

2022/2023

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

環境、社會及管治報告



歐化國際有限公司

Uferts International Limited

於香港註冊成立之有限公司 (股份代號：1711)

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

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

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2023 (“Year”). The contents of this report provide its stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provisions of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is to be read in conjunction with the Company’s 2022/2023 Annual Report, in particular the Directors’ Report and Corporate Governance Report sections therein.

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

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

本報告闡述本集團於截至2023年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。本報告符合香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2022/2023年報一併閱讀，尤其是其中的董事會報告及企業管治報告部分。

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

Board Statement 董事會聲明

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

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

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

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

Their respective roles and functions are as follows:

ESG Committee

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

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

Executive Committee

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

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

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

其各自的角色和職能如下：

環境、社會及管治委員會

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

環境、社會及管治委員會向執行委員會報告上述執行計劃的進展情況。

執行委員會

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

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

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

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

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

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

Major Communication Channels 主要溝通渠道



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

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

Material Topics 重要議題

Environment 環境	Workplace 工作場所	Operating Practices 經營常規	Community 社區
<ul style="list-style-type: none"> Green construction 綠色建築 	<ul style="list-style-type: none"> Employment and labour practices 僱傭及勞工慣例 	<ul style="list-style-type: none"> Supply chain management 供應鏈管理 	<ul style="list-style-type: none"> Employee volunteering 員工志願服務
<ul style="list-style-type: none"> Energy management 能源管理 	<ul style="list-style-type: none"> Diversity and equal opportunities 多元共融和平等機會 	<ul style="list-style-type: none"> Products and services quality 產品及服務質素 	<ul style="list-style-type: none"> Community fundraising 社區籌款
<ul style="list-style-type: none"> Waste management 廢物管理 	<ul style="list-style-type: none"> Training and development 培訓和發展 	<ul style="list-style-type: none"> Customer privacy protection 客戶私隱保護 	
<ul style="list-style-type: none"> Paper reduction 減少用紙 	<ul style="list-style-type: none"> Occupational health and safety 職業健康與安全 	<ul style="list-style-type: none"> Anti-corruption/ Anti-money laundering 反貪污／反洗錢 	
<ul style="list-style-type: none"> Water conservation 節約用水 	<ul style="list-style-type: none"> Work-life balance 工作與生活平衡 	<ul style="list-style-type: none"> Compliance with laws and regulations 遵守法例及法規 	

2.1 Environmental Policies 環境政策

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

Besides, the Group has joined a green deposit programme of a bank, to support environmentally beneficial projects and businesses that promote the transition to a low-carbon, climate-resilient and sustainable economy.

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，務求將該等影響盡可能減至最低。為達致可持續發展，本集團已採取多項措施以降低能源及其他資源消耗、減廢及增加循環再用，並在其供應鏈及市場中推行環保。該等措施載於下列第2.2「資源使用」章節。

此外，本集團參與了一間銀行的綠色存款計劃，以支持有利於環境的項目和業務，促進低碳、氣候抗逆力和可持續經濟的轉型。

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 energy consumption and carbon emissions, the Group actively promotes efficient use of energy and adopts green technologies. To identify energy efficiency opportunities, the Group measures and records the energy consumption intensity from time to time.

The Group has implemented the following environmental initiatives in its head office at Units 1905-7, 19th Floor, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong (the "Head Office"), showrooms and warehouse, to enhance overall energy efficiency. The measures have achieved positive results with obvious improvements in energy efficiency.

全球暖化及氣候變化已成為全球各地關注的主要環境議題。為降低能源消耗及減少碳排放，本集團積極推行節能並採納綠色科技。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。

本集團在其位於香港灣仔軒尼詩道288號英皇集團中心19樓1905-7室的總辦公室（「總辦公室」）、陳列室以及倉庫實施下列環保措施，以提高整體能源效益。有關措施取得良好成果，能源效益顯著提升。

Head Office

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

Showrooms

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

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.

總辦公室

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

陳列室

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

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。本集團部份店舖在「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。

Energy Saving Ideas Competition 慳電小點子比賽

The Group organised an energy saving ideas competition in December 2022, inviting colleagues to pool their ideas and make practical suggestions for saving electricity, in order to help the Group save energy and money, as well as improve operational efficiency.

本集團於2022年12月舉辦了慳電小點子比賽，邀請同事集思廣益，提出慳電的實際建議，幫助本集團節省能源和金錢，並提升營運效益。

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

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

於本年度，中華電力有限公司（「中華電力」）在本集團位於紅磡的旗艦店進行了能源審核，其涵蓋空調系統及照明設備。該審核旨在評估店舖的室內環境狀況，並辨認節能機會。

In the audit, several existing energy saving initiatives that had been implemented by the Group were endorsed by CLP Power. CLP Power also provided recommendations to the Group in relation to high efficiency lamps, air curtains, anti-ultraviolet window film, energy efficient air-conditioners, variable refrigerant flow/volume units, occupancy lighting control, demand control ventilation and an energy management system. It also recommended the Group adopt proper maintenance of air-conditioning equipment and promotion of good housekeeping practices for energy saving.

在審核中，中華電力認可了本集團所實行的一些現有節能措施。中華電力並向本集團提供了有關高效能燈管、風閘、防曬隔熱窗膜、高效能空調、可變製冷劑流量／體積裝置、佔用照明控制、通風需求控制及能源管理系統等的建議。其亦建議本集團採納適當保養空調設備和促進良好的內部管理方法以節約能源。

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

During the Year, The Hongkong Electric Company, Limited (“HK Electric”) conducted an energy audit in the Head Office, which mainly examined the mechanical ventilation system and lighting installations, and analysed their energy efficiency performances. It aimed to identify energy saving opportunities for the Group.

