



泛亞環保集團有限公司
Pan Asia Environmental Protection Group Limited

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

股份代號 stock code : 00556.HK

2019

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT
環境、社會及管治報告



Environmental, Social and Governance Report

環境、社會及管治報告

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Environmental, Social and Governance Report

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1. ABOUT THE REPORT

Pan Asia Environmental Protection Group Limited and its subsidiaries (together, the “**Group**” or “**we**”) are pleased to present our Environmental, Social and Governance Report (the “**ESG Report**”). The report concerns environmental and social impacts, policies and initiatives of the Group to demonstrate our long-term commitment to ensure that our activities, at all levels, are economically, socially and environmentally sustainable to stakeholders. Additional information in relation to the Group’s corporate governance and financial performance can be referred to our annual report for the year ended 31 December 2019.

1.1 Scope and Reporting Boundary

The scope of the ESG Report covers the environmental and social performances of the principal operating activities of the Group, which includes the which includes the operating plants and offices in Yixing, Jiangsu Province, the People Republic of China (“**PRC**”) and the headquarters in Hong Kong, spanning over the period from 1 January 2019 to 31 December 2019 (the “**Reporting Period**” or “**FY2019**”). Part of the content may look back upon the performance of the Group in past years with a view to presenting the report in a more informative and comparable manner. The reporting boundary includes the operating entities in Hong Kong and the PRC.

1.2 Reporting Guidelines

The “Environmental, Social and Governance Reporting Guide” (the “**ESG Reporting Guide**”) which is set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “**HKEX**”) serves as the reporting guidelines of this report.

1. 關於本報告

泛亞環保集團有限公司及其附屬公司（「**本集團**」或「**我們**」）欣然提呈我們的環境、社會及管治報告（「**環境、社會及管治報告**」）。該報告涉及本集團環境及社會影響、政策及計劃，以顯示我們就確保業務活動在各方面達至經濟、社會及環境可持續發展之長期承諾。有關本集團企業管治及財務表現之其他資料，可參閱我們截至二零一九年十二月三十一日止年度的二零一九年年報。

1.1 報告範圍及界址

環境、社會及管治報告範疇涵蓋本集團主要經營活動（包括經營中華人民共和國（「**中國**」）江蘇省宜興市的廠房及辦公室以及香港總部）自二零一九年一月一日至二零一九年十二月三十一日期間（「**報告期**」或「**二零一九財政年度**」）的環境及社會表現。部分內容可能會回顧本集團過去幾年的表現為本報告基礎，以更具資料性作出可比較的方式呈列報告。報告範圍包括香港和中華人民共和國的業務實體。

1.2 報告準則

香港聯合交易所有限公司（「**香港聯交所**」）證券上市規則附錄二十七所載的「環境、社會及管治報告指引」（「**環境、社會及管治報告指引**」）乃本環境、社會及管治報告的報告框架。

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1.3 Reporting Principles

The reporting principles of this ESG Report are governed by “materiality” and “quantitative”. With respect to “materiality”, we ensure that ESG issues discussed in this report are sufficiently important and material to investors and stakeholders including clients, communities, employees, institutions, governments, non-governmental organizations, shareholders, subcontractors, suppliers and industry associations. With respect to “quantitative”, Key Performance Indicators (“KPI”) required by the ESG Reporting Guide are measurable such that the effectiveness of our ESG policies and management systems can be evaluated and validated continuously.

The Group is determined to be a responsible enterprise and is committed to perfecting its business and improving the local community. In order to determine what issues are relevant and material to our business with respect to sustainability, the Group is aware that the key is to understand what issues that our stakeholders concerned most. We define our stakeholders as people who affect our business or who are affected by our business. In our daily business, we actively exchange information with our stakeholders through our transparent platform while we are devoted to continuous improvement of our communication system. In addition, we are committed to maintaining a long-term partnership with our stakeholders and are actively engaged in addressing their concerns with timely follow-up actions. The Group is working to create a sustainable growth for the benefit of all our stakeholders.

1.3 報告原則

報告指引所載的重要性和量化匯報為編制本報告的總攬。關於重要性，我們確保本報告中的關注事項對於投資者和持份相關者（包括客戶，社區，僱員，機構，政府，非政府組織，股東，承包商，供應商和行業協會）是重要和需要知道議題。關於量化，《ESG報告指南》要求的關鍵績效指標（「KPI」）是可衡量的，因此我們的ESG政策和管理系統的有效性可以持續評估和驗證。

本集團深知公司發展與社會、環境的可持續發展是成為一家負責任的企業關鍵所在。堅持並致力於管理業務及改善當地社區。為有效及高效地管理有關環境、社會及管治的各個範疇，我們一直不遺餘力就本集團的整體環境、社會及管理建立穩固的基礎。我們優先考慮持份者的觀點、意見及建議，並已就制定環境、社會及管治策略進行重要性評估。為了解持份者的期望以及與集團相關且重要的環境、社會及管治議題，我們與持份者進行重要性評估。集團深感明白持份者定義及其影響集團業務的或受集團業務影響關注事項，因此集團非常重視每一個與持份者溝通的機會，並努力處理各方關注事項。通過透明的平台與持份者相關方面積極交流信息，與此同時，致力於不斷改進現有的溝通系統，以更有效溝通渠道與持份者保持互動並收集彼等意見，用積極態度面對及時解決問題對策。我們亦教育員工了解與日常營運相關環境、社會及管治議題。

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1.4 Reporting Framework

With reference to the ESG Reporting Guide and the Group's business operation, the presentation of our ESG Report divides the relevant aspects and KPI, which are considered to be relevant and material to the Group, into four subject areas: Environmental Protection, Employment and Labour Practices, Operating Practices and Community Investments.

A complete index in compliance with the ESG Reporting Guide is also available at the end of this report for reference. Except for provisions that the Group considers are inapplicable to its operations, for which explanations have been given on the rightmost column in the said index, this report is compliant with all the "comply or explain" provisions set out in the ESG Reporting Guide.

1.5 Data Collection

Data in this report are extracted from the Group's internal management system and statistics, and part of the data collected in previous years. Unless otherwise stated, HKD is used in this report as its functional currency.

1.6 Report Availability

In addition to inclusion in the Group's Annual Report, this report is also accessible in electronic version from www.paep.com.cn.

1.7 Contact

We welcome all sorts of comments and suggestions from our stakeholders with respect to this ESG Report or our sustainability performance. Comments or views can be sent to newbuildingmaterials@paep.cn.

1.4 報告架構

本集團參考ESG報告指南和集團的業務運營，本次報告釐清匯報的重要議題，以關鍵及重點指標（「KPI」）來劃分為四個主題領域包括環境保護，就業情況和員工的個人發展是本集團可持續發展的關鍵，營運管理和社區資源投放，以此作為本集團可持續發展路線的制定基準。

本報告末尾還提供了符合ESG報告指南的完整索引，以供參考。除本集團認為不適用於其業務的規則（已對該指數的最右側欄目作出解釋）外，本報告均符合ESG報告指南中規定的所有「遵守或解釋」規則。

1.5 資料蒐集

本報告中的數據摘自集團的內部管理系統和統計數據，以及前幾年收集的部分數據。除非另有說明，否則本報告中將港幣用作其功能貨幣。

1.6 獲取報告途徑

除了列入集團年度報告外，本報告已上載於 <http://www.paep.com.cn/> 以供瀏覽。

1.7 歡迎表達意見

我們歡迎持份者提供意見及建議。閣下可透過電郵 newbuildingmaterials@paep.cn 對本環境、社會及管治報告或我們的可持續發展計劃提供意見或看法。

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2. OUR ESG MANAGEMENT AND STRATEGY

2.1 “GO GREEN” Business

The Group is principally engaged in the business to provide tailor-made environmental protection (“EP”) solutions to customers who have specific requirements of water or air treatment systems based on their industry standards. We are dedicated to assist our clients to achieve their goals of significant reduction of greenhouse gases and other pollutants. In response to “The Thirteen Five-Year Plan” initiated by the Central Government of the PRC (the “**Central Government**”), the Group continues its effort to support the vision of a greater reduction in emissions of pollutants and improvement in water and air quality. Since the EP industry is one of the strategic emerging industries highlighted in the “Thirteen Five-Year Plan”, the Group, as a pioneer service provider in the EP industry, believes that these strategies will accelerate the development of the EP industry in China.

With the goal of “leading the industrial industry forward, saving social resources and providing favorable living environment”, the Group has introduced exclusive state-of-the-art technology and equipment and put into operation lines of Wood Wool Cement Boards (“**WWCB**”) which are environmental friendly, energy-saving, sound absorbing and insulating, and fire-resistant. As a type of new “green” low-tech sustainable construction materials, WWCB are made from eco-friendly, fast-growing timber, non-toxic additives and cement. They can be reused and recycled several times over a long lifecycle of more than 400 years, and be readily converted back to fundamental elements at the end of life cycle for recycling.

