佈資料概述如下：



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。

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2019年3月31日，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。

3.2 Labour Standard 勞工標準

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

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

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

本集團嚴格遵守《僱傭條例》（香港法例第57章）及其他有關僱傭及勞工慣例的法定規定。本集團致力於在就業的各個方面提供平等機會，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、表現及市場價格獲得公平及具競爭力的薪酬待遇，並定期檢討有關待遇。為吸引和挽留人才，本集團提供全面的福利，例如僱主的自願強積金供款、醫療保險、人壽保險及有薪假期。此外，每名員工均可享有一日生日假，為每名員工提供了額外的休息日代替生日禮物。

為確保員工清楚了解自己的權利和義務，員工手冊涵蓋僱傭慣例相關政策及指引，包括薪酬及解僱、招聘、工作時間、休息時間以及其他利益及福利等。本集團不時檢討其相關政策，以確保本集團符合最新法定要求。本集團亦設立一系列申訴程序，為員工提供渠道，以便員工以保密方式向集團人力資源部提出投訴和關注事項。

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

3.3 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Health and safety training is provided to employees on induction. 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. An automated external defibrillator ("AED") is available in the office building to rescue potential victims of sudden cardiac arrest. During the Year, an AED refresh training course was held for the first aiders of the Group, to reinforce their techniques in the resuscitation processes.

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。於入職時，員工需接受健康及安全培訓。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。自動體外心臟去顫器（「AED」）設置在辦公大樓，以供潛在心臟病患者在病發時進行救助。於本年度，本集團已為本集團的急救人員舉辦AED重溫課程，以加強其急救技巧。



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 less than 1%. No fatality nor critical incidents was reported.

每宗工傷事故（如有）需彙報至本集團人力資源部，以根據內部指引程序進行獨立評估。本年度之意外及工傷率低於1%。概無接獲死亡或重大事故的報告。

3.4 Employee Wellness 員工福祉

The Group values workplace wellness practices that support employees' health and well-being. With society's growing concerns regarding health and diet, the employees participated in the "Wellness Day" activity during the Year, in which assessments of blood sugar and cholesterol levels and nutrition, as well as preliminary spine and foot examinations were arranged. In addition, the Group continued holding the "Green Monday Fruit Day" campaign, which involves giving a fresh fruit to employees in the Head Office on the first working day of every week, encouraging staff to maintain a healthy lifestyle.



本集團注重營造健康工作環境的慣常做法，使員工體魄強健。隨著社會對健康及飲食的關注增加，員工於本年度參與「健康評估，了解健康」活動，獲安排血糖、膽固醇及營養評估，以及足脊初步檢查。此外，本集團繼續舉辦「生果星期一」活動，在每週第一個工作日向總辦公室的員工派發新鮮水果，以鼓勵員工維持健康生活習慣。

The Group encourages breastfeeding and provides a designated private space to support lactation of breastfeeding female employees in flexible schedule during working hours. These "Breastfeeding Friendly Workplace" measures demonstrate the Group's commitment to the wellbeing of its employees and their families.

本集團支持母乳餵哺，並設立特定具私穩的空間，以支援女性員工在工作時間內彈性地計劃進行擠母乳。該等「母乳餵哺友善工作間」措施兌現本集團維護僱員及其家庭成員福祉的承諾。

3.5 Work-life Balance 工作與生活的平衡

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

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

Tasting Friday, June 2018 英皇「粽」有你，2018年6月



Employees were served hot glutinous rice dumplings as afternoon tea during the Dragon Boat Festival, creating a festive atmosphere in the office.

員工於端午節獲贈熱騰騰的粽子作為茶點，為辦公室營造節日氣氛。

Cool Friday, August 2018 冰涼星期五，2018年8月



Two ice cream carts were arranged in the Head Office building, distributing ice creams to employees so they could enjoy a cooling Friday moment during the burning hot summer.

本集團於總辦公室大樓安置了兩輛到會雪糕車並分派雪糕予同事，讓他們於炎炎夏日享受一個冰涼的星期五。

Adventure at Ocean Park, September 2018 海洋公園探索之旅，2018年9月



Employees and their family members were invited to Ocean Park for a day of adventure featuring thrilling rides, marine mammals and endangered animals; together with Halloween Fest 2018 and Sanrio Party.

員工及其家人獲邀到海洋公園遊覽一天，體驗刺激的機動遊戲及參觀海洋生物及瀕危動物；以及參加哈囉喂全日祭2018及Sanrio派對。

Mid-Autumn Festival Delicacies, September 2018 佳餚美饌賀中秋，2018年9月



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

員工獲贈並一同分享由英皇駿景酒店所提供的月餅，以表達心意及慶祝中秋節。

Leisure Friday, October 2018 超級猛片，齊齊欣賞，2018年10月



A private movie party was organised at Emperor Cinema, ensuring an enjoyable evening for all participating employees.

