



# Embry Holdings Limited 安莉芳控股有限公司

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: 1388



追求  
*Striving for* 卓越  
**Excellence**

ENVIRONMENTAL, SOCIAL  
AND GOVERNANCE REPORT  
環境、社會及管治報告 2019

# Environmental, Social and Governance Report 2019

## 環境、社會及管治報告 2019

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## About this report

This report is prepared by Embry Holdings Limited in accordance with the Environmental, Social and Governance (“ESG”) Reporting Guide issued by the Hong Kong Stock Exchange Limited (“HKEx”).

The Group engaged our stakeholders throughout the report preparation process. Stakeholder engagement helps us to fulfill the four reporting principles, Materiality, Quantitative, Balance and Consistency, as outlined by the HKEx. The Group will continue to enhance how we collect ESG information internally, and improve how we perform and disclose.

The report discusses information on our policy, efforts and achievements in environmental, social and governance aspects from 1 January 2019 to 31 December 2019. Unless otherwise specified, the reporting boundary covers Embry Holdings Limited and all our subsidiaries.

## Naming

In this report, Embry Holdings Limited is referred as “the Group”, “the Company” or “We”.

## Source of information and assurance to reliability

Data and case studies mentioned in this report originate from our own statistical reports and internal documents. The Company confirms that this report does not contain false or misleading statements. The Group is responsible for the authenticity, accuracy and completeness of content of this report.

## Board approval

Upon review of the management, this report is approved by the Board on 24 March 2020.

## 報告編制說明

本集團參照了香港聯合交易所有限公司(「聯交所」)發佈的《環境、社會及管治報告指引》編製了本報告。

在報告撰寫過程中，安莉芳與相關方進行了充分的溝通，力求報告涵蓋的資訊滿足聯交所對本報告重要性、量化、平衡、一致性的四大原則要求。集團將持續加強收集內部資訊作報告，以提高我們在可持續發展事項上的表現和披露情況。

本報告概述了集團於2019年1月1日至2019年12月31日期間在環境、社會及管治方面的政策方針、努力和成果。除非特別說明，報告的組織範圍涵蓋本公司及所有附屬公司。

## 稱謂說明

本報告中的「安莉芳」、「公司」、「我們」均指「安莉芳控股有限公司」。

## 資料來源及可靠性保證

本報告的數據和案例主要來源於公司統計報告和內部相關文件。公司承諾本報告不存在任何虛假記載或誤導性陳述，並對其內容真實性、準確性和完整性負責。

## 董事會批准

本報告經管理層確認後，於2020年3月24日獲董事會通過。

## Foreword — Our business is beautiful because of love

As a lingerie company in China, the Group takes action to endow our business with a richer connotation and a broader meaning. We persist in promoting balance and inclusiveness as well as harmony in the development of the society, economy and environment. The Group believes that to the best of the community shall be achieved by integrating benefits to individuals, society and nature as a whole. Under the leadership of our CEO Ms. Liza Cheng, we are living out our belief in every aspect of our business. To provide the safest and the most comfortable products to our customers, the Group strictly controls the quality and hazardous substance content of incoming raw materials. To minimise our environmental impact, the Group has been designing, building and running our manufacturing facilities based on ecological principles since 2006. As our success is inseparable from the contribution of our employees, the Group therefore strives to strengthen the sense of belonging of our team. The Group also believes it is our mission to promote the health of Chinese women, and has supported a charitable initiative that promotes women's health for 13 consecutive years.

Looking into the future, the Group will continue our efforts to achieve excellence in our beautiful business for promoting women's beauty and quality of life.

### Beautiful craftsmanship Quality assurance

It is our mission to provide our customer with comfortable, healthy and fashionable lingerie products. The Group is the first lingerie company in China to have acquired ISO certifications and the China Environmental "Ten-Rings Labelling". From the selection of raw materials to the processing of finished goods, the Group rigorously controls product quality at each phase of the production process as to provide the healthy and eco-friendly "second skin". The Group also emphasizes training provided to our frontline sales ladies to promote careful consideration of customer opinions and offering the most satisfying customer service.

## 前言 — 美麗事業 因愛而美

安莉芳集團作為中國的內衣企業，致力於以行動為內衣企業賦予更豐富的內涵及更廣闊的意義。我們的理念是堅持促進社會、經濟和環境平衡共融；行事要對個體有益，對社會有益，對自然有益，三者合一，方可成就大公益。在集團行政總裁鄭碧浩女士的帶領之下，我們在業務的各個環節均實踐了我們的理念。我們堅持為顧客提供最安全及舒適的產品，由原材料入手嚴控質量和有害物質含量；我們關注營運對環境帶來的影響，因此早在2006年已經開始以生態原則設計、建設和營運生產設施；我們的成功與員工的貢獻密不可分，因此我們致力於提升員工的歸屬感；我們亦相信促進中國女性健康是公司的重要使命，因此連續13年支持以女性健康為主題的公益活動。

展望未來，安莉芳將繼續努力，追求卓越，將讓女性形體美，生活更美的美麗事業不斷推向前進。

### 美麗匠心 品質保障

安莉芳的使命是為顧客提供舒適、健康又不失時尚的內衣產品。安莉芳是中國女性內衣行業首家獲得ISO管理認證和綠色生態紡織品「十環標誌」認證的企業。從原材料的挑選到對製成品的加工，我們在生產過程的各個環節均嚴格為大眾把關，確保所有物料質量得到嚴格控制，為廣大女性提供健康綠色的「第二肌膚」。安莉芳亦非常重視對前線導購人員的培訓，用心聆聽每一名客戶的意見，讓顧客得到最滿意的服務。

### What is “Ten-Rings Labelling”?

“Ten-Rings Labelling” is the abbreviation of “China Environmental Labelling” which is issued by China Environmental United (Beijing) Certification Center (CEC). Products bearing the label have not only achieved the optimum quality standard, but their production, use and treatment processes have also met national environmental protection requirements. Compared with similar products, certified products contain less poisonous and harmful substances and require less resource to make.