2. 本集團的環境、社會及管治報告主要管理與策略

2.1 「綠色先行」業務

本集團主要從事業務為根據行業標準向對水或空氣處理系統有特定要求的客戶提供定製環保解決方案。我們致力協助客戶達致顯著降低溫室氣體及其他污染物之目標。為響應中華人民共和國（「**中國**」）之中央政府（「**中央政府**」）出台的「第十三個五年計劃」，本集團繼續努力支援更大程度地減少污染物排放和改善水和空氣品質的願景。由於環保行業為「第十三個五年計劃」中強調的戰略性新興產業，作為環保行業先驅服務提供者，本集團相信該等戰略將加速中國環保行業的發展。

為實現「引領行業發展、節約社會資源及營造舒適生活環境」的目標，本集團已推出獨家頂尖技術及設備，並將其用於木絲水泥板（「**木絲水泥板**」），而木絲水泥板具備環保、節能、吸音、隔熱及阻燃等特性。作為新型「綠色」低技術可持續建築材料，木絲水泥板由環保速生林木材、無毒添加劑及水泥製成。木絲水泥板的生命期長達400餘年，可多次重複使用及回收利用，並可於生命週期完結時隨時轉化為基本元素以供回收利用。

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The physical properties of WWCB include:

- Good thermal insulation
- Excellent heat buffering capacity
- Wet and dry rot resistance
- Fire resistance
- Termite/Vermin resistance
- Good sound absorption
- Excellent base for stucco and plaster

- Light weight to handle
- Easy to process in construction
- Relative low energy consumption to produce
- No fossil fuel or binders used

- Limited impact on local natural resources

- No waste product at end of life cycle

- Nice and attractive 'natural look' visual appearance

While the Central Government has placed a high priority for EP and green building materials accompanied with continuous active dissemination, the Group is devoted to build a sustainable future together with the clients.

木絲水泥板的物理特性包括：

- 良好的隔熱性
- 一流的熱緩衝能力
- 防潮及防腐
- 阻燃
- 抗白蟻／害蟲性
- 良好的吸音性
- 粉刷及抹灰打底的理想材料
- 重量輕易處理
- 建設時易於加工
- 生產能耗較低
- 不使用化石燃料或粘合劑
- 對當地自然資源的影響有限
- 於生命週期完結時不產生廢料
- 視覺外觀良好且極具「自然氣息」

在中央政府已將環保及綠色建材擺在重要優先位置並不斷積極推廣的背景，本集團致力於與客戶打造可持續發展的未來。

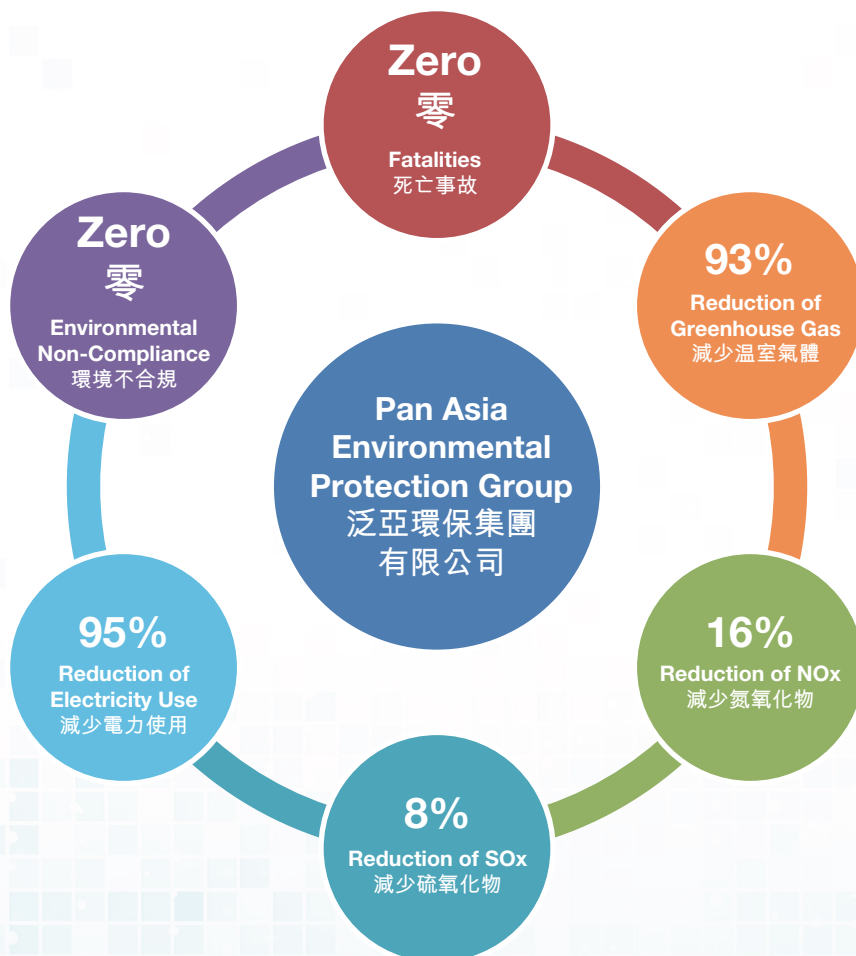
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2.2 Our Recent ESG Achievements

The Group contemplates that ESG is integral part of our principal business and also our ability to succeed in a relentlessly competitive market. As such, the Group continuously spends remarkable efforts to address various aspects of ESG, including greenhouse gas reduction, environmental compliance, health and safe work environment for employees, development and training opportunities for employees, customer satisfaction, and community investments.

2.2 本集團企業社會責任的建樹

本集團認為ESG是我們主要業務不可缺的部分，也是我們在競爭激烈的市場中取得成功的一項競爭力。因此，本集團持續不懈地致力解決ESG各方面的範疇，包括減少溫室氣體排放、為員工提供發展和培訓機會、環境合規，員工健康和安全的工作環境。



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3. ENVIRONMENTAL PROTECTION

3.1 Corporate Environmental Policy

The Earth, our precious planet, is the most valuable asset for us. The Group is dedicated to protect this planet and to build a sustainable future for our generations, with an ambition of “Free Harm from Environment” wherever we are involved with. The Group is committed to upholding high environmental standards to fulfil relevant requirements throughout our operation, and continue to devote human and financial resources for environmental conservation, reduction of carbon footprint and environmental compliance as required under applicable laws and regulations.

As a company that is principally engaged in the business to provide tailor-made EP solutions to customers who have specific requirements of water or air treatment systems based on their industry standards, the Group does not own any manufacturing operation at the moment and therefore does not generate any hazardous wastes in its operations. Nevertheless, the Group is committed to actively minimizing our adverse impact on our environment, by formulating relevant rules and regulations for a sound and effective management of energy consumption, greenhouse gas (“GHG”) emission, as well as discharge of domestic waste and sewage and other pollutants, highlighted as below.

- Comply with relevant laws and regulations as required;
- Define appropriate goals, objectives and targets on a regular basis for our ESG management approach;
- Continuously improve the ESG management system and maintain rigorous standards; and
- Promote environmental awareness among the workforce with regular communication.

3. 環境保護

3.1 企業環境政策

地球對我們來說是最寶貴的資產。因此，本集團致力保護地球，做好環境保護工作，無論在任何地方營運，我們決心做好「無害環境」，為我們的下一代建立可持續的未來。作為一個負責任的集團，我們致力使營運過程以滿足高環境標準的各種要求，並將繼續根據適用法律法規的要求，投入人力和財力資源用於環境保護，減少碳足跡和環境合規等方面。

本集團主要從事為根據行業標準對水或空氣處理系統有特定要求的客戶提供定製環保解決方案的業務。集團目前不擁有任何製造業務，因此在運營中不產生任何危險廢物。儘管如此，本集團承諾盡力減少對環境的影響，為實現環境的可持續性，本集團制定了有關規章制度，以對能源消耗，溫室氣體（「GHG」）排放以及生活垃圾，污水和其他污染物的排放進行合理有效的管理，重點如下。

- 遵守現行的環境保護法律法規；
- 界定適當的目標和情況，改進我們的環境管理方法；
- 不斷改善環境、社會及管治管理體系，制定並維持環境風險管理的嚴格標準；和
- 通過常例溝通，推動員工的環保意識。

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During the Reporting Period, the Group's operation complied with relevant laws and regulations relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes, such as the Environmental Protection Law, Prevention and Control of Atmospheric Pollution, Prevention and Control of Water Pollution, Prevention and Control of Environmental Pollution by Solid Waste and National Environmental Emergency Response Plan of the PRC.

