



明輝國際控股有限公司*
Ming Fai International Holdings Limited

(Incorporated in the Cayman Islands with Limited Liability)

(於開曼群島註冊成立之有限公司)

(Stock Code 股份代號 : 03828)



Environmental, Social
and Governance Report
環境、社會及管治報告

2019

* For identification purpose only 僅供識別



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CORPORATE PROFILE 企業概況

Ming Fai International Holdings Limited (hereinafter referred to as the “Company” or “Ming Fai”), together with its subsidiaries (collectively as the “Group” or the “Ming Fai Group”) is an international group with a well-recognized brand, and an integrated supplier and services provider of hospitality supplies products, which was listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) in November 2007. Founded in 1980, the main production base of Ming Fai Group is located in Shenzhen, the People’s Republic of China (“PRC”) with a total site area reaching 120,000 square meters (approximately a total of 1,300,000 square feet), integrating plastic, chemical, printing and sewing production workshops and achieving a vertically integrated production. It is also equipped with a logistics warehouse with 13,000 square meters. The production base located in Cambodia was acquired in 2018.

The Group established the Total Solution Service Center for the operating supplies and equipment (“OS&E”) business and set up a showroom in 2014. Operating supplies and equipment products supplied by the Group covers various categories such as bathroom supplies, hotel amenities, small appliances, catering supplies, kitchen accessories, banquet tableware, guest room linen, glassware, exquisite ceramics, and cleaning equipment and supplies. Through bringing together numerous international brands of the hospitality supplies industry, Ming Fai Group is committed to providing customers with a one-stop solution.

明輝國際控股有限公司(以下簡稱「本公司」或「明輝」)，連同其附屬公司(統稱「本集團」或「明輝集團」)是具有卓越品牌的國際集團，並為酒店供應品類產品綜合型供應商及服務商，於2007年11月，在香港聯合交易所有限公司(「聯交所」)主板上市。明輝集團始創於1980年，主要生產基地位於中華人民共和國(「中國」)深圳，總佔地面積達12萬平方米(約合共130萬平方英尺)，集塑膠、化工、印刷、車縫生產車間為一體，實現垂直整合生產，並配備有1.3萬平方米的物流倉庫。於2018年，本集團收購位於柬埔寨之生產基地。

於2014年，本集團為營運用品及設備業務成立酒店綜合配套中心及設立展廳。本集團供應之營運用品及設備產品涵蓋浴室用品與酒店客雜、小家電、餐飲、廚雜用品、宴會擺台、客房布草、玻璃器皿、精美陶瓷、清潔設備及用品等各個品類。彙集酒店供應品行業的眾多國際品牌，明輝集團致力為客戶提供一站式解決方案。



ABOUT THIS REPORT 關於本報告

This Environmental, Social and Governance Report (“this Report”) is published by the Company and is prepared in accordance with Appendix 27 “Environmental, Social and Governance Reporting Guide” of the Rules Governing the Listing of Securities on the Stock Exchange. Corporate governance is addressed separately in the Corporate Governance Report in the 2019 Annual Report of the Company. Data disclosed in this Report are results of internal statistics and analysis of the Group. Methodology for preparing this Report is consistent with previous years. The Chinese text of this Report shall prevail over the English text in case of inconsistency.

本公司刊發之《環境、社會及管治報告》（「本報告」）按照聯交所證券上市規則附錄二十七《環境、社會及管治報告指引》編製。企業管治已於本公司2019年年報中之企業管治報告內獨立闡述。本報告所披露之數據乃本集團內部統計與分析之結果。編制本報告之方法與過往年度所採納者一致。本報告之中、英文版本如有歧義，概以中文版本為準。



ABOUT THIS REPORT 關於本報告

INTRODUCTION

The board of directors of the Company has overall responsibility for maintaining a sound and effective risk management and internal control systems of the Group and reviewing their effectiveness annually. In addition, the Group has established risk management procedures to identify and prioritise risks for the business to be addressed by management, including but not limited to ESG-related risks. At least on an annual basis, management identifies risks that would adversely affect the achievement of the Group's objectives, and assesses and prioritises the identified risks according to a set of standard criteria. Risk mitigation plans and risk owners are then established for those risks considered to be significant. The Board determined the materiality of the ESG issues.

CORPORATE SOCIAL RESPONSIBILITY (“CSR”) APPROACH

The Group is committed to the principle of sustainable development and fulfill corporate social responsibilities by applying “commercial morality, the kindness towards people and protecting environment”. Being one of the world's leading suppliers of hospitality supplies products, we comply with the laws and respect commercial morality. We manage our operation based on the legal, compliant and reasonable basics. We respect human rights, care for public welfare. We value integrity and achieve win-win situation by cooperation. We follow our philosophy of respecting morality and giving back to society. We value resources and promote environmental protection. Relying on scientific improvements to reduce impacts on the environment, while we are seeking for environmental technologies to maintain sustainable development.

緒言

本公司董事會之整體責任為維持本集團的穩健和有效的風險管理及內部監控系統，並每年監察其有效性。此外，本集團已建立風險管理程序以識別和排列須提請管理層注意的業務風險（包括但不限於環境、社會及管治之相關風險）優先次序。管理層至少每年識別對達致本集團目標造成不利影響的風險，並根據一套標準準則評估及排列所識別風險的優先次序，對被視為重大的風險制定風險緩解計劃及指定風險負責人。董事會釐定環境、社會及管治之重大事項。

企業社會責任（「企業社會責任」）方針

本集團秉承可持續發展原則，努力遵循「行商有道、與人為善、崇尚自然」之企業社會責任。作為世界領先的酒店供應品類產品供應商之一，我們有法可依、有道可循，我們的經營基於合法、合規、合理基礎之上。我們尊重人權、公益為重，並以誠信至上、合作共贏。我們和德為先、回饋社會。我們珍惜資源、促進環保。我們依靠科技進步降低對生態之影響，尋求環保技術永葆可持續發展。



ABOUT THIS REPORT 關於本報告

The Group believes that CSR is not just about philanthropy, but also a responsibility towards the community and being able to provide a platform to contribute in any way that is meaningful, fulfilling and sustainable. CSR will remain a prominent matter in the Group's agenda, and environmental management is always an integral part of the Group's business planning and daily operations.