This certification provides better information to customers on the environmental performance of products and supports green purchasing decisions. The certification body re-verifies the Group annually to confirm that our products’ performance meets requirements of the standard. The third-party verification system of the Labelling scheme is in line with global eco-labelling practices. China has signed mutual recognition agreements with Germany, South Korea, Japan, Australia and other countries and regions. This means that products certified with “Ten-Rings Labelling” are also recognised as certified eco-products in these countries.



### 什麼是「十環標誌」？

「十環標誌」是「中國環境標誌」的俗稱，此標誌由中環聯合(北京)認證中心有限公司頒發。它表明產品不僅質量合格，而且在生產、使用和處理處置過程中符合國際的環境保護要求，與同類產品相比，具有低毒少害、節約資源等環境優勢。標誌使得消費者易於瞭解哪些產品有益於環境，便於消費者進行綠色選購。認證機構會每年對安莉芳進行年檢，確保

安莉芳的表現持續達到認證標準的要求。「十環標誌」的第三方認證制度與各國環境標誌做法相一致，目前中國已經與德國、南韓、日本以及澳洲等國家及地區簽訂了環境標誌互認合作協定，即獲得「十環標誌」的產品在這些國家及地區亦會被承認為合格的環保產品。

### Rigorous quality control

The Group has an effective and robust Quality Management System. The establishment of various procedures, standards and control measures has allowed the Group to keep up with the requirements of various standards on product quality, safety and environmental performance.

The Group signed the Declaration of Quality and Safety for Underwear Industry to make our commitment to assuring product quality through checking incoming raw materials in accordance with national and industrial standards. Through signing the Declaration, the Group is also promising not to make false claims and intentionally mislead our consumers.

### 嚴控品質

安莉芳有一套高效、嚴謹的質量管理體系，各種程式、標準和控制措施的有效運行，使安莉芳在產品質量、產品安全、環保方面能持續符合各種標準的要求。

安莉芳簽署了《內衣行業質量安全承諾書》，承諾進貨時對原輔料進行檢驗，確保質量符合國家、行業標準。簽署《承諾書》亦代表安莉芳承諾不作虛假或誇大宣傳、誤導消費者等行為。

## Supplier management

Assurance of product safety and comfort begins with controlling the quality of incoming materials. The Group emphasizes on the quality of incoming materials and the performance of suppliers on quality, environmental management and labour management.

Before the group engages a new supplier, a team formed by members of the Procurement Department, Quality Assurance Department, Design & Technical Department and Marketing Department (hereinafter the 'Supplier Verification Team') conducts verification of the new suppliers' product quality, operational risk and environmental and social performance based on our internal procedures. Only those suppliers who pass the verification are qualified to become our suppliers.

The Group requires all raw materials from our suppliers fulfilling the certification requirements of international safety standards (e.g. Oeko-tex) or comparable quality and environmental certification. The sewage treatment capability of certain suppliers can impact the environment. It is our concern if suppliers are equipped with appropriate sewage treatment facilities. The Group will terminate trade relationships with those suppliers who cannot fulfil the aforementioned requirements. As at 31 December 2019, all suppliers had fulfilled the aforementioned requirements. The Group understands that labour issues in the garment industry is the concerned area in our society. The Group takes into consideration that whether our suppliers complies with accreditation of such social responsibility in labour standards.

## 供應商管理

確保內衣產品的安全和舒適由控制來料品質開始。安莉芳非常重視原材料的品質，以及供應商在來料質量、環保及勞工等事項上的表現。

在安莉芳決定和新的供應商合作之前，由採購部、質量管理部、設計與技術中心及品牌中心組成的團隊（下稱「供應商審核團隊」）會按既定流程對新供應商進行來料質量、營運風險方面的審核，當中亦包括對環境及社會表現的審核。審核合格後才可以被列為可選用供應商。

我們要求所有的供應商向安莉芳所提供的生產原材料均必須取得國際安全標準認證(e.g. Oeko-tex)或簽署同樣程度的品質及環保保證。基於其行業特性，部分供應商的污水處理表現好壞對環境有重大影響，因此安莉芳亦關注供應商須有合適的污水處理措施。對未能滿足上述要求的供應商，安莉芳會終止與其合作關係。截至2019年12月31日，安莉芳的供應商均達到以上條件。安莉芳明白製衣行業的僱員議題一向為社會人士所關注，因此會留意供應商是否符合社會責任等勞工規定認證。

### What is Oeko-tex certification?

Oeko-tex Standard 100 is a confidence-label for textile products, which is a worldwide consistent, independent testing and certification system. The Standard certifies that the textiles for garment products have been tested for substances that can be harmful to human bodies, and the content of harmful substances is below a specific safety limit.

The Group visits the operational sites of more than 10 key suppliers mainly for relationship building irregularly. We also take the opportunity to review their environmental, social and governance performance. The Group has rigorous quality inspection for incoming raw materials from our vendors. The Supplier Verification Team will re-verify the supplier if the quality of their products is continuously unsatisfactory. Based on the mutual-benefiting principle, the Group's policy is to support our suppliers to enhance their product quality.

### 什麼是Oeko-tex 認證？

Oeko-tex Standard 100為一信心紡織品標籤，是全球統一、獨立的檢驗認證體系，用以證明紡織料作成衣製品對人體健康不會構成不良影響，有害物質含量達到安全標準。

對於十幾家現有主要的供應商，安莉芳的審核團隊會不定期走訪其廠房，加深合作，亦同時留意供應商的環境、社會及企業管治狀況。安莉芳會對供應商的來貨作嚴格檢測，如遇現有供應商的來貨質量持續出現異常，供應商審核團隊會對該供應商進行再評估；基於互惠共贏的原則，安莉芳會協助供應商持續提升來料質量表現，保障供料質量。

The Group will terminate trade relationships with suppliers immediately if they cannot fulfil the aforementioned requirements. The concerned suppliers' accounts will be frozen in our procurement system to prevent the Group from purchasing from them before they are re-qualified.