於本年度，香港電燈有限公司（「港燈」）在總辦公室進行了能源審核，其主要檢視機械通風系統及照明裝置，以及分析其能源效益表現。其旨在為本集團辨認節能機會。

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

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

2.2.2 Waste Reduction and Management 減少及管理廢物

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

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



2.2.3 Paper Reduction 減少用紙

The Group continues to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal human resources processing such as employee time sheets, payrolls, leave applications, surveys, assessment papers, inspection forms and many more. From time to time, the Group shares tips on paper reduction with colleagues – such as utilising used envelopes for internal correspondence, and using laptops or tablets instead of paper for meetings. Besides, electronic devices instead of paper are now typically used in promotional activities.

Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed for monitoring the efficiency of the paperless environment. In addition, the Group uses FSC-certified paper in the Group's 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 HKEX and the Company, instead of receiving printed form. By introducing electronic means of corporate communications to shareholders, the quantity of printed materials has been considerably reduced. This paperless practice thus helps to protect the environment, as well as save costs for stationery, printing and administrative charges, etc.

本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部人力資源無紙化流程，例如僱員工時表、糧單、假期申請、意見調查、評估報告及檢查表格等。本集團不時與同事分享減少用紙的建議，例如利用已使用的信封作內部文件往來及使用平板或手提電腦代替紙張開會等。此外，於宣傳活動上現時通常使用電子器材以取代紙張。

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

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

2.3 Climate Change Impact 氣候變化影響

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

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

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

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

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

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

2.4 Environmental Performance Summary 環境保護績效概要

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

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

Indicator 指標	FY2021/2022 年度	FY2022/2023 年度
GHG Emissions 溫室氣體排放¹		
Scope 1 GHG emissions (kgCO ₂ e) 範疇1溫室氣體排放（每公斤二氧化碳當量排放）	N/A 不適用	N/A 不適用
Scope 2 GHG emissions (kgCO ₂ e) 範疇2溫室氣體排放（每公斤二氧化碳當量排放）	100,631	94,993
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）	6,396	7,608
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 合共（範疇1,2及3）之溫室氣體排放（每公斤二氧化碳當量排放）	107,027	102,601
GHG emissions intensity (kg/m ²) 溫室氣體排放強度（公斤/平方米）	9.5	7.9

Indicator 指標	FY2021/2022 年度	FY2022/2023 年度
Energy Consumption 能源消耗		
Direct energy consumption (GJ) 直接能源消耗 (千兆焦耳)	N/A 不適用	N/A 不適用
Indirect energy consumption (GJ) 間接能源消耗 (千兆焦耳)	857	804
Total energy consumption (GJ) 總能源消耗 (千兆焦耳)	857	804
Energy consumption intensity (GJ/m ²) 能源消耗強度 (千兆焦耳/平方米)	0.08	0.06
Waste Management 廢物處理		
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物 (公斤)	5,270	5,217
General refuse intensity (kg/m ²) 一般廢物密度 (公斤/平方米)	0.5	0.4
Total recycled waste (kg) 總回收廢物 (公斤)	533	634
Recycled waste intensity (kg/m ²) 回收廢物密度 (公斤/平方米)	0.05	0.05
Total packaging material used (kg) ¹ 使用包裝材料總量 (公斤) ¹	3,365	3,368
Water Consumption 耗水量²		
Water consumption (m ³) 耗水量 (立方米)	368	216
Water consumption intensity (m ³ /m ²) 耗水量密度 (立方米/平方米)	0.03	0.02

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

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

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

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 The Head Office does not have a separate meter for water consumption measurement, hence water consumption data of the Head Office is not included.

² 總辦公室並沒有獨立水錶量度耗水量，因此並沒有包括總辦公室的耗水量數據。

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

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

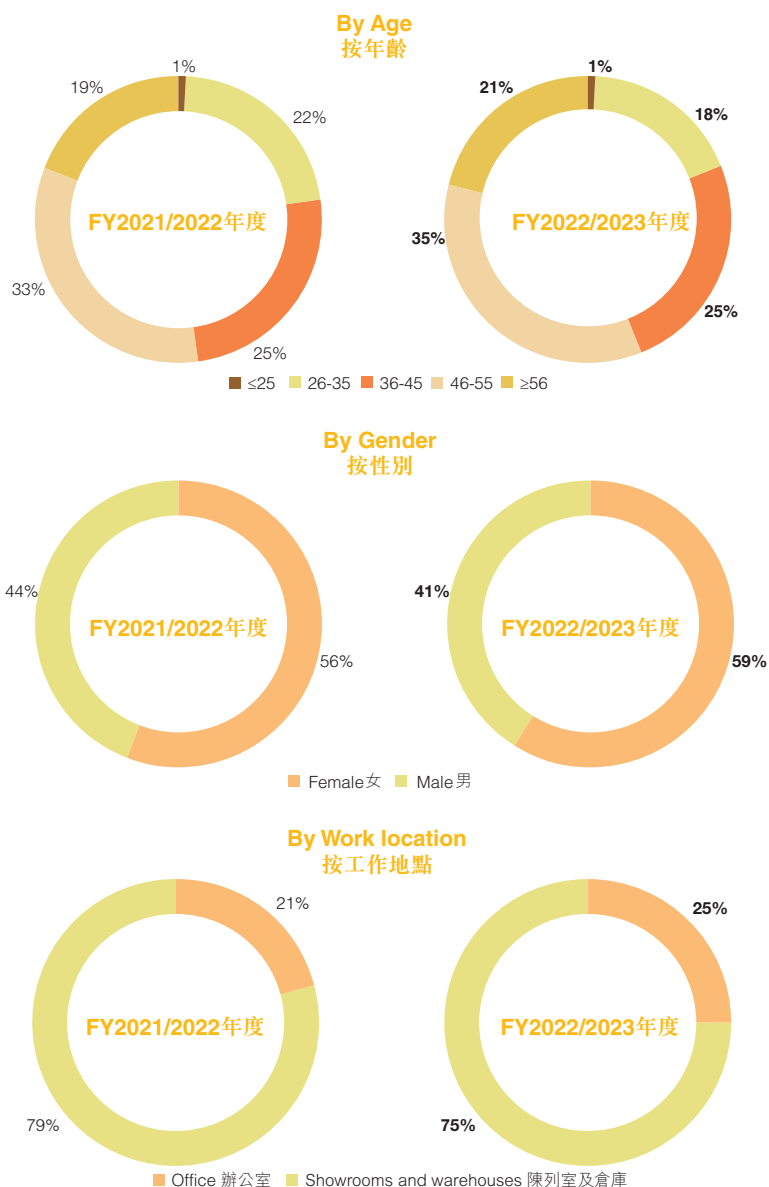
本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。