本集團深信企業社會責任不僅是慈善事業，亦為本集團對社區的責任及可為本集團提供平台，以有意義、可行及可持續的方式回饋社會。企業社會責任將繼續為本集團議程中之重要事項及環境管理乃本集團業務規劃及日常營運中的主要部分。

VISION, MISSION, VALUE

Vision

To become an excellent international brand specializing in travel amenities

Mission

- To provide customers with quality products and services
- To create maximum value for customers, shareholders and business partners
- To develop and materialize staff potential and career
- To support ecology and environment for sustainable development

Value

- Integrity first
- Customer-oriented
- Unity for all wins
- Innovation and adaptation
- Open and proactive
- Ploughing back to society

願景、使命、價值觀

願景

成為以旅遊用品為核心的卓越國際品牌

使命

- 提供優質的產品和服務
- 為顧客、股東、合作夥伴創造理想價值
- 為員工創造有助發揮潛能的平台
- 關注生態環保，致力可持續發展

價值觀

- 誠信至上
- 以客為先
- 團結共贏
- 創新求變
- 開放進取
- 回饋社會



ABOUT THIS REPORT 關於本報告

REPORTING SCOPE AND PERIOD

The Group is principally engaged in the manufacturing and trading of hospitality supplies products (“Hospitality Supplies Business”) and trading of operating supplies and equipment (“OS&E Business”). This Report covered both business segments and the Group’s head office in the Hong Kong Special Administrative Region of the PRC (“Hong Kong”) and the factories in the PRC for the year ended 31 December 2019, which is consistent with previous year, and additionally covered the factory in Cambodia due to its gradually development during 2019. This Report covered the same financial year as in the 2019 Annual Report of the Company.

ACCESS OF THIS REPORT

This Report can be accessed on the HKExnews website of the Stock Exchange (www.hkexnews.hk) and the Company’s website (www.mingfaigroup.com).

報告範疇及期間

本集團主要從事製造及銷售酒店供應品類產品（「酒店供應品業務」）與銷售營運用品及設備（「營運用品及設備業務」）。本報告涵蓋截至二零一九年十二月三十一日止年度之兩個業務分類及於本集團之中國香港特別行政區（「香港」）總辦事處及於中國之工廠之相關資料，與過往年度一致，並增加涵蓋於柬埔寨之工廠之相關資料（因其於二零一九年逐漸發展）。本報告與本公司二零一九年年報涵蓋之財政年度一致。

報告獲取途徑

本報告可於聯交所「披露易」網站(www.hkexnews.hk)及本公司網站(www.mingfaigroup.com)查閱。



ABOUT THIS REPORT 關於本報告

STAKEHOLDERS' COMMUNICATION

與持份者溝通

The Group treasure every opportunity to communicate with our stakeholders and make efforts to address their concerns. Continuous communication enables us to consider how our business decisions impact our stakeholders. The table below presents our communication methods with our stakeholders.

本集團重視與持份者溝通之每個機會，並致力處理其關注事項。持續溝通讓我們考慮到我們的業務決策如何影響我們的持份者。下表載列我們與持份者之溝通渠道。

Stakeholder Group 持份者群體	Expectations and Concerns 預期及關注	Communication Channels 溝通渠道
Government/Regulatory Authorities 政府／監管機構	<ul style="list-style-type: none"> Compliance with laws and regulations 遵守法律及規則 Business sustainability 業務可持續發展 	<ul style="list-style-type: none"> Conferences/seminars by government/regulatory authorities 政府／監管機構之會議／研討會 Publications/websites of government/regulatory authorities 政府／監管機構之刊物／網站
Shareholders/Investors 股東／投資者	<ul style="list-style-type: none"> Return on investments 投資回報 Corporate governance 企業管治 Corporate image 企業形象 	<ul style="list-style-type: none"> Annual general meetings 股東週年大會 Annual and interim reports 年報及中期報告 Circulars/announcements/notices 通函／公告／通告 Investor meetings/visits 投資者會議／拜訪 Company website 公司網站
Customers 客戶	<ul style="list-style-type: none"> Product quality 產品質量 Customer rights 客戶權益 Industry information and updates 行業資訊及更新 	<ul style="list-style-type: none"> Company website 公司網站 Customer satisfaction surveys 客戶滿意度問卷調查 Day-to-day communication through frontline staff 通過前線員工的日常溝通 Business meetings/visits 業務會議／拜訪 Social media accounts 社交平台媒體賬號 Electronic newsletters 電子新聞推送



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Stakeholder Group 持份者群體	Expectations and Concerns 預期及關注	Communication Channels 溝通渠道
Employees 員工	<ul style="list-style-type: none"> • Employees' compensation and benefits 員工薪酬及福利 • Career development 職業發展 • Occupational health and safety 職業健康及安全 	<ul style="list-style-type: none"> • Company website 公司網站 • Annual appraisal 年度評核 • Various activities (including team building, corporate culture and corporate safety) 各種活動(包括團隊合作、企業文化及企業安全) • Employee Relationship Department 員工關係組 • Hotline 電話熱線
Suppliers 供應商	<ul style="list-style-type: none"> • Fair and open procurement 公平及公開採購 • Raw materials and products' quality 原料及產品質量 • Suppliers' selection and management 供應商篩選及管理 • Industry information and updates 行業資訊及更新 	<ul style="list-style-type: none"> • Ongoing direct engagements 持續直接參與 • Business communication 業務溝通 • Suppliers evaluation mechanism 供應商評估機制 • Suppliers conference 供應商大會
Community 社區	<ul style="list-style-type: none"> • Environmental protection awareness 環境保護意識 • Compliance with laws and regulations 遵守法律及法規 • Community welfare involvement 社區福利參與 	<ul style="list-style-type: none"> • Company website 公司網站 • Social responsibilities activities 社會責任活動



ENVIRONMENTAL MATTERS 環境事務

The Group is engaged in the manufacturing of hospitality supplies products, which is closely related to environmental protection and usage of natural resources. Adhering to the goal of sustainable development and operation, the Group has formulated a series of management policies, mechanism and measures regarding environmental and natural resources protection. The Group strives to enhance the efficiency in the usage of energy, water and materials, while also complying with relevant environmental laws and regulations and international general practices in our areas of business operation, with an aim to reduce the use of natural resources and protect the environment. The actions taken are aligned with international standards, including the implementation of greenhouse gas emission inspection work, waste reduction, classification and recycling, reuse of purified sewage, energy conservation and reduction in factories with high energy consumption levels.

本集團從事製造酒店供應品類產品，與環境保護及天然資源使用密切相關。本集團就環境及天然資源保護方面制訂一系列的管理政策、機制及措施，以貫徹持續發展及經營之目的。本集團致力提升各項能源、水及物料之有效利用，同時依循經營業務各地相關的環境法規及國際慣例，減少對各項天然資源的使用，並保護環境。這些行動遵循國際標準的要求，包括實施溫室氣體排放核查作業、廢棄物減量及分類再利用、環保池污水淨化再利用，並針對重大耗能廠區進行節能減排。



ENVIRONMENTAL MATTERS 環境事務

AIR EMISSION

The Group formulated air emission policies and measures with the compliance of the Integrated Emission Standard of Air Pollutants, Hygienic Standards for the Design of Industrial Enterprises and Vehicle Exhaust Emission Pollution Control Ordinance of Guangdong Province of the PRC and the relevant laws and regulations of Hong Kong and Cambodia, including, strictly require our transportation service providers and self-operated vehicles to establish vehicles environmental emission standards and obtain environmental green label, actively understand and ensure our suppliers comply with the relevant air emission laws and regulations, environmental assessment shall be passed before purchasing new equipment or adopting new initiatives, new staff should attend trainings to have basic environmental awareness and understanding of emission requirements of relevant exhaust gas.

