



冠力國際

冠力國際有限公司
Softpower International Limited

(於百慕達註冊成立之有限公司)
(Incorporated in Bermuda with limited liability)

股份代號：00380 Stock code: 00380

2018
SPI

環境、社會及管治報告

Environmental, Social
and Governance Report

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About Softpower International

關於冠力國際

Softpower International Limited (the “Company”) and its subsidiaries (collectively as “Softpower International” or the “Group”) focus their business on trading of construction materials, mainly pipes and fittings, in Hong Kong and Macau for local contractors, designers, consultants and government institutions.

In August 2018, the Group acquired a 66.7% shareholding interest in Guizhou Zhongguan New Energy Limited (“GZNE”) which is established in China and mainly engaged in biomass pellets fuel products business. Biomass pellets are cleaner than other traditional fuel such as coal, which enables the Group to explore new business opportunity in the field of environmental protection. The Guizhou production plant of GZNE entered into trial operation in August 2018. The business accounted for less than one percent of the Group’s revenue at the moment.

SUSTAINABILITY VISION AND STRATEGY

The Group is committed to integrating the concept of sustainability into the day-to-day operations and management of the Group. It is determined to incorporate environmental and social considerations into its business decisions and to develop business development plans that are in line with the Sustainable Development Goals. The Group actively undertakes corporate social responsibility, attaches importance to good corporate governance, actively participates in charitable activities, and is committed to giving back to society. During the year, the Group also strengthened the regular communication with stakeholders through various channels and formulated relevant development strategies to balance the interests of all parties.

To implement the concept of sustainable operation, the Group began to invest in a biomass fuel manufacturing business in Guizhou Province, China to manufacture biomass pellets fuel in 2018 to supply cleaner fuel to local communities.

This is the third Environmental, Social and Governance (“ESG”) report (the “Report”) published by the Company. By reporting the ESG policies, measures and performances of the Group, the Report allows various stakeholders to learn more about the progress and development direction of the Group in sustainability issues. This report is available in Chinese and English versions. It is uploaded to the website of the Stock Exchange of Hong Kong Limited and the Company (www.softpower.hk).

冠力國際有限公司(「本公司」)及其附屬公司(統稱「冠力國際」或「本集團」)的主要業務是於香港及澳門從事建築材料(主要是管道和管件)的貿易，並為當地的承建商、設計師、顧問及政府機構提供服務。

於二零一八年八月，本集團收購貴州中冠新能源有限公司(簡稱「中冠新能源」) 66.7% 股權。中冠新能源於中國成立，主要從事生物質顆粒燃料產品相關業務。而生物質顆粒較煤炭等傳統燃料更為清潔，有助本集團拓展環境保護領域的業務發展。中冠新能源位於中國貴州省的廠房亦已於二零一八年八月份正式試產，該業務目前佔本集團的收入不足1%。

可持續發展願景及策略

本集團致力將可持續發展概念融入到本集團的日常營運和管理當中，並決意於企業的經營決策中納入環境及社會的考量，制定與可持續發展目標一致的業務發展計劃。本集團積極承擔企業社會責任，重視良好企業管治，積極參與慈善活動，致力回饋社會。年內，本集團更通過不同渠道加強與持份者的定期溝通，制訂相關的發展策略，以平衡各方利益。

為實踐可持續發展的營運理念，本集團已於二零一八年開始投資位於中國貴州省的生物質燃料生產業務，製造生物質顆粒燃料，為當地社區提供更清潔的燃料。

本報告為本公司發表的第三份《環境、社會及管治報告》(「本報告」)。報告透過匯報本集團在環境、社會及管治方面的政策、措施和績效，讓各持份者更了解本集團於可持續發展議題的進程和發展方向。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司及本公司網站(www.softpower.hk)。

SCOPE OF REPORT

This Report focuses on Softpower International's trading business of construction materials from 1 January 2018 to 31 December 2018 (the "year") in the following sites of operation¹ (together the "sites of operation"):

- two offices in Hong Kong, one warehouse and three retail shops;
- one retail shop in Macau; and
- one office in Shenzhen.

REPORTING STANDARDS

This report is prepared based on the ESG Reporting Guide (the "Guide") under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited and adheres to the four principles of materiality, quantitative, balance and consistency. To allow stakeholders to comprehensively understand the environmental, social and governance performance, in addition to the environmental key performance indicators according to the 'comply or explain' provisions in the Guide, it also reports some content referencing the 'recommended disclosures' in the Guide. To ensure the accuracy of environmental key performance indicators, the Company engaged Carbon Care Asia ("CCA"), a professional consultancy, to conduct carbon assessment² and prepare for the report. A complete index is inserted at the end of this report for readers' easy reference to the Guide.

報告範圍

本報告以冠力國際二零一八年一月一日至十二月三十一日間(「本年度」)在下列營運點¹(合稱「各營運點」)之建築材料貿易業務為焦點：

- 位於香港的兩個辦公室、一個貨倉及三個零售門市；
- 位於澳門的一個零售門市；及
- 位於深圳的一個辦公室。

報告準則

本報告按《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》(「指引」)編寫，並以四項匯報原則—重要性、量化、平衡及一致性，作為編寫報告的基礎。為讓持份者全面了解本集團的環境、社會及管治績效，本報告在「不遵守就解釋」規定的基礎上，亦匯報部份《指引》中「建議披露」內容。為確保環境關鍵績效指標資料的準確性，本公司委託專業顧問低碳亞洲(「CCA」)進行碳評估²及報告籌備。報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

¹ The scope of this report is the same as the ESG report 2017.

² Standards of carbon assessment includes: Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong compiled by the Environmental Protection Department and Electrical and Mechanical Services Department of Hong Kong, Guidelines for Accounting and Reporting Greenhouse Gas Emissions – China Public Building Operation Units (Enterprises) (Trial) announced by the National Development and Reform Commission and references to international standards ISO14064-1 standard and the GHG Protocol.

¹ 本報告與二零一七年度之環境、社會及管治報告的範圍一致。

² 碳評估準則包括：由香港環保署和機電工程署編製的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》、國家發展改革委公佈的《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》，以及參考國際標準ISO14064-1和溫室氣體盤查議定書。

About this Report

關於本報告

CONFIRMATION AND APPROVAL

Information contained herein is sourced from the official documents and statistical data of the Softpower International, and is aggregated from the management, operational and monitoring information in accordance with the policies of the Group. The Group has established internal control and formal review procedures to ensure the accuracy and reliability of information presented in the Report. Members of the Environmental, Social and Governance Working Team ("ESG Working Team") are responsible for formulating and disclosing the relevant measures and key performance indicators. This report has been approved by the Board of Directors (the "Board").

OPINION AND FEEDBACK

The comments and suggestions of stakeholders can help the Group establish a more detailed and sound sustainability strategy. You may contact the Company via email (email address: ir@softpower.hk).

Softpower International has always relied on a clear business strategy and an efficient management team to consolidate its market position. In recent years, societal awareness of public health continues to improve, and the local statutory standards for the quality requirements of pipes & fittings products have increased accordingly. In view of this, the Group has worked with suppliers to obtain the international quality marks like the BSI Kitemark or the UK Water Regulations Advisory Scheme (WRAS) to comply with the standards implemented by the Water Supplies Department and ensure the safety and health of the public.

The key to sustainable development is to coordinate economic development, social inclusion and environmental protection. As a market leader, Softpower International is committed to promoting the sustainable development of society while developing its business. In order to more effectively manage its performance in various environmental and social issues, the Group's ESG working team is responsible for monitoring the relevant work and giving the Board a full grasp of the Group's sustainability issues.

