



WINSON HOLDINGS HONG KONG LIMITED

永順控股香港有限公司

(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 : 6812



Environmental, Social and
Governance Report
環境、社會及管治報告 **2024**



BOARD STATEMENT	董事會聲明	2
1. ABOUT THE REPORT	1. 關於本報告	4
1.1 SCOPE OF THE REPORT	1.1 報告範圍	4
1.2 REPORTING STANDARD	1.2 報告準則	4
1.3 REPORTING PRINCIPLES	1.3 報告原則	5
1.4 INFORMATION AND FEEDBACKS	1.4 資料及反饋	5
2. ESG GOVERNANCE	2. ESG管治	6
3. STAKEHOLDER ENGAGEMENT	3. 持份者參與	8
3.1 COMMUNICATION WITH STAKEHOLDERS	3.1 與持份者的溝通	8
3.2 MATERIALITY ASSESSMENT	3.2 重要性評估	11
4. GREEN MANAGEMENT	4. 綠色管理	14
4.1 ENVIRONMENTAL TARGETS	4.1 環境目標	14
4.2 ENVIRONMENTAL MANAGEMENT SYSTEM	4.2 環境管理系統	15
4.3 WASTEWATER AND AIR EMISSION	4.3 廢水及廢氣排放	18
4.4 WASTE MANAGEMENT	4.4 廢物管理	20
4.5 ENERGY AND WATER CONSERVATION	4.5 節約能源及水資源	22
4.6 CLIMATE CHANGE	4.6 氣候變化	24
5. OUR PEOPLE	5. 我們的員工	25
5.1 EMPLOYMENT	5.1 僱傭	25
5.2 WELFARE AND BENEFITS	5.2 福利及待遇	27
5.3 CAREER DEVELOPMENT	5.3 職業發展	27
5.4 NURTURING TALENT AND SUCCESSION PLANNING	5.4 培育人才及繼任計劃	28
6. OCCUPATIONAL HEALTH AND SAFETY	6. 職業健康及安全	30
6.1 SAFETY MANAGEMENT SYSTEM	6.1 安全管理體系	30
6.2 SAFE AND HEALTHY WORKPLACE	6.2 安全及健康的工作場所	31
6.3 ACCIDENT HANDLING SCHEME	6.3 意外處理制度	31
7. OUTSTANDING OPERATION	7. 優秀運營	32
7.1 SUPPLY CHAIN MANAGEMENT	7.1 供應鏈管理	32
7.2 SERVICE QUALITY	7.2 服務質量	33
7.3 CLIENT SERVICES	7.3 客戶服務	34
7.4 ADVERTISING AND INFORMATION SECURITY	7.4 廣告及資訊安全	34
7.5 PROTECTION OF INTELLECTUAL PROPERTY RIGHTS	7.5 保護知識產權	35
7.6 ANTI-CORRUPTION	7.6 反貪污	35
8. CONTRIBUTION TO THE COMMUNITY	8. 回饋社區	36
APPENDIX: KPI REPORTING GUIDE	附錄：關鍵績效指標報告指引	38

BOARD STATEMENT 董事會聲明

Dear Stakeholders,

We are delighted to present the Environmental, Social and Governance (“ESG”) Report (“ESG Report”) of Winson Holdings Hong Kong Limited (“Company”, together with its subsidiaries, “Group”) for the financial year of 2023/24.

The Group understands the importance of ESG issues for its business and recognises that sound ESG governance and strategies could steadily enhance its investment values and bring long-term returns to stakeholders. This ESG report aims to provide detailed insights into our ESG governance, stakeholders engagement, ESG performance, environmental commitments, and our response to climate change-related risks.

OUR SUSTAINABLE GOVERNANCE

The Board of Directors of the Group (“Board”) is committed to promoting sustainable development. To effectively integrate ESG policies and objectives into our business operations, we have established an ESG governance framework, composed of the Board, the ESG working group and our business units and departments. Our ESG working group comprises the senior management of the Group who collaborate to ensure compliance with applicable ESG requirements and policies.

ENGAGING STAKEHOLDERS IN SUSTAINABLE POLICIES SETTING

In order to face ESG challenges, the Group has been proactively established various communication channels to understand stakeholders’ needs and expectation. This enables us to customise ESG policies that can address diverse stakeholders’ needs and align with our business development. We also engages consultants to assist in collecting ESG data, conducting internal and external materiality assessments and preparing ESG reports.

致持份者：

我們很高興向閣下呈上永順控股香港有限公司（「本公司」，連同其附屬公司，統稱「本集團」）刊發的2023/24財年的環境、社會和治理（「ESG」）報告（「ESG報告」）。

本集團深知ESG問題對其業務的重要性，並認識到健全的ESG治理和策略可以穩健地增強其投資價值，並為持份者帶來長期回報。本ESG報告旨在提供有關我們的ESG治理、持份者參與、ESG表現、環境承諾以及應對與氣候變化相關風險的詳細見解。

我們的可持續治理

本集團董事會（「董事會」）致力於促進可持續發展。為了有效地將ESG政策和目標融入業務營運中，我們建立了一個ESG治理框架，由董事會、ESG工作小組以及我們的業務部門組成。我們的ESG工作小組是由本集團的高級管理人員組成，並共同確保遵守適用的ESG要求和政策。

與持份者參與可持續政策制定

為了應對ESG帶來的挑戰，本集團已積極建立各種溝通渠道，以了解持份者的需求和期望。使我們能在定制ESG政策時，考慮到如何滿足不同持份者的需求並與我們的業務發展相一致。我們亦聘請顧問協助收集ESG數據，進行內部和外部的實質性評估以及編製ESG報告。

OUR BUSINESS CONTRIBUTION TO THE ENVIRONMENT

For almost four decades, we have provided professional environmental hygiene and pest control services. We prioritise client needs by offering tailor-made services and value-added functions. We consider ourselves as a responsible enterprise committed to preserving the environment and enhancing overall living quality.

Our aim is to become a respected leader in integrated facilities services and maintain our position as an environmental hygiene management leader by investing in excellence, efficiency and technology to deliver superior services and products tailored to customer needs. We strive to bring our teams closer to customer, operating as one team through rewarding the right behaviours and aligning incentives with our strategy execution.

PROMISE TO THE ENVIRONMENT

In line with Hong Kong's goal of achieving carbon neutrality by 2050, the government has introduced challenging measures. This year, the Group established goals of reducing greenhouse gas emissions, Hazardous Waste and Non-hazardous Waste, as well as Energy Management and Water Management to create accountability within the organization. We aim to drive all employees to take action towards these ESG goals and continuously measure progress against predetermined benchmarks.

我們的企業對環境的貢獻

過去近四十年來，我們一直提供專業的環境衛生及害蟲防治服務。我們透過提供定制的服務及增值功能優先考慮客戶的需求。我們為一家負責任的企業，致力於保護環境並提高整體生活品質。

我們旨在成為綜合設施服務領域中受尊敬的領導者，通過投資於卓越、效率及技術來維護我們於環境衛生管理行業的領先地位，提供符合客戶需求的優質服務及產品。我們努力拉進團隊與客戶之間的距離，通過獎勵正確的行為並使激勵措施與策略執行相一致。

對環境的承諾

為了配合香港於2050年實現碳中和的目標，政府已推出具有挑戰性的措施。因此，本集團於今年設立詳細的目標，包括減少溫室氣體排放、有害廢物及非危害廢物以及能源管理及水資源管理，以於組織內建立問責制。我們旨在鼓勵所有員工採取行動以實現該等ESG目標，並根據預定基準不斷衡量進展情況。

1. ABOUT THE REPORT

關於本報告

The ESG Report published by the Group presents the efforts and achievements made in sustainability and social responsibility by the Group. The ESG Report details the performance of the Group in carrying out the environmental and social policies and fulfilling the principle of sustainable development.

1.1 SCOPE OF THE REPORT

The ESG Report covers the environmental and social performance of the Group's business for the period from 1 April 2023 to 31 March 2024 ("Year"). The environmental key performance indicators ("KPIs") as disclosed in the ESG Report are based on the performance of the principal office, the warehouse and the fleet vehicles of the Group for the Year, which cover the major environmental impact caused by the Group's business operations. For details of corporate governance, please refer to the corporate governance report on pages 16 to 36 of the annual report of the Company for the year ended 31 March 2024.

1.2 REPORTING STANDARD

The ESG Report was prepared in accordance with the "Environmental, Social and Governance Reporting Guide" ("ESG Reporting Guide") under Appendix C2 to the Rules Governing the Listing of Securities ("Listing Rules") on The Stock Exchange of Hong Kong Limited ("Stock Exchange") and has complied with the mandatory disclosure requirements and the "comply or explain" provisions of the ESG Reporting Guide. This ESG Report has been published to the website of the Stock Exchange and Company's website at www.winsongroup.hk.

本集團刊發的ESG報告體現了本集團於可持續發展及社會責任方面所作出的努力及成果。ESG報告詳述本集團於實施環境及社會政策及落實可持續發展原則方面的表現。

1.1 報告範圍

ESG報告涵蓋本集團於2023年4月1日至2024年3月31日期間（「本年度」）業務的環境及社會表現。於ESG報告中披露的環境關鍵績效指標（「KPI」）乃基於本集團本年度主要辦事處、貨倉及車隊車輛的表現，涵蓋本集團業務營運所導致的主要環境影響。有關企業管治的詳情，請參閱本公司刊發截至2024年3月31日止年度的年報第16至36頁的企業管治報告。

1.2 報告準則

ESG報告乃根據香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄C2所載《環境、社會及管治報告指引》（「ESG報告指引」）編製而成，並符合ESG報告指引的強制披露規定及「不遵守就解釋」之條文。本ESG報告已於聯交所網站及本公司網站 www.winsongroup.hk 上刊登。

1. ABOUT THE REPORT

關於本報告

1.3 REPORTING PRINCIPLES

In preparing this report, we meet the three reporting principles stipulated in the ESG Reporting Guide – “materiality”, “quantitative” and “consistency”.

Materiality

The content of the ESG Report is determined through stakeholder engagement and materiality assessment process, which includes identifying ESG-related issues, collecting and reviewing the management and stakeholders’ opinions, assessing the relevance and materiality of the issues, as well as preparing and validating the information reported. The ESG Report comprehensively covers all material issues that are concerned by different stakeholders.

Quantitative

Quantitative environmental and social KPIs are disclosed in the ESG Report so that stakeholders are able to have a comprehensive understanding of the Group’s ESG performance. Information of the standards, methodologies, references and source of key emission and conversion factors used on these KPIs are stated wherever appropriate.

Consistency

To enhance and maintain the comparability of the ESG Report between years, the Group adopts consistent reporting and calculation methodologies as far as practicable. In case of any changes in methodologies and specific standards, explanation has been provided in corresponding sections to facilitate information interpretation.

1.4 INFORMATION AND FEEDBACKS

Your opinions are highly valued. If you have any queries or suggestions, please feel free to contact the Company:

Email: ir@winsongroup.hk
Address: Unit 26, 19/F, Global Plaza,
1 Sha Tsui Road, Tsuen Wan,
New Territories, Hong Kong

1.3 報告原則

於編製本報告時，我們符合ESG報告指引中規定的三項報告原則－「重要性」、「量化」及「一致性」。

重要性

ESG報告的內容乃透過持份者參與及重要性評估程序釐定，當中包括識別ESG相關議題、收集及審閱管理層及持份者意見、評估議題的相關性及重要性，以及編製和驗證所呈報的資料。ESG報告全面涵蓋不同持份者關注的所有重大議題。

量化

ESG報告中披露經量化的環境及社會關鍵績效指標，讓持份者全面了解本集團的ESG表現。有關主要排放標準、方法、參考數據及來源的資料，以及該等關鍵績效指標所用的轉換因子，將於適當位置列示。

一致性

為加強及保持比較不同年度之ESG報告，本集團已在合理可行情況下盡量採用一致的報告及計算方法。如方法及具體標準有所變更，本集團亦會於相應的章節中詳細說明，以便解讀資訊。

1.4 資料及反饋

本集團高度重視閣下的意見。倘閣下有任何疑問或建議，歡迎隨時聯繫本公司：

電郵：ir@winsongroup.hk
地址：香港新界
荃灣沙咀道1號
環貿廣場19樓26室

2. ESG GOVERNANCE ESG管治

The Board has the main responsibility for handling ESG matters, including identifying risks and opportunities, and reviewing progress on ESG targets annually. The Board oversees the Group's ESG performance while the authority of ESG management and execution has been delegated to an ESG working group comprising the senior management of the Group with well-defined duties and responsibilities.