During the reporting period, the emissions of Nitrogen Oxides (NO_x), Sulphur Oxides (SO_x) and particulate matter (PM) by the Group were 5.89 tonnes, 0.0079 tonnes and 0.45 tonnes respectively.

GREENHOUSE GAS EMISSION

Regarding greenhouse gas emissions, the Group has passed the related certification of Energy Management Systems and comply with the relevant laws and regulations of the PRC, Hong Kong and Cambodia. To reduce greenhouse gas emission, relevant policies and measures of the Group include, actively develop low-carbon energy, such as replacing diesel and other fuels by natural gas, continuously promote and use high efficiency or energy-saving production equipment, actively promote energy-saving and emission reduction to raise staff's awareness. During the reporting period, the Group used the heat remained in air of the air energy resource recycling system to replace the use of diesel to boil water in staff dormitory, as a result of reducing the greenhouse gas emission.

During the reporting period, the greenhouse gas emission by the Group was 30,859.27 tonnes CO₂ equivalents with an average CO₂ equivalents emission of 0.025 kg per production unit.

廢氣排放

本集團遵守中國《大氣污染物綜合排放標準》、《工業企業設計衛生標準》及《廣東省機動車排氣污染防治條例》及香港與柬埔寨之相關法規，並制定有關廢氣排放政策及措施，包括嚴格要求運輸服務供應商及自營車輛具備車輛環保排放標準，並取得環保綠標、積極了解和確保合作的供應商遵守有關廢氣排放的法律及規定、在採購新設備或採納新方案前必須通過環境評估、新員工需參加培訓以掌握基本環保意識和相關廢氣排放要求。

於報告期間內，本集團之氮氧化物(NO_x)、硫氧化物(SO_x)及顆粒物(PM)之排放量分別為5.89噸、0.0079噸及0.45噸。

溫室氣體排放

有關溫室氣體排放，本集團已通過相關能源管理體系認證，並遵守中國、香港及柬埔寨相關法規。為減低溫室氣體排放，本集團之有關政策及措施包括積極發展低碳能源，如以天然氣替代柴油及其他燃料、持續推廣及採用高效率或節能生產設備、積極進行節能減排宣傳以提升員工之意識。於報告期間內，本集團在員工宿舍以空氣能源回收系統的空氣餘熱取代以柴油加熱熱水，減少溫室氣體排放。

於報告期間內，本集團之溫室氣體排放量為30,859.27噸二氧化碳當量及平均排放量為每產量單位0.025千克二氧化碳當量。



ENVIRONMENTAL MATTERS 環境事務

SOLID WASTE MANAGEMENT

The Group formulates hazardous and non-hazardous waste treatment/reduction policies with the compliance of the Regulation on the Safety Administration of Hazardous Chemicals, the Hygienic Standards for the Design of Industrial Enterprises of the PRC, and Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste and the relevant laws and regulations of Hong Kong and Cambodia.

The relevant waste treatment/reduction policies and measures of the Group include, proactively recycle waste such as raw materials leftovers from production, plastics and papers and classify them for reuse; encourage staff to pay attention to two-side printing; arrange government-designated and qualified recycling company in handling hazardous waste involved in production processes; strictly control the discharge of sludge, engine oil waste, liquid chemicals, etc. from sewage treatment pools, and hand them to the organizations recognized by the government for collection; continued the use of Office Administrative System during 2019 and reduced the paper use of 97.95 kg.

During the reporting period, the hazardous waste and non-hazardous waste produced by the Group were 5.17 tonnes and 2,407.48 tonnes respectively with an average hazardous waste and non-hazardous waste production of 0.0042 g and 1.96 g per production unit respectively. The total packaging materials used by the Group was 27,818.9 tonnes with an average usage of 22.68 g per production unit during the reporting period.

固體廢物管理

本集團遵守中國《危險化學品安全管理條例》、《工業企業設計衛生標準》及《中華人民共和國固體廢物污染環境防治法》及香港與柬埔寨之相關法規，並制定有害及無害廢棄物處理／減排政策。

本集團有關廢棄物處理／減排政策及措施，包括積極回收生產後所遺留的邊角料、塑膠、紙張等廢棄物及對其進行分類以重覆使用；鼓勵員工注意雙面打印使用紙張；對涉及有害廢棄物的生產工序安排符合資格的政府指定回收公司處理；對污水處理池之污水淤泥、廢棄機油、液態化學品等嚴格把控，統一交予政府認可的單位回收；於2019年繼續使用OA電子辦公協同平台，省減紙張使用約97.95千克。

於報告期間內，本集團產生之有害廢棄物與無害廢棄物分別為5.17噸及2,407.48噸及有害廢棄物與無害廢棄物之平均產生量分別為每產量單位0.0042克及1.96克。於報告期間內，本集團使用之包裝材料總量為27,818.9噸及平均使用量為每產量單位使用22.68克包裝材料。



ENVIRONMENTAL MATTERS 環境事務

WATER

Wastewater Management

Manufacturing of hospitality supplies products is a production process involving high water consumption, the Group has set up a sewage treatment pool in industrial park as early as 2003. The Group has optimized and upgraded the sewage treatment pool in 2014 and further escalated and expanded the sewage treatment pool in 2019.

The Group has complied with the Environmental Protection Law of the PRC and the relevant laws and regulations of Hong Kong and Cambodia, and formulated internal guidelines to control and reduce the sewage discharges. Relevant policies and measures include, strictly monitor the sewage discharge to flow through the specialized pipelines to the sewage treatment pool for high standard of purification, including the pre-treatment of the sewage with chemical oxidation, iron-carbon micro-electrolysis and coagulating sedimentation, and with subsequent biological treatment, to ensure that the quality of sewage discharged is higher than the national standard; monitor regularly by setting up internal inspection groups and entrusting qualified professional bodies to conduct periodical inspection on sewage discharge; undergoing water quality sample inspection by the East Shenzhen Water Conservation Office of Shenzhen Environmental Protection Bureau regularly.

Water Conservation

The Group has implemented several policies and measures for water conservation, which include, inspect water consumption facilities in the plants and offices, and take timely remedy for any water leakage or dripping; post water conservation slogans to raise employees and visitors' awareness; require to remove or scrape the scrap materials on the production machines and equipment during the production process before cleansing, so as to reduce water consumption; use of treated sewage which was processed by the sewage treatment pool for toilet flushing, saving water consumption of 12,279 m³ during the reporting period.