如經審核後發現該供應商未能符合安莉芳的要求，安莉芳會即時暫停與該等供應商的合作，並在採購系統上作凍結處理，以防止在供應商表現合格前與其繼續有業務來往。

#### Number of suppliers by geographical region 按地區劃分供應商數目

Geographical region	地區	Number of suppliers 供應商數目
China & Hong Kong	中國及香港	158
Other Asia areas (except China & Hong Kong)	其他亞洲地區(除中國及香港)	6
Europe	歐洲	9
Total	總數	173

#### Material testing

For any lingerie fabric to enter our production lines, the formaldehyde content and pH value must be rigorously controlled. The Group also requires lingerie parts such as lace, cotton cups, linings and shoulder straps to be light, soft, breathable, eco-friendly and has good functionality so as to protect women's health. Before any our lingerie products are shipped for sale, they undergo 30 rigorous quality tests, which include environmental, safety, comfort, function and durability tests.

#### 物料檢測

優質內衣面料的甲醛含量、pH值等多項指標都必須得到嚴格控制。而從蕾絲花邊、棉杯、裡料到肩帶，都要求輕盈、柔軟、透氣、環保，具有良好的功能性，呵護女性健康。安莉芳內衣產品在出售之前，需要通過合共30多項嚴格的物料檢測。這些檢測包括環保性檢測、安全性檢測、舒適性檢測、功能性檢測及耐用性檢測等。



Testing lingerie by the technician  
技術員對面料進行檢測

### Our commitment to customers

Apart from providing safe products with high quality, the Group makes a strong emphasis on providing attentive service and satisfying reasonable requests in response to our customers' support.

### Service quality

Our sales ladies serve our customers in 1,664 retail outlets across China. To ensure our sales ladies understand and reach our servicing quality standards, the Group offers a series of training sessions and assessments. New recruits must pass on-boarding training, sales counter field training lessons, and the final probation assessment. Current sales ladies are required to pass monthly training and assessments of their product knowledge, etc.

An effective complaint handling mechanism is also a key part of service quality assurance. The Group is committed to maintaining a customer feedback channel through which customers can reach our managers directly. If the Group receives a complaint, it is our policy to take swift corrective action and report back to the concerned customer. Should the Group receive a valid customer complaint relating to unsatisfactory service attitude, we will arrange for retraining to raise awareness of service quality.

### Listening to our customers

Customer service hotline is opened for customers if they have any feedback on our product and service quality. It is our policy to replace any defective products for free. When the Sales Department receives a complaint regarding our products, the case will be passed to our complaint investigator of the Quality Assurance (QA) Department. The investigator will complete the analysis and investigation of defective product within 1 working day. Customers will get our response and result of the investigation from our customer service staff.

Upon closure of a complaint case, we will call the customer to follow up if they are satisfied with our response and investigation. With this opportunity, we also evaluate the customers' satisfaction with the sales ladies who served them. In 2019, 100% of these customers expressed satisfaction for our responses in complaint cases through our telephone survey.

To holistically realise our commitment to quality, the Group has formulated the "Quality Incident Handling Management Procedure". According to this Procedure, the Group will conduct in-depth quality check of a concerned batch of product if there are repeated complaints made for the same product models regarding their quality upon their listing. The Group may also launch product recalls.

### 給顧客的承諾

除了提供優質、安全的產品之外，我們在銷售環節亦非常強調為顧客提供貼心的服務，並滿足客戶的合理要求，以回報顧客對安莉芳的支持。

### 服務品質

安莉芳在全國總共有1,664個銷售點，由導購人員為顧客服務。為確保導購人員知悉並達到我們的服務標準，集團為導購人員提供一系列的培訓和考核：新入職人員需要通過崗前培訓、專櫃實習、轉正考核；在職導購需要通過每月培訓、產品知識考核等。

有效的投訴處理機制也是保障服務質量的重要工具。我們在確保暢通的意見反饋渠道外，亦會對收到的意見進行有效的處理，發現問題，及時溝通、解決或改善。例如，若證實客戶反饋的導購服務質量不達標的現象，安莉芳會及時採取適當行動，包括提供再培訓，提升其服務意識和質量。

### 聆聽顧客聲音

如客戶希望就產品和服務質量提供反饋意見，可致電安莉芳的客戶服務熱線。安莉芳承諾如證實產品質量存在缺陷，將無條件提供退換貨服務。銷售部門受理顧客對於產品的投訴後，會將投訴轉交質量部門的顧客投訴鑒定專員，1個工作天內完成投訴樣品的分析和鑒定。顧客投訴受理人員將投訴處理及鑒定結果回饋至顧客。

個案處理後，我們會致電有關顧客，瞭解其對個案處理的滿意程度。同時，我們亦會瞭解顧客對當事導購人員的服務滿意度。2019年，安莉芳透過電話回訪機制訪問的顧客對個案處理的滿意度為100%。

為全面貫徹安莉芳對質量的承諾，安莉芳還制定了《質量事故處理管理細則》。跟據細則，如安莉芳發現有同款產品上市後出現批量性質量問題的顧客投訴，便會對該批次的產品進行深度的檢查，甚至啟動產品回收流程。





### Protecting customers' private information

Our customers can register as VIP members to enjoy special offers. As they register, the Group collects their personal information such as phone numbers. The Group handles this personal information with care for the sake of privacy protection. The terminals at the retail outlets do not store any VIP member information locally. All data is stored at the company's main server. Access rights of salesladies to VIP members' personal information at retail outlets are limited. The transmission of personal information between the server and the terminal at retail outlets is encrypted.

### 保障客戶私隱

顧客可申請成為安莉芳VIP會員，以享用各種優惠。在登記過程中，安莉芳會取得顧客的電話號碼等個人信息。安莉芳對此等資料進行小心的處理，以保護客戶的私隱。銷售點的電腦不會保存任何VIP會員資料。所有資料是保存在總部的伺服器內。對於VIP會員資料的訪問權限，銷售點內的導購人員是設有限制，限制了各銷售點對會員資料的存取。另外，總部與銷售點之間是以加密方式傳輸數據。

### Respecting intellectual property rights

The design, functionality and production techniques for lingerie products are ever-changing. Different lingerie brands are well differentiated by the special features of their products. To a lingerie business, intellectual property is a critical asset to maintain a competitive edge.