董事會全面負責處理ESG事務，包括識別風險和機遇，並每年審閱ESG目標的進展。董事會透過授權ESG管理權力及執行工作予由本集團高級管理層組成的ESG工作小組監督本集團的ESG表現，並賦予其明確職責。



The ESG working group is responsible for reviewing the execution of ESG management and strategies as well as reporting the Board of the Group's compliance status of ESG-related issues and the latest ESG-related market trends through Board meeting. Also, the content and quality of the ESG report is reviewed and discussed by the Board to ensure its content is aligned with the Board's requirements and the Group's strategies.

ESG工作小組負責審閱ESG管理及策略的執行，並透過董事會會議向董事會匯報有關本集團於ESG相關議題的合規情況及ESG相關的最新市場趨勢。另外，ESG報告的內容及質素由董事會審閱及討論，以確保其內容符合董事會要求及本集團策略。

Overall, with the assistance of the ESG working group, the Board has taken the monitoring role on managing the Group's ESG-related tasks. This includes monitoring the Group's ESG issues including ESG-related performance, visions and strategies, ESG-related risk management, external ESG-related factors and stakeholders expectation management, monitoring the ESG working group's evaluation and management of the Group's material ESG issues, and monitoring the progress made against ESG-related goals and targets.

總體而言，在ESG工作小組的協助下，董事會已於管理本集團ESG相關任務方面發揮監察作用，包括監察本集團的ESG議題（包括ESG相關表現、願景及策略、ESG相關風險管理、外部ESG相關因素及持份者預期管理），監察ESG工作小組對本集團重要ESG議題的評估及管理，以及監察ESG相關目的及目標的完成進度。

2. ESG GOVERNANCE ESG管治

The Group attaches great importance to the opinions from different stakeholders for the management of ESG-related issues. The Group has established various communication channels to communicate with different stakeholders effectively. The Board has also entrusted a third-party consulting firm to conduct a stakeholder engagement for identifying the potential ESG-related issues that may influence the Group's business and our stakeholders. After conducting the materiality assessment, the material issues of the Group would be identified by reviewing and prioritising those potential issues. The ESG working group would review the material ESG issues regularly and ensure appropriate ESG management and policies are in place so as to manage the ESG-related risks effectively.

Based on the goals formulated by the Group, the ESG working group shall review relevant work plans and performance, as well as monitor the coordination between different departments.

就管理ESG相關議題方面，本集團十分重視不同持份者提供的意見。本集團已設立多種溝通渠道以有效與不同持份者溝通。董事會亦已委託第三方顧問公司進行持份者參與工作，以識別可能影響本集團業務及持份者的潛在ESG相關議題。進行重要性評估後，本集團透過審閱及優先排序潛在議題，以識別本集團的重要議題。ESG工作小組會定期審閱重要ESG議題，並確保已設有合適ESG管理工作及政策，從而有效管理ESG相關風險。

ESG工作小組將根據本集團制定的目標審閱相關工作計劃及表現，以及監察不同部門之間的合作。

3. STAKEHOLDER ENGAGEMENT

持份者參與

The Group attaches great importance to the opinions from different stakeholders for the management of ESG-related issues. The Group values the communication with stakeholders and takes their opinions as the basis for its formulation and implementation of short-term and long-term sustainability strategies. During the Year, stakeholder engagement and materiality assessment have been carried out, enabling us to understand the expectations of stakeholders and identify our material ESG topics.

3.1 COMMUNICATION WITH STAKEHOLDERS

The Group has established various communication channels to understand and take corresponding measures in meeting stakeholders' requirements and expectations, in order to improve our ESG performance and strategies. The following table sets out our key stakeholders, their expectations on the Group's ESG performance, and the corresponding response and communication channels:

就管理ESG相關議題方面，本集團十分重視不同持份者提供的意見。本集團重視與持份者溝通，並以彼等的意見為基礎制定及執行短期及長期可持續發展策略。於本年度，本集團已進行持份者參與及重要性評估，從而了解持份者期望及識別重要ESG議題。

3.1 與持份者的溝通

本集團已設立多種溝通渠道以了解持份者要求及期望，並為達成有關要求及期望採取相應措施，從而提升ESG表現及策略。下表載列主要持份者、彼等對本集團ESG表現的期望以及相應回應及溝通渠道：

Stakeholders 持份者	Requirements and Expectations 要求及期望	Communication Channels and Responses 溝通渠道及回應
Government and Regulators 政府及監管機構	<ul style="list-style-type: none">Compliance with national policies, laws and regulation 遵守國家政策、法律及法規Support for local economic growth 促進地方經濟發展Contribution in local employment 帶動本地就業Tax payment in full and on time 按時足額納稅	<ul style="list-style-type: none">Regular Information reporting 定期資料呈報Dedicated reports 專門報告Examination and inspection 檢查督查
Shareholders 股東	<ul style="list-style-type: none">Returns 回報Compliance operation 合規經營Rise in company value 公司價值提升Transparency and effective communication 透明度及有效溝通	<ul style="list-style-type: none">General meetings 股東大會Announcements 公告Effective communication 有效溝通Dedicated reports 專門報告

3. STAKEHOLDER ENGAGEMENT 持份者參與

Stakeholders 持份者	Requirements and Expectations 要求及期望	Communication Channels and Responses 溝通渠道及回應
Business Partners 業務夥伴	<ul style="list-style-type: none"> • Operation with integrity 誠信經營 • Equal rivalry 公平競爭 • Performance of contracts 履行合約 • Mutual benefits 互利共贏 	<ul style="list-style-type: none"> • Review and appraisal meetings 審閱與評估會 • Business communication 業務溝通 • Discussion and exchange of opinions 交流研討 • Engagement and cooperation 參與及合作
Customers 客戶	<ul style="list-style-type: none"> • Outstanding products and services 優秀產品及服務 • Health and safety 健康及安全 • Performance of contracts 履行合約 	<ul style="list-style-type: none"> • Customer satisfaction survey 客戶滿意度調查 • Meetings with customer 與客戶會面 • Social Media 社交媒體 • Collection of feedback 收集反饋
Environment 環境	<ul style="list-style-type: none"> • Compliance with emission regulations 遵守排放規例 • Energy saving and emission reduction 節能減排 • Environmental protection 環境保護 	<ul style="list-style-type: none"> • Reporting 匯報
Industry 行業	<ul style="list-style-type: none"> • Establishment of industry standards 制定行業標準 • Enhancement of industry development 促進行業發展 	<ul style="list-style-type: none"> • Participation in industry forums 參與行業論壇

3. STAKEHOLDER ENGAGEMENT 持份者參與

Stakeholders 持份者	Requirements and Expectations 要求及期望	Communication Channels and Responses 溝通渠道及回應
Employees 僱員	<ul style="list-style-type: none"> • Protection of rights 保障權利 • Occupational health 職業健康 • Remunerations and benefits 薪酬及福利 • Career development 職業發展 • Humanity cares 人文關懷 	<ul style="list-style-type: none"> • Meetings with employees 與僱員會面 • House journal and intranet 內部日誌及內聯網 • Employee mailbox 僱員信箱 • Training and workshop 培訓及工作坊 • Employee activities 僱員活動
Community and the Public 社區及公眾	<ul style="list-style-type: none"> • Enhancement of community environment 改善社區環境 • Participation in charity 慈善參與 • Transparency 透明度 	<ul style="list-style-type: none"> • Company website 公司網站 • Announcements 公告 • Interview with media 接受傳媒訪問 • Social media 社交媒體

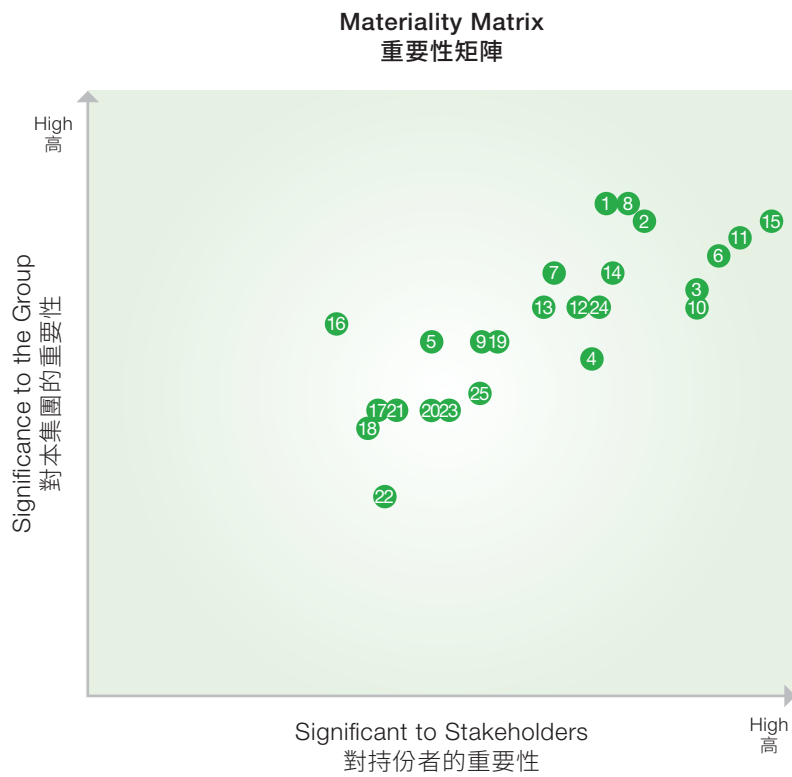
3. STAKEHOLDER ENGAGEMENT 持份者參與

3.2 MATERIALITY ASSESSMENT

In order to identify ESG issues that are material to the Group's business and its stakeholders thoroughly, the Group has commissioned third-party ESG professionals to conduct a materiality assessment via online survey at which our stakeholders assessed and ranked a total of 25 ESG topics. The Group has gathered, analysed and prioritised stakeholders' views from questionnaires. The summary of questionnaires toward these topics is outlined at the Materiality Matrix as follows:

3.2 重要性評估

為了徹底識別對本集團業務及其持份者重要的ESG議題，本集團委託第三方ESG專業人員通過在線調查進行重要性評估，其中我們的持份者對總共25個ESG主題進行評估並排名。本集團從問卷中收集、分析並優先考慮了持份者的觀點。有關該等主題的問卷摘要如下所示：



3. STAKEHOLDER ENGAGEMENT 持份者參與

No. 序號	ESG Issues ESG議題	No. 序號	ESG Issues ESG議題
1	Product and/or Service Quality 產品及／或服務質素	14	Prohibit Child Labour and Forced Labour 禁止童工及強制勞工
2	Secure Customers' Safety 保障客戶安全	15	Compliance employment 遵守勞工法例
3	Customer Data and Privacy Protection 客戶資料及私隱保護	16	Community Charity and Investment 社區公益及投資
4	Optimise Cooperation with Supplier 與供應商合作關係最佳化	17	Response to Climate Change Risk 應對氣候變化風險
5	Supply chain ESG management 供應鏈ESG管理	18	Greenhouse Gas Emission Reduction 溫室氣體減排
6	Operate in a Credible and Compliant Manner 誠信及合規經營	19	Waste (Hazardous and Non-Hazardous Waste) Reduction 減少廢棄物 (有害及無害廢棄物)
7	Corporate Governance and Risk Management 企業管治及風險管理	20	Energy Consumption Reduction 減少能源消耗
8	Anti-Corruption Policy and Whistleblower Procedures 反貪污政策及舉報程序	21	Water Consumption Reduction 減少耗水量
9	Intellectual Property Rights Protection 知識產權保護	22	Packaging Materials Consumption Reduction 減少包裝材料耗用
10	Protect Employee's Rights and Interests 保障員工權益	23	Environmentally Friendly Products 使用環保產品
11	Occupational Health and Safety 職業健康及安全	24	Environmental Compliance 遵守環境法例
12	Staff Training and Employment Development 員工培訓及職業發展	25	Air pollutant emission management and reduction 空氣污染物排放管理及減少
13	Equal Opportunity, Diversity and Anti- Discrimination 平等機會、多元化及反歧視		