During the reporting period, there was no issue in sourcing water for our operations. The total water consumption by the Group was 362,799.21 m³ with an average water consumption of 0.00030 m³ per production unit.

水

廢水管理

製造酒店供應品類產品屬高耗水生產製程，本集團早於2003年在工業園區設立污水處理池。本集團於2014年對污水處理池進行優化升級及於2019年對污水處理池進一步改進及擴容。

本集團遵守《中華人民共和國環境保護法》及香港與柬埔寨之相關法規，並制定內部準則，以控制及減少污水排放。有關政策及措施包括：嚴格監控污水排放，經由專用管道流入污水處理池，再進行嚴格的淨化處理，包括預先採用化學氧化、鐵碳微電解及混凝沉澱處理污水，再經後續生化處理，確保排水品質高於國家標準；成立內部檢查小組定期監察，並定期對所排放污水委託合資格專業機構檢測；定期接受深圳環境保護局下屬東深水源保護辦公室之水質抽樣檢查。

節約用水

本集團已採用若干節約用水政策及措施，包括檢查工廠及辦公室的耗水設施，並及時補救任何漏水或滴水情況；張貼節約用水標語以提高員工及訪客意識；於生產工作流程要求清出或刮出生產機械設備上之餘料才進行清洗，以減少用水；回收使用經污水處理池處理過之污水沖廁，於報告期間內節省12,279立方米之用水量。

於報告期間內，我們業務上並沒有求取適用水源之問題。本集團之耗水總量為362,799.21立方米及平均耗水量為每產量單位0.00030立方米。



ENVIRONMENTAL MATTERS 環境事務

ENERGY

Energy Conversation

As a manufacturer of hospitality supplies products, the Group pay attention to the use of energy. Relevant policies and measures include, replace liquefied petroleum gas by piped natural gas; extend the use of the air energy resource recycling system, such as using the heat remained in air instead of using diesel to boil water in staff dormitory; adopt high frequency power transformer to reduce efficiency depletion and power transmission loss; replacing 1,200 T5 28W light tubes by LED 16W light tubes during the reporting period, the new light tubes saved 43% of electricity consumption compared with the old light tubes.

During the reporting period, the total electricity (indirect energy) and total natural gas (direct energy) consumption by the Group was 31,045,242 kWh and 296,543 m³ respectively with an average electricity and natural gas consumption of 0.025 kWh and 0.00024 m³ per production unit respectively.

ENVIRONMENT AND NATURAL RESOURCES

The Group is committed to conducting its business activities in an environmentally conscious manner and strives to mitigate the environmental impact caused by our operations. To achieve this, the relevant policies and measures include:

- The Group follows Forest Stewardship Council ("FSC") Principles, and takes on a commitment to prohibit trading and using illegally harvested wood, wood harvested in violation of traditional and human rights, wood from forests in which, high conservation values are threatened by management activities, or being converted to plantations or non-forest use, or in which genetically modified trees are planted.

能源

節約能源

作為酒店供應品類產品生產商，本集團注重對能源之使用。相關政策及措施包括以管道天然氣取代液化石油氣；擴大空氣能源回收系統之使用，如在員工宿舍取消以柴油加熱熱水，改為以集中空氣中之餘熱加熱；採用高效率電力變壓器減少功率損耗和送電損失；於報告期間內，更換1,200支T5 28W燈管為LED 16W燈管，新燈管較舊燈管節省43%之電力。

於報告期間內，本集團之電力(間接能源)及天然氣(直接能源)總耗量分別為31,045,242千瓦時及296,543立方米及平均電力及天然氣耗量分別為每產量單位0.025千瓦時及0.00024立方米。

環境及天然資源

本集團承諾以關注環境的方式進行業務，並致力減低營運對環境造成的影響。就此，本集團之相關政策及措施包括：

- 本集團遵循森林管理委員會(Forest Stewardship Council(簡稱「FSC」))原則，並承諾禁止買賣及使用非法採伐的木材、侵犯傳統和公民權利而採伐的木材、於高度保護價值受管理活動威脅、或於已轉為種植園或非森林用地、或於種植基因改造樹木的森林採伐的木材。



ENVIRONMENTAL MATTERS 環境事務

- The Group added biodegradable materials into the plastic products and used eco-friendly packaging, such as stone paper (easily degradable in natural environment) and FSC certified paper to minimize the harm to environment.
- The research and development team of the Group extended the development of dispenser products and developed Shampoo Bars, Conditioner Bars, Body Wash Bars and Lotion Bars that help hotels to reduce the use of small disposable plastic bottles so as to reduce the waste to the environment. The development of Shampoo Bars, Conditioner Bars, Body Wash Bars and Lotion Bars also help to reduce the use of water resources and reduce water pollution in the environment.
- The Group dedicated in promoting and practicing various environmental concept and obtained the EU Ecolabel certification. The EU Ecolabel set out strict requirements in formula and packaging design in order to protect the environment: it requires license holders to reduce the pollution in water ecosystem in order to satisfy the strict requirements in biodegradation, and strict restrictions are imposed on disposal of packaging, thereby reducing ecological pollution from the use of materials and packaging.
- The Group endeavored in the sustainable development of palm oil, and has obtained Roundtable on Sustainable Palm Oil ("RSPO") certification in producing certified RSPO soaps. RSPO's planting guideline for palm oil, vegetation protection and sustainable development concept are consistent with the Group's philosophy as it promotes reasonable land exploitation of palm oil planting field, vegetation protection, as well as respecting the rights of the landowner and protecting the rights of farm workers.
- The Group joined the trees planting activities organized by the government bodies in Shenzhen to promote green environment.
- The Group actively cooperated with the Shenzhen Government on the Sponge City project and the rain and sewage diversion project, which helped to reduce of sewage and increase the usage of rain.
- 本集團在塑膠產品中添加生物降解原料及採用環保包裝，例如石頭紙（於自然環境易於降解）及通過FSC認證之包裝紙，減少對環境的傷害。
- 本集團研發團隊加強研發皂液器產品及研發固體洗髮水、固體護髮素、固體沐浴露及固體潤膚露，可幫助酒店減少使用一次性塑膠小瓶，從而減少環境之廢物。研發固體洗髮水、固體護髮素、固體沐浴露及固體潤膚露亦幫助減少水資源的使用因而減少環境之水質污染。
- 本集團致力提倡及實踐各類生態環保理念，獲得歐盟生態環保標籤(EU Ecolabel)認證。歐盟生態環保標籤在配方和包裝設計訂有嚴格的要求，旨在保護環境：標籤持有者需減少對水生生態系統的污染，滿足嚴格的生物降解要求，並嚴格限制包裝廢棄，從而在用料和包裝上減少生態污染。
- 本集團致力於棕櫚油可持續發展項目工作，並獲得可持續棕櫚油圓桌會議(Roundtable on Sustainable Palm Oil, 簡稱「RSPO」)認證，生產RSPO認證香皂。RSPO對棕櫚油的種植指引、植被保護和可持續發展的理念與本集團一致，因其提倡棕櫚油種植園的土地合理開發、保護植被，並尊重土地所有者權利和農工權益保護。
- 本集團參加深圳市政府組織舉辦的植樹活動，為綠色環境盡綿薄之力。
- 本集團積極配合深圳市政府海綿城市建設及雨污分流工程，幫助減少污水，並提升雨水使用率。