As at 31 March 2023, the permanent employees of the Group totalled 133 (2022: 144), working at the Head Office, showrooms and warehouse in Hong Kong.

於2023年3月31日，本集團合共僱有133 (2022：144)名全職僱員，於香港的總辦公室、陳列室及倉庫任職。

The demographics of the Group's workforce as at 31 March 2023 are summarised below.

於2023年3月31日，本集團之員工分佈資料概述如下。



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

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

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. As at 31 March 2023, 47% (2022: 42%) of the staff had worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group. The turnover rates of the Group's workforce during the Year are listed in the tables below.

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於2023年3月31日，47%（2022年：42%）員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。本集團於本年度之員工流失率已載列於下表。

By Age 按年齡	Percentage 百分比
<=25	200%
26-35	58%
36-45	29%
46-55	24%
>=56	14%

By Gender 按性別	Percentage 百分比
Female 女性	27%
Male 男性	37%

By Work location 按工作地點	Percentage 百分比
Office 辦公室	15%
Showrooms and warehouses 陳列室及倉庫	36%

3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) and other statutory requirements regarding employment and labour practices. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer's voluntary MPF contributions, medical coverage, life insurance and extra paid annual leave. Each employee is entitled to 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 and other policies and guidelines are in place covering the areas of compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other fringe benefits, etc. The Group has been reviewing its related policies from time to time to ensure the Group complies with the latest statutory requirements. Also, a set of grievance procedures is also in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Human Resources Department.

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

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

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

本集團嚴格遵守《僱傭條例》(香港法例第57章)及其他有關僱傭及勞工慣例的法定規定。本集團致力於在就業的各方面提供平等機會，並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇，並定期檢討有關待遇。為吸引和挽留人才，本集團提供全面的福利，例如僱主的自願性強積金供款、醫療保險、人壽保險及額外的新年假。每名員工均可享有一日生日假期，為每名員工提供了額外的休息日以代替生日禮物。

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

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



3.3 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety (“OHS”) issues for employees. Besides, OHS measures are regularly reviewed by the Group to ensure their effectiveness. A dedicated team has also been established to deal with OHS matters, and to react promptly if there are issues, to ensure a healthy and safe work environment.

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in Head Office to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator (“AED”) has been placed in the office building to rescue potential victims of sudden cardiac arrest. Besides, the Group has arranged staff who had received the Standard First Aid Certificate from the Hong Kong Red Cross to provide First Aid treatment to colleagues in the Head Office whenever needed. During the Year, the Group invited a first aid instructor from Hong Kong Red Cross to conduct a Public Education Talk for employees, to enhance their knowledge of first aid, cardiopulmonary resuscitation and AED, as well as raise their safety awareness.

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職業健康及安全(「職安健」)方面的意識。此外，本集團定期審查職安健措施，以確保其有效性。同時成立了一個專門小組處理職安健事宜，以便在問題出現時迅速作出反應，確保一個健康和安全的工作環境。

本集團提升應急準備能力及確保總辦公室內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。自動體外心臟去顫器(「AED」)已放置在辦公大樓，以供潛在心臟病患者在病發時進行救助。此外，本集團安排了已獲香港紅十字會急救證書之員工於需要時在總辦公室為其他員工提供急救治療。於本年度，本集團邀請了香港紅十字會急救講師進行公眾急救教育講座，以增強員工對急救、心肺復甦法及AED的知識，並提高其安全意識。



英皇集團
EMPEROR GROUP

公眾急救教育講座



為增強同事對急救的知識，本部現安排公眾急救教育講座予同事參加，同事可以透過講座增強對急救、CPR及AED的知識，並提高大家的安全意識。

講座日期：2022年11月23日(星期三)
講座時間：下午3時至下午5時
學員人數：每班20人(先到先得)
授課語言：廣東話
主講導師：香港紅十字會急救講師
訓練地點：英皇集團中心2樓



講座內容：
急救原則 傷口及出血
哽塞處理 燒傷及燙傷
心臟病 CPR及AED

Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. During the Year, the number of lost days due to work injuries was 196, while the number and rate of work-related fatalities during the past three years are listed in the table below.