3.2 Energy Efficiency Management

The Group is aware that our major contribution to the greenhouse gas emission and energy footprints lies on the electricity consumption of our operations. As such, we are committed to reducing our energy consumption to manage our impact on the environment.

During the Reporting Period, the Group adopted a number of specific energy-saving initiatives and practices to reduce our greenhouse gas emission and to conserve energy usage throughout our operation, including:

- LED lighting systems are widely set up in workplaces;
- Maintaining indoor temperature at an optimal level for comfort;
- Providing on-off and zoning control of lighting and ventilation system in the workplace according to the operation schedule;
- Encouraging employees to switch off machines and devices, such as computers and monitors when not in use;
- Procuring energy efficient electrical appliances (such as those with Grade 1 energy labels, fridge with door) and systems;
- Encouraging employees to make the best use of modern telecommunication system to avoid unnecessary travel arrangement wherever appropriate and possible;

報告期內，本集團遵守有關空氣和溫室氣體排放，水和土地排放，危險和非危險廢物產生的相關法律法規。並未違反集團經營所在地區的任何環境保護法律或法規，例如《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國固體廢物防治法》及《國家突發環境事故應急預案》等中國已頒佈環保法律及法規。

3.2 能源效益管理

集團意識到，我們對溫室氣體排放，碳和生態足跡關鍵在於我們運營的耗電量。因此，我們致力於降低能源消耗，以管治對環境的影響。

在本報告所述期間，為妥善管理溫室氣體排放，在整個營運過程中，本集團積極採取節約電力及能源措施以及其他措施，包括：

- LED照明系統在工作場所被廣泛使用；
- 室內溫度保持在舒適的最佳水平；
- 根據操作時程表，對工作場所的照明和通風系統進行開、關分區控制；
- 鼓勵員工在不使用時關閉機器和設備，如電腦和顯示器；
- 選購節能電器（如帶有1級能源標籤、如冰箱）和系統；
- 鼓勵使用電子通訊系統溝通以避免不必要的外出公幹；

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- Placing “Green Message” reminders on office equipment and workplace to further enhance employees’ environmental awareness;
 - Organizing training session including case studies to improve energy/GHG saving awareness and engage staff to adopt the energy saving practices together; and
 - Continuous replacement of aged air handling unit by more energy efficient ones with variable frequent drive control.
- 在辦公設備和工作場貼上標誌「綠色節能信息」標誌，以進一步增強員工的環保意識；
 - 組織培訓課程，包括案例研究，以提高能源及溫室氣體減排的意識，並讓員工於節能環保理論與實踐並重；及
 - 通過可變頻驅動控制，繼續不斷更換老化的空氣處理裝置；

The Group believes that the adoption of the above mitigation measures will help change the behaviour of the use of energy in the workplace and finally achieve the goal of reducing the greenhouse gas emission and protecting our environment.

集團認為，採取上述緩解措施將有助於改變工作場所使用能源的習慣，最終實現減少溫室氣體排放和環境保護的目標。

3.3 Exhaust Gas and GHG Emissions

Our Group’s business inevitably involves consumption of fossil fuel, which directly or indirectly, releases Nitrogen Oxides (NOx), Sulphur Oxides (SOx), and Carbon Dioxide (CO₂) into the air. The Group is highly aware that such GHG emission is one of the major sources of global warming. In accordance with the ESG Reporting Guide set out by HKEX, our environmental performance of “Emissions” during the Reporting Period is tabulated below.

3.3 廢氣和溫室氣體排放

本集團的業務本質上以及在整個營運過程中並非直接產生大量廢氣。但是，日常運營和辦公室運作就不可避免直接或間接地涉及消耗化石燃料，這會向空氣中釋放出氮氧化物 (NOx)，硫氧化物 (SOx) 和二氧化碳 (CO₂)。根據香港交易所製定的「環境、社會及管治報告指引」，報告期內我們在「排放」方面的環境績效匯總如下。

Table 1 – Emissions

		Unit 單位	FY2018 二零一八 財政年度	FY2018 Intensity (per employee) 二零一八 財政年度 每位員工的 排放強度	FY2019 二零一九 財政年度	FY2019 Intensity (per employee) 二零一九 財政年度 每位員工的 排放強度
GHG Emissions	溫室氣體	CO ₂ e (t)	655.4	5.6	45.0	0.4
Nitrogen Oxides	氮氧化物	g	3,374.7	26.8	2,827.9	26.9
Sulphur Oxides	硫氧化物	g	86.0	0.7	78.8	0.8
Particulate Matter	懸浮粒	g	248.5	2.1	208.2	2.0

表1 – 排放

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3.4 Waste Management

Waste Management Policy

The Group's principal waste management policy endeavours to achieve a green and paperless operation and a minimal generation of waste during our operation wherever possible and practical. Through the '4-R Principles – Reduce, Reuse, Replace and Recycle', the Group strives to achieve the target of reducing the amount of waste generated and aims at waste management from the source. Our waste management practice is compliant with laws and regulations relating to environmental protection in the region where we operate.

While educating our employees and business partners the significance of sustainable development, we constantly encourage all employees to reduce paper usage through duplex printing, paper recycle and frequent use of electronic information systems for material sharing or internal administrative documents. We encourage increased use of reusable product, such as envelopes, and better separation of waste streams for recycling, maintaining 100% recycling of used toner cartridges by collecting and returning all used cartridge to recycling agents. We encourage minimal consumption of paper towels in the workplaces.

Hazardous Waste

Given our business nature, the Group does not directly produce hazardous waste throughout the operation. The Group encourages the development of new technologies and progressive designs to minimize application of hazardous materials in designs and to be compliant with the latest regulatory requirements. In addition, we strive to recycle electronic waste throughout our operation wherever practical, ultimately reducing both the monetary and environmental costs involved in disposal of these electrical parts that may become hazardous waste.

3.4 廢棄物管理

廢棄物管理政策

本集團的主要廢物管理政策在於致力在可行情況下實現綠色無紙化運作，並在運營過程中減少產生廢物。通過「4-R原則 – 減費，重用，更換和回收」，本集團努力實現減少廢物產生數量為目標，並從源頭進行廢物管理。我們的廢物管理執行符合本集團運營區內與環境保護有關的法律和法則。

與此同時，灌輸員工和工作夥伴可持續發展中的技能和知識，增強他們理解和實踐可持續發展的重要性也是必須的。我們不斷鼓勵所有員工通過雙面打印，紙張回收以及慣常使用電子信息系統進行資訊共享或內部文件檔案管理來減少紙張使用量。廢物管理方面有所改進包括增加了對可重複使用產品包裝的使用例如信封，以及更多廢物分類以增加循環再用。本集團將回收所有用過的碳粉盒並將其返回給回收代理商，確保所有用過的碳粉盒回收，並鼓勵在工作場所盡量減少使用抹手紙。

有害廢棄物

本集團的業務本質上不會直接產生有害廢棄物。集團鼓勵開發新技術和漸進式設計，以盡量減少危險材料的應用在設計上，並符合最新的法規要求。此外，我們在可行的情況下努力整個運營過程中回收電子廢物，以最終減少處置這些電子零件所涉及的金錢和環境成本，否則這些電子零件將被報廢並視為危險廢物。

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Non-hazardous Waste

The non-hazardous wastes generated by the Group are mainly domestic waste including used samples, cardboard, packaging materials and paper from our operations. Aiming at waste management from the source, we encourage to reduce waste generation and to classify waste for recycle and reuse.

Wastewater Discharge

The Group's operations do not consume a significant amount of water. Our main use of water is for sanitary purposes, with the remainder used in product designing and developing processes. Similarly, most of the wastewater discharged from our facilities is sanitary wastewater. The Group ensures all domestic sewage is properly discharged into the urban sewage pipe network for subsequent sewage treatment.

Table 2 – Waste Discharge

Domestic Waste	無害廢棄物	Unit	FY2019
		單位	二零一九 財政年度
		kg	22,838

In the aspect of waste management, the Group constantly strives to maintain a high standard of waste reduction, actively encouraging our employees to appreciate the significance of sustainable development through continuous development in skills and knowledge.

3.5 Use of Resources

In light of finite earth's resources, the Group considers the conservation of natural resources as an indispensable component of our sustainable business. Through actively promoting various environmentally friendly measures, we encourage an efficient use of resources, including energy, paper, water and other raw materials. As such, the Group initiated polices to raise the awareness of electricity conservation and taken energy saving measures throughout our daily operation as elaborated in the section of "Energy Efficiency Management".