報告確認及批准

本報告引用的所有資料均來自冠力國際的正式文件、統計數據，以及其根據本集團制度收集的管理和營運資料。本集團已成立內部監控及正式審查程序，竭力確保本報告所有呈現的資料均準確可靠。環境、社會及管治工作小組（「ESG工作小組」）成員負責制定及披露相關的措施及關鍵績效指標。本報告已獲董事會批准通過。

反饋機制

持份者的意見和提議，有助本集團未來建立更詳細及健全的可持續發展策略。閣下可透過電郵形式與本公司聯絡（電郵地址：ir@softpower.hk）。

冠力國際一直依靠明確的業務策略和高效的管理團隊，鞏固其市場地位。近年社會對公共衛生的意識不斷提高，促使本地對管道及配件產品質量要求的法定標準亦相應提升。對此，本集團已與供應商合作取得英國標準協會註冊證明商標(BSI Kitemark)或英國水務法規諮詢計劃(WRAS)等國際質量標誌，以符合水務署實施的標準，確保市民的安全和健康。

可持續發展的關鍵是協調經濟發展、社會共融及環境保護。作為市場領導者，冠力國際在發展業務的同時致力推動社會的可持續發展。為更有效管理在各個環境及社會議題的績效，本集團的ESG工作小組負責監察相關工作，讓董事會全面掌握本集團的可持續發展事宜。

Message from the Management

管理層寄語

The Board of the Group conducts risk assessments related to sustainability issues in a timely manner and prioritises items of high risks. With regard to employees, we have strengthened the work safety training for new employees. In terms of transportation we will complete the replacement of goods vehicle and forklifts with Euro 5 vehicles in 2019 to reduce the carbon emissions of our operations.

In response to public demands for products of enhanced quality and to improve quality control in the upstream supply chain, we have set up a Quality Control Department. The department reports to the Chief Operating Officer directly to ensure that the products comply with international standards. At the same time, we also actively encourage and assist upstream manufacturers to obtain more international certifications related to product quality to continuously improve their quality to meet increasingly stringent requirements.

Focusing on stakeholders needs is an important step in the Group's sustainability task. The Group emphasises on maintaining communication with stakeholders through different means of interaction. By commissioning an external consultant to conduct management interview and questionnaire surveys, we could better understand the needs of stakeholders and their views and expectations of the Group on sustainable development issues. The Report also specifically addresses stakeholders' opinions.

Looking ahead, the Group will continue to focus on product quality as the core of its business. The Company will invest more resources to obtain the relevant certifications to fully protect the safety and health of users and increase customer confidence. In addition, the Group will also refer to the performance of other companies, such as following the measures adopted by companies of larger scale, and continue to seek opportunities for improvement and contribute to society and the environment.

Chow Wai Koon Timothy
Chief Operating Officer

本集團董事會適時進行與可持續發展議題相關的風險評估，並優先處理風險較高的項目。員工方面，我們加強了新入職員工的工作安全培訓。在運輸上我們將於2019年完成以歐盟五期車輛取替舊款貨車及鏟車的工作，減少營運的碳排放。

為回應公眾對更高質量產品的需求，並提升上游供應鏈的品質監控，我們已成立品質檢測部門。該部門將直接向首席運營官匯報，確保產品符合國際標準。同時，我們亦積極鼓勵及協助上游製造商獲得更多與產品質素相關國際認證，不斷改善質量，配合愈趨嚴緊的要求。

關注持份者需要是本集團的可持續發展工作的重要一步。本集團著重透過不同互動方式與持份者保持溝通。透過委託外聘顧問進行管理層商談及問卷調查，讓我們進一步了解持份者的需要及對本集團在可持續發展議題上的意見和期望。本報告亦有針對性對回應持份者的意見。

展望未來，本集團將繼續以產品質量為業務的核心。本公司將投入更多資源，取得相關認證，全面保障用家安全與健康，增加顧客信心。此外，本集團亦會參考其他公司的表現，例如追隨規模較大企業所採取的措施，持續尋找改善的機會，貢獻社會和環境。

首席運營官
招偉權

Sustainability Governance

可持續發展管治

The Group's ESG Working Team is responsible for monitoring the Group's policies, measures and performance in sustainability, mainly in relation to employment, community engagement, product responsibility and environmental protection. The ESG Working Team is chaired by the Chief Operating Officer with the authorisation of the Board. Its members include department head and/or managerial staff from various departments. The ESG Working Team also defines the Group's sustainability strategies, set goals and supervise actions. The ESG Working Team should report to the Board regularly. The ESG Working Team is also delegated with resources and power to carry out duties, such as the power to engage external consultant(s).

RISK MANAGEMENT

The Group considers risk management as a crucial constituent of sound day-to-day management and corporate governance. Systematic risk management practices are the means to ensure the achievement of the Group's strategic goals and maintain business continuity in a changing business environment. The Group has established a corporate risk management framework to effectively carry out risk management.

The Board assumes full responsibility for the Group's risk management and internal control systems, and is responsible for establishing a clear corporate risk management framework and risk management policy. The Board authorises the Audit Committee and, with its assistance, continuously monitors the Group's risk management and internal control systems and reviews the effectiveness of the systems at least once a year. The management also regularly reports to the Board and the Audit Committee on the risks and changes that the Group faces and establishes internal control measures to mitigate risks.

In the coming year, the Group will consider incorporating environmental and social issues into its risk management systems and procedures.

本集團ESG工作小組負責監督本集團在可持續發展方面的政策，舉措和表現，主要涉及就業，社區參與，產品責任和環境保護。ESG工作小組的主席由董事會授權首席運營官擔任，而成員包括各部門總監及／或管理人員。ESG工作小組亦對本集團可持續發展戰略進行定義，設定目標和監督行動。ESG工作小組須定期向董事會進行匯報。ESG工作小組亦授予資源與權力開展工作，如委任外部顧問。

風險管理

本集團視風險管理為日常管理程序及良好企業管治的必要部分。有系統的風險管理慣例確保本集團能達到其策略目的，在不斷變化的商業環境中維持營運。本集團已建立企業風險管理框架，以落實有效的風險管理工作。

董事會對本集團的風險管理及內部控制系統承擔全部責任，負責建立清晰的企業風險管理框架及風險管理政策。董事會授權審核委員會，並在其協助下持續監督本集團的風險管理及內部監控制度，並且每年至少檢討一次有關制度的成效。管理層亦定期向董事會及審核委員會匯報本集團面對的風險及其變化情況，訂立內部監控措施以紓緩風險。

來年，本集團將考慮於其風險管理系統及程序融入環境及社會議題的考量之中。

Communication with Stakeholders

持份者溝通

MODE OF COMMUNICATION WITH KEY STAKEHOLDERS

The Group is aware of the significance of communication with stakeholders³ and believes that stakeholders' opinions will guide the Group's formulation of sustainability strategies. During the year, the Group continuously collected stakeholders opinions and is committed to continuous improvement and balancing the expectations of different parties. Communication with key stakeholders is carried out through a variety of channels, including meetings and factory visits during day-to-day operations.

主要持份者溝通方式

本集團深明與持份者³溝通的重要性，並相信持份者的意見會指引本集團的可持續發展戰略的制訂。本年度，本集團持續收集持份者的意見，致力持續進步並平衡各方期望。透過多種渠道開展與關鍵持份者的溝通，包括在日常營運過程中舉行會議、工廠參觀等活動。



The Group regularly organises networking events with industry associations
本集團定期與同業商會舉辦聯誼活動

³ Stakeholders are defined as individuals and groups that have an influence on, or who are affected by the operations of the Group. They can be classified as internal and external stakeholders. The Group's internal stakeholders include: the Board, senior management and employees; external stakeholders include: government and local regulatory authorities, banks and (potential) investors, contractors and suppliers, customers, intermediaries, industry associations, and the media.