於英皇戲院舉辦了一場私人電影派對，讓所有參與員工度過一個愉快的晚上。

BBQ Gathering, October 2018 戶外燒烤，2018年10月

The Group organised a barbecue gathering for employees, which strengthened the relationships between them and promoted a harmonious working environment. All participating staff had an enjoyable evening.

本集團為員工舉辦了野外燒烤活動，有助加強同事間之關係及促進和諧的工作環境。所有參與的員工均渡過一個愉快的晚上。



Annual Dinner, February 2019 週年晚宴，2019年2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。



DIY Cake Workshop, March 2019 DIY蛋糕工作坊，2019年3月

The staff enjoyed a relaxing break during a half-day cake baking workshop. The staff rolled up their sleeves and created a delicious selection of fresh cream cakes together.

員工參加為期半天的蛋糕烘焙工作坊活動，享受悠閒時光。員工捲起袖子，一同製作了一系列美味的鮮奶油蛋糕。



All these activities helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment.

該等活動均有助鞏固員工之間的關係、加強員工士氣，並締造和諧的工作環境。

3.6 Development and Training 發展及培訓

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 for full performance.

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

To build a talent pipeline for supporting growth, the Group has nominated high calibre frontline employees for The Service & Courtesy Award organised by Hong Kong Retail Management Association and implemented a structured training programme during the Year. One of the Group's staff received the "Excellent Service Star" Award, an accolade granted to only 39 out of 501 candidates from 97 industry players were, testifying to her outstanding performance and service quality.

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。新入職之員工獲得特定導師的指導，及被顧客服務及培訓部安排參與工作坊。

為了建立人才庫以壯大業務，本集團於本年度提名高質素的前線員工參加由香港零售管理協會舉辦之傑出服務獎，並進行一系列培訓。本集團一位員工獲得「優質服務之星」獎項，是對其卓越表現和優質服務的最好證明。來自97個業界參與者共501位候選人中僅39位獲得此殊榮。



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

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。

“at • home” Training Programmes, July and August 2018

「at • home」培訓計劃，2018年7-8月

The Group launched a new retail line, “**at • home**”, during the Year. A series of tailor-made training courses for “**at • home**” were held during July and August 2018, mainly covering customer service, sales skills, visual merchandising and product knowledge.

本集團於本年度推出新零售線「**at • home**」。一系列為「**at • home**」量身訂造的培訓課程於2018年7至8月舉行，主要覆蓋顧客服務、銷售技巧、商品展示及產品知識。



CEO Breakfast Meeting, October 2018 行政總裁早餐見面會，2018年10月

To enable its colleagues to embrace the Group's vision and outlook, as well as to review sales performance and preview new products, a CEO Breakfast Meeting is held annually. While serving staff with warm breakfasts, the session provides a good opportunity for networking and sharing best practices among colleagues. The management team also welcomes new joiners during the meeting.

為使同事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。管理層亦於會上歡迎新入職的員工。



Offsite Meeting Plus Team Building, March 2019 戶外會議及團隊建立活動，2019年3月

An offsite meeting plus team building event was held at Pak Tam Chung Holiday Camp, to enable staff to brainstorm new ideas for business development and gain a deeper understanding of the Group's corporate culture. Training programmes were also arranged which encouraged staff to explore themselves and excel to their full potential, whilst strengthening team spirit.

本集團在北潭涌渡假營舉行了戶外會議及團隊建立活動，讓員工能夠集思廣益地討論對業務發展的新想法，並加深對本集團企業文化的了解。此外，還安排了培訓課程，鼓勵員工自我探索及激發個人潛能，同時加強團隊精神。



During the Year, the Group's staff devoted around 3,400 hours to self-learning and training, representing approximately 25 hours per employee.

於本年度，本集團員工於自學及培訓方面投入約3,400小時，相當於每名僱員參與培訓約25小時。

4.1 Supply Chain Management 供應鏈管理

The furniture products offered by the Group are imported from Europe and Asia. As of 31 March 2019, 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.

本集團提供之傢俬產品乃進口自歐洲及亞洲。於2019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 產品責任及客戶服務