SOCIAL RESPONSIBILITIES 社會責任

Employees are true practitioners of enterprise value creation and the key to implementation of enterprise strategies. The Group views every single employee as the most valuable resources and wealth, values and protects their legitimate rights and interests, provides them with good career development opportunities, concerns their health and safety, cares for their well-being, strives to create a comfortable, and satisfactory working environment for them, thus achieving common growth.

員工是企業價值創造的真正實踐者，是企業策略落實的關鍵。本集團將每一位員工視為最寶貴的資源和財富、重視和維護員工的各項合法權益、為員工提供良好的職業發展機會、關注員工的健康與安全、給予員工關愛，致力為員工營造一個舒適及滿意的工作環境，實現與企業共同成長。



SOCIAL RESPONSIBILITIES 社會責任

EMPLOYMENT AND LABOUR PRACTICES 僱傭及勞工常規

Compensation

The Group holds the principle of equal pay for equal work for both genders, commits in providing opportunities to employees to tap their potential, and determines remuneration according to staff's knowledge and skills. The Group refers to its performance and market environment in adjusting the remuneration to ensure that our remuneration are in line with market and that our staff are motivated.

The Group determines the remuneration with the compliance of the minimum wage standards, issued by Shenzhen Human Resources and Social Security Bureau, the Employment Ordinance of Hong Kong and Ministry of Labour and Vocational Training of Cambodia and the internal standards.

Recruitment, Promotion and Dismissal

The Group recruits talents from Hong Kong, China, Cambodia and other areas around the world, and conducts recruitment in an open and impartial manner regardless of gender, introducing talents according to their personal qualifications, skills and the need of the Group, with the aim to achieve the Group's target of continuous pursuit for innovation and change and strictly complying with the laws and regulations in recruiting staff.

薪酬

本集團以男女同工同酬為原則，致力提供機會予員工發揮潛能，並根據員工的知識和技能定薪。本集團參考集團業績和市場環境來調整薪酬，以確保給予之薪酬與市場相若，且能激勵員工。

本集團遵守深圳市人力資源和社會保障局、香港《僱傭條例》及柬埔寨勞動和職業培訓部發出之最低工資標準及內部標準訂定薪酬。

招聘、晉升及解僱

本集團羅致香港、中國、柬埔寨及世界其他地區的人才，並以公開及公正的方式進行招聘，不限性別、按個人學歷、技能及本集團需要，引進專業人才，實現本集團不斷追求創新與變革之目標，並嚴格遵守法律及規定招聘人員。



SOCIAL RESPONSIBILITIES 社會責任

Human resource is the most valuable resource of an enterprise, and also the competitiveness of an enterprise. The Group provides staff with competitive promotion opportunities based on the Group's performance and talent development strategy, staff performance review and tests, or based on internal recommendation of outstanding staff by departments and promoting staff that contribute to the Group. The Group implements key performance indicators assessment scheme to achieve operational goal and raise staff's working capability. By setting up and implementing departmental and personal goals, and undergoing annual key performance indicators assessment, we measure overall achievement of key performance indicators and performance of department and staff. The assessment results are also applied to the promotion, rewards, trainings and personal development of the staff. Through key performance indicators assessment scheme, we shape a performance-oriented corporate culture, encourage staff's performance as well as nurture and develop staff's personal capabilities.

The Group complies with the Employment Ordinance of Hong Kong, the Labour Contract Law of the PRC and the Labour Law of Cambodia. If a staff is unable to perform his/her current job, he/she will go through training or redeployment. If the staff is still unable to perform the job, we will terminate the employment relationship in accordance with the laws and regulations.

人力資源是企業最寶貴的資源，也是企業的競爭力。本集團為員工提供具有競爭力的晉升機會，根據本集團業績及人才發展策略，檢討員工表現，及通過考核，或根據部門內部推薦表現出色及對本集團有貢獻的員工予以晉升。本集團實施關鍵績效指標計劃以達到營運目標及提升員工工作能力。經設定和執行部門與個人目標，並每年進行關鍵績效指標評核，衡量部門和員工整體關鍵績效達成狀況與職能表現。評核結果也應用於員工之晉升、獎勵、培訓及個人發展計劃。藉關鍵績效指標計劃，建立以績效為導向的企業文化，並激勵員工的表現，培育及發展員工個人能力。

本集團遵守香港《僱傭條例》、《中華人民共和國勞動合同法》及《柬埔寨勞工法》規定。倘員工無法勝任現有崗位，員工將經過培訓或調崗。若該員工仍無法勝任工作，本集團將按照法律及規定終止勞動關係。



SOCIAL RESPONSIBILITIES 社會責任

Working Hours

The Group respects the rest time of our staff. By establishing human resources computerized attendance systems to effectively manage staff's working hours. Employees voluntarily apply for overtime when needed.

Staff Benefits

The Group provides competitive benefits for full-time staff and formulates benefits according to the laws and regulations in Hong Kong, the PRC and Cambodia, including paid leave such as paid maternity leave. The Group also provides various other benefits to designated staff, including work performance bonus and year-end bonus, staff dormitory, staff canteen, shuttle bus service, and a wide range of regular activities (such as singing, sports and various theme of entertainment activities).

Equal Opportunity and Diversity

The Group commits to assisting staff in developing their potentials, upholds the spirit of openness and aggressiveness, and treats talents of different nationalities, genders, ages and religions with the principles of fairness and impartiality. We recruit and develop talents according to the work attitude, professional ability and performance of staff.

Besides, the Group complies with Disability Discrimination Ordinance and Sex Discrimination Ordinance of Hong Kong, the Labour Law of the PRC, the Law of PRC on the Protection of Disabled Persons, the Law of PRC on the Protection of Women's Rights and Interests and formulates non-discrimination policy in Cambodia to safeguards staff's rights so that they will not be discriminated in any ways, including employment, compensation, training, promotion, retirement and contract termination due to reasons such as races, social status, original nationality, gender, age, religious belief, disability, marital status, membership in labour union, and political connections. The Group will never interfere with the rights and freedoms of all staff regarding races, nationality, religion, disability, gender, gender orientation, and labour union membership.