無害廢棄物

本集團業務經營過程中產生的無害廢棄物主要是生活廢棄物，如員工生活和辦公室廢棄物，其中可回收的廢物，如用過的文具、紙張，將被回收循環再用。

污水處理

本集團的業務本質上不會直接產生污水，我們主要用水是清潔衛生需要。因此，經設施排放的大部分廢水是清潔衛生使用後的廢水。本集團確保將所有生活污水適當地排入城市污水管網，以進行後續污水處理。

表2— 無害廢棄物排放總量

Unit	FY2019
單位	二零一九 財政年度
kg	22,838

在廢物管理方面，本集團努力不懈維持高成效的減少廢物為目標，積極鼓勵員工通過技能和知識來不斷發展來實踐可持續發展的重要性。

3.5 資源使用

鑒於有限的地球資源，本集團認為保護自然資源是我們可持續業務不可或缺的組成部分。通過積極推進各項環保措施，採納了高效使用資源的政策，包括能源、紙張、水和其他原材料。因此，本集團已啟動政策以提高節電意識，並在日常運作中採取節能措施，詳見章節「溫室氣體的排放」。

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Water Consumption

The Group takes a cautious approach to water stewardship, seeking to maximize efficiency and reduce wastes. We strive to engage all employees, clients, suppliers and business partners to develop a habit of conserving water consciously. Water saving devices are installed at water taps in the office wherever possible. Pantry and washrooms are posted with environmental messages to remind employee the importance and urgency of water conservation. The utility facilities are maintained regularly for service to ensure that water seepage or leaking pipelines are replaced or repaired on a timely basis.

Packaging Material

Given our business nature, the Group does not have manufacturing facilities and does not consume a significant amount of packaging materials.

Environmental Performance

In accordance with the ESG Reporting Guide set out by HKEX, our environmental performance of “Energy Use and Emissions” and “Resources Use” during the Reporting Period are tabulated below.

Table 3 – Energy and Resources Use

		Unit 單位	FY2018 二零一八 財政年度	FY2018 Intensity (per employee) 二零一八 財政年度 每位員工的 能源和資源 應用強度	FY2019 二零一九 財政年度	FY2019 Intensity (per employee) 二零一九 財政年度 每位員工的 能源和資源 應用強度
Electricity	電力	kWh	780,531.0	6,671.2	36,039.0	343.2
Purchased Gas	天然氣	kg	n/a	n/a	n/a	n/a
Unleaded Petrol	無鉛汽油	L	5,854	50.0	5,362	51.1
Diesel	柴油	L	n/a	n/a	n/a	n/a
Paper	紙	kg	111	1.0	154.0	1.5
Water	水	m ³	19,745	168.8	1,590.0	15.1

耗水量

本集團在水資源管理方面採取謹慎態度，力求最大程度地提高效率 and 減少浪費。我們努力灌輸所有員工、客戶、供應商和業務合作夥伴養成自覺節水的習慣。盡可能在辦公室的水龍頭上安裝節水裝置。茶水間和洗手間張貼有環境信息，以提醒員工節約用水的重要性和緊迫性。定期檢查公用設施以進行維修及保養，以確保及時更換或維修滲水或洩漏的管道。

包裝材料

鑑於本集團的業務性質，沒有生產設施因此不用消耗大量包裝材料

環保績效

根據香港交易所製定「環境、社會及管治報告指引」，報告期內我們的「能源使用和排放」及「資源使用」的環境表現列於下表。

表3— 能源和資源應用

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3.6 Going Forward

We are highly aware that the impact of climate change is increasingly prominent such that consumers are gradually becoming more sensitive to sustainability issues, such as, ecological and ethical footprints. The change of consumer mentality is progressively transforming the purchasing decisions. Where once customer would rarely question how a product was made or what it was made of, brands are now expected to clearly state where products come from and how the ESG policies inform their choice of processes, materials and deployment of human resources.

The Group is committed to instilling the consciousness of resources conservation, deeply indoctrinated the low-carbon concept and environmental protection into the work and life of every employee. We continue to seek business partners who also share with our philosophy and commitment of environment conservation and compliance with the applicable environmental laws and regulations. We firmly believe that our commitment to environmental protection will become a part of our competitiveness, leading the Group to a greater success in the future and fulfil our responsibilities as a member of the community we all live in.

3.6 展望

隨著氣候變化的影響越來越大，本集團意識到，客戶逐漸對可持續性問題變得更加敏感，例如生態和道德所及之議題。已開始影響普遍客戶購買時有所考慮和決定。以往客戶鮮少會存疑產品是如何製造的，或者是由什麼製成的，現在期望品牌清楚地說明產品的來源以及ESG政策披露告知他們選擇流程、素材和人力資源部署等。

集團竭力將節約資源的意識，低碳理念和環境保護深入灌輸到每位員工的工作和生活中。我們將繼續網羅與我們的環保理念相同及承諾遵守現行環境法律法規的商業夥伴。我們堅信，對環境保護的承諾將成為集團具競爭力的一部分，牽引集團在未來取得更大的成功，並履行身處生活社區作為成員的責任。

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4. EMPLOYMENT AND LABOUR PRACTICES

4.1 Recruitment and Promotion

The Group fully understands that our corporate development and long-term growth are largely driven by the continued quality services delivered by our experienced and competent workforce. As such, it is of paramount importance for us to proactively manage our talent pipeline and career development for the employees. The Group is determined to uphold an open, fair, just and reasonable recruitment and human resource policies, with respect to equal opportunities, diversity and anti-discrimination.

We encourage differences and individuality in employees, with the philosophy that diversity can bring new ideas, dynamics and challenges to our operations. We discourage all forms of discrimination on gender, age, family status, sexual orientation, disability, race and religion. Our employment policy encourages hiring of talented people with physical or mental disabilities. We are committed to supporting our employees to maintain a family-friendly work environment because we respect their roles and responsibilities in their families. We strive to make sure employees and business partners comply with laws and regulations, follow ethical business practices and respect equal opportunity in employment. We bring in new recruits and equip them with necessary skill sets to develop a long-term rewarding career with us.

During the Reporting Period, we strictly observed the applicable laws and regulations and follow our employment policies relating to recruitment and promotion, compensation and dismissal, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, by providing competitive remuneration package, including internal promotion opportunities and performance-based bonus, so as to recruit and retain experienced employees.

4. 僱傭及勞工常規

4.1 招聘與晉升

本集團充分理解，可持續發展並得以長期增長，很大程度上是由我們經驗豐富而有能力的員工一直提供優質服務所推動。因此，主動掌握員工的人才管道和職業發展而言是當務之急。在招聘和人力資源方面，本集團堅持以公開、公平、公正、平等機會、多樣性和反歧視為本的政策。

我們鼓勵教育員工接受及包容差異，多元化的理念可以為我們的運營帶來新的想法，動力和挑戰。集團不容許對性別，年齡，家庭狀況，性取向，殘疾，種族和宗教等任何形式的歧視。就業政策鼓勵僱用有身體或精神殘疾而符合資格專才。致力於支持員工維持家庭友好的工作環境，尊重他們在家庭中的角色和責任。我們努力確保員工和業務合作夥伴嚴格遵守法律法規，保持商業道德慣例及其操守，尊重就業中的平等機會。聘請新員工並為他們作出所需技能培訓裝備。為集團作出長期的回報。

在報告期內，集團繼續嚴格遵守適用法律法規，遵守招聘，晉升，補償，解僱，工作時間，休息時間，平等機會，多元化，不歧視等政策。通過提供有競爭力的薪酬方案，包括內部晉升機會和績效獎金，以招聘和留住有經驗的員工。

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4.2 Employment

In order to attract and retain our employees, which are our most valuable assets, the Group offers competitive wages, medical insurance, disability and invalidity coverage, maternity leave and other compensation to our employees. The Group decides the remunerations payable to its staff based on their duties, work experience and the prevailing market practices. Apart from basic remuneration, share options may be granted to eligible employees by reference to the performance of the Group and individual employees.

Hong Kong Region

In Hong Kong, the Group complied with the Labour Law of Hong Kong and relevant employment laws and regulations throughout the Reporting Period, including the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) by participating in the Mandatory Provident Fund retirement benefit scheme (the “**MPF Scheme**”) for our eligible employees, Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong), Employment Ordinance (Chapter 57 of the Laws of Hong Kong) (the “**EO**”) and Employees’ Compensation Ordinance (Chapter 282 of the Laws of Hong Kong) (the “**ECO**”).

PRC Region

In the PRC, we participated in welfare schemes concerning pension insurance, unemployment insurance, maternity insurance, occupational injury insurance and medical insurance in accordance with the local regulations including the Regulations on the Administration of Housing Provident Funds and the Social Insurance Law and Labour Law of the PRC.