³ 持份者定義為對本集團營運有影響或受本集團營運影響的個人及團體，可劃分為內部及外部持份者。本集團的內部持份者主要包括：董事會、高級管理人員及一般員工；而外部持份者則包括：政府及當地監管機構、銀行與（潛在）投資者、承建商及供應商、客戶、中介機構、同業商會及媒體等。

Communication with Stakeholders

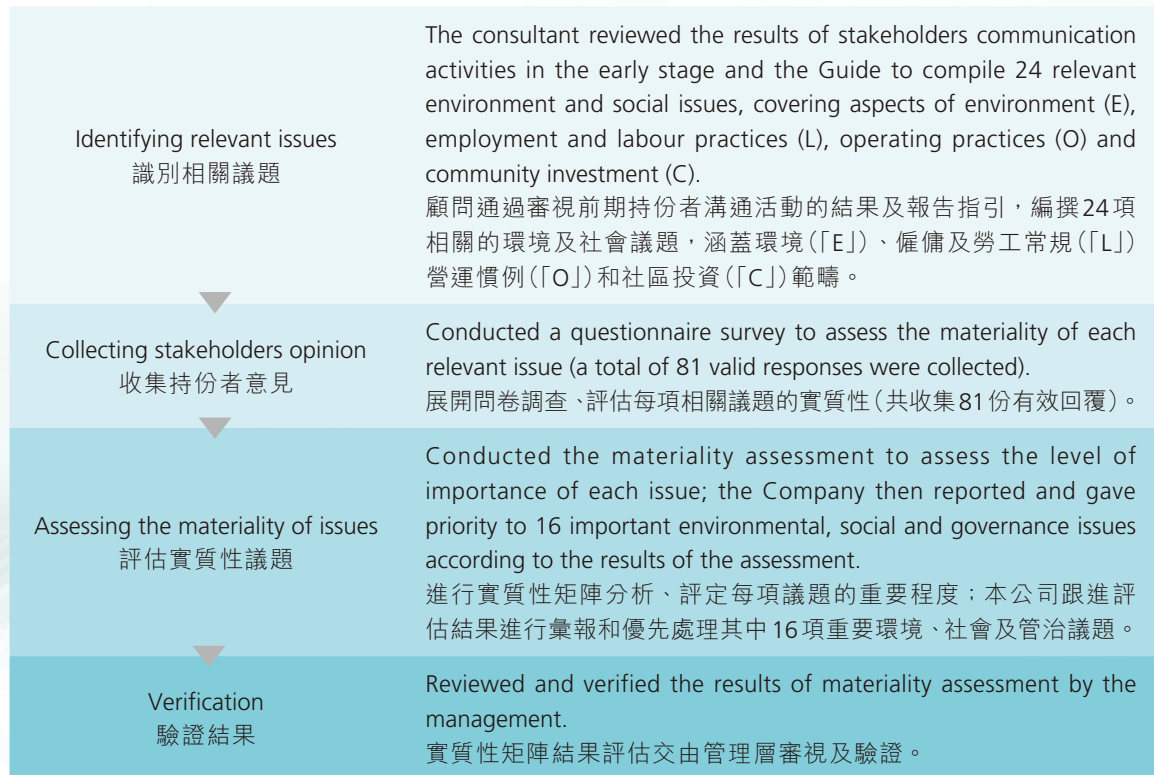
持份者溝通

MATERIAL SUSTAINABILITY ISSUES

As in last year, the Group engaged CCA to conduct stakeholders communication activities, including management interviews in the early stage and the stakeholders surveys conducted in the year. The figure below shows the procedure of specific communication activities and analysis of opinion:

重大可持續發展議題

一如往年，本集團委託CCA進行持份者溝通活動，其中包括前期的管理層訪談，以及本年度開展的持份者問卷調查活動。具體溝通活動及意見分析流程請見下表：



Communication with Stakeholders

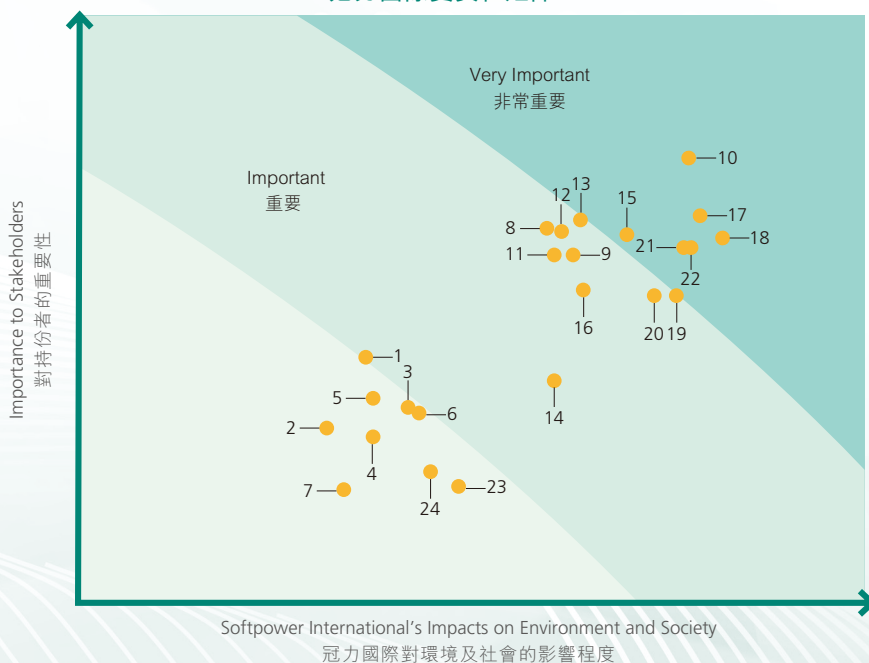
持份者溝通

The results of materiality assessment and issues to be prioritised are shown below:

實質性矩陣分析結果及須優先處理的議題如下圖表所示：

Softpower International Materiality Matrix

冠力國際實質性矩陣



No. 序號	Aspect 範疇	Issue 議題	No. 序號	Aspect 範疇	Issue 議題
10	L	Employee health and safety 員工健康和安	11	L	Promotion of occupational safety and health 職業安全及健康推廣
17	O	Quality control of incoming construction materials 來貨建築材料的品質控制	16	O	Assess and manage environmental and social risks in the supply chain 評估及管理供應鏈的環境及社會風險
18	O	Customer health and safety (quality and responsibility of products and services) 客戶的健康與安全(產品服務品質及責任)	14	L	Adopt measures to prevent child labour 採取防止聘用童工的措施
22	O	Preventing of bribery, extortion, fraud and money laundering 防止賄賂、勒索、欺詐及洗黑錢	1	E	Management of air pollutant and greenhouse gas emissions 空氣污染物/溫室氣體排放管理
21	O	Protecting the interests of customers and business partners 保障客戶及業務合作夥伴的利益	6	E	Improve efficiency of use of other resources 提升其他資源的使用效益
15	L	Adopting measures to prevent forced labour 採取防止強制勞工的措施	3	E	Waste management 廢物管理
19	O	Recall mechanism for delivered construction materials with quality issues 對已運送建築材料因質量問題的回收制度	5	E	Improve water usage efficiency 提升用水效益
13	L	Employees' opportunities of continuous development 員工持續發展機會	23	C	Ensure business activities take into account community needs and interests 確保業務活動考慮社區的需要和利益
20	O	Customer complaint handling and response 客戶投訴處理及應對	24	C	Community Investment 社區投資
12	L	Employee training 員工培訓	4	E	Improve energy efficiency 提升能源效益
8	L	Employment system 僱傭制度	2	E	Sewage discharge management 廢水排放管理
9	L	Elimination of workplace discrimination 消除工作場所的歧視	7	E	Manage the impact of the operation on the environment and natural resources 管理營運對環境及天然資源造成的影響

To ensure the effectiveness of communication with stakeholders, the Group is committed to establishing a transparent, complete and accurate communication mechanism and providing responses in a timely manner.

為確保與持份者溝通的有效性，本集團致力建立透明，完整和準確的溝通機制，並及時作出回應。

Operation Management

營運管理

The product quality of Softpower International directly affects the health and safety of customers and building facility users. At the same time, the quality of the products is affected by the quality of goods provided by suppliers. In view of this, the Group continues to execute internal regulations such as the Corporate Social Responsibility Policy, the Supply Chain Management Policy and the Product Responsibility Policy to ensure product quality and control supply chain risks.

SUPPLY CHAIN MANAGEMENT

In order to manage the social risks in the supply chain such as product quality and health and safety, the Group has set up a Quality Control Department. The main responsibility of this department is to set up a four-stage inspection (see table below) of pipe products according to international standards and customer requirements. Products must undergo established review and inspection procedures before delivery.

Stages of inspection

審核階段

Review procedure

審核內容

Assess control program 評核控制程序	Regular visits to supplier factories to review the applicability and effectiveness of quality control procedures 定期到訪供應商廠房，審核品質控制程序的適用性及有效性
Inspect goods ordered 檢驗訂單產品	Regular visits to supplier factories to review the quality of products ordered, including appearance, size and layer related tests 定期到訪供應商廠房，審核本集團的訂單產品質量，包括外觀、尺寸及塗層的相關測試
Random inspection of incoming stock 抽檢來貨產品	Sampling inspection of incoming stock to conduct coating testing 對來貨產品進行塗層相關測試抽檢
Third party testing 第三方檢測	Sending the sampled products to third-party testing agencies for testing related to the coating 將抽樣產品送至第三方檢測機構對產品進行塗層相關測試

In order to ensure effective and timely reporting of supply chain issues, the Quality Control Department is directly under the Group's Chief Operating Officer, and the Group also holds weekly cross-departmental quality meeting ("Quality Meeting"). The meeting aims to report and discuss related issues, its members include the Chairman of the Group, the Chief Operating Officer, and the responsible persons of Sales Department, Purchasing Department and the Quality Control Department.