Respecting the intellectual property rights of other lingerie businesses promotes positive competition and innovation. The Group insists to create our own products and does not plagiarise other companies' designs. To avoid being accused for infringing on other companies' copyrights, the Group has devoted significant effort in researching new designs created by other lingerie companies to avoid introducing similar designs to the market. The Group also learns from our suppliers about the type of materials that our competitors selected so as to avoid introducing similar products. On the technical side, our dedicated technicians research the relevant patents filed every quarter and analyse the technique, to make sure the Group does not infringe patented techniques.

The Group highly values innovation. With the effort of our design and technical teams and other members, the Group has drafted 36 industrial standards and has 75 proprietary technology patents (please refer to the Management Discussion and Analysis chapter in the Annual Report). To protect our own intellectual property rights on proprietary style, materials and patterns, we require our suppliers to sign non-disclosure agreements to prevent our products from being imitated.

### 尊重智識產權

內衣的設計、功能和生產工藝日新月異，不同的內衣品牌均有其品牌特色。對內衣企業而言，知識產權為重要資產，給予企業競爭優勢。

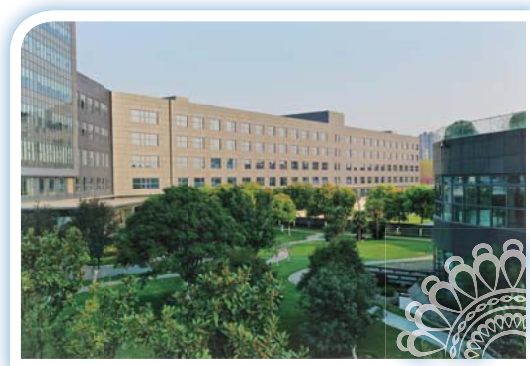
尊重其他同行企業的知識產權，可促進行業競爭和創新。安莉芳向來堅持自主創新獨立設計的開發原則，不抄襲、不模仿。為了減低被指侵犯他人版權的可能性，安莉芳多作市場研究，瞭解市場動態，留意其他企業推出的產品的款式，避免設計雷同；從供應商處選料時會多向商家瞭解市場情況，確保不會出現同款的情況。工藝方面，安莉芳設置專業技術人員每季度查閱內衣行業的相關專利項目，對比其他內衣企業的專利技術，做出相關的工藝分析，避免侵犯他人的知識產權。

安莉芳崇尚創新，在設計、工藝團隊和其他成員的努力之下，安莉芳現為36個行業標準的起草單位，並擁有自主研發專利技術75項（詳情可參閱年報內管理層討論及分析一章）。為保護我司使用自主參與設計開發的款式、物料、花型的權益，我們會與合作供應商簽訂保密條款，防止設計外泄。

## Realising our green dream



## 實現綠色夢想



To benefit the nature, the Group pays attention to how our operation interacts with the environment, and how we can contribute to sustainability. Our environmental footprint comes from the operation of our production base and our production process in our industrial parks. Therefore, we focus on discussing these two areas. As early as 2006, the Group has planned for construction of green industrial parks. Our two major production plants Shandong Industrial Park and Changzhou Industrial Park were built and operate in an eco-friendly manner for low carbon emission concept. According to our “Resource and Energy Saving and Control Procedure” and “Resource and Energy Saving Management Regulations”, the Group strives to minimise the wastage of raw materials during manufacturing, and reuses and recycles residual materials as much as possible through various channels.

### Green operational sites

The Group puts a strong emphasis on minimising the environmental impact of our production plants. Our two major manufacturing production bases were planned, designed and built in an eco-friendly manner for the concepts of energy conservation and emission reduction. They are considered ‘beautiful projects’ as industrial plants have achieved sustainability with the nature.

抱著「對自然有益」的理念，安莉芳一直以來都非常關注營運的不同環節與自然環境的關係，為自然環境的可持續發展出力。安莉芳的主要環境足印在於工業園的營運及生產流程，因此我們會對此兩項作集中討論。早在2006年，安莉芳已經開始規劃綠色工業園。現時安莉芳兩個主要的生產基地——山東工業園及常州工業園——均貫徹了低碳環保的理念。此外，在生產的過程中，按照安莉芳《資源能源節約控制程式》及《資源能源節約管理規定》，我們致力於減少原材料的浪費，並通過不同途徑盡量使餘料得以重複利用和回收。

### 打造綠色運營地

安莉芳非常注重減少生產基地的環境影響。兩個工業園從規劃到設計再到落成，每一環節都非常注重節能減排的環保理念，重視實現工業與自然的可持續發展，堪稱「美麗工程」。

It is common for manufacturing plants to spend a tremendous amount of energy in warming and cooling. Our two industrial parks employ massive and centralized geothermal heat pumps for temperature control. The geothermal heat pumps allow a new energy-saving and emission-reducing way for warming and cooling control by utilizing earth as a heat source in winter and heat sink in summer. Air conditioning powered by geothermal heat pumps saves 40% of energy as compared to other central air-conditioning systems, and is also less polluting. 135 and 495 MWh of electricity has been saved by the Shandong and Changzhou Industrial Parks respectively per year.

To further reduce the demand of our factories for air-conditioning, the Group has installed breeze-spraying systems inside the production workshops of Shandong Industrial Park, which deliver breeze to the working site for cooling and air purification. Spraying nozzles are also installed in gardens which lower the gardens' temperature. Fresh, cool air is directed to the workshops for cooling through underground pipes by ventilating machines. This system can achieve energy savings of 230 MWh per year. The Changzhou Industrial Park is equipped with motorised curtains and outdoor shading facilities for shading, thus preventing the introduction of solar radiation heat and loss of cool air from inside. This could save 10%–15% of electricity consumption for cooling.