3. STAKEHOLDER ENGAGEMENT 持份者參與

According to the Materiality Metric, the Group has priorities in the top 3 material ESG issues in respect of environment, employment and labour practices and operating practices which are outlined as follows:

根據重要性矩陣，本集團在環境、僱傭及勞工常規及經營常規層面優先考慮了首三個重要的ESG議題，具體如下所示：

ESG Aspects ESG層面	Top 3 Material ESG Issues 首三個重要ESG議題
Environment 環境	<ul style="list-style-type: none"> 24 Environmental Compliance 環境合規 19 Waste (Hazardous and Non-Hazardous Waste) Reduction 減少廢棄物 (有害及無害廢棄物) 25 Air pollutant emission management and reduction 空氣污染物排放管理及減少
Employment and Labour Practices 僱傭及勞工常規	<ul style="list-style-type: none"> 15 Compliance employment 合規僱傭 11 Occupational Health and Safety 職業健康及安全 14 Prohibit Child Labour and Forced Labour 禁止童工及強制勞工
Operating Practices 經營常規	<ul style="list-style-type: none"> 8 Anti-Corruption Policy and Whistleblower Procedures 反貪污政策及舉報程序 1 Product and/or Service Quality 產品及／或服務質素 2 Secure Customers' Safety 保障客戶安全

4. GREEN MANAGEMENT 綠色管理

As a business providing environmental hygiene and related services, it is the Group's target to keep the city clean and green. The Group is aware of the impacts on the natural environment caused by its businesses so we strive to protect our environment during our operation and service provision. We are dedicated to adopting an effective environmental management system, as well as carrying out an assortment of measures with respect to emission control, waste management and resources conservation in an effort to help shape a green city.

4.1 ENVIRONMENTAL TARGETS

As climate change increasingly threatens the environment and society, all sectors are recognising the importance of environmental protection. The Group places great emphasis on sustainable development and integrates it into its business model, thereby reducing its environmental footprint.

To effectively implement a sustainable business model, the Group has established several environmental targets aligned with its overall direction and strategic approach. It consistently monitors and reviews its performance to make necessary adjustments, ensuring it remains on track to achieve its environmental goals. During the Year, the Group has set the further detailed targets as follows:

本集團從事提供環境衛生及相關服務業務，其目標是維持城市清潔及綠化。本集團意識到其業務對自然環境造成的影響，因此我們努力於營運及提供服務過程中保護環境。我們致力於採納有效的環境管理系統，以及採取有關排放控制、廢物管理及資源節約的一系列措施，努力建設綠色城市。

4.1 環境目標

隨著氣候變化對環境和社會造成日益嚴重的威脅，各個行業都意識到環保的重要性。本集團非常重視可持續發展，並將其融入業務模式中，從而減少其環境足跡。

為有效實施可持續的業務模式，本集團制定了幾項與其整體方向和戰略方針相一致的環境目標。其持續監控並審閱其表現，以做出必要的調整，確保其朝著實現環境目標不斷前進。於本年度內，本集團已設立了以下進一步的詳細目標：

Aspect 層面	Environmental Targets 環境目標
Greenhouse Gas Emissions 溫室氣體排放	The Group will actively align with national targets for carbon emissions, aiming to peak by 2030 and achieve carbon neutrality by 2060. The Group commits to reaching our own carbon emissions peak and reduction targets by 2030. Moreover, the Group will improve the efficiency of vehicles' fuel and energy by gradually upgrading its vehicles to Euro VI standard or acquiring electric vehicles. 本集團會積極配合「2030年前碳達峰、2060年前碳中和」的國家目標。本集團力爭於2030年前完成自身碳達峰及減排目標。此外，本集團將透過逐步將車輛升級至歐盟六期標準或購入電動車，提高車輛的燃料與能源效益。
Hazardous Waste 有害廢棄物	The Group will properly dispose of all hazardous solid waste generated from the Group's operations in a harmless manner. 本集團將以無害化方式妥善處理所有由本集團營運中產生的危險固體廢棄物。
Non-hazardous Waste 無害廢棄物	The Group will raise awareness of waste reduction and recycling among employees annually and will reduce its total non-hazardous waste disposal intensity. 本集團每年將會提高僱員的減廢及回收意識並將降低無害廢棄物處理總量密度。

4. GREEN MANAGEMENT 綠色管理

Aspect 層面	Environmental Targets 環境目標
Energy Management 能源管理	The Group will raise awareness of energy-saving among employees, reduce its energy consumption intensity and review progress annually to realign our efforts with the sustainability goals. 本集團將會提高僱員的節能意識，降低能源消耗量密度及每年對進度作出檢討以確保我們的努力與可持續發展目標相一致。
Water Management 用水管理	The Group will raise awareness of water-saving among employees, reduce its water usage intensity and review progress annually to realign our efforts with the sustainability goals. 本集團將會提高僱員的節水意識，降低耗水密度及每年對進度作出檢討以確保我們的努力與可持續發展目標相一致。

4.2 ENVIRONMENTAL MANAGEMENT SYSTEM

To achieve green management, the Group has adopted an environmental management system and is certified to ISO 14001. The Environmental Protection Committee (“EPC”), which serves to oversee the environmental management of the Group and maintain close collaborations with green groups and chambers of commerce, continues to ensure that the management system operates effectively while promoting sustainable development within the Group. Under the guidance of EPC, potential negative environmental impacts during operation are continuously assessed so that corresponding solutions can be implemented.

The Group fully understands that the provision of environmental hygiene and related services has direct impacts to the environment, thus the environmental management system was designed to minimise possible impacts arisen from air emission, water discharge and waste disposal. We are also able to implement environmentally-friendly measures for cutting down emission and resources consumption with the environmental management system. The system also helps to minimise impacts of our services which allow our clients, when using our services, to reduce their environmental impacts. For instance, we advocate the use of cleaning procedures and equipment with lower level of harmful chemicals in detergent and pesticides to avoid detrimental impacts on the environment, and we also carry out waste sorting for our clients for recycling.

4.2 環境管理系統

為實現綠色管理，本集團已採納環境管理系統並經ISO 14001認證。環境保護委員會（「環境保護委員會」）擔負著監督本集團環境管理及與綠色環保組織及商會保持密切合作的責任，以繼續確保管理系統順暢運作以及促進本集團內部的可持續發展。在環境保護委員會的指導下，營運過程中的潛在負面環境影響持續得到評估，令相應解決方案得以實施。

本集團充分了解提供環境衛生及相關服務對環境的直接影響，故環境管理系統的設計理念在於盡量降低氣體排放、水排放及廢物處理可能帶來的影響。我們亦能夠通過環境管理系統實施環保措施，減少排放及資源消耗。該系統亦有助盡量降低我們服務的影響，以便客戶在使用我們服務時減少其對環境的影響。例如，我們提倡使用有害化學物質水平較低的洗滌劑及除害劑以避免對環境產生有害影響。我們亦為客戶進行廢物分類作回收利用。

4. GREEN MANAGEMENT 綠色管理

As part of the comprehensive management system, training sessions such as introduction to environmental ordinances pertained to wastewater discharge and energy saving measures for office, as well as courses for ISO 14001 Environmental Management System (EMS) and training on related law and regulation updates were provided to our employees during the Year.

To foster long-term sustainable business development, the Group has joined the ESG Pledge Scheme organized by the Chinese Manufacturers' Association of Hong Kong ("CMA"). Participation in the scheme provides the Group with a platform to learn from the experiences of other participants in planning and implementing sustainable development solutions. Additionally, it enables the Group to access support from the CMA, including promotion programs, training, and technical advice.

作為全面管理系統的一部分，我們於本年度向僱員提供了培訓課程，內容涉及介紹與污水排放及辦公室節能措施有關的環境條例，以及ISO 14001環境管理系統(EMS)的課程及相關法律法規的更新情況。

為促進長期可持續的業務發展，本集團已加入由香港中華廠商聯合會（「CMA」）組織的ESG約章行動。參與該行動為本集團提供了一個學習其他參與者在規劃和實施可持續發展解決方案方面的經驗的平台。此外，本集團能夠獲得CMA的支持，包括推廣計劃、培訓及技術諮詢。



ESG Pledge Scheme was organized by the CMA with aims to enhance awareness of sustainable development and foster a sustainable environment for the future by encouraging the public and business section to sign up the pledge to commit to implementing specific and substantial action plans in aspects of environmental issues, social issues and corporate governance.

香港中華廠商聯合會(CMA)組織的ESG約章行動旨在透過鼓勵公眾及商界簽署承諾以致力於實施有關環境議題、社會議題及企業管治的具體及實質行動計劃，從而提高可持續發展的意識，並為未來建立可持續發展的環境。



4. GREEN MANAGEMENT 綠色管理

During the Year, the Group has received significant environmental awards such as the EcoPartner Award in the Corporate Low-Carbon Environmental Leadership Awards organised by the Federation of Hong Kong Industries and Bank of China Hong Kong (BOCHK) and the participation certificate for the Hong Kong Awards for Environmental Excellence, recognising our efforts in implementing environmental projects to further reduce environmental footprints.

於本年度，本集團榮獲重大環保獎項，例如香港工業總會及中國銀行（香港）頒發的企業低碳環保領先大獎中的環保傑出夥伴獎項及香港環境卓越大獎參與證書，以認可我們為進一步減少環境足跡而執行環保項目的努力。



EcoPartner 環保傑出伙伴

中銀香港 BOCHK
企業低碳環保領先大獎2022
Corporate Low-Carbon Environmental Leadership Awards

The BOCHK Corporate Low-Carbon Environmental Leadership Awards, which have been organised by Federation of Hong Kong Industries and sponsored by BOCHK since 2015 with the aims to promote active participation in environmentally conscious practices among the manufacturing, services and property management enterprises in Hong Kong and the Pan-Pearl River Delta region to further reduce environmental footprints in these communities.

「中銀香港企業低碳環保領先大獎」自2015年起由香港工業總會主辦、中國銀行（香港）贊助，旨在鼓勵香港及泛珠三角地區從事製造業、服務業及物業管理的企業積極推行環保措施，致力進一步減少有關地區的環境污染。



During the Year, the Group was granted the “EcoPartner 2022” certificate.
於本年度，本集團榮獲「2022年度環保傑出夥伴」證書。



4. GREEN MANAGEMENT 綠色管理

4.3 WASTEWATER AND AIR EMISSION

Detergents are frequently used during the provision of our hygiene services, which are therefore the major source of wastewater discharge of the Group. By complying with local laws and regulations such as Water Pollution Control Ordinance and Waterworks Ordinance, wastewater generated by our services is discharged into the municipal sewage system. Our on-site employees are required to follow standard water pollution control procedures such as the dilution of wastewater before discharge in a bid to minimise relevant environmental impacts.

In regard to air emission, our fleet vehicles, which include trucks and private cars owned by the Group to support its environmental hygiene and related services, are the main source of air emission of the Group. The Group strictly complies with relevant laws and regulations such as Air Pollution Control Ordinance and Ozone Layer Protection Ordinance for proper emission management.