冠力國際的產品質素，直接影響客戶及樓宇用戶的健康及安全。同時，產品質素受到供應商的來貨質量影響。有見及此，本集團持續執行《企業社會責任政策》、《供應鏈管理政策》及《產品責任政策》等內部規章制度，確保產品質量及管控供應鏈風險。

供應鏈管理

為管理供應鏈中的產品質量健康及安全等方面的社會風險，本集團已成立品質檢測部。該部門主要職責是根據國際標準及客戶要求，設立四個階段檢驗管道產品（如下表）。產品須通過已制定的程序進行審核及檢驗後，方可出貨。

為確保品質檢測部對供應鏈問題進行有效及時的匯報，部門直接隸屬本集團首席運營官，而本集團亦會每週舉行跨部門品質會議（「品質會議」）。該會議旨在匯報及商討相關問題，其成員包括本集團主席、首席運營官，以及銷售部、採購部及品質檢測部的負責人員。

The Group also responds to and measures environmental risks in the supply chain in a timely manner. During the year, due to air pollution prevention policies in the Mainland China, some suppliers of the Group implemented an executive order of load shifting production to reduce environmental impact of emissions generated during the production.

The Group has established long-term, mutually-trusting relationships with major suppliers to continuously improve the level of social, environmental and corporate ethics in the supply chain. During the year, the Group maintained co-operation relationship with 35 suppliers in eight countries and regions in the world.

PRODUCT RESPONSIBILITY

According to the Waterworks Regulations, the Water Suppliers Department of Hong Kong ("WSD") implements "General Acceptance" ("GA") pre-approval system for plumbing products during the approval procedures of plumbing projects. Qualified plumbing products must be provided with a sample test report issued by a local laboratory accredited by Hong Kong Laboratory Accreditation Scheme (HOKLAS), or a certificate issued by the British Standards Institution Kitemark (BSI Kitemark) or Water Regulations Advisory Scheme (WRAS) to prove conformity of the product to the statutory standards. During the year, all products of the Group have obtained GA.

The WSD conducts random compliance tests on plumbing products that obtained GA. Test items include chemical composition (metal elements contained the parts that come into contact with drinking water) and the main functions of plumbing device to monitor if the products continue to meet with all required standards. During the year, over 15 sample tests were conducted on plumbing products supplied by the Group. The tests of the plumbing products revealed no cases of non-compliance.

Trigger Mechanism of Recall Procedures

The Group has established the Trigger Mechanism of Recall Procedures. During the day-to-day sample inspection of goods by the Quality Control Department, spotting of unqualified products or external complaints will trigger a cross-departmental Quality Meeting which is responsible for reporting quality issues, assessing risks and severity, and resolving the need for product recall. If a recall is decided, the Sales Department shall notify the affected customers of the recall arrangements. Regardless of whether a recall is launched or not, the Group requires suppliers to identify the causes of quality issues and carry out improvement measures.

本集團亦適時回應並衡量供應鏈中的環境風險。於本年度，由於中國內地有關空氣污染防治的政策，本集團部份供應商已實行「錯峰生產」的行政指令，以降低生產排放對環境帶來的影響。

本集團與主要供應商已建立長期互信關係，以持續提升供應鏈中社會、環境與企業道德的作業水平。本年度，本集團與全球八個國家及地區的三十五家供應商保持良好的合作關係。

產品責任

根據《水務設施規例》，香港水務署（「水務署」）在水喉工程審批時實行《一般認可》水喉產品預先批核制度。獲《一般認可》資格的水喉產品必須備有香港實驗所認可計劃(HOKLAS)轄下機構發出的樣本測試報告，或由英國標準協會註冊證明商標(BSI Kitemark)或英國水務法規諮詢計劃(WRAS)發出的證明書，確認產品符合法定標準。本年度，本集團所有產品均已獲得《一般認可》資格。

水務署亦會抽取市面上獲《一般認可》之水喉產品進行測試，測試項目包括化學成份（與飲用水接觸的金屬部件的金屬元素）與該水喉裝置的主要功能，以監察產品是否繼續符合認可資格的所有要求標準。本年度，本集團所供水喉產品被水務署抽查樣本逾十五次，所有被抽查水喉產品均未發現違規情況。

回收程序的觸發機制

本集團已建立《回收程序的觸發機制》，品質檢測部門在日常抽樣檢測貨物時，發現到不合格產品或收到外部投訴時，機制便會觸發召開聯合各部門的品質會議，專責匯報質量問題，評估風險及嚴重性，並決定產品回收必要性。若決定回收，銷售部需向受影響客戶通知回收安排。而無論是否決定進行產品回收，本集團均要求供應商查明質量問題成因，並作出改善措施。

Operation Management

營運管理

During the year, the Group received eight complaints about product quality, for which it had arranged replacement of the products for the customers concerned and shared part of the costs in the year. The customers were generally satisfied with the follow-up measures. In addition, the Quality Control Department did not identify any unqualified products during the day-to-day sample inspection of the goods during the year.

Intellectual Property and Customer Privacy

The Group attaches utmost importance to the protection of customers' privacy and intellectual property rights, and continuously implements the Employee Handbook, which specifies that any information about the customers or suppliers obtained during the course of employment, as well as confidential information including trade secrets, transaction records, and technology, etc, which must not be directly or indirectly used nor disclosed to third parties.

The Group strictly adhere to the relevant applicable laws and regulations, including but not limited to the Waterworks Regulations and the Personal Data (Privacy) Ordinance in Hong Kong, the General Regulations on Urban Construction in Macau, and the Product Quality Law of the People's Republic of China. During the year, there were no cases of non-compliance in relation to product responsibility in the sites of operation of the Group.

ANTI-CORRUPTION

To enhance a corporate culture of integrity, the Group continuously implements the Gift and Entertainment Policy, which stipulates that any gifts or entertainment related to business should not be conducted with the intention to seek or obtain benefits. The policy prohibits employees from receiving cash or gifts that can be converted into cash easily (e.g. gold jewellery and luxury watches, etc.) and prohibits employees obtaining inappropriate benefits, such as receiving kickbacks or work commitments by offering gifts and entertainment. During the year, the Group made an amendment to the Employee Handbook to provide a whistleblowing channel for reporting corruption or misconduct.

The Group complies with anti-corruption laws and regulations such as the Prevention of Bribery Ordinance in Hong Kong. During the year, there were no cases of litigation in relation to corruption lodged against the Group or its employees nor cases of non-compliance.

本年度，本集團接獲八宗有關產品品質的投訴個案。並於年內為有關客戶更換產品和分擔其部份費用。客戶對於跟進措施大致表示滿意。此外，本年度，品質檢測部在日常抽樣檢測貨物時，亦未有發現不合格產品。

知識產權及客戶隱私

本集團重視對客戶私隱及知識產權的保障，並持續實施《員工手冊》，手冊規定員工於受僱期間獲得的任何有關客戶或供應商的資料，包括行業秘密、交易往來、技術等均為機密資訊，均不可直接或間接使用和向第三方透露。

本集團嚴格遵守相關適用法律法規，包括但不限於香港《水務設施規例》及《個人資料（私隱）條例》、澳門法令《都市建築總章程》，以及《中華人民共和國產品品質法》。本年度，本集團各營運點並無發現與產品責任相關的違規個案。

反貪污

為加強廉潔誠信的企業文化，本集團持續推行《餽贈與招待政策》，規範與業務相關的餽贈及招待交流不應隱含尋求或獲取優惠的意圖。該政策禁止員工接受現金或容易變為現金的餽贈（如：金飾及貴重手錶等），並禁止員工索取不正當利益，如收受回扣或工作承諾，而提供餽贈或招待。本年度，本集團亦對《員工手冊》作出修改，為員工提供舉報貪污或舞弊的溝通渠道。

本集團遵守香港《防止賄賂條例》等反貪污法律法規。本年度，本集團並無發生對本集團或其僱員提出的貪污訴訟案件，亦無相關違規個案。

Employment and Labour Practices

僱傭及勞工常規

Softpower International is committed to becoming an organisation that provides equal opportunities to employees. The Group continues to implement the Employee Handbook and other industry codes at the sites of operation to provide employees with a sound working system and a safe and healthy working environment.