每宗工傷事故(如有)，必須通報人力資源部，以根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為196天，而過去三年因工亡故的人數及比率已載列於下表。

Item 項目	FY2020/2021年度	FY2021/2022年度	FY2022/2023年度
Number of work-related fatalities 因工亡故的人數	0	0	0
Rate of work-related fatalities 因工亡故的比率	0	0	0

3.4 Development and Training 發展及培訓

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

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

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

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

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

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

本集團明白技能熟練及經專業培訓的員工之重要性，因此提供全面的培訓以提升員工的知識、技能及工作能力。本集團鼓勵並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。

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

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

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

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

Online Breakfast Meeting

線上早餐見面會

November 2022 11月



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

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

Anti-money laundering is one of the areas of high concern in the retail sector, hence the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) is introduced to new staff during the orientation by the Human Resources Department, and subsequent trainings and updated information are provided to staff from time to time. Also, relevant information is shared through the e-learning platform.

反洗錢是零售業高度關注的範疇之一，因此在新員工入職培訓時，人力資源部會向他們介紹《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)，並於隨後不時向員工提供培訓和最新資訊。同時，通過電子學習平台分享相關資訊。

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. These policies are explained during induction training, and are freely accessible on the Group's intranet. To maintain vigilance against corruption risks, the Group also offers internal refresher training such as talks or seminars on business ethics on a regular basis, delivered by Independent Commission Against Corruption of Hong Kong ("ICAC").

本集團對一切形式的貪污和賄賂採取零容忍的態度。這些政策已在入職培訓時作出解釋，並可在本集團內聯網上自由查閱。為了保持對貪污風險的警惕性，本集團還定期提供內部進修培訓，如由香港廉政公署舉辦的商業道德講座或研討會。

The numbers of training hours of the staff of the Group are listed in the table below.

本集團員工培訓時數已載列於下表。

Item 項目	FY2021/2022年度	FY2022/2023年度
Total training hours 總培訓時數	1,491	551
Average training hours per employee 每名員工平均培訓時數	10	4

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

於本年度，受訓僱員百分比已載列於下表。

By Gender 按性別	Percentage 百分比
Female 女性	63%
Male 男性	37%

By Employee Category 按僱員類別	Percentage 百分比
Managerial grade or above 經理級別或以上	21%
General staff 一般員工	79%

3.5 Work-life Balance 工作與生活的平衡

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

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。為支持員工維持工作與生活的平衡及培養團隊精神，本集團不時舉辦員工活動，這有助鞏固員工之間的關係、加強員工士氣，並締造和諧的工作環境。

Festival Delicacies

佳餚美饌賀佳節

September 2022 9月



As a token of appreciation, mooncakes and abalone were given to and shared among employees to celebrate the Mid-Autumn Festival and Chinese Winter Solstice.

為表達本集團的心意，員工獲贈並一同分享月餅及鮑魚以慶祝中秋及冬至。

Stretching and Exercising Classes

伸展舒痛體驗班

October 2022 10月

In view of office workers sometimes facing problems such as muscle fatigue, or muscle tension or pain caused by poor posture, the Group organised stretching and exercising classes for employees, so they can relieve any pain through stretching exercises.

有見及辦公室同事常面對如肌肉過勞或因不良姿勢而造成肌肉繃緊或痛症等問題，本集團特意舉辦伸展舒痛體驗班，讓員工透過伸展運動舒緩痛症。



英皇集團
EMPEROR GROUP

伸展舒痛體驗班

我們一向關心員工身心健康，現推出三款伸展舒痛班，為大家身心靈打氣！

經常低頭做家務及各種不良姿勢令肌肉過勞，以致出現肌肉缺氧缺血問題導致肌肉繃緊等不同程度的出現。此課程會以不同伸展動作來舒緩不適。

痛症伸展班

日期: 05/10/2022 & 12/10/2022
時間: 18:15 - 19:45

肌肉是人體最大的網絡系統，對我們身體有至根本的影響。釋放筋脈能有效對痛症問題、運動表現、肢體健康及情緒控制帶來正面影響。此課程針對筋脈放鬆來舒緩身心疲累。

筋膜炎放鬆伸展班

日期: 19/10/2022 & 26/10/2022
時間: 18:15 - 19:45

因長時間看電話、電腦、排樓東西、做家務等活動以致筋脈繃緊及痛症出現。此課程特別針對這些位伸屈來消除疲勞。

肩頸酸痛伸展班

日期: 02/11/2022 & 09/11/2022
時間: 18:15 - 19:45

上課地點: 灣仔英皇集團中心2樓

立即報名
費用全免

備註:
1) 每一款體驗班共兩節
2) 同事可依據喜好選擇一項首場及一項次場課程
3) 活動名額以先到先得的形式安排，額滿即止
4) 參加者請自備瑜伽墊、瑜珈球和毛巾各一件及穿著運動服上課
5) 如參加者未能出席，請於體驗班前一星期前通知人力資源部，否則每節課程將收取行政費用港幣200元

Head, Shoulder and Neck Massage Service

頭肩頸按摩服務

October to December 2022 10至12月

In view of the long working hours of colleagues in the office, the Group has arranged massage therapists from “Smart Living” of the Employees Retraining Board to provide head, shoulder and neck massage services for its employees to help improve blood circulation, relieve chronic pain and promote health, and alleviate work pressures for its staff.