Air pollutants emission (for the years ended 31 March 2024 and 31 March 2023):

Types (Note i)	類型 (附註i)	2024 2024年	2023 (Note ii) 2023年 (附註ii)
Nitrogen oxides (NO _x) (kg)	氮氧化物(NO _x) (千克)	5,237	4,205
Sulphur oxides (SO _x) (kg) (Note iii)	硫氧化物(SO _x) (千克) (附註iii)	1.00	0.89
Particulate matter (PM) (kg)	懸浮微粒(PM) (千克)	361	274

Notes:

- (i) The fleet vehicle emissions' calculation method and conversion factors used are based on "How to prepare an ESG report – Appendix 2: Reporting Guidance on Environmental KPIs" published by the Stock Exchange ("Appendix 2").
- (ii) The data for FY2023 was restated for comparison purposes.
- (iii) The data is rounded to 2 decimal places for better comparisons.
- (iv) Fleet vehicle emissions increased compared to FY2023 as our business operations have returned to normal after the impact of COVID-19.

4.3 廢水及廢氣排放

我們於提供衛生服務過程中經常使用洗滌劑，因此洗滌劑是本集團廢水排放的主要來源。透過遵守《水污染管制條例》及《水務設施條例》等本地法律及法規，我們服務所產生的廢水排放至城市污水系統。我們的現場僱員須遵守標準水污染控制程序，如在排放前稀釋廢水，以盡量降低相關環境影響。

廢氣排放方面，我們的車隊車輛（包括本集團為支持其環境衛生及相關服務而擁有的貨車及私家車）為本集團廢氣排放的主要來源。為進行適當的排放管理，本集團嚴格遵守有關法律及法規，如《空氣污染管制條例》及《保護臭氧層條例》。

空氣污染物排放量（截至2024年3月31日及2023年3月31日止年度）：

附註：

- (i) 車隊車輛排放量所用的計算方法及轉換系數乃基於聯交所刊發的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》（「附錄二」）。
- (ii) 為更好地比較，2023財年數據已經重列。
- (iii) 為更好地比較，數據約整至兩個小數位。
- (iv) 與2023財年相比，車隊車輛排放量有所增長，這是因為我們的業務營運已於COVID-19的影響後恢復正常。

4. GREEN MANAGEMENT 綠色管理

Apart from air pollutants, greenhouse gas is another major type of air emission of the Group. Our fleet vehicles release not only pollutants, but also greenhouse gases such as carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O). Besides, the operation of our offices will also directly and indirectly emit greenhouse gases through the use of purchased electricity, disposal of paper to landfills and electricity used for water and sewage treatment.

Greenhouse gas emission (for the year ended 31 March 2024 and 31 March 2023):

除空氣污染物外，溫室氣體為本集團廢氣排放的另一主要類型。我們的車隊車輛不僅排放污染物，亦排放如二氧化碳(CO₂)、甲烷(CH₄)及氧化亞氮(N₂O)等溫室氣體。此外，我們辦事處的營運亦會透過外購電力使用、處理廢紙堆填及水及污水處理所用電力而直接及間接地排放溫室氣體。

溫室氣體排放量(截至2024年3月31日及2023年3月31日止年度)：

Indicators	指標	2024 2024年	2023 (Note iv) 2023年 (附註iv)
Total greenhouse gas emissions (tonnes CO ₂ e)	溫室氣體排放總量 (噸二氧化碳當量)	198	175
Direct emissions (Scope 1) (Note i)	直接排放(範圍1)(附註i)	172	153
Energy indirect emissions (Scope 2) (Note ii)	能源間接排放(範圍2)(附註ii)	25	22
Other indirect emissions (Scope 3) (Note iii)	其他間接排放(範圍3)(附註iii)	1	0
Total greenhouse gas emission per revenue (tonnes CO ₂ e/million Hong Kong dollars of revenue)	每收益溫室氣體排放總量 (噸二氧化碳當量/收益 百萬港元)	0.42	0.38

Notes:

- (i) Data includes greenhouse gas emission derived from fuel combustion of the Group's vehicles. The calculation method and emission factor are based on the Appendix 2.
- (ii) Data includes greenhouse gas emission derived from the use of purchased electricity in the Group's principal office and warehouse. The calculation method and conversion factors used are from the published CLP emission factor for 2023.
- (iii) Data includes greenhouse gas emission derived from disposal of paper to landfills and electricity used for water and sewage treatment. The emission from disposal of paper to landfills is calculated based on Appendix 2 published by the Stock Exchange, while the emission factor used for calculating emission from electricity used for water and sewage treatment is provided by the Water Supplies Department and Drainage Services Department of Hong Kong.
- (iv) Part of the data for FY2023 was restated for comparison purposes.
- (v) Total greenhouse gas emissions increased compared to FY2023 as our business operations have returned to normal after the impact of COVID-19.

附註：

- (i) 數據包括本集團車輛燃料燃燒產生的溫室氣體排放量。計算方法及排放係數乃基於附錄二。
- (ii) 數據包括本集團主要辦事處及貨倉使用外購電力所產生的溫室氣體排放量。所用的計算方法及轉換係數均來自已刊發的2023年中電排放係數。
- (iii) 數據包括處理廢紙堆填及水及污水處理所用電力所產生的溫室氣體排放量。處理廢紙堆填的排放量乃根據聯交所刊發的附錄二計算，而計算水及污水處理所用電力的排放量所用排放係數乃由香港水務署及渠務署提供。
- (iv) 為更好地比較，部分2023財年數據已經重列。
- (v) 與2023財年相比，溫室氣體排放總量有所增長，這是因為我們的業務營運已於COVID-19的影響後恢復正常。

4. GREEN MANAGEMENT 綠色管理

Recognising the impacts of greenhouse gases on global warming and climate change, the Group has set a greenhouse gas emission target that its intensity of greenhouse gas emission will be stabilised in the next few years and then will be reduced as far as practicable in the long run. To reduce the environmental impact of our vehicles, the environmental performance of vehicles is a key factor in our selection and comparison during the procurement process. We prefer vehicles with higher fuel efficiency and lower emissions.

Moreover, the Group has been committed to controlling its carbon footprint through a number of measures including the reduction of paper consumption and energy conservation (For details, please refer to the paragraphs headed “Waste Management” and “Energy and Water Conservation” below).

本集團了解溫室氣體對全球暖化及氣候變化之影響，故本集團已制定溫室氣體排放目標，使其溫室氣體排放密度於未來數年內穩定，長遠而言將在實際可行情況下減低溫室氣體排放密度。為了減少我們車輛對環境的影響，車輛的環保性能是我們在採購過程中選擇和比較的重要因素之一。我們更傾向於選擇燃油效率更高且排放量更低的車輛。

另外，本集團一直致力透過諸多措施（包括減少紙張消耗及節約能源）控制其碳足跡（詳情請參閱下文「廢物管理」及「節約能源及水資源」各段）。

4.4 WASTE MANAGEMENT

In addition to wastewater and air emission, proper waste management is also a core part of our green management. Office operation is always essential in supporting the main business of the Group, which will generate both hazardous and non-hazardous waste. During the Year, the non-hazardous waste as disposed of from our principal office and warehouse consisted mainly of daily garbage discarded by staff, while hazardous waste included toner cartridges. As the Group was not involved in product manufacturing and processing, no packaging materials were used and no waste associated with packaging was generated during the Year.

Non-hazardous waste disposal (for the years ended 31 March 2024 and 31 March 2023):

4.4 廢物管理

除廢水及廢氣排放外，適當的廢物管理亦是我們綠色管理的核心部分。辦事處營運對支持本集團的主要業務至關重要，當中會產生有害及無害廢物。於本年度，我們主要辦事處及貨倉棄置的無害廢物主要包括員工丟棄的日常垃圾，而有害廢物包括墨盒。由於本集團並無涉及產品製造及加工，因此於本年度並無使用包裝材料及產生與包裝相關的廢物。

無害廢物棄置（截至2024年3月31日及2023年3月31日止年度）：

Indicators	指標	2024 (Note iii) 2024年（附註iii）	2023 (Note ii) 2023年（附註ii）
Total non-hazardous waste (tonnes) (Note i)	無害廢物總量（噸）（附註i）	19.6	17.6
Non-hazardous waste per office staff (tonnes/person)	每名辦公室員工產生的 無害廢物（噸／每人）	0.42	0.39

Notes:

- (i) Emission data relating to non-hazardous waste was based on the daily estimated volume of general waste in office and the volume-to-weight conversion factors provided by the United States Environmental Protection Agency.
- (ii) The data for FY2023 was restated for comparison purposes.
- (iii) Non-hazardous waste increased compared to FY2023 due to more employees during the year.

附註：

- (i) 與無害廢物有關的排放數據乃根據美國國家環境保護局提供的辦公室一般廢物每日估計量及體積與重量轉換系數計算。
- (ii) 為更好地比較，2023財年數據已經重列。
- (iii) 與2023財年相比，無害廢物產生量增長的原因是本年度新增了更多員工。

4. GREEN MANAGEMENT 綠色管理

Hazardous waste disposal (for the years ended 31 March 2024 and 31 March 2023):

有害廢物棄置 (截至2024年3月31日及2023年3月31日止年度):

Indicators	指標	2024 2024年	2023 2023年
Total hazardous waste (kg) (Note i)	有害廢物總量 (千克) (附註i)	6.0	6.2
Hazardous waste per office staff (kg/person)	每名辦公室員工產生的有害廢物 (千克/每人)	0.13	0.14

Notes:

- (i) Emission data relating to hazardous waste was based on the actual weight of used toner cartridges.

附註：

- (i) 與有害廢物有關的排放數據是基於已使用的墨盒之實際重量計算。

To properly handle the waste generated, the Group strictly conforms to the laws and regulations regarding waste management such as the Waste Disposal Ordinance, and works with a qualified waste collection company so as to ensure both the non-hazardous and hazardous waste are treated properly. During the Year, all hazardous and non-hazardous waste generated by the Group were disposed of in a compliant manner. The Group will continue to place greater emphasis on foresight and environmental targets in the future. Also, the Group has set a target to promote waste reduction at source and waste recycling in the workplace. We encourage our office staff to use reusable and recyclable appliances such as bottles, cups, chinaware, rechargeable batteries and other equipment. Besides, we advocate the use of environmentally-friendly materials where appropriate, for instance, to print internal documents with recycled papers. For toner cartridges, all used cartridges are collected independently by the suppliers for recycling to avoid harmful impacts and at the same time reduce waste.

為恰當處置已產生的廢物，本集團嚴格遵守有關廢物管理的法律及法規，如《廢物處置條例》，及與合資格廢物收集公司合作，以確保無害及有害廢物獲妥善處理。於本年度，本集團產生的全部有害及無害廢物均以合規方式處置。本集團日後將繼續更加側重前瞻性及環境目標。另外，本集團亦設定目標，推廣從源頭減廢及在工作場所進行廢物回收。我們鼓勵辦公室員工使用可重複使用及可回收利用的用品，如瓶子、杯子、瓷器、充電電池及其他設備。此外，我們提倡在適合的情況下使用環保材料，如使用再回收紙張打印內部文件。就墨盒而言，所有用過的墨盒由供應商獨立收集以回收利用，避免產生有害影響並同時減少廢物。

Paper saving and recycling plays a vital role not only in waste reduction, but also in the alleviation of global warming. The Group implements the policy of double-sided printing and copying and disseminates information by electronic means whenever possible to reduce the consumption of paper. Recycling bins are also available for staff to recycle used papers and paper products. We aim to lower the amount of waste discarded to landfill and hence reduce carbon emission.

節約及回收利用紙張不僅對減少廢物發揮重要作用，亦對緩解全球暖化起關鍵作用。本集團執行雙面打印及複印的政策，並盡可能以電子方式傳達信息以減少用紙。我們亦為員工配備回收桶以回收用過的紙張及紙製品。我們旨在降低棄置於垃圾堆填區的廢物數量，從而減少碳排放量。

4. GREEN MANAGEMENT 綠色管理

4.5 ENERGY AND WATER CONSERVATION

Energy and water conservation is a key element of our environmental management system as the use of energy and water is unavoidable in office operation. During the Year, the burning of fuels for vehicles and the use of electricity were the major sources of direct and indirect energy consumption of the Group respectively while the total energy consumption was increased by approximately 12% mainly due to the gradual restoration of the Group's operational activities to normal level following the impact of the COVID-19, resulting in more use of vehicles and fuels. The Group will conduct regular surveys on energy consumption and review the measures we have taken to ensure our targets are met.