HEALTH AND SAFETY

The Group values the physical and mental well-being of its employees and is committed to establishing a safe and healthy working environment for all employees. The Group's Corporate Social Responsibility Policy stipulates that the Group must not only provide employees with labour protection and socially recognised welfare measures (i.e. medical care, paid injury leave), but also provide counselling and support services to assist employees to deal with emotional problems caused by work stress, interpersonal relationships, or other personal or family issues.

Softpower International is aware that the issues of work safety in the sites of operation mainly incur in the operation of warehouse. To enhance the level of safety in warehouse, the Group improved the Warehouse Safety Regulations. The Regulations required warehouse staff in different roles (such as operators of forklifts, drivers, outdoor workers and delivery assistants) to abide by the applicable safety codes. It covers mobile machinery operations (lifting machinery, forklifts), manual handling operations, outdoor work and good site tidiness, and the proper use of ladders and workbenches. The Group continued to appoint two staff in the capacity of safety supervisor to enhance the safety level in warehouse. Job duties of safety supervisors include: providing safety awareness training, formulating safety codes, organising safety meetings regularly, arranging employees to attend occupational health and safety training, reporting on cases of work-related injuries and advising and executing preventive measures.

冠力國際致力成為一間提供平等機會予員工的機構。本集團於各營運點持續實施《員工手冊》及其他行業守則，為員工提供完善的工作制度及安全健康的工作環境。

健康與安全

本集團重視員工的身心福祉，致力為所有員工建立安全健康的工作環境。本集團的《企業社會責任政策》規定本集團不僅須為員工提供勞工保障及社會認可的福利措施（即醫療、受傷時的有薪假期），更應當為員工提供輔導及支援服務，協助員工處理工作壓力、人際關係，及其他個人或家庭等事務所造成的情緒健康問題等。

冠力國際亦意識到各營運點的工作安全問題主要集中在貨倉營運。為加強貨倉營運的安全水平，本集團已優化《貨倉安全守則》。該守則要求擔任不同工作崗位的貨倉員工（如剷車操作員、司機、戶外工作和跟車人員等）遵守適用的安全守則。其內容涵蓋移動機械操作（起重機械、鏟車）、人手處理操作、戶外工作及良好工地整理，以及正確使用梯具及工作台等。本集團亦持續委任兩名同事兼任安全督導員，提升貨倉安全水平。安全督導員的工作職能包括：提供安全意識培訓，制定安全守則，定期舉行安全會議，安排員工出席職安健培訓課程，報告工傷個案，以及建議並執行糾正預防措施。

Employment and Labour Practices

僱傭及勞工常規

During the year, the Group arranged for some warehouse employees to participate in external safety education and training, including occupational safety and health rules and regulations, safety regulations for operations under adverse weather, and safety regulations for manual handling operations. The trained employees will share key content of the course to other employees at the internal safety meetings to enhance the safety awareness of all employees.

During the year, there were no cases of work-related fatalities. Nevertheless, there were 14 cases of work-related injury at the warehouse in Yuen Long, with an injury rate of 79.5 cases per 1,000 employees and 213 lost days. Upon investigation, it was found that most injuries resulted from bruises, twists or fractures that happened during lifting, moving and handling of goods, or work-at-height. As of the end of the year, the injured employees had received appropriate treatment and were granted injury leave, timely injury leave payment and compensation according to the Employees' Compensation Ordinance. In view of the rising number of work-related injuries, the Group plans to review the safety hazards of warehouses and establish a more comprehensive safety code to enhance the safety level of warehouses. Currently at drafting stage, the plan will be submitted for the management's approval upon completion.

The Group abides by laws and regulations related to occupational and industrial health and safety, such as the Occupational Safety and Health Ordinance and the Factories and Industrial Undertakings Ordinance in Hong Kong, the Labour Relations Law of Macau and the Labour Law of the People's Republic of China. During the year, there were no cases of non-compliance in relation to occupational health and safety at the sites of operation.

本年度，本集團已安排部份貨倉員工參加外部安全教育及培訓，包括職業安全及健康條例與規例、惡劣天氣下作業的安全規例、人手處理操作的安全規例等。該批已接受培訓的員工在內部安全會議上將課程重點內容分享予其他員工，提升整體員工的安全意識。

本年度，本集團並沒有發現因工死亡個案。然而，元朗貨倉發生了14宗工傷事件，工傷千人率為79.5，共損失213工作日。經調查後，大部份事故發生在提舉、搬運、處理貨物，或高空作業時的意外所造成的撞傷、扭傷，或骨折。截止本年度結束，受傷員工已得到適當的治療，並按照《僱員補償條例》享有適當的工傷病假、獲發工傷病假按付款，以及工傷補償。鑒於工傷個案有上升趨勢，本集團計劃審視貨倉的安全危害，並建立更全面通用的安全守則，加強貨倉安全水平。目前該計劃正在擬定之中，完成後將交由管理層審批。

本集團遵守香港《職業安全及健康條例》及《工廠及工業經營條例》，澳門《勞動關係法》；以及中華人民共和國《勞動法》等與職業工業健康安全有關的法律法規。本年度，各營運點無發生與職業健康及安全有關的違法個案。

EMPLOYMENT SYSTEM

The Employee Handbook regulates the systems of recruitment, transfer, promotion and dismissal. As an employer that offers equal opportunities, the recruitment decisions for all positions in Softpower International are only based on the qualification requirements of individual positions. The Group also provides appropriate promotion opportunities according to employee performance and clearly defines the principle of termination of employment in the Employee Handbook. The Employee Handbook also sets out the working conditions, including working hours, holidays, salary and benefits. In addition, the Group's Corporate Social Responsibility Policy also provides guidance on employee management.

To provide equal opportunities in the recruitment process, the Group ensures that each job seeker and employee is not discriminated during job seeking or employment due to gender, pregnancy, disability, marital status or family status. To prevent sexual harassment in the workplace, the Group has also established a system to provide guidance, assistance and complaints channels to employees. The Group has established and implemented an employee grievance mechanism to provide employees with a formal means to file complaints with their department heads, managers, and/or the Human Resources Department. All complaints will be handled confidentially and independently.

僱傭制度

《員工手冊》規範招聘、調職、晉升及離職制度。作為提供平等機會的僱主，冠力國際所有職位之招聘決定只根據個別職位的資歷要求作考慮。本集團亦因應員工表現給予適當晉升機會，及在《員工手冊》清楚定義終止聘用的原則。《員工手冊》亦訂明工作條件，包括工作時間、假期、薪酬福利等。另外，本集團的《企業社會責任政策》亦對僱員管理作出指引規定。

為在僱傭流程中提供平等機會，本集團確保每位求職者及員工均不會因性別、懷孕、殘疾、婚姻狀況或家庭崗位，而於求職或受僱時蒙受不公平對待。為防止工作間性騷擾，本集團亦已訂立為員工提供指導、協助及投訴途徑的制度。本集團已建立並實行員工申訴機制，為員工提供正式途徑，向其部門主管、經理，及／或人力資源部提出申訴，而所有申訴均會作保密及獨立處理。



The Group's Annual Dinner
本集團週年晚會

Employment and Labour Practices

僱傭及勞工常規

In order to reward employees of long-term service, the Group presents long-term service awards to employees who have served for 10, 20 and 30 consecutive years. The Group implemented a series of talent retention measures (including adjustment of meal allowance and attendance allowance for some staff, and the distribution of discretionary bonuses to outstanding employees) during the year.

Softpower International abides by employment laws and regulations, including but not limited to the Employment Ordinance and the Sex Discrimination Ordinance in Hong Kong, the Labour Relations Law of Macau, and the Labour Law of the People's Republic of China. During the year, there were no cases of non-compliance nor employee complaints at the sites of operation.

Looking ahead, the Group will further amend the Employee Handbook by including a diversity policy applicable to employees of all ranks to attract more talents and create an inclusive working environment.