4.2 僱傭

員工是最寶貴的資產，為了羅致和留住員工，本集團向員工提供有競爭力的工資，醫療保險，殘疾和殘障保險，產假和其他報酬。本集團根據員工的職責，工作經驗和現行的市場慣例決定員工的薪酬。除基本薪酬外，可參考本集團及個別僱員的表現，向合資格僱員授出購股權。

香港地區

在香港，本集團遵守香港《勞工法》及相關僱傭法律及法規，包括香港法例第485章《強制性公積金計劃條例》，為合資格員工參與強制性公積金退休福利計劃（「**強積金計劃**」）、香港法例第608章《最低工資條例》、香港法例第57章《僱傭條例》（「**僱傭條例**」）及香港法例第282章《僱員補償條例》（「**僱員補償條例**」），向我們的員工提供具競爭力的薪金、醫療保險、傷疾保險、產假及其他補償。

中國地區

在中國，我們根據《住房公積金管理條例》及《中華人民共和國社會保險法》等當地法規參與養老保險、失業保險、生育保險、工傷保險及醫療保險等福利計劃。

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During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations in respect of human resources. We strictly prohibit discrimination, harassment and bullying at all workplaces. In accordance with the ESG Reporting Guide set out by the HKEX, details of the Group's workforce during the Reporting Period are tabulated as well as presented in the charts below.

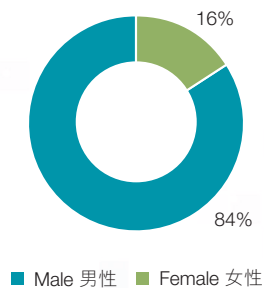
報告期內，本集團未發現任何重大的人力資源法律法規違規情況。我們嚴格禁止在所有工作場所進行歧視，騷擾和霸凌行為。根據香港交易所製定的「環境、社會及管治報告指引」，本集團在報告期間的僱員詳情如下圖所示。

Table 4 – Our Workforce

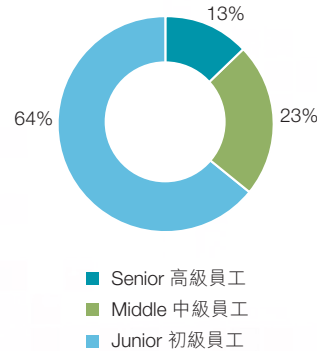
表四 – 勞動人數

		FY2019
Total Number of Full-Time Employees	全職僱員總數	105
Turnover Rate by Gender	按性別劃分的流失率	
Male	男性	22.1%
Female	女性	16.2%
Turnover Rate by Age	按年齡劃分的流失率	
Under 30 years old	30歲以下僱員	16.7%
30 – 50 years old	30-50歲僱員	26.2%
over 50 years old	50歲以上僱員	5.4%

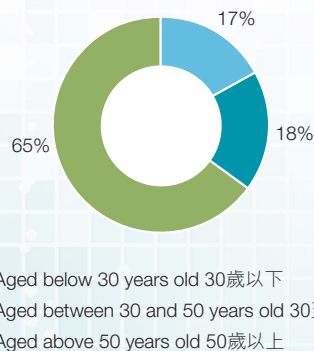
Total Workforce by Gender as of 31 December 2019
截至2019年12月31日按性別劃分的勞動力總數



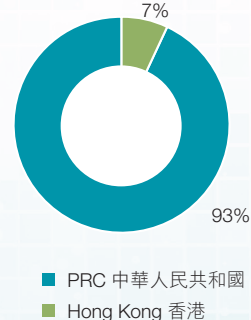
Total Workforce by Employment Level as of 31 December 2019
截至2019年12月31日按職級劃分的勞動力總數



Total Workforce by Age Group of 31 December 2019
截至2019年12月31日按年齡劃分的勞動力總數



Total Workforce by Region as of 31 December 2019
截至2019年12月31日按地區劃分的勞動力總數



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4.3 Occupational Health and Safety

The Group is highly aware that employees' health and safety is of paramount importance to our operation and therefore, the Group is determined to attaching great importance to a healthy, comfortable and safe working environment for our employees. The goals of our Occupational Safety and Health ("OSH") policy are highlighted as below.

- The OSH management system aims at identification, prevention and management of risks and hazards throughout the workplaces as well as follow-up actions for accidents or personal injuries;
- The OSH management system defines appropriate objectives and targets on a regular basis;
- Zero tolerance of accidents and injuries;
- Promotion of safety culture among employees;
- Commitment to the provision of a safe and healthy working environment for the employees;
- Commitment to human and financial resources for the OSH management system;
- Communication of our health and safety performance with stakeholders and seek their involvement wherever applicable;
- Regular review of the performance of various OSH measures so that their effectiveness and reliability can be maintained;
- Compliance with applicable laws and regulations in relation to occupational safety and health.

4.3 職業健康與安全

本集團高度意識員工的健康和安全對我們的日卓運營至關重要，因此，本集團決心為員工提供健康、舒適和安全的工作環境。下面重點介紹我們的職業安全與健康（「OSH」）政策的目標。

- 職業安全與衛生管理系統旨在識別、預防和管理集團工作地方潛在的有關安全風險，以及針對事故或員工受傷的後跟進工作；
- 職業安全與衛生管理系統定期確認適當的目標和指標。
- 零容忍意外和事故受傷；
- 向員工推廣職安文化；
- 致力於為員工提供安全、健康的工作環境；
- 管理系統承諾適當的資源和領導；
- 知會持分者集團的健康和安全績效，並在適當的情況下尋求他們的參與；
- 定期審查各種職業安全與衛生措施的績效，以保持其有效性和可靠性；
- 遵守有關職業安全與衛生的現行法律法規。

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To achieve the goals of our OSH policy, the following measures are adopted:

- Formulation of emergency response plans, risk assessment and accident investigation mechanism so as to ensure legal compliance with OSH;
- Organization of fire drills and emergency evacuation simulations to raise the employees' awareness of fire prevention and to equip employees with appropriate knowledge and skills in the event of emergency;
- Provision of first aid kits and fire extinguishers in workplace;
- Assignment of competent and skilled staff to handle works with critical hazards or impacts related to OSH;
- Promotion of safety culture through various communication channels such as safety campaigns, discussion and sharing sessions;
- Organization of induction programs and safety training programs to new employees such that they can be familiar with our corporate policies in relation to health and safety matters as quickly as they can;
- Installation of air purifiers in relatively crowded areas such as conference and meeting rooms;
- Encourage contractors or sub-contractors to assist in the implementation of policies, procedures and practices related to OSH at work wherever practical;
- Prohibition of smoking and abuse of alcohol and drugs in the workplace;
- Provision of clean and tidy rest area such as corridors and pantry;

為達成我們的職業安全與衛生政策目標，集團採取了以下措施。

- 制定應急計劃，風險評估和事故調查機制，以確保法律與職業安全與衛生相符；
- 組織消防和緊急疏散模擬演習，以提高員工的防火意識，並在緊急情況下為員工提供適當的知識和技能；
- 在工作場所提供急救箱和滅火器及改善消防疏散計劃以應對緊急情況；
- 指派有能力和熟練的員工處理與OSH相關的嚴重危險或影響的工作；
- 通過各種宣傳渠道，例如安全運動，討論和分享會，推廣職業安全文化；
- 為新員工組織上崗培訓計劃和安全培訓計劃，以使他們盡快熟悉我們在健康和 safety 事務方面的公司政策；
- 在會議室和會議室等相對擁擠的地方安裝空氣淨化器；
- 鼓勵承包商或分包商在可行的情況下協助執行與OSH相關的政策、常規和慣常做法；
- 禁止在工作場所吸煙、酗酒和濫藥；
- 提供乾淨整潔的休息區，如走廊和茶水間；

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- Provision of adjustable chairs and monitors for eye protection; and
- Set up posters of proper working postures and lifting method accessible on the intranet and at appropriate locations in offices.
- 提供可調節的椅子和顯示器，以保護眼睛；及
- 在內聯網和辦公室的適當地點張貼告示提示適當工作姿勢和提重型物件的正確方法。

During the Reporting Period, the Group complied with the laws and regulations in relation to occupational safety and health in multiple regions, such as the Occupational Safety and Health Ordinance of the Laws of Hong Kong, Labour Law, Safety Production Law of People's Republic of China, Occupational Disease Prevention Law and other laws and regulations to prevent occupational health and safety risks and protect the occupational safety of employees.

During the Reporting Period, the Group did not record any accidents that resulted in death or serious physical injury and did not identify any material non-compliance with laws and regulations relevant to health and safety of employees. Summary of work-related fatalities and injuries during the Reporting Period are shown in the table below.