Total energy consumption and energy consumption by type (for the year ended 31 March 2024 and 31 March 2023):

Indicators	指標	2024 2024年	2023 (Note ii) 2023年 (附註ii)
Electricity usage (MWh) (Note i)	電力使用量 (兆瓦時) (附註i)	64	57
Diesel consumption (MWh) (Note i)	柴油消耗量 (兆瓦時) (附註i)	580	511
Petrol consumption (MWh) (Note i)	汽油消耗量 (兆瓦時) (附註i)	46	48
Total Energy Consumption (MWh) (Note i)	能源消耗總量 (兆瓦時) (附註i)	690	616
Energy Consumption Intensity (MWh/million Hong Kong dollars of revenue)	能源消耗密度 (兆瓦時／收益百萬港元)	1.46	1.33

Notes:

- (i) The conversion factors used for the calculation of energy consumption by use of vehicles are based on the Appendix 2 and International Energy Agency Energy Statistics Manual p.181, and the electricity energy consumption is calculated based on the actual amount of purchased electricity.
- (ii) The data for FY2023 was restated for comparison purposes.

4.5 節約能源及水資源

辦事處營運不可避免會使用能源及水資源，因此節約能源及水資源是我們環境管理系統的關鍵環節。於本年度，車輛燃料消耗及電力使用分別為本集團直接及間接能源消耗的主要來源，當中能源消耗總量上升大約12%，主要是因為本集團的營運活動於COVID-19的影響後漸漸恢復正常，以致車輛使用及其燃料消耗上升。本集團會定期就能源消耗量進行調查，亦會檢討已採取的措施以確保符合目標。

能源消耗總量及按類型劃分的能源消耗 (截至2024年3月31日及2023年3月31日止年度)：

附註：

- (i) 計算車輛使用的能源消耗所用的轉換系數乃基於附錄二及國際能源署能源統計手冊第181頁，而電力能源消耗乃基於實際外購電力量計算。
- (ii) 為更好地比較，2023財年數據已經重列。

4. GREEN MANAGEMENT 綠色管理

In consideration of the potential impacts of energy consumption to the environment, the Group has shouldered the burden of energy conservation and has set an energy target that its intensity of energy consumption will be stabilised in the next few years and then will be reduced as far as practicable in the long run by implementing different energy-saving measures. As part of our many energy-saving initiatives, we require the temperature of our office to be maintained at an energy-efficient level, which is set at 25.5°C where applicable, and the lights and computers to be switched off when rooms are not in use. Meanwhile, the Group is devoted to reduce fleet emissions and optimise the efficiency of fuel consumption for vehicles, checkups and maintenance are regularly performed in an attempt to maintain the optimal condition of our vehicles. By practically improving energy efficiency and reducing consumption, we strive to minimise our carbon footprint in office operation.

As water is a precious natural resource, the Group believes that everyone shares the responsibility to adopt a sustainable use of water resources. Therefore, our goal is to enhance the employees' awareness of water conservation. We encourage our office staff to use water only when justified, reminding employees to turn off the faucet tightly and fixing dripping taps immediately once discovered. The Group does not have any issue in sourcing water that is fit for purpose.

考慮到能源消耗對環境的潛在影響，本集團已承擔節能重任並制定節能目標以於未來數年穩定其能源消耗密度，長遠而言在實際可行情況下透過實施各種節能措施降低能源消耗密度。作為多項節能措施的一部分，我們要求將辦公室溫度維持於節能水平（即攝氏25.5度（如適用）），並於房間不在使用時關上燈光及電腦。同時，本集團致力減少車隊排放及優化車輛燃料消耗效能、定期進行車輛檢查及維護，以確保車輛處於最佳狀態。通過切實提高能源效率及降低消耗，我們致力減少辦事處營運的碳足跡。

由於水是一項珍貴的自然資源，本集團相信，促進水資源的可持續使用，人人有責。因此，我們以提升僱員的節水意識為目標。我們鼓勵辦公室僱員僅於必要時用水，並提醒僱員關緊水龍頭及於發現水龍頭漏水時馬上修理。本集團在獲得適用水源方面並無遇上任何問題。

Indicators	指標	2024 2024年	2023 2023年
Total water consumption (m ³) (Note i)	總耗水量 (立方米) (附註i)	20	21
Water consumption per office staff (m ³ /person)	每名辦公室員工產生的耗水量 (立方米／每人)	0.43	0.47

Notes:

- (i) The total water consumption is calculated based on the actual usage of water from water bills.

附註：

- (i) 總耗水量乃根據水費單的實際用水量計算。

To further promote green office operation and create a healthier workplace for everyone, the Group encourages our staff to place potted plants at office for greening the environment as well as improving indoor air quality.

為了進一步推動綠色辦公室運作及為大家創造一個更健康的工作場所，本集團鼓勵員工在辦公室擺放盆栽，以便綠化環境及改善室內空氣質素。

4. GREEN MANAGEMENT 綠色管理

4.6 CLIMATE CHANGE

Climate change has become a concerned topics worldwide and its associated risks and impacts are closely related to all businesses. Recognising the potential consequences brought by the changing climate, the Group has identified climate-related risks and has taken measures to mitigate the associated impacts as follows:

Physical risks

The extreme weather conditions incurred by climate change could cause disruption to our daily operation and pose safety threats to our employees. To improve climate resilience, the Group has formulated special work arrangements under typhoons, heavy rainstorms and extreme weather conditions to ensure the safety of our employees.

Policy risks

With anticipated policy shifts toward a low-carbon economy, stricter climate-related regulations are expected to emerge, potentially leading to asset devaluation and exposing reputational and legal risks for non-compliance. Consequently, the Group is proactively enhancing compliance with the latest climate-related regulations and bolstering resilience by improving resource efficiency. This includes but not limited to transitioning our motor vehicles to electric vehicles and adopting more environmentally friendly cleaning products in our operations. These measures not only enable the Group to gain a competitive edge through long-term cost reductions, but also align with our green objectives. The Group will keep track of the local policies and regulatory updates to identify, assess and manage potential climate-related risks.

Reputational risk

As climate change receives increased attention and its impacts become more apparent, policy-makers and the public are demanding greater transparency and action on climate-related issues. In response, the Group is enhancing its ESG-related disclosure, monitoring ESG-related risks and opportunities, and developing crisis management plans through consultation with professional entities.

4.6 氣候變化

氣候變化已成為全球備受矚目的議題，其相關風險及影響與所有業務均有密切關係。本集團了解氣候變化所帶來的潛在影響，故已識別氣候相關風險，並已採取措施以減低相關影響如下：

實體風險

氣候變化所導致的極端天氣狀況可能干擾我們的日常營運並對僱員構成安全威脅。為提升氣候韌性，本集團已制定颱風、暴風雨及極端天氣狀況下的特別工作安排以確保僱員安全。

政策風險

隨著預期政策轉向低碳經濟，更嚴格的與氣候相關的法規可能會出現，可能導致資產價值下跌，並面臨不合規的聲譽和法律風險。因此，本集團積極加強遵守最新的與氣候相關的法規，並通過提高資源效率來增強韌性。這包括但不限於將我們的機動車輛轉換為電動車，以及在我們的營運中採用更環保的清潔產品。該等措施不僅使本集團在長期成本降低方面獲得競爭優勢，而且與我們的綠色目標保持一致。本集團將緊貼本地政策及最新監管資訊，以識別、評估及管理潛在氣候相關風險。

聲譽風險

由於氣候變化越來越受到關注及其影響愈發明顯，政策制定者和公眾要求在氣候相關問題上提高透明度和採取行動。作為回應，本集團正在通過與專業機構協商，加強其與ESG相關的披露、監控ESG相關的風險和機遇，並制定危機管理計劃。

5. OUR PEOPLE 我們的員工

Human resources are the most valuable asset of the Group, thus building a reliable, efficient and productive team is of paramount importance. We have established a comprehensive human resources policy, taking care of the employment, remuneration, development as well as the rights and welfare of our employees. During the Year, the Group has awarded 15 Years Plus Caring Company and 5 Years Plus Caring Company logos by the Hong Kong Council of Social Service (HKCSS) in recognising the Group's corporate social responsibilities.

5.1 EMPLOYMENT

The Group highly focuses on recruiting talents as it is our conviction that employing suitable persons is of ultimate importance to the business's thriving development. We strictly abide by local labour laws and regulations regarding compensation, benefits, dismissal, working hours and rest period, such as the Employment Ordinance and Employees' Compensation Ordinance. Throughout the whole recruitment process, a non-discrimination approach is put in place that the Group also employs people with disabilities without any discrimination (For details, please refer to the chapter headed "Contribution to the Community" below).

Besides, the Group stringently prohibits the employment of child labour through identity and age verification such as ID card check. To avoid forced labour, employees are required to enter into the labour contract clearly stating their duties and responsibilities before the official commencement of work. Overtime work is on a voluntary basis to further prevent forced labour and overtime pay will be made in accordance with relevant laws and regulations. The Group would immediately stop his/her work and look into the reasons once discovering any employment of child labour. Meanwhile, we would review the current practices and policies to avoid the occurrence of similar cases of child and forced labour.

人力資源是本集團最為寶貴的資產，故建立一支可信賴、有效及高效的團隊乃重中之重。我們已制定全面的人力資源政策，顧及僱員的僱傭、薪酬、發展以及權利及福利。於本年度，本集團獲得了由香港社會服務聯會 (HKCSS) 頒發的15年Plus「商界展關懷」及5年Plus「商界展關懷」標誌，以表彰本集團勇於承擔企業社會責任。

5.1 僱傭

由於本集團深信僱用適當人選對於實現業務蓬勃發展而言至關重要，因此本集團高度重視招募人才。我們嚴格遵守有關薪酬、福利、解僱、工作時間及假期的本地勞工法律及法規，如《僱傭條例》及《僱員補償條例》。於整個招聘過程中，本集團採取非歧視的方針，亦僱用殘疾人士，絕不歧視（有關詳情請參閱下文「回饋社區」一章）。

此外，本集團透過檢查身份證等身份及年齡核實嚴格禁止僱用童工。為避免強制勞工，僱員須在正式開始工作前簽訂勞動合同，當中清楚列明其職責及責任。為進一步防止強制勞工，我們將加班定為自願性質，且會根據相關法律及法規支付加班費。一旦發現僱用童工的情況，本集團將立即停止其工作並調查原因。同時，我們將審查目前的做法及政策，以避免發生類似僱用童工及強迫勞工的事件。

5. OUR PEOPLE 我們的員工

As at 31 March 2024, the Group has employed in total 1,789 employees. The total workforce (for the years ended 31 March 2024 and 31 March 2023) is summarised below:

於2024年3月31日，本集團已聘用合共1,789名僱員。僱員總人數（截至2024年3月31日及2023年3月31日止年度）概述如下：

Indicators	指標	2024 2024年	2023 2023年
Total Number of Employees and Percentage (%)	僱員總人數及百分比(%)		
By Gender	按性別劃分		
Male	男性	419 (23%)	450 (27%)
Female	女性	1,370 (77%)	1,197 (73%)
By Age Group	按年齡組別劃分		
Below 30	30歲以下	22 (1%)	35 (2%)
30-50	30-50歲	281 (16%)	294 (18%)
Above 50	50歲以上	1,486 (83%)	1,318 (80%)
By Employment Type	按僱傭類型劃分		
Permanent	長期	1,592 (89%)	1,384 (84%)
Temporary	臨時	197 (11%)	263 (16%)
By Geographical Region	按地區劃分		
Hong Kong	香港	1,789 (100%)	1,647 (100%)

Indicators	指標	2024 2024年	2023 2023年
Total Number of Employee Turnover and Total Turnover Rate (%) (Note i)	僱員流失總人數及總流失率(%) (附註 i)		
By Gender	按性別劃分		
Male	男性	315 (43%)	289 (39%)
Female	女性	576 (30%)	664 (36%)
By Age Group	按年齡組別劃分		
Below 30	30歲以下	35 (61%)	26 (43%)
30-50	30-50歲	172 (38%)	198 (40%)
Above 50	50歲以上	684 (32%)	729 (36%)
By Geographical Region	按地區劃分		
Hong Kong	香港	891 (100%)	953 (100%)

Notes:

- (i) Turnover rate (%) = Total number of employee turnover in the category / (Total number of employee in the category at the end of the reporting period + Total number of employee turnover in the category) x 100%

附註：

- (i) 流失率(%) = 該類別的僱員流失總人數 / (於報告期末該類別僱員總人數 + 該類別僱員流失總人數) x 100%

5. OUR PEOPLE 我們的員工

5.2 WELFARE AND BENEFITS

The Group is responsible to assure all our staff of the statutory rights and welfare and is pleased to provide employees with extra benefits so that they can achieve maximum satisfaction from working in the Group. We offer our employees a competitive remuneration package that discretionary bonus is provided based on individual performance and the Group's financial performance. Apart from statutory holidays, our employees can also enjoy different types of leave, including annual leave, sick leave, casual leave, compassionate leave and maternity leave. As an appreciation for the contribution and dedication of long-serving employees, long service award will be presented.