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

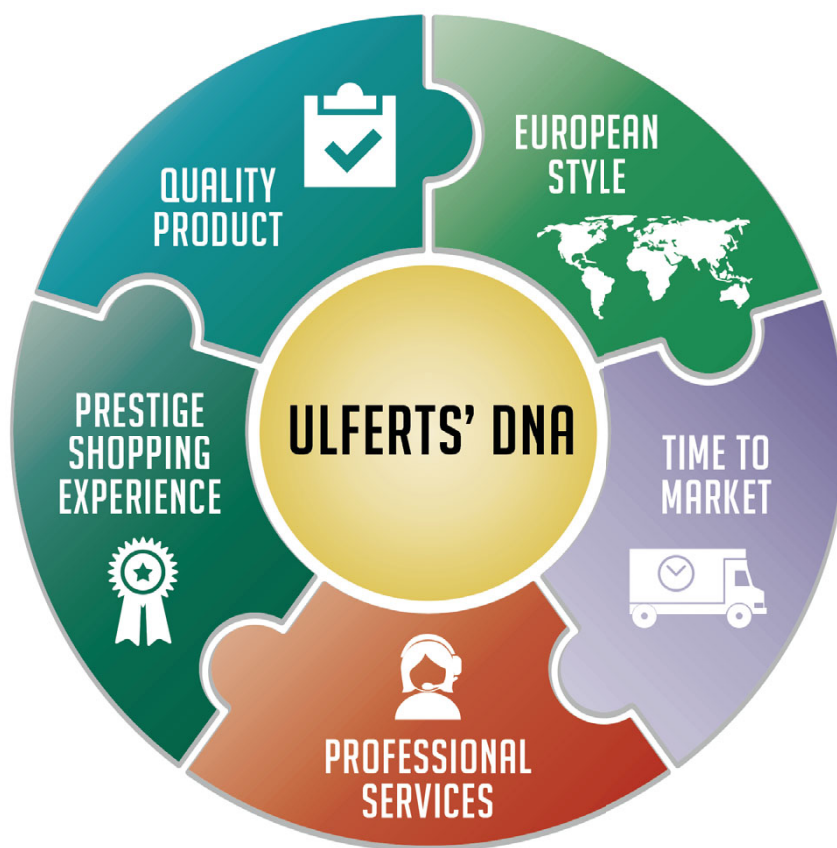
The Group is not aware of any product recall due to safety and health reasons. All complaints are independently investigated and handled according to its internal guidelines. The Group offers free on-site inspection for regular product within the first year of delivery. During the Year, the Group received 23 customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner.

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

本集團概不知悉有任何產品因安全及健康理由而需要回收。所有投訴均按照內部指引作獨立調查及處理。本集團為於首年內交貨之一般產品提供免費上門檢查服務。於本年度，本集團收到23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 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.

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 replacements services are offered according to the length of time since a product was purchased, at prevailing 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.

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

The Group has continued to join the Mystery Shoppers Programme organised by Hong Kong Retail Management Association, as well as its annual Service & Courtesy Award. Mystery shopper visits are conducted to assess the overall performance of the Group's outlets, including the staff's customer services, store environment, staff grooming, friendliness, relationship building and product knowledge.

To gather valuable customer feedback, the Group collects customer satisfaction questionnaires through different channels from time to time.

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

- **Excellent Service Star, 2018 Service & Courtesy Award**
Hong Kong Retail Management Association, October 2018
- **傑出服務獎2018—優質服務之星**
香港零售管理協會·2018年10月
- **Service Category Leaders (Furniture & Home Accessories Category), Quarterly Service Leaders**
Mystery Shopper Programme of Hong Kong Retail Management Association, October – December 2018



本集團繼續參與由香港零售管理協會舉辦之神秘顧客計劃以及其傑出服務獎。神秘顧客到訪本集團之零售店鋪並就其整體表現作評估，包括員工之顧客服務、店鋪環境、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，本集團不時透過不同渠道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：



- **季度服務領袖—組別服務領袖（傢俱及居室用品組別）**
香港零售管理協會神秘顧客計劃·2018年10-12月



4.3 Protection of Data 資料保護

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, processing, 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 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.

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，保障個人資料不會被未經授權使用或獲取。本集團亦確保客戶個人資料獲安全妥善地保存，並只會按收集時指定的用途處理。本集團根據適用法律向相關員工提供資料私隱保護方面的充足培訓，以加強彼等的意識及保障個人資料免受遺失、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 保障知識產權

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**”, “**Ulfenbo**” and “**at • home**”. 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.

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「歐化傢私」、「多眠樂」、「歐化寶」及「**at • home**」），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 反貪污／反洗錢

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.

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

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

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

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

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

本集團之員工必須對賄賂、勒索、詐騙、貪污及相關行為加深了解。為了針對及減低貪污之風險，本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這旨在確保每位員工遵從適用的法律規定及作出合乎道德之商業決定。為確保所有與政府官員之商業交易在不採取任何形式的貪污下進行，本集團給予額外的注視。

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整體框架，並提供指引防止本集團的員工及客戶、顧客、供應商、賣方及承包商被誤用於洗錢、恐怖主義資金籌集或其他金融罪行。打擊洗錢政策已列出部分潛在可疑交易或活動的指標，供員工參考。

本集團之員工手冊載有防止貪污法例之主要條文。本集團亦採納一套檢舉政策及程序，讓本集團所有層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。該等政策及程序連同行為守則可於員工手冊內查閱。

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

4.6 Compliance with Relevant Laws and Regulations 遵守法律及法規

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

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

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 2018/19.