Table 5 – Health and Safety

No. of Work-Related Fatalities
Rate of Work-Related Fatalities
No. of Injuries at Work
Lost Days due to Injury at Work

與工作有關的死亡人數
與工作有關的死亡率
工作中受傷人數
因工作中受傷而停工的日子

在報告期間，本集團遵守多個地區職業安全健康有關的法律和法規，如香港的《職業安全及健康條例》、《中華人民共和國安全生產法》和《職業病防治法》及其他法律法規，防止職業健康安全隱憂，保護員工職業安全。

本集團未記錄任何導致死亡或嚴重身體傷害的事故且未發生對集團產生重大影響的重大職業健康及安全違規事項。下表概述了與工作有關的傷亡情況。

表5— 健康與安全

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0
0
0
0

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4.4 Development and Training

The Group envisions that empowering its people through development and training is the cornerstone of our success in the long-run. The Group listens and responds to our people, striving to create an environment of continuous learning, to facilitate development of careers and to provide knowledge and skills for better fulfilment of roles and responsibilities. Our training programmes are designed not only to meet our business vision and to provide skillset required for the operation, but also for the benefit of society as a whole wherever possible.

Considering that each of the position is of unique professional and technical needs, the Group ensures that every new joiner receives proper orientation training and mentoring in order to help them adapt to the new working environment affirmatively and quickly. Continuous training is committed by the Group in different ways including internal training programs, comprehensive training for specific skill development, and courses for continuous professional development for relevant employees so as to ensure that they possess the appropriate qualities and skill-sets. Implementation of safety training and comprehensive risk assessments are also one of the most important tasks in the Group.

We organized professional training sessions and seminars for directors and senior management with topics generally including occupational safety, corporate governance, business development and strategy in order for them to develop and refresh their knowledge and skills. We additionally provided the management with a series of thematic courses to strengthen and refresh their knowledge, leadership and management skills, which is expected to drive the team to grow for the best interest of the Group.

4.4 發展及培訓

集團展望員工通過個人發展和在職培訓以增值職場能力是我們長遠發展成功的基石。集團傾聽並回應我們的員工，努力創造一個持續學習的環境，以促進職業發展並提供知識和技能，以更好地履行職責。我們的培訓計劃不僅旨在滿足我們的業務願景並提供運營所需的技能，而且還盡可能地造福整個社會。

考慮到每個職位其獨有的專業和技術需求，本集團確保每個新僱員都接受適當的定位培訓和指導，以增強他們信心和迅速地適應新的工作環境。本集團以不同方式進行持續培訓，包括內部培訓計劃，專業技能發展的綜合培訓，以及相關僱員持續專業發展的課程，以確保他們具備適當的素質和技能。安全培訓和全面風險評估的實施也是本集團最重要的任務之一。

我們為董事和高級管理人員組織了專業培訓課程和研討會，其主題通常包括職業安全，公司治理，業務發展和戰略，目的令作為上市公司董事們必須與時並進，吸收新知識和技能，擴闊發展領域。此外，我們為管理層提供了一系列主題課程，以加強和更新他們的知識，領導能力和管理技巧，預期將推動團隊為集團的最佳利益而成長。

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4.5 Harmonious Corporate Culture

The Group is strongly convinced that a harmonious corporate culture among the employees and management are always the key drivers to the Group's healthy and prosperous growth. To achieve this, we utilize a variety of channels, including:

- Open and honest communication platform for all employees and management to share news;
- Regular all-staff meetings to update on business performance and the development of key projects; and
- Employee engagement such as annual employee survey which provides a confidential route for employee feedback. Follow up actions ensure that employees' voices are heard and responded to at both corporate and team levels.
- Festive foods, such as mooncakes and fruit, were delivered to employees during certain traditional festivals (such as Lunar New Year and Mid-Autumn Festival) in recognition of their contributions and dedicated work to the Group. Regular and festival gatherings were organised during the Reporting Period to enhance the harmonious spirit of different levels of staff members throughout the Group.

The Group believes that such a corporate culture and harmonic working environment will naturally achieve a synergistic result to facilitate employee retention and to improve productivity.

4.5 和諧企業文化

我們深信員工與管理層之間的和諧和氣氛是健康繁榮發展的主要推動力。為此，我們設立各種渠道與員工互動，包括：

- 雙向的溝通平台，經理和員工可以與所有員工或目標群組發布和共享多媒體新聞資訊，彼此可以響應，評論和表達想法，以促進彼此共享和團隊合作
- 定期召開員工會議，討論業務績效和主要項目專發展；
- 年度員工調查，為員工反饋提供了保密途徑反映員工意見。跟進行動，確保員工意見在企業和團隊層面都得到合適的回應；
- 傳統節日（例如農曆新年及中秋節）期間，為員工送上佳節食品，例如月餅，以慰勞他們對本集團的貢獻，令他們感受工作地方如一個大家庭。報告期內，我們舉辦定期和節日聚會，以加強集團內各級僱員互相了解和加強團體精神。

本集團相信，這種企業文化及和諧的工作環境會自然產生正向效應，以促進員工留任和提高生產率。

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4.6 Labour Standards

Being fully aware that exploitation of child and forced labour violates human rights and international labour conventions, the Group strictly prohibits the employment of any child labour and forced labour in any form. New employees are required to provide true and accurate personal data when they are on board. Recruiters strictly review the entry documents including medical examination certificates, academic certificates and identity cards. The Group constantly rejects to engage suppliers and contractors, that hire child labour or forced labour in their operations.

During the Reporting Period, the Group strictly complied with the laws and regulations in relation to prevention of child and forced labour, including the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and Labour Law, Prohibition of Child Labour, Prohibition of Forced Labour and Prisoners Labour Policy and Procedures of the PRC as well as relevant legislations in the countries that we operate. No material non-compliance with the laws and regulations related to the prevention of child labour or forced labour have been found by the Group.

4.6 勞工準則

充分意識到剝削兒童和強迫勞動侵犯人權和國際勞工公約，集團制定了嚴格制度杜絕使用童工及任何強制勞工，並嚴格根據相關法規執行有關工作時間、假期及年假等員工權利，並告知員工，特別是新僱用的員工。新員工在上任時必須提供真實準確的個人資料。招聘人員應嚴格審查僱員個人資料，包括體檢證書，學歷證明和身份證。本集團一直謝絕聘用從事童工或強迫勞動的供應商和承包商。

在報告期內，本集團嚴格遵守相關法律及法規，包括「勞動法」及香港「僱傭條例」（香港法例第57章）、包括《中華人民共和國勞動法》、《中華人民共和國未成年人保護法》及《中華人民共和國禁止使用童工規定》以及我們所營運的國家／地區所有相關立法。沒有發生對集團產生重大影響的違反有關防止童工或強迫勞動的法律法規。

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5. OPERATING PRACTICES

As an accountable corporate citizen, the Group is dedicated to disseminate the pursuit of sustainability into our core business. In addition, it is essential for us to encourage all business partners to incorporate those sustainability practices and policies into their operation thoroughly in order to work together in our pursuit of sustainable development.

5.1 Supply Chain Management

The Group understands that the supply chain management is always one of the key aspects of the Group's operation. Our supply chain management team not only considers economic and commercial benefits during the tendering processes, but also evaluates the suppliers' and contractors' track record with respect to legal and regulatory compliance which include environmental, social and governance aspects.

We developed a vendor and supplier selection mechanism based on potential vendors' compliance with all applicable laws and regulations in relation to the safety, environment, forced labor, child labor and other social aspects. Suppliers which can deliver products and services with environmentally friendly and socially responsible features will be given a higher technical score during our assessment process. Inspection and assessments may be conducted by the Group if deemed necessary. We are obliged to terminate the cooperation contract with suppliers if they fail to reach the applicable compliance standard. Every supplier is required to comply with our code of practice, which prohibits offering of gifts, certificates, loans, hospitality, service or favor in an improper manner. In addition, the Group encourages all business partners to develop energy-saving and consumption-reducing policies in order to work together in our pursuit of sustainable development.