The Group believes that two-way communication is essential to employee engagement, which brings higher job satisfaction, higher productivity, and lower turnover rate. The Staff Welfare Committee was thereby set up to provide proper channels for quality communication between employees and management. Furthermore, the introduction of casual wear day every Friday and birthday leave also represents the consistent endeavour by the committee in providing a friendly workplace.

5.3 CAREER DEVELOPMENT

In order to maintain the competitiveness of our employees and establish an excellent team, we review our employees' performance regularly and provide recommendations on their training needs and career development during performance appraisals. Promotion opportunities are provided so that employees can find their career paths within the Group. Promotion within the Group is executed on a fair and open basis that employees' character, ability and KPI performance at work are taken into consideration, while any form of discrimination on grounds of gender, race, skin colour, age, religion and nationality are intolerable.

5.2 福利及待遇

本集團有責任保障全體員工可獲法定權利及福利並願意為僱員提供額外福利，以使彼等在為本集團服務之同時能稱心滿意。我們為僱員提供具競爭力的薪酬待遇，乃根據個人表現及本集團財務表現提供酌情花紅。除法定假期外，僱員亦可享受有各種假期，包括年假、病假、事假、恩恤假及產假。本集團將頒發長期服務獎作為對長期服務僱員所作出貢獻及奉獻的感謝。

本集團認為，雙向溝通對僱員參與極為重要，其可帶來更高工作滿意度、更高生產率及更低流失率。因此，本集團已設立員工福利委員會以為僱員及管理層間的良好溝通提供適當渠道。此外，本公司將每個週五設為便服日，並設立生日假，此舉亦體現委員會提供友好工作環境的貫徹努力。

5.3 職業發展

為維持僱員的競爭力及建設優秀的團隊，我們會定期檢討僱員表現並於績效評估時對其培訓需求及職業發展提供意見。我們亦提供晉升機會讓僱員於本集團覓得自身之職業道路。本集團的晉升過程乃公平公開，當中會考慮僱員性格、能力及關鍵績效指標表現，同時，本集團絕不容忍任何形式的性別、種族、膚色、年齡、宗教及國籍歧視。

5. OUR PEOPLE 我們的員工

5.4 NURTURING TALENT AND SUCCESSION PLANNING

To enrich our employees' experience and industry knowledge, the Group provides orientation and internal training to employees in a targeted, systematic and forward-looking approach. During the Year, new employees received orientation training while other employees received regular general business operation training. Furthermore, the Group also provided training and workshops held by internal and external parties on different topics such as occupational health and safety, information technology, ESG and ISO implementation to employees from different departments.

In addition, to further strengthen employees' skills and enrich their knowledge, employees are encouraged to join external training that is subsidised by the Group. Employees are also encouraged to attend external talks and seminars to enrich their knowledge in discharging their duties.

The majority of our employees relied on physical training, considering the training nature of their job duties and the concern on lack of internet access knowhow. Due to the restoration of our operations to the usual scale following the COVID-19 and a serious shortage of manpower, frontline staff have had to handle higher workloads and increased work pressure. Consequently, some non-essential refresher trainings were suspended or canceled and some short trainings were replaced with by online training.

5.4 培育人才及繼任計劃

為豐富僱員經驗及行業知識，本集團以具針對性、系統性及前瞻性的方法為僱員提供入職及內部培訓。於本年度，新員工獲得入職培訓，而其他員工則獲得定期一般業務營運培訓。此外，本集團亦對不同部門的僱員提供由內部及外部機構舉辦的各類主題培訓，如職業健康及安全、資訊科技、ESG及ISO實施等訓練及研討會。

此外，為進一步加強員工的技能及豐富員工的知識，我們鼓勵僱員參加本集團資助的外部培訓。我們亦鼓勵僱員參加外部講座及研討會以豐富其對履行自身職責的知識。

考慮到僱員職務的培訓性質及有關缺乏互聯網連接技術的問題，我們的大部分僱員依賴實體培訓。由於COVID-19後我們的業務恢復至正常水平，加上嚴重的人手短缺，前線員工需要應對更高的工作量和增加的工作壓力。因此，一些非必要的進修培訓已經暫停或取消，以及一些短時間培訓以網上形式替代。

5. OUR PEOPLE 我們的員工

To address some employees' lack of internet access and related knowledge, we provide preconfigured computers for easy online training access at our office. During the year, we conducted online trainings for frontline staff on topics, such as occupational safety, software use, online scam prevention, labor law reviews, work injury procedures, and legal regulation updates. The Group plans to introduce additional online trainings, including SOP video training and HR-related course to further enhance employees' skills and knowledge. Over the year, a total of 288 employees received training and the percentage of employees trained and the average training hours completed per employee are listed below:

為了解決部分員工缺乏互聯網連接及相關知識的問題，我們提供已設置好的電腦，以便他們能夠在辦公室輕鬆參加在線培訓。今年，我們為前線員工提供了有關職業安全、軟件使用、防止網絡詐騙、勞工法例溫故知新、工傷程序及法律法規更新等議題的在線培訓。本集團計劃推出更多在線培訓，例如SOP視頻培訓及人力資源相關課程，以進一步提升員工的技能及知識。於過去一年，合共288名員工接受了培訓，以下列出了受訓僱員百分比以及每名僱員完成的平均培訓時數：

Indicators	指標	The percentage of employees trained (Note i) 受訓僱員百分比 (附註i)		The average training hours completed per employee (Note ii) 每名僱員完成的平均培訓時數(附註ii)	
		2024 2024年	2023 2023年	2024 2024年	2023 2023年
By Gender	按性別劃分				
Male	男性	40%	46%	0.71	0.37
Female	女性	9%	12%	0.15	0.10
By Employment Category	按僱員類別劃分				
Office staff	辦公室員工	45%	100%	1.83	3.76
Frontline staff	前線員工	15%	19%	0.24	0.14

Notes:

- (i) Percentage of employees trained = Total number of employees in the category who took part in training/Total number of employees in the category x 100%
- (ii) Average training hours = Total number of training hours for employees in the category/Total number of employees in the category

附註：

- (i) 受訓僱員百分比 = 已參與培訓的該類別僱員總人數 / 該類別僱員總人數 x 100%
- (ii) 平均培訓時數 = 該類別僱員培訓總時數 / 該類別僱員總人數

6. OCCUPATIONAL HEALTH AND SAFETY 職業健康及安全

Health and safety issues in the workplace are risks that could hinder the development of a business. On the contrary, a safe and healthy workplace not only protects the well-being of employees, it also enhances productivity and competitiveness. Thus, the Group sees occupational safety and employees' health as an integral part of its sustainable development and always puts high priority on the protection for employees' health and safety.

6.1 SAFETY MANAGEMENT SYSTEM

A comprehensive work safety management and supervision system is vital for enhancing safety performance. We strictly comply with local laws and regulations regarding occupational health and safety, such as the Occupational Safety and Health Ordinance, and Factories and Industrial Undertakings (Dangerous Substances) Regulations, when implementing our safety management. Our safety management system is accredited to ISO 45001, which is internationally-recognised standards regarding occupational health and safety systems within organisations. The Safety Committee, which oversees the safety management of the whole Group, is involved in promoting occupational health and workplace safety to our employees and conducting periodic review on workplace safety and occupational health measures. Additionally, the Company's subsidiaries are also members of the Green Cross Group organised by the Occupational Safety and Health Council (the "OSHC").

工作場所的健康及安全事故等風險有可能阻礙業務發展。相反，安全健康的工作場所不僅保障僱員的福祉，亦可提升生產力及競爭力。因此，本集團將職業安全及僱員健康視為其可持續發展之組成部分，並始終把保障僱員健康及安全放在高度優先級。

6.1 安全管理體系

一個全面的工作安全管理及監督體系對提升安全表現至關重要。於實施我們的安全管理時，我們嚴格遵守有關職業健康及安全的本地法律及法規，如《職業安全及健康條例》及《工廠及工業經營（危險物質）規例》。我們的安全管理體系經ISO 45001認證，該認證為企業內部職業健康及安全體系之國際認可標準。安全委員會監察本集團的整體安全管理，向僱員宣傳職業健康及工作場所安全，並對工作場所安全及職業健康措施進行定期檢討。此外，本公司的附屬公司亦為職業安全健康局（「職安局」）組織的綠十字會成員。



Green Cross Group organised by the OSHC is to provide its members with the measure on their safety and health management performance, access the OSHC's library to obtain the latest information and safety training.

職安局組織的綠十字會為其成員提供安全及健康管理表現計量，訪問職安局圖書館以取得最新資料及安全訓練。



6. OCCUPATIONAL HEALTH AND SAFETY 職業健康及安全

6.2 SAFE AND HEALTHY WORKPLACE

The Group has formulated a full set of guidelines and procedures for safety training, operation inspection and risk assessment. We provide personal protective equipment to our employees whenever necessary, and at the same time offer safety briefing and training to raise their awareness of workplace safety and health. Workplace safety inspection is conducted regularly to identify the hazards associated with activities of different working procedures and to evaluate the risks associated with the hazards identified. In response to the risk evaluation result, preventive and protective measures are implemented. In order to minimise the occupational health and safety risk, some employees are required to obtain relevant certificates through completing courses such as work at height safety training course so that they are knowledgeable about the job-related protective measures.

6.3 ACCIDENT HANDLING SCHEME

Our employees are subject to work-related accidents and injuries given the nature of our service despite protective measures being implemented. The Group has formulated a detailed accident analysis and investigation procedures. In case there is work-related accident, employees should report to their supervisors immediately. We would then conduct a detailed analysis for the cause of injuries and implement measures to improve or rectify the issues. We continuously monitor the improvement and preventive measures to minimise the possibility of accidents. In the past three years, the Group did not identify any work-related fatalities.