為回饋長期服務員工，本集團常設長期服務獎，對連續服務滿10年、20年及30年的員工發放獎勵。本年度，本集團已在推行一系列人材挽留措施（包括調整部份員工膳食津貼和勤工獎金及發放酌情花紅予表現優秀之員工）。

冠力國際遵守僱傭方面的法律法規，包括但不限於香港《僱傭條例》及《性別歧視條例》、澳門《勞動關係法》，以及中華人民共和國《勞動法》。本年度，本集團於各營運點無發現違規個案及未有收到員工投訴個案。

展望未來，本集團將進一步修訂《員工手冊》，加入適用於所有職級員工的多元化政策，廣納人才並建立共融的工作環境。

DEVELOPMENT AND TRAINING

Softpower International is committed to providing employees with continuous learning and development opportunities and ensuring that employees have the required professional skills and can develop their roles in the workplace. In accordance with the Employee Handbook, the Group provides relevant subsidies every year to meet the nature of the job and the needs of staff training through employees' individual annual performance evaluation and the annual management meeting.

發展及培訓

冠力國際致力為員工提供持續進修及發展機會，確保員工擁有所需的專業技能，在工作崗位上能盡展所長。根據《員工手冊》，本集團每年透過員工個人年度表現評估及管理層年度會議，因應工作崗位的性質，並且瞭解員工培訓需要，提供相關資助。



Internal training for Sales Department employees
銷售部員工參與內部培訓情況

Employment and Labour Practices

僱傭及勞工常規

On top of the foundation of internal training, the Group also arranged employees to receive training from external institutions. During the year, the Group arranged employees of the Sales Department and the Warehouse Department to receive the Construction Industry Safety Card training and arranged office employees to participate in the Strengthening Program for the Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry training course organised by the Hong Kong Quality Assurance Agency.

LABOUR STANDARDS

The Group continues to implement the Prohibition of Child Labour Policy and the Employee Handbook to prohibit child labour and illegal labour. All employees of the Group must be aged 16 or above. Before hiring any candidates, the Group must take effective procedures to verify their age, including but not limited to checking photo-bearing documents issued by government departments. In addition, to protect employees' right to choose their employment freely, the Group must ensure that all employment relationships are voluntary, and prohibit any brutal treatment of any employees (including any form of sexual harassment, corporal punishment, mental stress or verbal abuse) or threats to carry out any of such behaviours. The Group also provides regulations for staff working hours and rest day arrangements. If the employee agrees to work out of office hours due to an emergency, it will be considered as overtime work. The department heads and managers are required to verify overtime work arrangements and provide compensation leave afterwards.

The Group complies with the Employment Ordinance of Hong Kong, the Labour Relations Law and the Regulation on Prohibition of Illegal Work of Macau and the Labour Law of the People's Republic of China. During the year, there were no cases of non-compliance or internal complaints in relation to employment or labour practices (including child labour and forced labour).

在內部培訓的基礎上，本集團亦安排員工接受外部機構培訓。本年度內，本集團安排銷售部及倉務部員工接受建造業平安咭課程訓練，及安排辦公室員工參與香港品質保證局舉辦的《促進香港廢紙回收業實施國家標準》等課程。

勞工準則

本集團持續執行《禁止使用童工政策》及《員工手冊》中規定嚴禁聘請童工及非法勞工。本集團所聘用的員工必須年滿16歲或以上，而在聘用任何應徵者之前，本集團須採取有效程序核實其年齡，包括但不限於檢查政府部門簽發並帶有相片的證明文件。此外，為保障員工自由擇業的權利，本集團須確保所有僱傭關係均屬自願性質，並且禁止殘暴對待任何員工（包括任何形式的性騷擾、體罰、精神壓迫或口頭辱罵），也不得威脅進行任何此類行為。本集團亦對員工工作時間及休息日安排作出規定。如因緊急情況下，員工同意於辦公時間外工作，將作超時工作處理。部門主管及經理需批核超時工作安排，並在員工超時工作後須安排補假予員工。

本集團遵守香港《僱傭條例》、澳門《勞動關係法》及《禁止非法工作規章》，以及中華人民共和國《勞動法》中關於勞工準則的規定。本年度，本集團並無發現任何與僱傭或勞工常規相關（包括童工和強制勞工）的內部舉報或違規個案。

Environmental Protection

環境保護

The Group continues to implement the Environmental Protection Policy and strives to minimise the environmental impact of the Group's operations. Through the implementation of this policy, the Group is committed to improving efficiency in the use of energy and natural resources, preventing and minimising the generation of waste, and reducing pollution to land and the atmosphere.

EMISSIONS

Greenhouse Gases

Compared to 2017, the total emissions and intensity of greenhouse gas ("GHG intensity") decreased during the year. The total emissions of scope 1 (direct GHG emissions⁴), scope 2 (energy indirect GHG emissions⁵) and scope 3 (other indirect GHG emissions⁶) were 693 tonnes, about 8% less than last year's record of 756 tonnes. The GHG intensity during the year was 0.028 tonne per square metre, 7% lower than that of 2017.

During the year, the major source of emissions remained the same as last year, over 65% of carbon emissions came from combustion of fossil fuel in mobile source from scope 1; followed by purchased electricity from scope 2, which accounts for approximately 29% of the carbon emissions. The emissions of the two main sources reduced compared to last year. Nevertheless, business travel by air of scope 3 increased significantly by approximately 67% compared to last year. Specific emissions data is available in the section of Environmental and Social KPI Summary.

本集團持續執行《環保政策》，竭力將本集團營運所帶來的環境影響減至最低。透過執行該政策，本集團致力提高能源及天然資源的使用效益、預防及盡量減少製造廢物，以及降低對土地及大氣所造成的污染。

排放物

溫室氣體

相較2017年，本年度溫室氣體的總排放量與密度（「碳密度」）均有所下降。範圍一（直接溫室氣體排放⁴）、範圍二（能源間接溫室氣體排放⁵）及範圍三（其他間接溫室氣體排放⁶）合計的總排放量為693噸，較去年的756噸減少約8%。本年度溫室氣體密度為每平方米面積0.028噸，較2017年度減低約7%。

本年度，本集團最大的排放來源與去年相同，超過65%的碳排放來自範圍一的移動源化石燃料燃燒；而第二大的碳排放來自範圍二的外購電力，佔總排放約29%。兩大排放源的排放量亦較去年減少。然而，範圍三的飛機商務差旅則較去年大幅增多約67%。具體排放數據見本報告「環境及社會關鍵績效指標匯總」章節。

⁴ Scope 1 includes emissions of fossil fuel combustion from stationary and mobile sources.

⁵ Scope 2 includes emissions caused by purchasing electricity from power company.

⁶ Scope 3 includes emissions from waste paper disposal, water treatment, sewage treatment and staff business travel of the business in Hong Kong.

⁴ 範圍一包括源自固定源及移動源化石燃料燃燒的排放。

⁵ 範圍二包括來自從電力公司購買電力所引致的排放。

⁶ 範圍三包括香港業務來自廢紙棄置、食水處理、污水處理與僱員出差所引致的排放。

Air Emissions

Air pollutants directly emitted in the sites of operation mainly came from air emissions produced by the diesel vehicle engines used in the warehouse operation, including sulphur oxides, nitrogen oxides and respirable suspended particulates. To reduce air emissions, during the year, the Group continued to implement the vehicle renewal plan to gradually purchase Euro V goods vehicle and forklifts to replace old models of goods vehicle and diesel forklifts. During the year, the Group replaced three goods vehicle and two forklifts as planned. About 90% of all goods vehicle and 47% of forklifts were replaced already. The Group's emissions of sulphur oxides and respirable suspended particulates⁷ reduced by approximately 8% and 16% during the year as a result. The emission of nitrogen oxides reduced by nearly 24%. Specific emissions data is available in the section of Environmental and Social KPI Summary.

Waste and Sewage

The main types of waste of the Group were non-hazardous wastes, including office paper, newspaper, magazine and other domestic waste. To reduce the amount of waste paper, the offices set up a paper recycling bin and collect waste paper to paper recyclers regularly.

The Group's hazardous waste mainly involve waste light tubes and light bulbs. During the year, a large-scale light tube and light bulb replacement was carried out in the warehouses in Hong Kong, and therefore the generation of waste light bulbs and waste light tubes increased compared to last year. The Group plans to conduct a more comprehensive measurement of hazardous waste, and to explore a handling method of hazardous waste that can effectively control environmental impacts.