考慮到同事平日在辦公室內長時間工作，本集團安排了僱員再培訓局「樂活一站」的按摩師，為員工提供頭肩頸按摩服務，有助血液循環、改善痛症及促進身體健康，並為員工舒緩工作壓力。



英皇集團
EMPEROR GROUP

係時候放鬆一下身心

齊來鬆一鬆

頭肩頸按摩

享受30分鐘頭肩頸按摩服務(費用全免)

日期: 10月21日(五)/11月18日(五)
/12月23日(五) (任選其一#)

時段: 下午3時至6時*

地點: 灣仔英皇集團中心2樓
MUSTARD SEED

立即報名

#同事可按意願列明首選及次選日子
*按摩時段將會由HR安排
成功參加者將收到HR發出的電郵通知及所獲分配的按摩服務時段

名額有限，先到先得！

Yoga Classes

瑜伽體驗班

December 2022 12月

In an effort to maintain employees' physical and mental health, the Group arranged yoga classes for employees catering to different needs such as easing stress, improving sleep quality and mental relaxation, as well as strengthening muscles and relieving pain.

為保持其員工身心健康，本集團為員工安排了針對不同需要的瑜珈班，如舒緩壓力、改善睡眠質素、放鬆精神等，同時有助強化肌肉及改善痛症。



英皇集團
EMPRESS GROUP

瑜伽體驗班

我們一向關心員工身心健康，現推出三款瑜珈班，為大家身心靈打氣！

養生瑜珈班
日期: 16/11/2022 & 20/11/2022
時間: 18:15 - 19:45

透過一些瑜伽式子對腰部關節訓練，不但可強化肌肉，更可增加骨柱的延伸，舒緩和避免因久坐而出現的痛症及使身體各系統運作更健康。讓身心達致更深層的放鬆，也可改善呼吸和促進睡眠，養生益壽。

心靈瑜珈班
日期: 30/11/2022 & 07/12/2022
時間: 18:15 - 19:45

透過一些緩慢又深層放鬆的方法，先以一連串的伸展動作釋放因忙碌和壓力而導致肌肉緊張，再透過練習呼吸技巧助你穩定雜念，進入心靈空間，對於減輕及放鬆精神有極正面的影響。

減壓舒緩瑜珈班
日期: 14/12/2022 & 21/12/2022
時間: 18:15 - 19:45

生活緊張加上壓力，或令我們有焦慮、頭痛、坐骨神經痛及失眠等徵狀，此班有助舒緩壓力引起的不適及痛症。

上課地點: 灣仔英皇集團中心2樓

立即報名
費用全免

備註:
1. 每一節課程共兩節
2. 同學可選擇良好選擇一項每週及一項次課程
3. 活動名額以先到先得的款式安排，額滿即止
4. 參加者須自備瑜珈墊，瑜珈墊太厚太軟一律及穿著運動服上課
5. 如參加者未能出席，請於課程前一星期通知人力資源部，否則每節課將收取行政費用200元

Relaxing Friday

鬆Friday

March 2023 3月

The Group launched an eight-week "Relaxing Friday" campaign, to encourage colleagues to carry out stretching exercises for 15 minutes during office hours every Friday, helping to stretch their muscles and relieve stress, and thus allowing them to relax amid their busy schedules.

本集團推行為期八星期的「鬆Friday」活動，鼓勵同事於每星期五的辦公時間進行15分鐘伸展運動，有助伸展筋肌及舒緩壓力，讓同事從忙碌的排程中抽空放鬆一下。



Besides, the Group arranged several online talks during the Year, covering topics that aimed to enhance the wellness of its employees. These included the following:

- Common cancers in women
- Ways to combat high blood pressure, hyperlipidaemia and hyperglycaemia
- Complete guide to healthy diet
- Breast cancer prevention through yoga

此外，本集團於本年度安排了一些網上講座，涵蓋的主題均旨在提升員工的健康，包括以下主題：

- 女性常見癌症
- 擊退「三高」有妙法
- 健康飲食全攻略
- 乳•您啟程：瑜珈教



健康小知識： 女性常見癌症-卵巢癌、腹膜癌及肺癌

根據衛生署的數據顯示，卵巢癌、腹膜癌及肺癌均為本港女性十大常見癌症，風險絕對不容忽視。是次網絡研討會可助您了解更多有關卵巢癌、腹膜癌及肺癌的基本知識，包括成因、有效預防方法及相關治療，為突發情況作好準備。

網絡研討會詳情

講者：梁冬陽醫生（婦女健康）
日期：2022年5月27日（星期五）
時間：下午 1:00-2:00
語言：廣東話



健康小知識：擊退「三高」有妙法

衛生署的健康調查顯示，全港超過一半市民出現至少一項「三高」，即高血壓、高血脂、高血糖的症狀，當中以55至64歲人士最高危，病發率超過70%。面對「三高」危機，應如何防範？是次網絡研討會可助您了解更多有關「三高」的基本知識，包括成因、有效預防方法及相關治療，從而減低健康風險。

網絡研討會詳情

講者：林子耀醫生
普通科醫生（企醫網絡醫生）
日期：2022年7月29日（星期五）
時間：下午 1:00-2:00
語言：廣東話



健康飲食全攻略

相信許多人都認同「食得是福」，但營養均衡飲食同樣重要。究竟我們怎樣才能「吃得健康」呢？是次網上健康講座，邀請了熊妙華博士為嘉賓，以專業營養師的角度，與您分享有關如何於日常生活中保持健康均衡的飲食，以及應對三高的飲食貼士。

網上健康講座詳情

講者：熊妙華博士
香港安醫院-司徒拔道健康生活促進中心經理、註冊營養師
日期：2022年8月26日（星期五）
時間：下午 12:00 - 1:00
語言：廣東話



「乳•您啟程：瑜珈教室」

10月就是一年一度的「國際乳癌關注月」，為提高大眾對乳癌的認識，AXA聯同權和醫療集團舉行「乳•您啟程：瑜珈教室」網上健康講座，邀請癌症戰士、Char Yoga and Wellness創辦人及瑜珈導師Char，與您一起做瑜珈，亦藉此讓大家更了解運動對預防乳癌的好處。