針對工業建築供熱空調系統常規能源消耗高的現狀，兩個工業園均採用大型中央地源熱泵系統，充分利用深層岩土冬暖夏涼的特點調節溫度，開闢了工業建築供熱空調節能減排新途徑。地源熱泵中央空調相比較其他形式中央空調系統節能約40%，並可減少污染。山東及常州工業園一年內因此可以分別節省約135及495兆瓦時的用電量。

為進一步降低廠房內對空調的需求，山東廠房在夏天通過庭院新風噴霧系統對員工工作崗位對點送風，降低室內溫度及淨化空氣。內庭院裝有噴霧頭，使庭院的溫度降低，新鮮的冷空氣通過抽風機由地下管道進入車間進行降溫。該系統年節約用電約230兆瓦時。常州工業園夏季配備電動窗簾及外遮陽設施，可阻擋陽光，減少室內冷氣流失，空調節約能源約10%–15%。

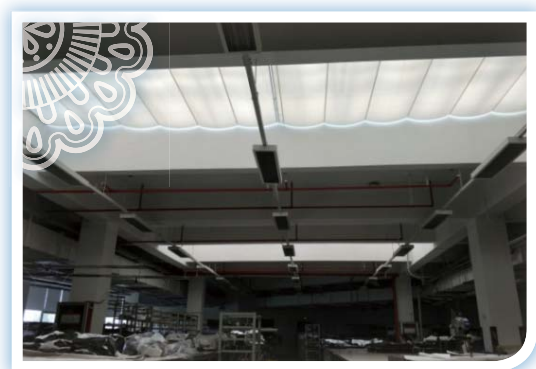


Windows and glass curtain walls are made of insulating broken bridge glass which can help reducing energy loss.

外窗、玻璃幕牆採用斷橋隔熱玻璃，減少室內冷暖氣流失。

Materials use for building facades also helps to significantly reduce energy consumption. Buildings in the Shandong Industrial Park employ a steel-concrete frame structure, and the facade and roof are made of materials such as aerated concrete blocks, concrete polystyrene board, aluminium-magnesium-manganese alloy plates and warm-keeping glass wool etc.. The facade for the manufacturing block and dormitory of Changzhou Industrial Park uses aluminium insulation boards while the surface is built from foamed concrete. Windows and glass walls are made of insulating broken-bridge glass. 50% of energy used for air conditioning can be saved.

For lighting, the roofs of the industrial parks have installed anti-UV skylights. Natural light is well utilised all year round for annual energy savings of 461 MWh. Outdoor light fixtures are mainly solar-powered or are LED models, contributing 142 MWh of annual energy savings. Infrared sensors are installed for controlling indoor lights at stairs and corridors in the Changzhou Industrial Park, contributing annual energy savings of 5 MWh. Shandong Industrial Park uses LED highbay light, which saves 75% of electricity consumption and with 12 times life span by comparing to the energy-saving lamps, contributing annual energy savings of 65 MWh.



Skylight & Sunshade application  
採光天窗及遮陽設施

Equipments are set in the stand-by mode so as to avoid inefficient operation which saves 60% of electricity consumption, contributing annual energy estimated savings of 929 MWh.

The Group is also taking action to enhance water consumption efficiency. For example, water used for landscaping sourced from recycled water. Upon treatment by our own biochemical wastewater treatment plant, domestic sewage and the remaining organic material inside can be reused for landscaping and fertilization purposes. Sewage from the canteen passes through a grease trap before being directed to the treatment plant with domestic sewage which effectively avoid environmental pollution.

廠房外牆的選料亦有助大幅降低能耗。山東工業園採用鋼混框架結構，牆體及屋面採用加氣混凝土砌塊、混凝土聚苯板、鋁鎂鎂板、保溫玻璃棉等物料。常州工業園廠房、宿舍外牆均採用鋁板保溫一體板、屋面採用多功能輕質泡沫混凝土、外窗、玻璃幕牆採用斷橋隔熱玻璃。空調節能可達到50%。

照明方面，工業園的廠房屋面設置了防紫外線的採光天窗，在春、夏、秋、冬四季均可充分利用自然光，一年可節省用電量約461兆瓦時。現時兩個工業園的室外照明主要為太陽能燈及LED燈，年節省電力約為142兆瓦時。常州工業園樓梯間和走廊照明採用紅外線感應開關控制，一年節省用電量約5兆瓦時。山東工業園，室內採用LED工礦燈，相比節能燈節約用電75%，且使用壽命是節能燈的12倍，一年可節省用電量約65兆瓦時。



在設備運行中設置待機狀態，避免設備無效運行，整體運行節約60%用電量，年預計能節約929兆瓦時。

集團亦推行多項措施以優化水資源使用效益，例如：工業園區綠化種用水來自循環水，日常廢水經自建污水處理站處理後進行綠化灌溉，既節約用水，又合理利用污水處理完成後的有機肥料進苗木施肥。園內廚房餐飲廢水先經隔油池處理後再與生活污水經自建污水處理站處理後回用，有效避免污染環境。

## Our beautiful green industrial parks 美麗的綠色工業園



Our two industrial parks are extraordinary production bases. Unlike many other manufacturing plants, they are picturesque which represent harmony between the natural vegetation, water bodies and buildings. They are the best reflections of our commitment to the natural environment. The industrial parks welcome visitors such as business partners and customers so as to demonstrate our environmental vision. This helps enhance our brand value.

我們的兩個工業園並不是一般的生產基地：與大部份生產工廠不同，其在建築上結合了天然植被和河道，風光如畫，絕對是安莉芳對自然環境承擔的最佳體現。工業園不時會接待合作夥伴和客戶等訪客，使他們深入瞭解集團的環保理念。此舉有助提升我司的品牌價值。

Making use of natural land and streams, we grow organic crops such as wheat and corn. The Group makes agricultural goods such as wheat flour for our internal use or as gifts for visitors. The grass-fed ducks and geese are kept in the Industrial Park and manure is collected for feeding fish, and fish excrement is in turn used to fertilise our organic crops. As such, a natural food chain is formed.

利用天然的土壤和河道，我們在工業園內種植了有機農作物如小麥、玉米等，並利用這些農作物製作如全麥粉等農產品供集團內部使用及送贈給予訪客；我們亦放養了鴨鵝，以草料餵飼；水中糞便作為池塘養魚餌料，池塘內糞便作為有機農作物肥料原料。如是者，在工業園內構成了生態鏈。

The Group grows fruits and vegetables in both of our Changzhou and Shandong Industrial Parks, which are harvested for visitors and employee catering. Visitors to our industrial parks have expressed their appreciation of our way of greening policy, ecological conservation, energy conservation, which minimize environmental pollution.