工作時數

本集團尊重員工的休息時間。建立人力資源電子考勤系統，有效管理員工工作時間。如有工作需要，由員工自願申請加班。

員工福利

本集團為全職員工提供具競爭力的福利，依據香港、中國及柬埔寨的法律及規定制定福利，包括有薪產假等有薪假期。本集團亦提供多項其他福利措施予特定員工，包括生產績效獎金與年終獎金、員工宿舍、員工餐廳、交通車接送服務及定期舉辦各式各樣活動（如歌唱、運動及各類主題娛樂活動）。

平等機會與多元化

本集團致力協助員工發揮潛能，秉承開放進取的精神，對不同地區、性別、年齡、宗教之人士皆以公平、公正的原則對待。根據員工工作態度、專業能力與表現引進和發展人才。

此外，本集團遵守香港《殘疾歧視條例》及《性別歧視條例》、《中華人民共和國勞動法》、《中華人民共和國殘疾人保障法》、《中華人民共和國婦女權益保障法》及於柬埔寨制定反歧視政策，保障員工的工作權益，在聘用、賠償、培訓、晉升、退休、終止合同等各方面均不會因為種族、社會地位、原國籍、性別、年齡、宗教信仰、殘疾、婚姻狀況、工會會員資格、政治聯繫等理由而受到任何歧視。本集團絕不干涉所有員工有關種族、國籍、宗教、殘疾、性別、性別取向、工會會員資格等權利及自由。



SOCIAL RESPONSIBILITIES 社會責任

Other Benefits and Welfare

The Group follows the people-oriented and staff-caring corporate culture. “Returning Home Scheme” is implemented during every Chinese New Year, and group train tickets are bought for PRC staff when needed. We also implement comprehensive protection scheme and participate in social insurance or medical insurance as well as purchasing staff accident insurance, supplemental work injury insurance or travel insurance according to the job positions of staff.

Occupational Health and Safety

The Group makes efforts in providing a safe and healthy working environment for all staff, and strictly complies with the relevant laws, regulations and policies of occupational health and safety, including the Production Safety Law of the PRC, the Labour Law of the PRC, the Production Safety Regulations of Guangdong Province, the Occupational Safety and Health Ordinance of Hong Kong and formulates health and safety policy in Cambodia. Staff trainings are arranged to teach staff safety concepts and enhance their self-safety awareness. Qualified work equipment is also provided for staff as protection. Environmental protection measures are carried out to ensure all dangerous items meet national standards so as to continuously enhance working environment safety. Moreover, inspections are conducted regularly on occupational hazardous elements in working areas with poisonous and harmful substances and the inspection results are reported. Meanwhile, we will arrange occupational health checks for staff who engage in reaching occupational hazardous elements. In addition, the Group purchases labour insurance for staff according to the Employment Ordinance of Hong Kong and travel insurance for staff in need.

其他待遇及福利

本集團遵循以人為本及關愛員工的企業文化。每年春節實行「溫馨回家計劃」，為有需要的中國員工購買團體火車票。本集團亦實施全方位保障計劃，購買社會保險或醫療保險，並按崗位需要購買員工意外保險、補充工傷保險或出差旅遊保險。

職業安全與健康

本集團努力為所有員工提供安全及健康的工作環境，並嚴格遵守職業健康和安全的相關法律、規定和政策，包括《中華人民共和國安全生產法》、《中華人民共和國勞動法》、《廣東省安全生產條例》及香港《職業安全及健康條例》及於柬埔寨制定健康及安全政策。本集團亦安排員工培訓，灌輸安全理念，加強員工對自身安全意識。為員工提供合資格的工作器具作防護。提供環保措施確保所有危險物符合國家標準，以此不斷地提高工作環境的安全性。此外，定期檢測對有毒或有害工作場所的職業危害因素及通報檢測結果。同時，安排從事接觸職業病危害因素的員工進行職業健康檢查。本集團亦根據香港《僱傭條例》為員工購買勞工保險及為有需要之僱員購買出差旅遊保險等。



SOCIAL RESPONSIBILITIES 社會責任

Development and Training

The Group emphasize on staff's knowledge and quality as well as training on job skills to enable them to perform their duties and enhance competitiveness so as to achieve the goal of being innovative to change, together with the introduction of new concepts and technology to match with the Group's strategic development. All staff receive appropriate trainings, along with the vision, mission, value of the Group, in order to actively nurture professionals for the Group. The major categories of trainings include:

- For new staff, orientation trainings (such as rules and regulations of the Group, corporate culture, safety education etc.), pre-job training (such as job basic knowledge, work procedures etc.) were provided.
- For rank-and-file staff, trainings on position-related skills (such as basic knowledge on production line and basic knowledge on system operation), trainings on corporate culture (such as safety, communication, environment etc.) and personal development courses (such as leadership, communication skills, adaptability, etiquette, English advancement) were provided.
- For technical staff, trainings on professional skills (such as mechanical equipment repair and maintenance, special operation test, and product expertise etc.), knowledge required for different posts (such as new laws and regulations, quality management, brand knowledge etc.) were provided.

發展及培訓

本集團重視員工的知識、素質及在職工作技能之培訓，使其能勝任工作及提升競爭力，以達致創新求變的目標，並引入新理念和技術以配合本集團之策略發展。所有員工均受到適當培訓，培訓結合本集團之願景、使命、價值觀，積極為本集團培養專業人才。培訓之主要類別包括：

- 對新入職員工提供入職培訓（如集團規章制度、企業文化、安全教育等）、崗前培訓（如崗位基礎知識、工作流程等）。
- 對基層崗位員工提供崗位相關技能培訓（如車間操作基礎知識、系統操作基礎知識）、企業文化培訓（如安全、溝通、環境等）及自我發展課程培訓（如領導力、溝通技巧、應變能力、禮儀、英語提升等）。
- 對專業技術員工提供專業技能培訓（如機械設備維修保養、特種作業考核及產品專業知識等）、不同崗位需求的知識（如新法律及規定、品質管理、品牌知識等）。



SOCIAL RESPONSIBILITIES 社會責任

- For managing staff, trainings on management ability courses (such as performance management, precise management, on-site management and mentoring skills etc.) and other personal development courses (such as pressure and emotional management and thinking effectiveness) were provided.
- 對管理崗位員工提供管理能力課程(如績效管理、細節管理、現場管理與輔導技巧等)及其他個人發展課程(如壓力與情緒管理及思維效能等)培訓。

Labour Standards

With the compliance of the Employment Ordinance of Hong Kong, the Labour Law of the PRC and the Labour Law of Cambodia, the Group will never recruit child labour whose age is lower than the minimum age allowed under the local laws and regulations, and valid identity proof is required from job seekers during interview to confirm their actual age. Interviews are conducted face-to-face with job seekers by the Group's staff to prevent forced labour.