Sewage discharge from the sites of operation came from domestic wastewater produced by employees. Sewage produced by all offices and retail shops were discharged to sewage treatment facilities through the local sewage collection system for treatment.

Specific data on emissions is available in the section of Environmental and Social KPI Summary.

廢氣排放

各營運點直接排放的空氣污染物主要來自倉儲營運柴油車輛引擎所造成的廢氣，包括硫氧化物、氮氧化物及顆粒物。為減少廢氣排放，本年度，本集團繼續推行更換車輛計劃，逐步購入歐盟五期貨車及叉車取代舊型號貨車及柴油叉車。本年度，本集團按計劃更換了三部貨車及兩部叉車，並已更換約90%貨車及47%叉車。本集團的硫氧化物及顆粒物⁷的排放量因而於本年度各下降約8%及16%，而氮氧化物更減少約24%。具體排放數據見本報告「環境及社會關鍵績效指標匯總」章節。

廢棄物及污水

本集團的主要廢棄物為無害廢棄物，包括辦公室用紙、報紙、雜誌及其他生活廢物。為減少廢紙量，辦公室已設有廢紙回收箱，收集後定期交至廢紙回收商用作循環再造。

本集團的有害廢棄物主要涉及廢棄光管及電燈膽。本年度，香港貨倉已進行大規模更換光管及電燈膽工程，因此廢棄電燈膽及廢棄光管產生量較往年有所上升。本集團計劃對有害廢棄物進行更全面的計算，並探索有效控制環境影響的有害廢棄物處理辦法。

各營運點的污水排放均來自員工的生活污水。所有辦公室及門市產生的污水均經當地污水收集系統排放至污水處理廠，進行處理。

具體排放物數據見本報告「環境及社會關鍵績效指標匯總」章節。

⁷ Data in these two years only include vehicle emissions.

⁷ 近兩年數據均只包括源自汽車的排放。

Environmental Protection

環境保護

USE OF RESOURCES

Apart from the above vehicle replacement scheme, the Group also promoted electricity and water saving habits among employees. During the year, the total energy consumption and energy intensity of the Group reduced by about 10% compared to 2017. Nevertheless, the Group's water consumption increased during the year. To reduce water consumption, the Group set up a rainwater collection system in the warehouse. Rainwater will be directed to the sump from ground drain. Rainwater collected is stored in a water tank through a water pump, which will be used for sprinkling for cooling the warehouse. Currently water used at the sites of operation is obtained through municipal water supply and there was no difficulty in water sourcing.

Apart from setting paper recycling bins at offices and using recycled paper, the Group also adopted resource saving measures at the warehouse and retail shops. The product packing materials used in the warehouse and retail shops are usually plastic bags and cardboard boxes. During the year, the Group consumed nearly 13 tonnes of packaging materials, approximately 26% less than last year. Specific data of resources consumption is available in the section of Environmental and Social KPI Summary.

THE ENVIRONMENT AND NATURAL RESOURCES

As the business nature of the Group does not involve industrial production, emissions of its vehicle fleets and warehouse forklifts and resources consumed by packaging materials of finished products imposed impact on the environment and natural resources. The Group has implemented the vehicle renewal plan to gradually purchase Euro V goods vehicle and diesel forklifts to replace old models of goods vehicle and diesel forklifts. Replacement of goods vehicle was completed in 2019 and replacement of forklift shall gradually proceed given practical needs and circumstances. As the Group's business gradually develops, the Group will analyse the impact of its new businesses on the environment and natural resources and formulate management measures to reduce their impact.

The Group abides by applicable laws and regulations in relation to the environment and emissions such as the Air Pollution Control Ordinance, the Waste Disposal Ordinance and the Product Eco-responsibility Ordinance of Hong Kong and the Regulations on Water Supply and Drainage of Macau. During the year, there were no cases of non-compliance with emissions or other relevant environmental laws in the sites of operation.

資源使用

除上述車輛更換計劃外，本集團亦推動員工養成節約用電和用水的良好習慣。本年度，本集團的能源總耗量及能源密度皆較2017年下降約一成。然而，本集團的耗水量於本年度有所增加。為減少用水，本集團在貨倉設立了收集雨水系統，雨水會由地面水渠引至集水池，貨倉會用水泵抽送入儲水缸儲存，作日後貨倉灑水降溫之用。目前各營運點的所有用水均透過市政供水渠道取得，因而在取得水源上無問題。

除於辦公室設置廢紙回收箱，重用紙張，本集團針對貨倉及門市的營運亦採納節省資源措施。貨倉及門市的產品包裝材料一般以塑料袋及紙箱為主。本年度，本集團消耗接近13噸包裝材料，較去年減少約26%。具體資源使用數據見本報告「環境及社會關鍵績效指標匯總」章節。

環境及天然資源

由於本集團的業務性質並不涉及工業生產，對環境及天然資源影響較大的營運主要是運輸車隊及貨倉叉車的排放，以及成品包裝材料所消耗的資源。本集團已推行更換舊車計劃，逐步購入歐盟五期貨車及叉車取代舊型號貨車及柴油叉車。其中舊貨車更換已於2019年內完成，而叉車更換將按實際需要和情況逐步進行。隨著本集團業務的逐步拓展，本集團將分析新增業務對環境及天然資源的影響，並制定管理措施，以減少其影響。

本集團遵守香港《空氣污染管制條例》、《廢物處置條例》及《產品環保責任條例》；以及澳門的《澳門供排水規章》等與環境及排放相關的適用法律法規。本年度，各營運點並無發生與排放物或其他環境相關法律的違規個案。

Community Investment

社區投資

Softpower International is committed to caring for and serving society to achieve the corporate mission of “to take from society, while to give back to society”. The Group continues to carry out the Corporate Social Responsibility Policy and the Community Policy. These policies encourage all employees to give back to society through volunteer work and making donations to the community. The targets of our services include the elderly, low-income families and youth development. During the year, the Group participated in multiple community projects, contributing over HK\$140,000 in donations and event sponsorship and over 2,056 volunteer service hours.

冠力國際致力關懷和服務社區，為實踐「取之社會，用之社會」的企業宗旨，本集團持續執行《企業社會責任政策》及《社區政策》。政策鼓勵本集團全體員工，透過義務工作及捐助社群兩方向回饋社會。服務對象包括長者、低收入家庭及青少年發展。本年度，本集團參與多項社區項目，捐獻款項及贊助籌組活動資金逾14萬港元，貢獻超過2,056義工小時。



Be a SMART Elderly – Opening Ceremony cum Pets Walk
精精靈靈百二歲系列－啟動禮暨認知無障礙之與寵物同行

The Group’s volunteers participated in the activity organised by Lions Club in November 2018. In the morning, the volunteer team joined pets and the elderly to participate in activities in the countryside. Doctors and professionals were invited to explain the symptoms of dementia, cognitive testing were carried out for the elderly so that cognitive impairment can be identified earlier and the elderly can get proper treatment as soon as possible. The event also aims to raise public awareness of the difficulties encountered by patients so that appropriate support and encouragement can be provided.