集團在常州和山東工業園內亦種植了果樹和蔬菜，收成物用於客人接待及員工膳食。來廠參觀賓客一致對安莉芳工業園從綠化養護、生態維護、節能減排方面進行認可，並對自身降低環境污染做的貢獻進行讚賞。

The Hong Kong and Shenzhen offices are equipped with LED lights, which can save approximately 67 MWh of electricity. The Group also reminds employees to turn off lights, computer monitors and air-conditioning if they are not in use. The lights used at our mainland retail shops have been significantly controlled, especially the inner keylights at the central display area have been appropriately decreased under the condition that the brightness of visual display is assured. This saves around 24MWh of electricity annually. Our 13 retail shops in Hong Kong have installed with LED lights which saves approximately 104MWh energy annually compared with using halogen lamps.

集團在香港及深圳的辦公室均使用LED燈照明，年內節省約67兆瓦時耗電。我們要求員工在不使用照明、顯示屏、空調時要關掉，減少浪費。內地專賣店控制重點照明數量，特別是中島區域重點照明，保證貨品亮的前提下，適當減少靠裡面中島區域的加燈數量。預計全年可節省約24.1兆瓦耗電。香港13間專賣店已全線使用LED燈照明，比使用石英燈照明全年節省約104.39兆瓦時耗電。

**Annual energy consumption<sup>1</sup> of the Group in 2019 was 16,954 MWh.**

安莉芳2019年度的總能耗為<sup>1</sup> 16,954兆瓦時。

**Annual water consumption<sup>2</sup> of the Group in 2019 was 200,028 m<sup>3</sup>.**

安莉芳2019年度的總耗水量為<sup>2</sup> 200,028立方米。

**Annual carbon footprint<sup>3</sup> of the Group in 2019 was 15,238 tonnes CO<sub>2</sub>-e.**

安莉芳2019年度總碳排放量為<sup>3</sup> 15,238噸二氧化碳當量。

<sup>1</sup> The energy consumption figure does not cover our sales offices in mainland China. The energy consumption at sales offices was deemed insignificant as compared to the energy consumed by the Group. We therefore have not taken into account the energy consumption at sales offices.  
能耗不包含安莉芳位於內地的銷售辦事處。相對於整個集團的總耗能量而言，銷售辦事處耗能並不重大，不予統計。

<sup>2</sup> The water consumption figure covers only our production bases at Shandong, Changzhou and Shenzhen offices. The Group does not consume significant amount of water in other operational sites and we therefore have not reported that figure.  
耗水量統計範圍為山東、常州生產基地及深圳辦公室。安莉芳在其他地點的業務不涉及大量耗水，不予統計。

<sup>3</sup> Carbon footprint covers Scope 1 and Scope 2 only. Scope 1 carbon footprint refers to the carbon emissions associated with fuel consumption for company vehicles. Scope 2 carbon footprint refers to the carbon emissions associated with purchased electricity. Our boundary for the Scope 2 carbon footprint is as same as that for energy consumption. 碳排放包括範疇一及二的碳排放。範疇一碳排放包含集團使用車輛燃油所涉及之碳排放；範疇二為集團的電力使用量，統計範圍與「能耗」相同。

### Green manufacturing

Our key production process includes moulding, raw material cutting, sewing and packaging. No polluting process, such as dyeing and enzyme washing, is involved. Our main environmental footprint is therefore the generation of scrap materials such as cloth and foam. The Group has reduced our environmental impact by enhancing the utilisation rate of raw materials and recycling any scrap generated.



The Group introduced international advanced software and adopted material cutting design with high utilisation rate with priority. The material utilisation rate was increased by 1–2% compared to the time before software introduction. This software has already applied at our two production bases. Besides, making use of new sewing machines' accessories enhance the sewing efficiency which increased the average efficiency by 52.57% for applicable production process. The technical team is responsible for determining the material utilisation rate target for products. The Manufacturing Department strictly controls the quantity of material used according to the technical guidelines to minimise material wastage.

### 推行綠色生產

安莉芳主要的生產流程為造模、原料裁切、縫製及包裝。生產過程並無牽涉漂染及洗水等產生污染。我們識別出的主要環境影響為邊角料的產生如布料及海棉。透過優化設計方案、提升對原料的利用率，以及回用產生的邊角料兩方面去減少環境影響。

安莉芳引進國際先進的自動軟件，優先選取原料利用率高的布料裁切方案，布料利用率較未引進軟件前提升了1–2%。並已在兩個生產基地推廣應用。另開發推廣縫紉機輔配件，提升車縫效率，適用工序平均效率提升52.57%。工藝部門負責制訂產品的裁料利用率指標。生產過程中，生產部門會嚴格按照工藝部門制定的方案，嚴格控制物料的使用，減少物料浪費及餘料產生。



Waste generated from our manufacturing sites includes mainly the scrapped materials in foams, clothes, and accessories; and carton box scraps. Domestic waste is also generated from the dormitory in relatively small quantities. After compression, scrap materials are collected for harmless treatment by qualified recyclers. Packaging materials and domestic waste are segregated as recyclable and non-recyclable before being collected daily from our industrial parks by the garbage truck of municipal Environmental and Hygiene services for treatment.

Starting from 2016, all our packaging plastic bags are made of degradable plastics. Such material decomposes under anaerobic conditions, such as when buried in landfills. Recyclable paper bags are provided to customers at retail outlets instead of plastic bags.