5. 日常營運

作為負責任的企業公民，本集團致力於將對可持續性的追求融入到我們的核心業務中。集團已根據香港交易所所要求的企業管治，此外，本集團鼓勵所有業務合作夥伴將這些可持續性實踐和政策徹底納入其日常營運中，以共同努力實現可持續發展。

5.1 供應鏈管理

本集團了解供應鏈管理一直是集團營運的核心之一。我們的供應鏈管理團隊不僅考慮招標過程中的經濟和商業利益，還評估供應商和承包商在法律和法規合規方面的記錄，包括保護工人的健康和 safety，以及對環境之影響。

本集團設立供應商選擇的機制，基於潛在供應商在安全，環境、強迫勞動、剝削員工，童工和其他社會方面有關的所適用法律和法規方面的合規性。在我們的評估過程中，具有環保和對社會負責的功能的產品和服務將獲得更高的評分。如有必要，本集團可以進行現場檢查和評估。如果供應商未能達到適用的合規標準，我們有責任終止與供應商的合作。每個供應商都必須遵守我們的業務守則，包括以不正當的方式提供禮物、貸款、款待、服務或其他利益輸送。此外，本集團鼓勵業務合作夥伴採納和實踐最佳的環境和社會管治，並通過制定節能和減少能耗的政策，將對可持續發展努力融入核心業務中。

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On the other hand, one of our major raw materials, eco-friendly and fast-growing timber, is sourced from suppliers who support local farmers particularly in the Subei Region of the northern part of Jiangsu Province where our factories are located. Through these suppliers, we contribute our goodwill back to the local community.

We believe that, through the above supply chain management system, we can minimize the potential environmental, social and ethical risks associated with our operation. During the Reporting Period, the Group had in total five suppliers which were located in the region where we operated. We believe that, through the above review process, we can minimize the potential environmental and social risks associated with the supply chain management.

5.2 Product Responsibility

To be a successful business, we are committed to the highest standards of service or product we deliver, maintaining continuous communication with our customers to ensure that we understand and fulfil their needs and expectations. While maintaining strict product quality, we keep track of emerging trends and continue to develop and optimize products that offer the best solutions to our customers.

Staff members carry out the defined quality assurance protocol to make sure that products and services constantly meet customer requirements and legal and safety standards for its intended use and for circumstances of reasonably foreseeable misuse. We perform continuous and regular assessments of the product quality with respect to the hazards associated with the raw materials and the potential exposure of consumers to the finished good.

During the Reporting Period, our operation in the PRC complied with relevant laws and regulations in relation to advertising, labelling and consumer protection, such as Consumer Protection Law, Advertising Law, and Product Quality Law of the PRC, by ensuring that there are no false and misleading messages in our advertisements and promotion activities. During the Reporting Period, the Group did not identify any material non-compliance of the laws and regulations related to the quality of products and services.

另一方面，我們的主要原材料之一環保速生林木材乃採購自支持地方農戶（尤其是我們工廠所處江蘇省北部蘇北地區的農戶）的供應商。透過該等供應商，我們反哺地方社區。

我們深信，通過上述嚴格審核流程，應可以大幅度減低在供應鏈管理層面上所存在相關的環境和社會風險問題。報告期內，本集團在我們經營地區共有5家供應商及承包商，均位於中國。我們相信，通過上述審核流程，我們可最大限度地降低與供應鏈管理有關的潛在環境及社會風險。

5.2 產品責任

為了成功拓展業務，集團承諾提供高標準和可靠的產品和服務，與客戶保持緊密溝通，以確保我們回應他們的需求和期望。此外，我們跟貼市場新興趨勢，持續開發和優化各種產品和服務，為客戶提供最優方案。

品質管理員工實施既定的質量保證政策，以確保產品就其預期用途而言及於理可預期不當使用情況下持續滿足客戶要求，並符合法律及安全標準。通過評估與原材料有關的危害以及消費者對製成品所面臨的潛在風險，評估每項產品類型的人身及環境安全性。

於報告期內，本集團遵守在中國的經營業務遵守有關廣告、標籤及消費者權益保障的相關法律及法規，如《中華人民共和國消費者權益保護法》、《中華人民共和國廣告法》及《中華人民共和國產品品質法》，確保廣告及推廣活動中概無任何虛假及誤導訊息。報告期內，沒有發生對集團產生重大影響的重大產品違規事項。

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5.3 Customer Feedback and Handling

Realizing that our customer needs and expectations should be well addressed, the Group pays attention to the level of satisfaction of customers and their feedback. Regular communication channels and feedback systems, such as telephone hotline, emails, social media and websites, are in place to gather information on satisfaction and suggestions for improvement from our diverse portfolio of customers.

The Group consolidated and comprehensively analysed the customers' feedback in order to identify the issues. Follow-up actions, including internal evaluation and modification of training programs for employees, will be taken to address the issues identified and to continuously improve our service delivered. Feedback will additionally be provided to the customers in a timely manner. There were no cases of product recall nor complaints received against our services or products due to health and safety issues during the Reporting Period.

Table 6 – Product Recalls and Complaints

Percentage of sold/shipped products recalled due to safety and health reasons	收到因安全和健康原因而召回的已售／已發貨產品的百分比	0
Percentage of complaints received about the products related to health and safety issues	收到有關與健康和安全性問題有關的產品的投訴百分比	0

5.4 Privacy Protection

The Group undertakes to strictly comply with relevant laws and regulations in relation to privacy that have an impact on the Group, to ensure that all data are securely kept in our internal system with access control. The Group sets out data privacy requirements in our corporate policies, under which customer and supplier data would be used exclusively for matters relating to the Group's operation only. We strive to ensure all collected data kept is free of unauthorized or accidental access, processing, erasure or other use.

5.3 客戶反饋和處理

集團一向重視客戶需求和期望，我們關注客戶的滿意度和他們的意見回饋。我們建立定期溝通門徑和回饋系統，例如電話熱線，電子郵件和網站，以收集不同客戶群的建議和意見，確保服務質素及顧客滿意度得以持續改善。

對於顧客投訴，我們均會立即展開調查，全面分析客戶的反饋意見，以找出問題所在，並採取後續行動，包括定期進行內部評估和檢討員工的培訓計劃，以解決發現的問題並不斷改善我們提供的服務。另外，反饋將及時提供給客戶。報告期內，未發生因健康和安全性問題引起的產品召回案件，也未收到對我們的服務或產品的投訴。

表6 – 產品退回和投訴

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5.4 私隱保障

集團嚴守「個人資料(私隱)條例」的規定，以確保所有資料均安全地保存在我們的內部系統內。在集團政策中列出資料隱私要求，根據該要求，客戶及供應商資料僅用於與本集團營運有關的事宜。我們努力確保所有收集的資料不受未經授權而用作意外訪問，加以處理，刪除或其他使用。保護客戶的個人資料，以保持他們對我們的信任。

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5.5 Anti-Corruption

Insisting on the honesty, integrity and fairness in all aspects of our business, and upholding a high standard of business ethics and prohibition of any forms of bribery and corrupt practices, the Group developed a series of policies of anti-fraud and anti-bribery. The Group has developed a series of policies of anti-fraud and anti-bribery which apply to all members of the Group. We also encourage all of our business-related parties, including customers and suppliers to observe those principles of the policies and to proactively report any suspected misconduct issues to the Group.

During the Reporting Period, the Group observed with related laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance (Chapter 201 of the laws of Hong Kong), Criminal Law and the Regulations for Suppression of Corruption of the PRC. No cases of anti-corruption was concluded and the Audit Committee identified no complaint from employees during the Reporting Period.

5.6 Whistle-Blowing

In order to encourage our employees to report illegality, irregularity, malpractice, unethical acts or behaviours, inappropriate conducts or actions, which may damage the Group's interests, we established whistle-blowing policy and implement procedures for our employees to report improprieties via a confidential reporting channel to the extent that is made possible to all employees.

The Group is committed to addressing the "whistle-blowers" concerns in a fair and reasonable manner and to handling the reports with due care and conducting a comprehensive and independent investigation for each reasonably established report. All "whistle-blowers" who report in good faith are reasonably protected from retaliation or adverse consequence of their employment regardless of whether the allegation is substantiated.

5.5 反貪污

為於業務各方面堅守真誠、誠信及公平原則、秉持高標準商業道德規範以及禁止任何形式的賄賂及貪污行為，本集團已制定一系列反欺詐及反賄賂政策，以作為踐行企業管治的一環。這些政策適用於本集團所有成員。我們還鼓勵包括客戶和供應商在內的所有業務相關方遵守這些政策原則，並主動向本集團報告任何可疑的不當行為問題。

本集團已遵守對本集團有重大影響的有關防止賄賂、勒索、欺詐及洗黑錢的相關法律及法規，例如香港法例第201章《香港防止賄賂條例》、《中華人民共和國刑法》及《中華人民共和國懲治貪污條例》。在本報告所述期間，沒有完成任何反腐敗案件，審計委員會沒有發現任何員工的投訴。

5.6 舉報有法

為了確保集團所屬公司完全遵守營運地區的法律、規定及條例，我們鼓勵員工舉報損害本集團利益的行為如違法、違規、瀆職及不道德的行為等，我們制定了舉報政策，並實施程序，建立秘密舉報渠道予所有員工舉報不當行為。

與此同時，我們設有獨立舉報程序，以公平合理的方式應對「舉報」，處理關於違反紀律守則的實質或潛在行為和懷疑違規的舉報。不論指控是否成立，所有善意舉報的「舉報人」均受到合理的保護，免受報復或僱用的不利影響。確保內部監控系統和程序能有效運作以供所有員工使用。

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5.7 Intellectual Property Rights

The Group is committed to compliance with relevant laws of intellectual property right (“**IP rights**”) by valuing and protecting its intellectual properties through patent fees and periodic trademark renewals.