瑜珈教室完結後，將有其他節目及分享環節至上午11時，歡迎繼續在線參與！

網上健康講座詳情

講者：Char，癌症戰士、
Char Yoga and Wellness 創辦人及瑜珈導師
日期：2022年9月24日（星期六）
時間：上午 9:00-10:00
語言：廣東話



4.1 Supply Chain Management 供應鏈管理

The furniture products offered by the Group are imported from Europe and Asia. As of 31 March 2023, over 50 brands were offered for sale in its showrooms. With over 45 years' history in the furniture retail industry, the Group has built up a long-standing relationship with a suite of reliable brands, many of which are recognised for their high quality and stylish design. The selection of suppliers and the purchase of goods are based on criteria such as quality, price, delivery timeliness, supplier's capability and experience, with preference given to suppliers who demonstrate their environmental commitment. The procurement plans are implemented after 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 and Malaysia. The long-established relationships with its suppliers provide the Group with reliable sources of furniture with assured quality.

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

本集團提供之傢俬產品乃進口自歐洲及亞洲。於2023年3月31日，本集團陳列室售賣超過50個品牌。本集團在傢俬零售行業擁有超過45年歷史，與一系列可靠品牌建立了長遠合作關係，當中大部分以高質素及時尚設計聞名。供應商之甄選及商品採購乃基於質素、價格、送貨時效、供應商的實力及經驗等準則進行，並會優先考慮能履行環保責任的供應商。各項不同傢俬產品之採購方案乃經分析本集團之銷售及存貨水平後執行。

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

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

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

A customer service department has been set up to listen to customers' opinion and address to customers' complaint. Customer service meetings are held where customers 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 some products within the first year of delivery.

To gather valuable customer feedback, the Group collects customer satisfaction questionnaires through different channels from time to time. During the Year, the Group received 18 (2022: 22) customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner.

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



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。就部份產品，本集團於首年內交貨提供免費上門檢查服務。

為收集客戶寶貴意見，本集團不時透過不同渠道收集客戶滿意度調查問卷。於本年度，本集團收到18 (2022年：22)宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。

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

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

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

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

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

- **2022 Best Lifestyle Furniture Brand**

2022最佳生活品味傢俬品牌

iMoney
智富雜誌



- **2022 No. 1 The Best Furniture Brand**

2022 No. 1最優質傢俬品牌

Headline Daily
頭條日報



- **Asia Big Idea Chair Awards 2022 – The Best Native Ad Campaign**

亞洲數位行銷創意大獎2022 – 最佳原生廣告

Yahoo
雅虎



- **“Ulferts” – Quality Service Programme, 2022 Quality Service Retailer of the Year (Furniture & Home Accessories Category)**

「歐化傢私」－優質服務計劃，2022年優質服務零售商（傢俱及居室用品組別）

Hong Kong Retail Management Association
香港零售管理協會



- **“Ulferts” – Quality Service Programme, Seasonal Quality Service Leader (Furniture & Home Accessories Category), April – June 2022 and January – March 2023**

「歐化傢私」- 優質服務計劃, 季度優質服務領袖(傢俱及居室用品組別), 2022年4月至6月及2023年1月至3月

Hong Kong Retail Management Association
香港零售管理協會



- **“at • home” – Quality Service Programme, Seasonal Quality Service Leader (Furniture & Home Accessories Category), July – September 2022**

「at • home」- 優質服務計劃, 季度優質服務領袖(傢俱及居室用品組別), 2022年7月至9月

Hong Kong Retail Management Association
香港零售管理協會



- **Certificate of Outlet Anti-epidemic Measures Recognition**
店舖防疫措施認證證書

Hong Kong Retail Management Association
香港零售管理協會



顧客安心盡情購物

- **“Ulfenbo” – Hong Kong Top Brand Mark**
「歐化寶」- 香港名牌標識

Hong Kong Brand Development Council
香港品牌發展局



4.3 Protection of Data 資料保護

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

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

4.4 Protection of Intellectual Property 保護知識產權

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

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

Besides, the Group immediately takes action against any fake news or infringing articles or materials in relation to the Group.

此外，本集團針對任何與本集團有關的欺詐或侵權物品或材料採取即時行動。

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

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

It is essential for the Group's employees to acquire a better understanding of bribery, extortion, corruption and related acts. In addressing and mitigating corruption risks, guidelines in accepting or offering advantages including 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 from being misused for money laundering, terrorist financing or other financial crimes. The AML Policy indicates the kind of potentially suspicious transactions or activities that employees should look out for.

The Group has also adopted a whistle-blowing policy and reporting procedures for employees and related third parties who have business dealings with the Group (e.g. customers and suppliers) to raise concerns and anonymity in confidence, about any suspected misconduct or malpractice within the Group. This policy aims to encourage all employees and related third parties who have concerns about any suspected misconduct or malpractice within the Company to come forward and voice those concerns.

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

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

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

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

本集團亦採納一套舉報政策及報告流程，讓僱員及與本集團有業務往來的相關第三方（如客戶及供應商），在保密的情況下就本公司內部任何可疑不當行為或舞弊提出關注及匿名舉報。該政策旨在鼓勵所有員工及相關第三方就本公司內任何涉嫌可疑不當行為或舞弊能挺身而出向本公司作出舉報。

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

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

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

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362, Laws of Hong Kong)

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on page 38 of the Company's 2022/2023 Annual Report.