During the year, over half of work-related injuries were caused by slips and falls, mostly resulting in minor injuries. Although there was an increase in accumulated sick leave days, we prioritised employee safety and encouraged injured employees to take plenty of rest until fully recovered. We enhanced communication and safety inspections to raise awareness among frontline staff. Given the nature of our business in environmental hygiene services, which inherently carries a higher risk of accidents, we are committed to paying higher premiums for employees' compensation insurance. The amounts of work injuries and of lost working days resulted are listed below:

Indicators	指標	2024 2024年	2023 2023年
Number of work injuries (cases)	工傷事件數目 (宗)	28	36
Number of working days lost due to work-related injuries (days)	因工傷事件而損失工作日數 數目 (日數)	2,640	1,460

6.2 安全及健康的工作場所

本集團已制定完整的安全培訓、營運監督及風險評估指引及程序。我們向僱員提供必要的個人防護裝備，同時提供安全簡介會及培訓，以提高彼等對工作場所安全及健康的意識。我們定期進行工作場所安全檢查，以識別不同工作程序中的相關危害，並評估所識別危害的相關風險。我們將根據風險評估結果實施預防及保護措施。為盡量減輕職業健康及安全的風險，部分僱員須完成高空安全培訓等課程並獲取相關證書，以確保僱員熟悉與其工作相關的保護措施。

6.3 意外處理制度

儘管已實施保護措施，但鑒於我們服務的性質，我們的僱員恐遭受工作相關的意外及傷害。本集團已制定詳細的事故分析及調查程序。若發生與工作相關事故，僱員應立即向其主管報告。我們其後會對受傷緣由進行詳細分析，並採取措施改進或糾正問題。我們將持續監測改進及預防措施，以盡量減少事故發生的可能性。於過去三年，本集團並未識別任何因工亡故事件。

於本年度，超過一半的工傷與滑倒和跌倒有關，大部分工傷都是輕微的。儘管累積的病假日數有所增加，但我們將員工的安全放在首位，鼓勵受傷員工休息至完全康復。我們加強了溝通和安全檢查，以提高前線員工的安全意識。鑒於我們的環境衛生服務的業務性質本身就存在較高的事故風險，我們承諾支付較高的員工補償保險費用。所發生的工傷事件和因工傷事件而損失工作日數的數量如下所列：

7. OUTSTANDING OPERATION

優秀運營

As a high-end service provider, the quality, reliability and safety of our service are the keys to our success. The Group never spares itself in the pursuit of excellence in its operations and service through the management of its supply chain, service quality and the provision of customer services.

7.1 SUPPLY CHAIN MANAGEMENT

The Group pays careful attention to the management of the entire supply chain by sticking to the commitment of sustainable development. During supplier and sub-contractor selection, a balanced judgment is made by considering a plenty of factors, including their environmental performance. Emphasis is laid especially on the aspects of environmental protection, quality as well as health and safety, where suppliers with certification of ISO 14001, ISO 9001, ISO 45001 or other accreditation will be given preference during selection.

After supplier selection, we conduct annual supplier evaluation to continuously evaluate our suppliers and sub-contractors in regard to raw materials and service quality, reliability, environmental performance and occupational health and safety as well as timely delivery to minimise the relevant risk. Training are provided to employees responsible for supply chain management to ensure they have adequate knowledge to accurate audit and evaluate the suppliers. We also require our suppliers to sign an environmental protection commitment to ensure the raw materials suppliers meet the requirements of environmental laws and regulations, and trainings regarding environmental protection are given to suppliers if required. To ensure occupational health and safety are up to the Group's standards, training on occupational safety are given to suppliers. The Group also continuously monitor the health and safety performance of its suppliers by reviewing their staff's safety training files and program records, and conducting site visits.

The Group is also committed to green procurement practices. Green purchasing principles are taken into consideration in the form of purchasing eco-friendly office supplies such as refillable stationary and eco-friendly paper. The usage of material and product purchase time are constantly evaluated and utilised accordingly to avoid overstocking and prevent wastage from products expiring. Local suppliers that are geographically closer and more accessible to the Group are given priority during the selection phase to reduce the Group's carbon footprint.

During the Year, the Group has a total of 112 suppliers (total of 152 suppliers in FY2023). All suppliers come from Hong Kong and governed by the abovementioned supplier management procedures.

作為高端服務商，服務質量、可靠性及安全性乃我們成功的關鍵。本集團致力透過管理其供應鏈、服務質量及提供客戶服務，追求卓越的運營及服務。

7.1 供應鏈管理

本集團透過堅守可持續發展承諾嚴謹地管理整個供應鏈。在甄選供應商及分包商時，我們會在考慮包括環境表現等眾多因素後作出均衡的判斷。環境保護、質量以及健康及安全乃本集團尤其重視的方面，而持有ISO 14001、ISO 9001、ISO 45001證書或其他認證的供應商將於甄選時獲優先考慮。

在甄選供應商後，我們會展開供應商年度評估，從原材料及服務質量、可靠性、環境表現、職業健康及安全以及按時交付方面對我們的供應商及分包商進行持續評估，以盡量減輕相關風險。我們培訓負責供應鏈管理的僱員以確保彼等具備充足知識以準確審核及評估供應商。我們亦要求我們的供應商簽署環境保護承諾書，以確保原材料供應商遵守環境法律法規之規定，及視乎需要向其提供環境保護培訓。為確保供應商的職業健康及安全達到本集團的標準，我們會向其提供職業安全培訓。本集團亦通過審閱供應商僱員的安全培訓文件及項目記錄以及進行實地訪問，持續監督供應商的健康及安全表現。

本集團亦致力於貫徹綠色採購慣例。我們以採購環保辦公設備（如可填充文具及環保紙張）的形式考慮綠色採購原則。我們會持續評估材料使用及產品採購時間，並據以應用以避免庫存過多及預防產品過期造成浪費。我們於甄選時優先考慮與本集團距離更近更便利的當地供應商，以減少本集團的碳足跡。

於本年度，本集團合共有112名供應商（2023財年共有152名供應商）。所有供應商均來自香港並受到上述供應商管理程序規管。

7. OUTSTANDING OPERATION 優秀運營

7.2 SERVICE QUALITY

Service quality is one of our major concerns as we aim at providing the best quality service to our clients. The Group places great emphasis on quality control and our quality management system has been certified to ISO 9001. We have set formal procedures for quality checks where employees are sent to check the quality of service performed on-site regularly, including services delivered by both the Group's employees and third-party service providers. We also visit our clients to conduct client reviews and to record occasions of substandard performance for follow-up actions.

The Group is also committed to protecting the health and safety of our clients. For example, Winson Professional Pest Control Company Limited, a subsidiary of the Company which provides pest management services, is required to use pesticides registered under the Pesticides Ordinance. This is to eradicate harmful pests while taking into account the basic principles of public health and environmental protection. During the Year, the Group has strived to provide preferential appointment to enterprises which implemented effective safety management system and follow Occupational Safety and Health Council's stringent safety requirements when choosing third-party service providers. During the Year, the Group was awarded the "Most Outstanding Environmental Hygiene Solution Service Of the Year" by the Hong Kong Commercial Times in recognition of its prominent achievement in the environmental hygiene sector for its performance in 2023.

7.2 服務質量

我們旨在向客戶提供最優質的服務，因此服務質量是我們關注重點之一。本集團十分重視質量控制，而我們的質量管理系統已取得ISO 9001認證。我們已制定正式質量檢查程序，派遣僱員定期實地檢查服務質量（包括由本集團僱員及第三方服務商提供的服務）。我們亦會拜訪客戶，進行客戶審查並記錄任何不合格的情況，以便跟進。

本集團亦致力於保護客戶的健康及安全。例如本公司一間提供蟲害管理服務的附屬公司—威信專業滅蟲有限公司，須使用根據《除害劑條例》登記的除害劑。此乃經考慮公眾健康及環境保護的基本原則後進行害蟲消滅。於本年度，在選擇第三方服務商時，本集團致力優先委任實施有效安全管理體系及遵守職業安全健康局嚴格安全規定的企業。於本年度，本集團榮獲香港商業時報頒發「年度最傑出環境衛生方案服務」獎，以表本集團於2023年在環境衛生領域的傑出成就。



The Group received the award of the
"Most Outstanding Environmental Hygiene Solution Service Of the Year" on 20 April 2023.
本集團於2023年4月20日獲頒「年度最傑出環境衛生方案服務」獎。



7. OUTSTANDING OPERATION

優秀運營

7.3 CLIENT SERVICES

The Group is devoted to achieving the highest customer satisfaction by providing professional and client-oriented services. To understand clients' needs, we conduct site assessment and communicate with clients before service provision. Our management will hold regular meetings with on-site employees to review operations in various aspects so as to ensure that clients' expectations can be met. Clients' feedback on service quality, environmental and workplace safety performance and application of material and tools is also collected as a source for making corresponding improvement. In response to client complaints, we will investigate the root cause and carry out remedial and preventive actions promptly according to the client complaint handling procedures set by the Group. The client complaint handling procedures has been regularly reviewed by the Group and has been updated in April 2023. During the Year, we did not receive any material complaints about our services. Also, due to the nature of the business the Group is involved with, there are no products recalled during the Year.

7.4 ADVERTISING AND INFORMATION SECURITY

With regard to advertising, the Group has designated specialised employees to monitor notices, news and information in the media in connection with tenders relating to environmental hygiene and related services and airline catering support services. We strive to ensure relevant local laws and regulations are strictly conformed to.

The Group highly values the confidential data of our clients. We strictly comply with local laws and regulations regarding privacy matter, such as the Personal Data (Privacy) Ordinance. We are committed to maintaining transparency, legitimacy, relevance and accuracy when we handle the confidential data of our clients. Our office staff is required to enter into a confidentiality agreement which forbids him/her to disclose confidential or proprietary information outside the Group, either during or after employment, without the Group's authorisation. Besides, we endeavour to protect the IT system from virus contamination, cyber attack and leakage of confidential information by implementing the IT security policy that specifies the roles of different parties within the Group and regulates the access and protection of information. Training relating to cyber security and relevant risk management would be provided to our employees from time to time to enhance their awareness of cyber security.

7.3 客戶服務

本集團致力提供專業及以客戶為本的服務，務求令客戶稱心滿意。為了解客戶的需求，我們在提供服務之前會進行實地評估及與客戶溝通。管理層將定期與現場員工舉行會議，以審閱營運的各個方面，確保服務達到客戶期望。我們亦收集客戶對服務質量、環境及工作場所安全表現以及材料及工具應用的反饋，以此作為作出相應改進的根據。為回應客戶投訴，我們將根據本集團制定的客戶投訴處理流程調查導致投訴緣由，並及時執行補救及採取預防措施。本集團會定期審查此客戶投訴處理流程及在2023年4月更新了該客戶投訴處理流程。於本年度，我們並未收到任何有關我們的服務的重大投訴，且由於本集團業務的性質，於本年度並無召回產品。

7.4 廣告及資訊安全

於廣告方面，本集團已指派專員監察關於環境衛生及相關服務及航空餐飲支援服務招標的通知、新聞及媒體消息。我們致力確保嚴格遵守有關本地法律及法規。

本集團高度重視客戶機密資料。我們嚴格遵守有關私隱事宜的本地法律及法規，例如《個人資料(私隱)條例》。在處理客戶的機密資料時，我們致力維持透明度、合法性、相關性及準確性。辦公室員工均須簽訂保密協議，當中禁止其在未經本集團授權的情況下於僱傭期間或其後向本集團外部披露機密或專有資料。此外，為致力保護資訊科技系統免受病毒感染、網絡攻擊及機密資料洩露，我們實施資訊科技保全政策，訂明本集團內各方的職責，並規管資訊權限與保護。我們不時向僱員提供有關網絡安全及相關風險管理的培訓，以增強彼等的網絡安全意識。

7. OUTSTANDING OPERATION 優秀運營

7.5 PROTECTION OF INTELLECTUAL PROPERTY RIGHTS

The Group places great importance on the protection of intellectual property rights and endeavours to prevent any related infringement. The Group shall require employees to apply for software installation to avoid infringement of others' intellectual property rights. In addition, the Group has developed a guideline of the correct use of the Group's trademark to protect its intellectual property rights.

7.6 ANTI-CORRUPTION

In order to maintain the Group's integrity and justice, we strictly comply with the laws and regulations regarding bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance. To maintain high standards of corporate governance, we fulfil our commitment through abiding by anti-corruption policies and guidelines, such as those related to acceptance of gifts and conflicts of interest. Related procedures and guidelines are available in the employee handbook.