In order to ensure that the customer’s IP rights of products is properly protected during the outsourcing processes to suppliers, a confidentiality agreement regarding IP rights must be signed before engagement. Internally, we enter into standard employment contracts with our employees which contain provisions on intellectual property rights and confidentiality. Relevant employees of the Group have signed a written confirmation to (i) confirm that all intellectual property rights created or made during their employment with the Group shall belong to us; and (ii) agree not to use or disclose the confidential information relating to the product designs without authorisation of the Group.

6. COMMUNITY INVESTMENT

The Group is dedicated to making a better society through our active involvement and partnership with local non-profit organizations to organize and take part in a variety of charitable activities and actions such as health education and action, poverty action, children, elderly, underprivileged groups, animal welfare and environmental protection. We shall put the best effort and resources in helping the local communities and people in needs through multiple channels including community services and sponsorship programs.

Going forward, the Group will continue to foster the culture of active participation in community services, encouraging our staff members to be actively engaged in voluntary services and join hands together to disseminate the spirit of services in the community where we all depend on.

5.7 知識產權

本集團透過專利費用及定期重續商標，藉著為其知識產權估值及保障其知識產權，致力遵守知識產權（「**知識產權**」）的相關法律。為確保客戶產品的知識產權於外判予供應商的程序中獲得適當的保護，於聘請前必須簽署有關知識產權的保密協議。就內部而言，我們與僱員訂立標準的僱傭合約，當中載列有關知識產權的條文。本集團相關僱員已簽署確認書，以(i)確認於受僱本集團期間設立或製作的所有知識產權應屬於本集團；及(ii)同意不使用或披露有關產品設計的機密資料。

6. 社區資源投放

本集團致力通過積極參與社區活動，並與非營利組織建立夥伴關係，組織和參與各種慈善活動和行動，如健康教育和行動，貧困行動，兒童，老人等，從而改善社會狀況。我們通過社區服務和讚助計劃等多種渠道，竭力以企業優勢及資源回饋社會，惠及社群，履行社會責任。

未來，本集團將繼續培養積極參與社區服務的文化，鼓勵員工積極參與義工服務，在我們依靠的所有社區攜手宣揚服務精神。

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7. HKEX ESG GUIDE CONTENT INDEX

7. 香港交易所《環境、社會及管治報告指引》內容索引

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant sections in the ESG Report 相關章節	Remarks 備註
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：	Environmental Protection 環境保護	
KPI A1.1 關鍵績效指標A1.1	Types of emissions and respective emissions data 排放物種類及相關排放數據	Environmental Protection 環境保護	
KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total and, where appropriate, intensity 溫室氣體總排放量及(如適用)密度	Environmental Protection 環境保護	
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及(如適用)密度	n/a 不適用	The Group has not identified any hazardous waste was produced in our core business 本集團並未發現核心業務產生任何有害廢物

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KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	Environmental Protection 環境保護	
KPI A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved 減低排放量的措施及所得成果的描述	Environmental Protection 環境保護	
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous waste are handled, reduction initiatives and results achieved 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的描述	Environmental Protection 環境保護	
Aspect A2: Use of Resources 層面A2: 資源使用			
General Disclosure 一般披露	Policies on 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	Environmental Protection 環境保護	
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度	Environmental Protection 環境保護	
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity 總耗水量及密度	Environmental Protection 環境保護	
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果的描述	Environmental Protection 環境保護	

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KPI A2.4	Description of whether there is any issue in sourcing water, water efficiency initiatives and results achieved	n/a	Defined to be irrelevant to the Group's operation
關鍵績效指標A2.4	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的描述	不適用	適用水源不適用於本集團核心業務。
KPI A2.5	Total packaging material used for finished products, and if applicable, with reference to per unit produced	n/a	Use of packaging material is not applicable to the Group's core operation
關鍵績效指標A2.5	製成品所用包裝材料的總量及(如適用)每生產單位估量	不適用	包裝材料的使用不適用於本集團核心業務
Aspect A3: The Environment and Natural Resources 層面A3: 環境及天然資源			
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources	Environmental Protection	
一般披露	減低發行人對環境及天然資源造成重大影響的政策	環境保護	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	Environmental Protection	
關鍵績效指標A3.1	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的描述	環境保護	

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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：	Employment and Labour Practices	
KPI B1.1 關鍵績效指標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	Employment and Labour Practices	
KPI B1.2 關鍵績效指標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	Employment and Labour Practices	

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Aspect B2: Health and Safety 層面B2: 健康與安全			
General Disclosure	<p>Information on:</p> <p>(a) the policies; and</p> <p>(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</p> <p>有關提供安全工作環境及保障僱員避免職業性危害的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料</p>	Employment and Labour Practices	
一般披露		僱傭及勞工常規	
KPI B2.1	Number and rate of work-related fatalities	Employment and Labour Practices	
關鍵績效指標B2.1	因工作關係而死亡的人數及比率	僱傭及勞工常規	
KPI B2.2	Lost days due to work injury	Employment and Labour Practices	
關鍵績效指標B2.2	因工傷損失工作日數	僱傭及勞工常規	
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Employment and Labour Practices	
關鍵績效指標B2.3	所採納的職業健康與安全措施，以及相關執行及監察方法的描述	僱傭及勞工常規	

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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	Employment and Labour Practices 僱傭及勞工常規	
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	n/a 不適用	
KPI B3.2 關鍵績效指標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	n/a 不適用	
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	Employment and Labour Practices 僱傭及勞工常規	

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KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	Employment and Labour Practices	
關鍵績效指標B4.1	檢討招聘慣例的措施以避免童工及強制勞工的描述	僱傭及勞工常規	
KPI B4.2	Description of steps taken to eliminate child and forced labour practices when discovered	n/a	No such incidents were reported during the Reporting Period.
關鍵績效指標B4.2	在發現違規情況時消除童工及強制勞工情況所採取的步驟的描述	不適用	於報告期內並無呈報有關事件。
Aspect B5: Supply Chain Management 層面B5: 供應鏈管理			
General Disclosure	Policies on managing environmental and social risks of the supply chain	Operating Practices	
一般披露	管理供應鏈的環境及社會風險政策	日常營運	
KPI B5.1	Number of suppliers by geographical region	Operating Practices	
關鍵績效指標B5.1	按地區劃分的供應商數目	日常營運	
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Operating Practices	
關鍵績效指標B5.2	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的描述	日常營運	

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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：	Operating Practices 日常營運	
KPI B6.1 關鍵績效指標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	n/a 不適用	Not applicable to the Group's core operation 不適用於本集團核心業務
KPI B6.2 關鍵績效指標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	Operating Practices 日常營運	No products and service related complaints received during the Reporting Period. 報告期內未收到任何與產品和服務相關的投訴。

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KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights 與維護及保障知識產權有關的慣例的描述	Operating Practices 日常營運	
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures 質量檢定過程及產品回收程序的描述	n/a 不適用	Not applicable to the Group's core operation 不適用於本集團核心業務
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 消費者資料保障及私隱政策，以及相關執行及監察方法的描述	Operating Practices 日常營運	
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	Operating Practices 日常營運	

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KPI 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	Operating Practices	No concluded legal cases regarding corrupt practices during the Reporting Period.
關鍵績效指標B7.1	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	日常營運	於報告期內，並無針對發行人或其僱員之有關貪污常規之已結法律案件。
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Operating Practices	
關鍵績效指標B7.2	防範措施及舉報程序，以及相關執行及監察方法的描述	日常營運	
Aspect B8: Community Investment 層面B8: 社區投資			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration communities' interests	Community Investment	
一般披露	有關以社區參與來了解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	社區投資	
KPI B8.1	Focus areas of contribution	n/a	
關鍵績效指標B8.1	專注貢獻範疇	不適用	
KPI B8.2	Resources contributed to the focus areas	n/a	
關鍵績效指標B8.2	在專注範疇所動用資源	不適用	



泛亞環保集團有限公司
Pan Asia Environmental Protection Group Limited

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

股份代號 stock code : 00556.HK