企業管治委員會之工作詳情載於本公司2018/19年報企業管治報告第35頁。

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

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

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.

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

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.

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

5.1 Voluntary Services 義工服務

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

本集團繼續與非政府組織和慈善組織建立夥伴關係，以伸出援手支持有需要幫助的社群。

Community Care • Furniture Recycling for the Needy 關愛社區 • 回收送暖

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 delivers 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.

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。

During the year, Yan Oi Tong showed appreciation for the Group’s ongoing support by presenting the Voluntary Services Certificate of Commendation to the Group.

於本年度，仁愛堂頒發義工服務證書嘉獎令予本集團，以示感謝本集團持續對仁愛堂的支持。



5.2 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 include:

本集團推動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：

Blood Donation Day, May 2018 捐血日，2018年5月



Emperor Group and Hong Kong Red Cross jointly organized the Blood Donation Day. Employees donated blood to help people in need.

英皇集團與香港紅十字會合辦舉行捐血日，員工一同捐血以幫助有需要的人士。

Dress Casual Day, October 2018 公益金便服日，2018年10月



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

本年主題為「色得著，做自己」，參與同事均捐出70港元或以上予香港公益金，於便服日穿上獨特的衣著。員工一同參與活動以示支持。

UNICEF Charity Run 2018, November 2018 聯合國兒童基金會慈善跑2018，2018年11月

During the Year, the Group's employees participated in the 10 km Run of "UNICEF Charity Run 2018", organised annually by UNICEF Hong Kong. The donation was sponsored by Emperor Foundation and would support HIV/AIDS prevention work for children and families in developing countries, with an aim of eliminating HIV/AIDS infections among children.

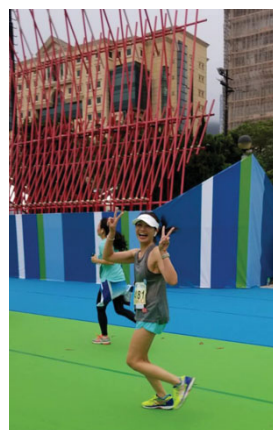
本集團員工參加由聯合國兒童基金會香港委員會每年舉辦的「聯合國兒童基金會慈善跑2018」之十公里賽跑。捐款由英皇慈善基金贊助，有關捐款將用作發展中國家的兒童及家庭開展防治愛滋病毒工作，為兒童杜絕感染愛滋病。



Standard Chartered Hong Kong Marathon 2019, February 2019 渣打香港馬拉松2019，2019年2月

This is the largest annual sports event in Hong Kong, and several staff participated in the 10 km Run, bringing positive energy and a healthy lifestyle to the community. Emperor Foundation made donation to Orbis and the Hong Kong Paralympic Committee & Sports Association for the Physically Disabled in respect of each participating employee, to help people with impaired vision and the physically disabled.

多名同事參加這項香港年度大型體育盛事之十公里賽跑，向社會發放正面能量並推動健康生活模式。英皇慈善基金為每位參賽同事分別向奧比斯及香港殘疾人奧委會暨傷殘人士體育協會作出捐款，以幫助失明人士及傷健人士。



Festival Gifts Transfer Campaign 節日食品回收轉贈活動

During the Lunar New Year and Mid-Autumn festivals, respectively, New Year gifts and mooncakes were collected from staff, and donated to underprivileged families through a charitable organisation.

於農曆新年及中秋節期間，本集團向同事們收集賀年禮物及月餅，透過慈善機構轉贈至基層家庭。



5.3 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：

Used Book Recycling Campaign, July 2018 舊書交換及義賣大行動，2018年7月



To enhance employees' environmental awareness, Emperor Foundation organised a campaign to promote reuse of books. Employees donated money in return for used books.

為進一步提高員工環保意識，英皇慈善基金舉辦活動以支持舊書循環使用。員工捐贈善款以換取舊書。

Earth Hour, March 2019 地球一小時，2019年3月



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

本集團總辦公室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。

6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section 章節
A. Environmental A. 環境		
Aspect A1: Emissions 層面A1：排放物		
General Disclosure 一般披露	Information on: 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) the policies; and 政策；及 (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. 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。	2.3
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。	2.3
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 <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 intensity. 所產生無害廢棄物總量及密度。	2.3
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。	2.2

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 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。	2.3
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.3
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 <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 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。	2.3
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。	2.2
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
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: 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) the policies; and 政策；及 (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. 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: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (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. 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 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。	3.6
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。	3.6 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。	3.6 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: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 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
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 briefing discussed 已概括說明

Subject areas 主要範疇	Description 描述	Section 章節
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: 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) the policies; and 政策；及 (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. 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: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 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