The Group is committed to achieving and maintaining the highest standards of openness, probity and accountability, and has established a whistleblowing policy and system for employees and clients to raise concerns about possible improprieties in any matter related to the Group. The Group has delegated such responsibilities to the Audit Committee of the Group for dedicated monitoring and handling of such matters. Employees and clients are encouraged to raise concerns, with whistle-blowers being assured of protection against intimidation, reprisal, and retaliation. The Group is committed to treat all disclosures in a confidential and sensitive manner. Any legitimate malpractice concerns can be reported directly to the chairman of the Audit Committee through mailing a written complaint sealed in a sealed envelope. All complaints received will be discussed in a meeting to decide whether or what investigation is necessary. All complaints will be dealt with and replies will be given within 7 business days after receipt of complaints. The use and effectiveness of the whistleblowing policy are reviewed regularly by the Audit Committee.

The Group is not aware of any breach of laws and regulations that have a significant impact on the Group in relation to any kinds of corrupt practices during the Year. The Group will try to manage anti-corruption training or seminars via online channels for our staff to raise their awareness of integrity and anti-corruption in the future.

7.5 保護知識產權

本集團高度重視保護知識產權，並致力防止任何相關侵權情況。本集團將要求僱員申請軟件安裝，以避免侵犯他人知識產權。此外，本集團已就正確使用本集團的商標制定指引以保護其知識產權。

7.6 反貪污

為維護本集團的誠信及公正，我們嚴格遵守有關賄賂、勒索、欺詐及洗黑錢的法律及法規，例如《防止賄賂條例》。為保持高水平的企業管治，我們透過遵守反貪污政策及指引（如有關收受禮品及利益衝突方面）履行我們的承擔。相關程序及指引已載入員工手冊。

本集團致力於達致及維持最高標準的公開、誠信及問責性，並為僱員及客戶設有舉報政策及機制，以供其提出與本集團有關的任何事項的潛在不當問題。本集團已賦予本集團審核委員會相關責任，以專門監督及處理相關事宜。我們鼓勵僱員及客戶提出問題，舉報人得以獲保障確保其免受恐嚇、打擊報復。本集團致力於將所有披露按機密敏感資料處理。任何正當的瀆職問題可通過郵寄套有密封信函的投訴函直接報告至審核委員會主席。收到的所有投訴將於會上討論以釐定是否需調查或需採取何種形式調查。所有投訴將於收到後七個營業日內回覆及處理。舉報政策的使用及有效性由審核委員會定期檢討。

於本年度，本集團並不知悉任何構成違反法律及法規並對本集團造成重大影響的任何形式的貪污行為。本集團未來將嘗試透過網上渠道，為僱員舉辦反貪污培訓或研討會，以提升彼等的誠信及反貪污意識。

8. CONTRIBUTION TO THE COMMUNITY

回饋社區

The Group has long been putting great effort in creating a harmonious and inclusive community through various ways. During the Year, we continued to provide employment opportunities for people with disabilities to help them integrate into the community. Based on the disability and expertise, we made appropriate arrangements of work for the disabled employees. Appropriate types of support, such as targeted training and emotional counselling, were always available when required. In order to promote disabled employees' integration into the community and foster social integration of able-bodied and disabled persons, out-of-work gatherings and counselling sessions are organised in their spare time and working time.

Moreover, we are a member of "Employers Consultative Committee" organised by Hong Kong College of Technology (HKCT) to provide up-to-date industry information to our youth. Our social commitment also encompasses the establishment of the Social Service Committee through which our employees actively participate in community service and stimulate a caring and respectful corporate culture. The spirit of service, as well as the care and love shared by the committee not only helps to make a difference among the needy, but also helps to foster a harmonious atmosphere within the community. During the Year, the Group also provided materials and money to sponsor its school events to enhance students' educational experiences.

本集團長期通過各種方式努力創造和諧、包容的社區環境。於本年度，我們繼續向殘疾人士提供就業機會，幫助其融入社區。我們根據殘疾僱員的殘疾情況及專業知識為其作出適當工作安排。如有需要，我們會隨時提供適當形式的支持，如針對性的培訓及心理輔導。為推動殘疾僱員融入社區及實現健全人士及殘疾人士的社會融合，我們在僱員業餘時間及工作時間組織工作外聚會及輔導活動。

此外，我們是香港專業進修學校（港專）成立的「僱主顧問委員會」成員，向青年提供最新行業資訊。我們的社會承諾亦包括成立社會服務委員會，讓僱員積極參加社區服務，推動關愛及尊重的企業文化。委員會傳播的服務精神以及關愛不僅幫助了貧困人士，亦有助於在社區內營造關愛、和諧的氛圍。於本年度，本集團亦提供物料及贊助費用以支持其學校活動及提升學生的教育體驗。



The HKCT offers talent development programs to provide competitive talents for various industries. In order to enhance the quality of its courses, HKCT established the "Employer Consultative Committee" in 1996.

The committee aims to gather valuable opinions from representatives of different industries, enabling us to develop high-quality courses that meet market demands to our students.

(港專) 所推出的人才培養計劃，旨在為各行業提供有競爭力的人才。

為了提高課程質量，(港專) 於1996年成立了「僱主顧問委員會」。

該委員會旨在收集來自不同行業代表的寶貴意見，使(港專) 為有意進修人士能夠開發出符合市場需求的高質量課程。



8. CONTRIBUTION TO THE COMMUNITY

回饋社區

In order to promote the mental recovery community, the Group's employees composed a team of volunteers to take part in the charity walk "Move & Talk" which was organized by the Mental Health Association of Hong Kong ("MHAHK") during the Year. The purpose of this campaign is to raise funds for two residence units under the MHAHK, to provide accommodation services for mentally rehabilitated people, enabling them to develop independent living skills for preparing to get back to society in the future.

為了宣傳精神康復社區，本集團的員工組成了義工隊，參與香港心理衛生會（「MHAHK」）於本年度主辦的「行開吓Move & Talk」慈善步行籌款活動。本次活動是為MHAHK旗下兩間輔助居所籌募營運經費，以持續為精神復元人士提供支援性的住宿服務，幫助彼等培養獨立生活的技能，以便他日重返社會。



The purpose of this charity walk was to support mental health initiatives by raising operational funds for two self-sustaining residential facilities, providing supportive accommodation services for individuals on their journey to mental recovery.

這次慈善步行籌款活動的目的是支持心理健康領域的工作，為兩家自負盈虧運作的輔助居所籌集營運經費，以持續為精神復元人士提供支援性的住宿服務。



Looking into the future, the Group will continue with its efforts in supporting and empowering the community. It is hoped that long-term values can be created for society so that the Group can grow together with society and the people.

展望未來，本集團將繼續致力支持及推動社區發展，期望為社會創造長遠價值，從而使本集團與社會及人民共同成長。

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
Environment			
環境			
A1 Emissions			
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。	Environmental Management System; Wastewater and Air Emission; Waste Management; Energy and Water Conservation 環境管理系統； 廢水及廢氣排放； 廢物管理； 節約能源及水資源	15-17, 18-20, 20-21, 21-23
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Wastewater and Air Emission 廢水及廢氣排放	18
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity. 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。	Wastewater and Air Emission 廢水及廢氣排放	19
A1.3	Total hazardous waste produced and, where appropriate, intensity. 所產生有害廢棄物總量及(如適用)密度。	Waste Management 廢物管理	21
A1.4	Total non-hazardous waste produced and, where appropriate, intensity. 所產生無害廢棄物總量及(如適用)密度。	Waste Management 廢物管理	20
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。	Environmental Targets; Wastewater and Air Emission 環境目標； 廢水及廢氣排放	14, 20
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。	Environmental Targets; Waste Management 環境目標； 廢物管理	14, 21

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
A2 Use of Resources			
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。	Energy and Water Conservation 節約能源及水資源	22-23
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Energy and Water Conservation 節約能源及水資源	22
A2.2	Water consumption in total and intensity. 總耗水量及密度。	Energy and Water Conservation 節約能源及水資源	23
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。	Environmental Targets; Energy and Water Conservation 環境目標； 節約能源及水資源	15, 23
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。	Environmental Targets; Energy and Water Conservation 環境目標； 節約能源及水資源	15, 23
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。	Not an applicable material issue. The Group provides services instead of selling products. 並非適用重大議題。本集團提供服務而非銷售產品。	N/A 不適用

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
A3 The Environment and Natural Resources			
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。	Environmental Management System; Wastewater and Air Emission; Waste Management; Energy and Water Conservation 環境管理系統； 廢水及廢氣排放； 廢物管理； 節約能源及水資源	15-16, 18, 21, 22
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。	Environmental Management System; Wastewater and Air Emission; Waste Management; Energy and Water Conservation 環境管理系統； 廢水及廢氣排放； 廢物管理； 節約能源及水資源	15-16, 18, 21, 22
A4 Climate Change			
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。	Climate Change 氣候變化	24
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。	Climate Change 氣候變化	24

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
Social			
社會			
B1 Employment			
B1 僱傭			
General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	<p>Employment; Welfare and Benefits; Career Development</p> <p>僱傭； 福利及待遇； 職業發展</p>	25, 27
B1.1	<p>Total workforce by gender, employment type, age group and geographical region.</p> <p>按性別、僱傭類型、年齡組別及地區劃分的僱員總數。</p>	<p>Employment</p> <p>僱傭</p>	26
B1.2	<p>Employee turnover rate by gender, age group and geographical region.</p> <p>按性別、年齡組別及地區劃分的僱員流失比率。</p>	<p>Employment</p> <p>僱傭</p>	26

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
B2 Health and Safety			
B2 健康及安全			
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。	Safety Management System; Safe and Healthy Workplace; Accident Handling Scheme 安全管理體系； 安全及健康的工作場所； 意外處理制度	30-31
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。	Accident Handling Scheme 意外處理制度	31
B2.2	Lost days due to work injury. 因工傷損失工作日數。	Accident Handling Scheme 意外處理制度	31
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及安全措施，以及相關執行及監察方法。	Safety Management System; Safe and Healthy Workplace; Accident Handling Scheme 安全管理體系； 安全及健康的工作場所； 意外處理制度	30-31

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
B3 Development and Training			
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。	Nurturing Talent and Succession Planning; Supply Chain Management; Advertising and Information Security 培育人才及繼任計劃；供應鏈管理；廣告及資訊安全	28-29, 32, 34
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Nurturing Talent and Succession Planning 培育人才及繼任計劃	29
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。	Nurturing Talent and Succession Planning 培育人才及繼任計劃	29
B4 Labour Standards			
B4 勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment 僱傭	25
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。	Employment 僱傭	25
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。	Employment 僱傭	25

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
B5 Supply Chain Management			
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。	Supply Chain Management 供應鏈管理	32
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply Chain Management 供應鏈管理	32
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，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	32
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。	Supply Chain Management 供應鏈管理	32
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。	Supply Chain Management 供應鏈管理	32

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
B6 Product Responsibility			
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及安全、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。	Service Quality; Client Services; Advertising and Information Security; Protection of Intellectual Property Rights 服務質量； 客戶服務； 廣告及資訊安全； 保護知識產權	33-35
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。	Not an applicable material issue. The Group provides services instead of selling products. 並非適用重大議題。本集團提供服務而非銷售產品。	N/A 不適用
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。	Client Services 客戶服務	34
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。	Protection of Intellectual Property Rights 保護知識產權	35
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。	Service Quality Product recall procedure is not an applicable material issue as the Group provides services instead of selling products. 服務質量 由於本集團提供服務而非銷售產品，故產品回收程序並非適用重大議題。	33
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。	Advertising and Information Security 廣告及資訊安全	34

APPENDIX: KPI REPORTING GUIDE

附錄：關鍵績效指標報告指引

KPI 關鍵績效指標	Description 描述	Chapters 章節	Page No. 頁次
B7 Anti-corruption			
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。	Anti-corruption 反貪污	35
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。	Anti-corruption 反貪污	35
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。	Anti-corruption 反貪污	35
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。	Anti-corruption 反貪污	35
B8 Community Investment			
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。	Contribution to the Community 回饋社區	36-37
B8.1	Focus areas of contribution. 專注貢獻範疇。	Contribution to the Community 回饋社區	36-37
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Contribution to the Community 回饋社區	36-37



WINSON HOLDINGS HONG KONG LIMITED
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