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

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

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

- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)
- 《公司條例》(香港法例第622章)
- 《競爭條例》(香港法例第619章)
- 《僱傭條例》(香港法例第57章)
- 《個人資料(私隱)條例》(香港法例第486章)
- 《防止賄賂條例》(香港法例第201章)
- 《商品說明條例》(香港法例第362章)

企業管治委員會之工作詳情載於本公司2022/2023年度報告第38頁中之企業管治報告內。

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

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

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

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

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



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。

Bread Run

麵包收集活動

June to August 2022 6至8月

In response to Feeding Hong Kong’s call, the Group encouraged its staff to participate in this event by collecting surplus bread from designated bakeries at closing times and bringing them to the food bank of Feeding Hong Kong instantly, in order to provide food to those in need as well as reduce the food waste.

為響應樂餉社的號召，本集團鼓勵員工參與該活動，於臨近關門時段到指定的麵包店收集剩餘麵包，並隨即送至樂餉社的食物銀行，以提供食物予有需要的人士，同時減少浪費食物。



Sending Coolness in Stifling Summer

「扇」長人翁送清涼

August 2022 8月



V Foundation donated 400 gift bags – each including a fan, a cool towel and a supermarket gift voucher – to underprivileged families in Tai Po and Fanling districts who are members of the Lutheran Church. The Group's volunteer team went to Union Plaza in Fanling, to arrange distribution of goods to the underprivileged families, enabling them to feel a little coolness during the hot weather.

V慈善基金為路德會旗下大埔區及粉嶺區的基層家庭捐贈400份包括一把風扇、一條冰感毛巾及一張超市禮券的禮物包。本集團的義工團隊一同到粉嶺海聯廣場向基層家庭派發物資，讓他們在炎熱之天氣中能感受到一點清涼。

Chinese Medical Consultation

中醫義診活動

August 2022 8月

V Foundation, together with the Wong Tai Sin District Committee of the Kowloon Federation of Associations and Christian Action, organised a Chinese Medicine Health Day at Choi Wan Estate, during which a team of Chinese medicine practitioners provided complimentary consultation services to underprivileged students in the estate, and presented each of them with a gift bag containing stationery, a personal care kit and a soup pack after the consultation. The Group's volunteers helped with the on-site coordination and distributed the gift bags. A Chinese medicine seminar was also arranged during the event, in which experienced Chinese medicine practitioners explained to participants how to deal with the symptoms of long Covid.

V慈善基金聯同九龍社團聯會黃大仙地區委員會及基督教勵行會在彩雲邨舉辦了中醫保健日活動，為該邨的基層學童安排了中醫師團隊以提供義診服務，並在學童完成診症後，為每個學童送上一份禮物包，內含精美文具、個人護理包及保健湯包等。本集團的義工在現場協助幫助協調及派發禮物包。是次活動還特別安排了中醫講座環節，由資深的中醫師為到場人士講解如何應對「長新冠」症狀。



Student Affairs Development Project

學生事務拓展計劃

September 2022 9月

Emperor Group joined hands with the Elsie Tu Education Fund to provide internship opportunities to students from Mu Kuang English School, enabling them to experience working life beyond school. “Ulferts” participated in this project, which not only enabled the students to understand various businesses in society and accumulate experience, but also enhanced their interpersonal skills and self-confidence.

英皇集團與杜葉錫恩教育基金合作，為慕光英文書院的學生提供實習機會，讓他們體驗學校以外的生活。「歐化傢私」參與了這個計劃，不僅能讓學生了解社會上的各種業務及積累經驗，同時也提高了他們的人際交往能力及自信心。



“Discover Emperor, The Celebration Walk” Virtual Charity Tour – Elderly Session

「一喜活現•英皇80年」慈善虛擬導賞活動長者場

October 2022 10月

Co-organised with local cultural enterprise “Walk in Hong Kong”, Emperor Group held the Virtual Charity Tour – Elderly Session of “Discover Emperor, The Celebration Walk” at Emperor Cinemas, Citywalk, Tsuen Wan. Emperor Group employed an interactive online broadcast format with an audio-visual guide, combining information on its development with key celebratory moments for Hong Kong people, to enable senior citizens to relive bygone days. Over 80 senior citizens from the beneficiaries, Hong Kong Lutheran Social Service and The Neighbourhood Advice-Action Council, attended the event in person, and over 800 participated online. The Group organised a volunteer team to interact with the senior citizens on site, creating an enthusiastic atmosphere.

英皇集團於荃灣荃新天地之英皇戲院舉行「一喜活現•英皇80年」慈善虛擬導賞活動長者場，活動由本地文化企業「活現香港」協辦。英皇集團將其發展蹤跡結合香港人生命中值得慶祝的美好時刻，利用線上直播互動形式配合聲畫導航，與公眾重溫懷舊風情。活動邀請到逾80位來自香港路德會社會服務處及鄰舍輔導會的長者出席，同時逾800位長者透過線上參與。本集團組織義工隊在現場與長者互動，氣氛熾熱高漲。



Charity Meal Distribution Event

「有飯共享」慈善派飯活動

November 2022 11月



The Group's volunteers actively participated in the charity meal distribution event jointly organised by V Foundation and Ginkgo House. During the event, the volunteers delivered hot meals and scarves to low-income elderly singletons who live in the Eastern District of Hong Kong Island and have registered with Ginkgo House, giving them some winter warmth through sending care and greetings.