廠房所產生的廢料主要為海綿、布料、輔料的餘料及邊角料，以及廢舊紙箱；另外有少量廠房工作人員及公寓住宿人員所產生的生活垃圾。邊角料經過打包機壓縮後，全部交有資質的回收單位做無害化處理。包裝材料及生活垃圾按照可回收和不可回收進行分類，由市政環衛機構每日用環衛垃圾車運出園區做相應處理。

2016年起，安莉芳產品所用的包裝膠袋為厭氧分解塑膠所製，在被填埋的情況下會開始被分解。另外，銷售專櫃現向顧客提供紙袋以取代膠袋，可以直接回收。

**In 2019, the Group's overall material utilisation rate was 81.74%.**

2019年，安莉芳的整體裁料利用率約為81.74%。

**The Group has recycled 460.03 tonnes of scrap materials and packaging materials<sup>4</sup>.**

年內安莉芳回收了邊角料及包裝物料460.03噸<sup>4</sup>。

**The Group consumed 482.90 tonnes of cloth, 394.45 tonnes of foam, and 260.64 tonnes of degradable plastic bags.**

年內安莉芳使用了布料482.90噸，海棉394.45噸，分解膠袋260.64噸。

<sup>4</sup> This figure covers only the Shandong and Changzhou Industrial Parks. 邊角料及包裝物料回收量為山東工業園及常州工業園之數字。

## Our beautiful team Caring and Love

Competent human resources is the core driver of the Group. The Group relies on our competent team to maintain the quality of our products and services, live out our business vision and ensure the sustainability of our business. Through providing training, organizing cultural activities and improving employee benefits, the Group has built sense of belonging for our employees, and has cultivated a beautiful team.



## 美麗團隊 貼心關愛

優秀的人力資源是集團的核心動力。集團依靠優秀的團隊，保障集團的產品和服務品質，實踐經營理念，確保業務的可持續發展。因此本集團透過舉辦培訓課程、文化活動及改善員工福利，提升員工的歸屬感，培養美麗團隊。

## Compliance with Labour Regulations

Our human resources management policy has fulfilled the requirements outlined in the Labor Contract Law of the People's Republic of China and the Employment Ordinance of the Hong Kong Special Administrative Region. The Group is committed to providing a pleasant working environment for all employees, including the workers in our industrial parks and sales ladies at our retail outlets.

The Group signs employment contracts with our employees in an equal, voluntary, mutually respectful manner in accordance with the national labour law. The Group renews the contract on time when employment contracts expire. For employees whose job duty subject to change, the Group revises the contract terms accordingly before changing. The Group set up human resources policy according to the terms outlined in the employment contract, including selects and develops employees, issues wages, provides injury and sick benefits, and dismisses employees. They are in accordance with the law.

## 遵循勞工法例

我們的人力資源管理政策符合中華人民共和國《勞動合同法》及香港特別行政區《僱傭條例》的要求。不論是製作內衣的工人、抑或服務客戶的導購員，安莉芳集團均致力為他們提供良好的工作環境。

公司遵循平等自願、協商一致的原則按國家規定簽訂勞動合同，對於勞動合同到期的員工及時續簽合同，對於崗位發生變化的員工及時變更合同內容。公司各項人力資源制度均參照勞動合同制定，包括對員工的選用及培養、工資發放、提供工傷、病假待遇、解除勞動關係情況等，均按勞動合同法規定操作。

The Group provides reasonable wages and benefits, which are above the minimum level as required by law. For those manufacturing workers who are remunerated based on the quantity of goods processed, the Group will pay minimum statutory wage if their wages do not reach the minimum statutory level due to low work efficiency. Overtime work is compensated monetarily or by compensation leave in accordance with the law. Long service awards and performance bonuses are issued to those employees upon a certain period of service and outstanding performances respectively. In mainland China, on top of the statutory labour benefits, the Group offers benefits such as housing allowances, travel allowances, quarterly bonuses, paid annual leave, accident insurance, health checks, women's health checks, annual awards, annual dinner, outings, birthday and festival gifts, and support to employees facing difficulties.

In mainland China, our manufacturing staff and office staff working hours are less than 40 hours per week in compliance with the Standard Working Hour System. Paid statutory, annual, wedding, compassionate, maternity, nursing and paternity leaves are offered in accordance with the national, provincial and municipality law. When overtime work is required, employees are paid as set out in the law. The working hours of sales ladies in mainland China are determined by our Comprehensive Working Hour System, where our employees entitle to paid annual leave and overtime pay as set out in the law. Hong Kong back-end employees work 8.25 hours per day and 5 days per week. Sales ladies in Hong Kong work 9 hours per day (including 1 hour paid lunch) and 6 days per week.

The Group does not tolerate employment of child or forced labour. As the Group takes a people-oriented approach, so far there have not been cases of employing forced labour. Also, the Group is committed to providing equal opportunities to everyone for employment, training and career development. The Group does not treat employees differently in appraisal and remuneration due to gender, race, ethnicity, religion, pregnancy, physical impairment, marriage status or family position, etc. The Group provides a comprehensive career development ladder for all employees with equal opportunity. The assessment criteria for promotion are only based on position requirements. The Group does not tolerate direct or indirect discrimination.

我們為所有員工提供法定最低工資標準以上的合理薪金及各項福利。生產人員按件發薪，如因效率過低，薪金未滿本地最低工資標準，公司會按本地最低工資補足。如遇加班情況，公司按勞動法規定給付加班費或給予調休。公司根據件日薪員工工作年限，提供長期服務獎；根據月薪員工表現，提供績效獎金。在國內，除為員工提供五險一金法定福利以外，還提供住房補貼、出勤補貼、季度獎金、帶薪年休假、人身意外保險、員工體檢、女員工婦檢、年功獎、廠慶聯歡、郊遊、節日活動、生日慰問、困難職工慰問等福利。

工時方面，國內生產基地及辦公室員工執行「標準工時制」，每週工作不超過40小時；法定節假日、年休假、婚、喪、產、哺乳及陪产假等有償假期均嚴格按照國家及省市規定執行。倘需超時工作，員工將根據有關法例規定獲得報酬。國內銷售員工實行「綜合工時制」；員工享受有薪年休假；加班按國家規定核算加班費。香港辦事處員工工時為每天8.25小時，每週工作5天；香港銷售員工工時為每天9小時（包括1小時有薪午膳時間），每週工作6天。

公司在招聘及用人方面堅決杜絕使用童工；本著「以人為本，寬嚴相濟，和諧競爭，共用信息」的企業管理理念，從未有過強迫勞動的現象存在及發生。另外，安莉芳致力為所有人提供平等就業、培訓及事業發展機會；不因性別、民族、種族、宗教信仰、懷孕、殘疾、婚姻狀況或家庭崗位等不同而在表現評核及薪酬設計等方面對員工有差別待遇。公司通過制定全方位的人才發展通道，為所有員工提供平等的縱橫向發展通道；考核指標只針對崗位要求。公司不會容忍針對任何員工的直接或間接歧視行為。

Employees can report violations of labour regulations either identifiably or anonymously to their supervisors, the Human Resources Department, the Internal Audit Department or the Union through email and comment boxes, etc. The Group also solicits employee comments from the General Manager mail box, quarterly executive meeting and annual satisfaction survey.