本集團派出義工參與由獅子會於二零一八年十一月舉辦的活動。義工團隊當天上午，與寵物及長者一起到郊外參與活動，並邀請醫生及專業人士細心講解，讓大家認識腦退化症、給長者進行認知測試、及早辨識認知障礙症患者，令長者及早得到適當的治療。是次活動希望喚醒大眾理解他們所遇到的困難，提供適切的支援與鼓勵。

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

ENVIRONMENTAL KPI SUMMARY

環境關鍵績效指標匯總

Environmental KPI Summary 環境關鍵績效指標	2018 2018 年數量	2017 2017 年數量	Unit 單位
Type of emissions and the relevant emission data 排放物種類及相關排放數據			
Nitrogen Oxides (NO _x) 氮氧化物	1,995.4	2,618.1	kg 千克
Sulphur Oxides (SO _x) 硫氧化物	2.5	12.5	kg 千克
Respirable Suspended Particulates (RSP) 顆粒物	173.4	206.5	kg 千克
GHG emissions 溫室氣體總排放量			
Scope 1: Direct emissions ⁸ 範圍一：直接溫室氣體排放 ⁸	454.7	520.1	tonnes of CO ₂ -e 噸二氧化碳當量
Scope 2: Energy indirect emissions ⁹ 範圍二：能源間接溫室氣體排放 ⁹	200.7	213.2	tonnes of CO ₂ -e 噸二氧化碳當量
Scope 3: Other indirect emissions ¹⁰ 範圍三：其他間接溫室氣體排放 ¹⁰	37.5	22.4	tonnes of CO ₂ -e 噸二氧化碳當量
GHG emissions in total 溫室氣體總排放量	692.9	755.7	tonnes of CO ₂ -e 噸二氧化碳當量
GHG intensity (in terms of floor area) 溫室氣體密度（以面積計算）	0.028	0.030	tonnes of CO ₂ -e/square metre 噸二氧化碳當量／平方米
Hazardous waste 有害廢棄物總量			
Hazardous waste 有害廢棄物總量	0.067	0.028	tonne 噸
Hazardous waste intensity (in terms of floor area) 有害廢棄物密度（以面積計算）	0.003	0.001	tonne/1,000 square metre 噸／千平方米

⁸ Scope 1 includes emissions of fossil fuel combustion from stationary and mobile sources.

⁹ Scope 2 includes emissions caused by purchasing electricity from power company.

¹⁰ Scope 3 includes emissions from waste paper disposal, water treatment, sewage treatment and staff business travel of the business in Hong Kong.

⁸ 範圍一包括源自固定源及移動源化石燃料燃燒的排放。

⁹ 範圍二包括來自從電力公司購買電力所引致的排放。

¹⁰ 範圍三包括香港業務來自廢紙棄置、食水處理、污水處理與僱員出差所引致的排放。

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

Environmental KPI Summary 環境關鍵績效指標		2018 2018年數量	2017 2017年數量	Unit 單位
Non-hazardous waste 無害廢棄物總量				
Non-hazardous waste 無害廢棄物總量		156.5	147.8	tonne 噸
Non-hazardous waste intensity (in terms of floor area) 無害廢棄物密度(以面積計算)		0.006	0.006	tonne/square metre 噸／平方米
Energy consumption 能源總耗量				
Direct energy 直接能源耗量	Gasoline 汽油	245	263	MWh 兆瓦時
	Diesel 柴油	1,462	1,568	MWh 兆瓦時
	LPG 液化石油氣	73	151	MWh 兆瓦時
	Total Direct energy consumption 直接能源總耗量	1,780	1,982	MWh 兆瓦時
Indirect energy 間接能源耗量	Electricity 電力	391.0	380.1	MWh 兆瓦時
Energy intensity (in terms of floor area) 能源密度(以面積計算)		0.087	0.095	MWh/square metre 兆瓦時／平方米
Total water consumption 總耗水量				
Total water consumption 總耗水量		2,158	1,542	Cubic metre 立方米
intensity (in terms of floor area) 耗水密度(以面積計算)		0.09	0.06	Cubic metre/square metre 立方米／平方米
Total packaging materials used in finished product 製成品所用包裝材料的總量				
Total packaging materials 包裝材料總量		13.3	17.9	Tonnes 公噸
Intensity of packaging material (in terms of sales) 包裝物料密度(以營業額計算)		0.025	0.028	Tonnes/million HKD 公噸／百萬港元

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

SOCIAL KPI SUMMARY

社會關鍵績效指標匯總

Employment 僱傭	Type 類別	Number of Employees 員工人數
Location 地區	Hong Kong 香港	169
	Macau 澳門	4
	Mainland China 中國內地	3
Gender 性別	Male 男性	115
	Female 女性	61
Age Group 年齡組別	Below 30 30歲以下	20
	30–50 30–50歲	97
	50 or above 50歲以上	59
Grade 職級	Senior management 高級管理人員	7
	Management 管理人員	4
	Department head/manager 部門主管／經理	36
	General staff 一般員工	129
Employment type 僱傭類型	Full-time 全職	176
	Part-time 兼職	0
Total number of employees 員工總人數		176

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

Employee turnover rate 僱員流失比率		
Location 地區	Hong Kong 香港	34%
	Macau 澳門	0%
	Mainland China 中國內地	50% ¹¹
Age Group 年齡組別	Below 30 30歲以下	40%
	30–50 30–50歲	27%
	50 or above 50歲以上	44%
Gender 性別	Male 男性	39%
	Female 女性	25%
Overall 整體		34%

Location of suppliers 供應商所在地區	Number of suppliers 供應商數目
Mainland China 中國內地	14
Hong Kong 香港	9
United Kingdom 英國	4
South Korea 韓國	3
Thailand 泰國	2
Japan 日本	1
United States of America 美國	1
Australia 澳洲	1

¹¹ Due to the small base number of employees in Mainland China, while all employees have resigned, temporary staff was hired to fill the vacancies.

¹¹ 由於內地員工人數基數較低，本年度內離職員工已聘請暫代員工填補空缺。

KPI Summary and ESG Reporting Guide Content Index

關鍵績效指標總覽及報告內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
A. Environmental		
A. 環境		
A1 Emissions		
A1 排放物		
General Disclosure 一般披露	Information on: 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的 (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 遵守對發行人有重大影響的相關法律及規例的資料	18–20
A1.1	The types of emissions and respective emissions data (from warehouse goods vehicle and forklift; in kilograms) 排放物種類及相關排放數據（來自貨倉的貨車和叉車；以千克計算） Sulphur oxides (SOx) (kilogram) 硫氧化物 Nitrogen oxides (NOx) (kilogram) 氮氧化物 Respiratory suspended particles (RSP) (kilogram) 顆粒物	19 22 22 22
A1.2	GHG emissions in total (tonnes CO ₂ -e) 溫室氣體總排放量（噸二氧化碳當量） Intensity of GHG emissions (tonnes CO ₂ -e/m ² floor area) 溫室氣體密度（以「噸二氧化碳當量／平方米面積」計算）	18, 22 18, 22
A1.3	Total hazardous waste produced (light bulbs and light tube; in tonnes) 所產生有害廢棄物總量（電燈膽及光管；以噸計算） Intensity of hazardous waste produced (tonnes/m ² floor area) 有害廢棄物密度（以「噸／平方米面積」計算）	 22
A1.4	Total non-hazardous waste produced (general office and domestic waste; in tonnes) 所產生無害廢棄物總量（一般辦公室及生活垃圾；以噸計算） Intensity of non-hazardous waste produced (tonnes/m ² floor area) 無害廢棄物密度（以「噸／平方米面積」計算）	23 23
A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	18
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	18

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關鍵績效指標總覽及報告內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
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	18, 20
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (MWh). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量 Direct and/or indirect energy intensity by type (e.g. electricity, gas or oil) (MWh/m ² floor area) 按類型劃分的直接及／或間接能源密度(如電、氣或油) Direct energy 直接能源 Indirect energy 間接能源 Energy intensity (in megawatt hour/m ² floor area) 能源密度(以「兆瓦時／平方米面積」計算)	23

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關鍵績效指標總覽及報告內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
B. Social B. 社會 B1 Employment B1 僱傭		
General Disclosure 一般披露	Information on: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的 (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 遵守對發行人有重大影響的相關法律及規例的資料。	15–16
B1.1	Total workforce 僱員總數 Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	24
B1.2	Employee turnover rate 僱員流失比率 Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	25
B2 Health and Safety B2 健康與安全		
General Disclosure 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 遵守對發行人有重大影響的相關法律及規例的資料	13–14
B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	14
B2.2	Lost days due to work injury 因工傷損失工作日數	14
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	13–14

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關鍵績效指標總覽及報告內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
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	16–17
B4 Labour Standards B4 勞工準則		
General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的 (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 遵守對發行人有重大影響的相關法律及規例的資料	17
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	10–11
B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	11, 25
B6 Product Responsibility B6 產品責任		
General Disclosure 一般披露	Information on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的 (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 遵守對發行人有重大影響的相關法律及規例的資料	11–12
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。	11–12
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述對消費者資料保障及私隱政策，以及相關執行及監察方法	12

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關鍵績效指標總覽及報告內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
B7 Anti-corruption		
B7 反貪污		
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的 (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 遵守對發行人有重大影響的相關法律及規例的資料	12
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	12
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. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策	21
B8.2	Resources contributed to the focus area 在專注範疇所動用的資源	21