OPERATING PRACTICES

Supply Chain Management

The Group aims to establish a supply chain management system so as to proactively provide comprehensive solutions that meet customers' needs through consolidating procurement resources, and promoting the screening and management mechanism of suppliers. In addition to enhancing quality and lowering costs, the Group also focuses on developing the suppliers' research and development and sustainable development capability, in order to continuously improve the supply chain management as well as performing social and environmental responsibilities.

勞工準則

遵照香港《僱傭條例》、《中華人民共和國勞動法》及《柬埔寨勞工法》，本集團絕不招聘年齡低於當地法律及規定限制的童工，並在面試時要求求職者提供有效的身份證明以確認其實際年齡。面試由求職者與本集團員工面對面進行，杜絕強制勞工。

營運慣例

供應鏈管理

本集團期望透過整合採購資源、推動供應商篩選與管理機制，以建立供應鏈管理系統，主動提供全面解決方案，滿足客戶需求。除強化品質與減低成本外，本集團亦注重拓展供應商研發與持續發展能力，務求不斷改進供應鏈管理並承擔社會與環境責任。



SOCIAL RESPONSIBILITIES 社會責任

The Group has formulated long-term value strategies based on the advocate of “resource integration and value enhancement”, in the hope to show product innovation and green value by developing more new materials, new production process, new technologies and new applications, so as to realize the concept of corporate social responsibility and sustainable operation.

本集團主張「資源整合、價值提昇」，並按此擬定長期價值策略，期望經由發展更多新材料、新工藝、新技術與新應用，展現產品之創意及綠色價值，以落實企業社會責任與持續經營的理念。

The Group selects suppliers based on five criteria:

本集團按五個標準篩選供應商：

- Product quality
- Integrated factory and quality control system
- Social responsibility
- Market sensitiveness
- Sustainable development

- 產品質量
- 綜合工廠及品質控制系統
- 社會責任
- 市場敏感度
- 可持續發展

The Group has formulated and promoted a supplier review system:

本集團制定及推行供應商評審系統：

- Regularly discuss the supply chain policies and requirements of the Group with the suppliers;
- Formulate and regularly update the supplier collaboration guidelines;
- Assess and choose suppliers based on supplier scoring system; and
- Carry out on-site inspection on factories of suppliers from time to time.

- 定期與供應商商討本集團的供應鏈政策及要求；
- 制定及定期更新供應商合作指南；
- 按供應商計分制度評估及篩選供應商；及
- 不定期對供應商進行工廠現場檢驗。



SOCIAL RESPONSIBILITIES 社會責任

Apart from assessing financial and capability performance factors, the Group also focuses on supplier's social responsibility and sustainability performance. We seek sustainable and highly transparent manufacturers to guarantee sustainability in the production process of our procured goods, and emphasize on the supplier's commitment to social responsibility and human rights, and require them to comply with the following standards:

除評估財務及能力表現因素，本集團亦注重供應商的社會責任及可持續性表現。我們尋求可持續性及透明度高之製造商，確保我們的採購品於生產過程具可持續性，亦重視供應商在社會責任及人權方面的承諾，並要求他們遵守下列標準：

- Do not employ forced, tied or indentured labour, or involuntary prison labour;
- No discrimination or harassment on an individual due to races, colour, religion, gender, pregnancy, HIV status, sexual orientation, nationality, age, disability, veteran status, marital status or political affiliation;
- No harsh or inhuman treatments on an individual, including sexual harassment or abuse, corporal punishment, coercion or verbal abuse;
- Avoid unsafe working environment, provide sufficient rest periods during workdays, and make agreements with staff on days off from work and maximum working hours;
- Pay wages for all working hours, and communicate with employee on the compensation and overtime pay before he/she formally commences work;
- Respect employee's rights to participate in unions, free from threat of reprisal, unlawfully interference or coercion; and
- Respect the rights of employees on group negotiation without unlawful interference.
- 不聘用強迫、捆縛、契約勞工或非自願的監獄勞工；
- 不因種族、膚色、宗教、性別、懷孕、愛滋病狀況、性取向、國籍、年齡、殘疾、退伍軍人身份狀況、婚姻狀況或政治關係歧視或騷擾個人；
- 不苛刻對待或不人道對待個人，包括性騷擾或虐待、體罰、脅迫或謾罵；
- 避免不安全的工作環境、於工作日提供足夠的休息時間，及與員工協定休假日及最長工作時間；
- 支付所有工作時數的工資，在員工正式開始工作前訂明薪酬及加班工資；
- 尊重員工參與公會的自由，不因此報復、非法干預或威脅員工；及
- 尊重員工集體談判的權利，也不非法干預。



SOCIAL RESPONSIBILITIES 社會責任

Regarding environmental requirements on suppliers, we require suppliers to accord to the objective of environmental protection in processes including product development, material selection, production, as well as service and product transportation, in order to avoid or minimize the destruction to environment. We will also conduct surveys on suppliers regarding their environmental awareness.

Product Responsibility

As an enterprise with strong sense of social responsibility, the Group has been accredited with the ISO9001 Quality Management System as early as in 1998, and subsequently accredited with the ISO13485 Medical Devices – Quality Management Systems, ISO22716 Cosmetics – Good Manufacturing Practices, Cosmetic Good Manufacturing Practice Guidelines published by U.S. Food and Drug Administration, Guidelines for Good Manufacturing Practice of Cosmetic Products published by Council of Europe. The Group complies with the Product Quality Law of the PRC and other relevant laws and regulations in different countries, thereby fully guaranteeing our products from raw materials procurement, production process, the finished products testing as well as warehousing and logistics, forming a comprehensive product quality and safety monitoring system.

The Group was also accredited with ISO14001 Environmental Management Systems, FSC certification, EU Ecolabel certification, and Hong Kong Green Label. Meanwhile, regarding the environmental consideration and demand on environmental products by end users, we are continuously enhancing our own research and development capability. In addition, the customers can choose to add environmental friendly additives in the packaging, or they can choose to use the environmental friendly materials in design and packaging such as stone paper.