本集團的義工積極參與由V慈善基金聯同銀杏館舉辦「有飯共享」活動。在活動中，義工為已登記在銀杏館及居於港島東區的低收入獨居長者送上熱食及頸巾，透過簡單的關心和問候，給予長者一個溫暖的冬天。

Children Baking Class

小煮廚烘焙班

January 2023 1月



V Foundation organised a "Little Chef Baking Class" for the children of Sheng Kung Hui St. Christopher's Home. Coached by professional instructors and with assistance from the Group's volunteers, the children made crisp almond and walnut cookies as Chinese New Year food, adding to the festive atmosphere.

V慈善基金為聖公會聖基道兒童院的小朋友舉辦了「小煮廚烘焙班」，由專業導師悉心教導並由本集團義工從旁耐心協助，小朋友們一同製作賀年食品杏仁瓦片及合桃酥，為節日增添氣氛。



Visit to the Elderly 長者探訪活動

March 2023 3月



The Group joined hands with Bliss District Elderly Community Centre of Hong Kong Christian Service to organise visits to the elderly. The volunteers of the Group and the centre visited elderly singletons and couples living in the district, to understand the lives and challenges of the elderly through interacting with them and listening to their stories, and to send blessings to them.

本集團與香港基督教服務處樂暉長者地區中心攜手合辦長者探訪活動。本集團與該中心的義工一起探訪區內獨居和雙老長者，透過與他們的互動及聆聽他們的故事，了解長者的生活和挑戰，並藉此向他們送上祝福。



5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

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

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

Mooncake Donation Campaign

愛心月餅募捐大行動

September 2022 9月



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

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



Dress Casual Day

公益金便服日

October 2022 10月



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

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

Love Teeth Day

公益愛牙日

December 2022 12月

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

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

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

查詢詳情·請致電
2599 6111
網址 Website
www.commchest.org

公益金辦事處 The Community Chest Office
香港德輔道中111號11樓1105室 電話: 2599 6111 傳真: 2599 6111 電郵: info@commchest.org
香港社會福利署 Social Welfare Department
地址: 香港中環皇后大道中10號 電話: 2599 6111 傳真: 2599 6111 電郵: info@commchest.org
香港牙醫學會 The Hong Kong Dental Association
地址: 香港中環皇后大道中10號 電話: 2599 6111 傳真: 2599 6111 電郵: info@commchest.org

合作機構
香港公益金 香港社會福利署 香港牙醫學會 衛生署
L'ORÉAL PARIS 屈臣氏 WATSON 怡和洋行 怡和保險 INTERPOL VITIS

Furniture Sponsorship to the Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Centre

香港防癌會賽馬會癌症康復中心傢俬贊助

February 2023 2月



Under The Hong Kong Anti-Cancer Society, the Hong Kong Anti-Cancer Society Jockey Club Cancer Rehabilitation Centre not only provides professional care and treatment services to cancer patients, but also provides professional information to patients and their families. To support cancer patients and their families, "at • home" donated furniture including sofas, armchairs, coffee tables, storage cabinets, and dining chairs, helping to provide beneficiaries with comfortable spaces in the centre as they recover.

香港防癌會轄下香港防癌會賽馬會癌症康復中心不僅提供專業的護理及療養服務予癌症病人，同時亦為病人和家屬提供專業資訊。為支持癌症患者和家屬，「at • home」特別捐贈一批傢俬，包括梳化、扶手椅、茶几、儲物櫃、餐檯椅等，為受助者提供舒適的復康空間。

Skip Lunch Day

公益行善折食日

March 2023 3月

By making a donation of HK\$35 or more, each donor would receive a Skip Lunch Day coupon as a token of appreciation. Coupon holder could redeem designated items at any Hung Fook Tong outlets in Hong Kong in a specified period. The donation were used to support The Community Chest and its member agencies, to improve the lives of street sleepers, and people living in cage homes and cubicles.

凡捐款港幣35元或以上，每位捐款者即可獲得「折」食愛心券一張。持券者可於指定期間於全港鴻福堂門市換領指定產品。捐款用以支持公益金及其轄下會員機構，幫助露宿者、籠屋及板間房居民改善生活。



5.3 Environmental Conservation 環境保護

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

本集團致力通過綠色教育宣揚環保意識。

Lai See Reuse and Recycle Program

利是封回收重用大行動

February 2023 2月



The Group participated in the “Lai See Reuse and Recycling Program” launched by Emperor Group in conjunction with Greeners Action. Multiple collection points were set up in a number of properties under Emperor Group. The collected lai see packets were processed and sorted by a sheltered workshop, and turned into new lai see packets that will be distributed to the public in the following year, extending the value of paper. Through this program, Emperor Group hopes to encourage its colleagues to put “go green” concepts into practice.

In addition to promoting the reuse and recycling of lai see packets, Emperor Group has also signed the Greeners Action Charter on “Eco-Friendly Red Packets” this year, with the aim of reducing waste at source by printing and distributing fewer lai see packets.

本集團參與了由英皇集團與綠領行動攜手舉辦之「利是封回收重用大行動」。多個收集箱設置於英皇集團旗下多個物業。收集後的利是封交由庇護工場處理及分類，製作成新生利是封以於翌年派發予公眾，以延續紙張的價值。通過此行動，英皇集團希望能鼓勵其員工將綠色環保理念付諸實踐。

除了鼓勵重用及回收利是封，英皇集團並簽署了由綠領行動舉辦的「環保利是封約章」，通過減少印製及派發利是封，旨於從源頭推動減少廢物。

Earth Hour

地球一小時

March 2023 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.

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



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

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

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

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

Subject areas 主要範疇	Description 描述	Section 章節
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2 Briefly discussed 已概括說明
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 Briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 Briefly discussed 已概括說明
KPI B5.3 指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	4.1
KPI B5.4 指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	4.1

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

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



歐化國際有限公司
Ulferts International Limited