對供應商之環保方面要求，本集團要求供應商無論在產品研發、材料選用、生產製造，以及在服務和產品運輸等過程中，都應以注重保護環境為宗旨，避免或降低對環境的破壞。我們亦對供應商就其環境保護意識進行調查。

產品責任

作為一家具有強烈社會責任感的企業，本集團早於1998年通過了ISO9001質量管理體系，並相繼通過了ISO13485醫療器械質量管理體系、ISO22716化妝品良好操作規範、美國食品及藥物管理局頒佈的化妝品良好操作規範、以及歐洲理事會頒佈的化妝品良好操作規範。本集團遵守《中華人民共和國產品質量法》及其他國家之相關法律及規定，從原料採購、生產過程以及最終成品檢測和倉儲物流，充分保障我們的產品，形成了一套完善的產品質量及安全監控系統。

本集團亦通過ISO14001環境管理體系、FSC認證、歐盟生態環保標籤(EU Ecolabel)、以及香港環保標籤認證。同時，就最終使用者對於環境的考慮和對環保產品的需求，我們不斷提升自身研發能力。此外，客戶可選擇在包裝中添加環保添加劑，亦可選擇使用環保物料來設計和包裝，如石頭紙。



SOCIAL RESPONSIBILITIES 社會責任

The Group has even established a chemical microbiology laboratory with international leading technology. Investment was made to high-end laboratory equipment for research and development, such as Fourier Transform Infrared Spectroscopy, Flame Atomic Absorption Spectrophotometer, Gas Chromatography and High-performance Liquid Chromatography, which further guarantee the validity of product research and development and testing.

The Group adopted RO-CEDI (reverse osmosis continuous electrodeionization) pure water purification system on the whole production of liquid products to achieve good water quality, low electrical conductivity and disinfecting effect. The Group implement strict water quality internal control process, we take samples everyday from system outlets and each water tap for inspection.

The Group complied with the Product Quality Law of the PRC and other relevant laws and regulations in different countries requiring the necessary information to be stated on the labels of the products or on its packaging, including but not limited to, product specifications, main ingredients, according to requirements of different regions. The labelling should be clear, fixed and easily identifiable.

The Group complied with the Advertising Law of the PRC and other relevant laws and regulations in different countries providing product descriptions and information to the customers. Any misrepresentation or exaggeration of offerings is strictly prohibited.

本集團更設立具國際領先技術的化學微生物實驗室，斥資引進高端實驗室研發設備，如傅立葉紅外光譜儀(Fourier Transform Infrared Spectroscopy)、火焰原子吸收光度計(Flame Atomic Absorption Spectrophotometer)、氣相色譜儀(Gas Chromatography)和高效液相色譜儀(High-performance Liquid Chromatography)等測試儀器，進一步保障產品研發和測試的有效性。

本集團水劑產品的全線生產用水均採用逆滲透連續式通電去離子(reverse osmosis continuous electrodeionization)純水淨化系統，以達致好水質、低電導率、殺菌消毒的效果。本集團內部實行嚴格的水質自控流程，每天在系統出水口和各個用水口取樣檢測。

本集團遵守《中華人民共和國產品質量法》及其他國家之相關法律及規定，按不同地區之標準，於產品或其包裝上標識所需資料，包括但不限於產品規格、主要成份等。標識應清晰、牢固及易於識別。

本集團遵守《中華人民共和國廣告法》及其他國家之相關法律及規定，向客戶提供產品說明及資料。任何失實陳述或於要約中誇大其詞均在嚴禁之列。



SOCIAL RESPONSIBILITIES 社會責任

The Group emphasize on the privacy protection of its customers and ensures that the customers' rights are strictly protected in accordance with the Personal Data (Privacy) Ordinance of Hong Kong and other local regulations in terms of consumer data policy. All information collected would only be used for the purpose authorised by customers. The Group prohibits the provision of customers' information to a third party without authorisation from the customers. All collected personal data is treated confidentially and kept securely.

The Group has also established a legal and compliance committee which is responsible for monitoring potential legal risks from the process of design to after sale of products. We have formulated the "Quality Incidents Identification and Reporting Procedures" and "Simulated Recall Management Procedures" in the course of our daily operation, which facilitate proper handling of possible products' quality and safety accidents as well as their compliance.

本集團重視保護其客戶私隱，確保客戶權利按照香港《個人資料(私隱)條例》及其他地區有關消費者資料政策的規例受到嚴密保障。收集所得一切資料僅用作經客戶授權的用途。本集團禁止在未經客戶授權情況下向第三方提供客戶資料。收集所得個人資料均會保密並妥善儲存。

本集團亦成立法規委員會，負責監控產品從設計至售後過程中的潛在法規風險。在日常營運中，我們制訂「品質事故的界定和報告程序」以及「模擬召回管理程序」，使產品可能出現的品質安全意外事件能妥善且合規處理。



SOCIAL RESPONSIBILITIES 社會責任

Anti-corruption and Prevention of Bribery

The Group places great emphasis on integrity of the staff and upholds the principles of “making precautionary warnings, committing on self-disciplines, holding violations liable and imposing stringent punishments”. In compliance with the Criminal Law of the PRC and the Prevention of Bribery Ordinance of Hong Kong, the Group requests the office staff to sign the “Written Commitment on Honesty and Integrity” to prevent criminal acts such as business bribery, extortion, fraud and money laundering in business dealings. In addition, the Group arranges the supervisory staff in Hong Kong to attend the training seminars organized by the Hong Kong Independent Commission Against Corruption every three years. We also require all suppliers to sign and commit to complying with the “Suppliers’ Written Commitment on Integrity and Confidentiality”, so that an effective operation of internal and external integrity structure could be assured in the Group.

COMMUNITY INVESTMENT

Since 2015, the Group has started the cooperation with Soap Cycling, a non-profit organization based in Hong Kong, and offers money donation, technical support, equipment donation, production premises and relevant support. Founded by a lecturer of the University of Hong Kong, Soap Cycling collects, processes and distributes lightly used hotel soap bars to disadvantaged communities around the world, particularly Asia, in order to improve sanitation and hygiene, promote green living and waste reduction. Soap Cycling also offer internships for students to gain hands-on experience.

The Group joined the trees planting activities organized by the government bodies in Shenzhen to promote green environment.

反貪污、防賄賂

本集團注重員工的廉潔，以「事前告誡、自律承諾、有違必究、究則必嚴」為原則。遵循《中華人民共和國刑法》及香港《防止賄賂條例》，本集團要求辦公室員工簽署「誠信廉潔承諾書」，防止員工在業務往來中出現商業賄賂、勒索、欺詐以及洗黑錢等犯罪行為。此外，本集團會每三年安排香港主管級員工接受香港廉政公署的培訓講座。我們亦要求所有供應商簽署並承諾遵守「供應商廉潔保密承諾書」，由內到外確保廉潔體系能在本集團有效運行。

社區投資

自二零一五年起，本集團開始與香港非牟利機構再皂福(Soap Cycling)合作，並對其捐款、技術支持、設備捐贈、提供生產場地及相關支援。再皂福由香港大學一位講師創辦，透過收集、處理及分發酒店客房旅客稍微使用過的香皂至世界各地（特別是亞洲）之弱勢社區，以改善其衛生情況、推動綠色生活及減廢。再皂福亦為學生提供實習機會以獲得實踐經驗。

本集團參加深圳市政府組織舉辦的植樹活動，為綠色環境盡綿薄之力。