In 2019, no reports regarding non-compliance with laws and regulations relating to labour standards were received.

### Building a beautiful team

The Group treats every employee as part of a big family. A variety of extra-curricular activities are organised for their leisure time and create a sense of belonging in the teamwork.

Our Shandong and Changzhou Industrial Parks are very refreshing and harmonious places to work and live with spacious rest area and sports facilities. The Group organises birthday parties, cultural events, manual skill contests, networking events and annual gatherings and dinners, etc. To promote health care, we organise ping-pong and basketball tournaments, sports days and hiking, and provides gymnasiums, basketball courts and ping-pong rooms.

如員工發現不符合勞動法的行為，他們可以以具名或匿名方式通過郵件、員工意見箱等渠道，向其主管、人力資源部門、審計中心或工會投訴。安莉芳其他收集員工意見的渠道包括總經理信箱、季度行政面談及年度滿意度調查。

2019年，我們並無獲悉任何不遵守有關勞工準則的個案。

### 建設最美團隊

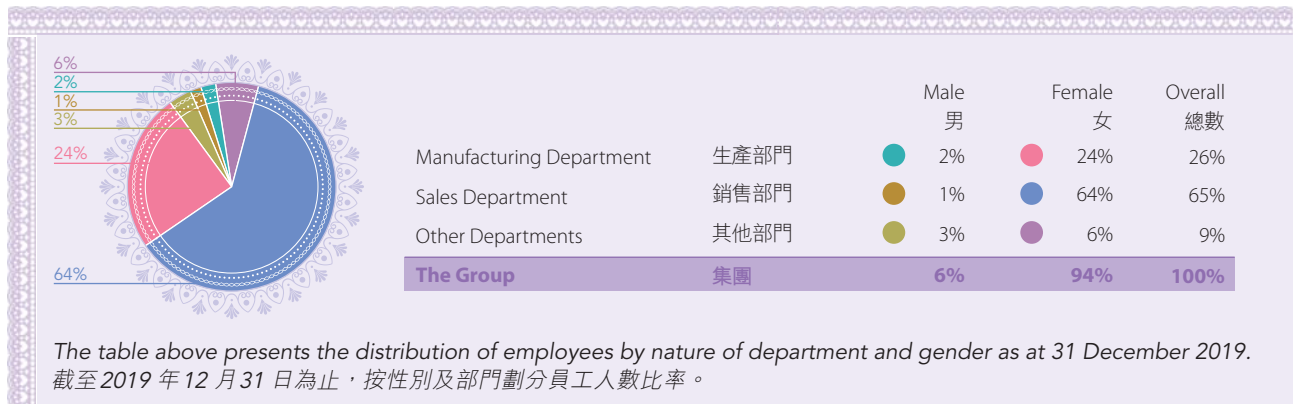
安莉芳視每一位員工為大家庭的一分子，並組織了不同的活動，豐富員工的業餘生活、凝聚團隊、建立歸屬感。

首先，集團位於山東及常州的工業園，環境均廣闊宜人，設有寬敞的休憩及康體設施，為員工創造了一個綠色、舒適、健康及和諧的工作生活環境。安莉芳會為員工舉辦各種文康活動，例如為員工慶祝生辰、舉辦文化活動、生產手藝競賽、單身員工聯誼活動、各種年會及聚餐等。各廠區亦舉行了乒乓球賽、籃球賽、趣味運動會、遠足等活動，亦設有健身場地、籃球場、乒乓球室等，支持員工進行身體鍛煉。



As a business which cares about women’s health, the Group cares about the health of our employees. For example, the Group arranges health checks for married female employees in Shenzhen who are of childbearing age.

作為一間關注女性健康的企業，我們自然亦關注員工的身心健康。例如，安莉芳為深圳的員工每年安排已婚育齡婦女健康檢查。



### Occupational health and safety

As an apparel company, the Group pays attention to occupational health and safety (OHS) management, and has appointed the Safety Management Division to oversee OHS matters. The Group has a series of safety-related documents, such as the ‘Safe Production Management Regulations’, ‘Working Environment Management Procedure’, ‘Emergency Response Plan’, etc. Our Safety specialists conduct comprehensive safety checks in the daily, quarterly and monthly basis, and build a ‘Safety Hazards Correction Record’ to monitor corrective actions taken by operational units.

### 工作健康及安全

作為一家服裝企業，公司十分注重員工職業健康及安全管理，並設安全管理部統籌職安健事宜。公司訂有一系列安全類文件，例如《安全生產管理規定》、《工作環境管理程式》、《緊急事件應急救援預案》等。安全專員日、周、月進行全面安全檢查，並建立《安全隱患整改記錄》，以此監督各個部門有效整改並檢查監督。

The Group has control measures for the three major safety hazards at our workshops. First, manufacturing equipment such as cutters, which has a certain level of danger and must be operated with care. Operators are equipped with baffles and goggles to avoid eye injuries from breaking-needles, and with anti-cutting wire gloves to avoid cuts. The safety operating procedures are designed for each position and are clearly displayed so that staff can check and follow at anytime. Warning signs are placed at safety hazard hotspots. Second, employees are equipped with dust masks to avoid disease due to inhalation of dust. Ventilation is a top priority of workshop design and indoor humidity is maintained at 40% to 70%. Third, operators are equipped with earplugs as machining noise may put their health at risk. The noises received by workers are controlled below the limit determined by national regulations.

安莉芳針對生產車間的三項主要安全風險均有控制措施：一、生產設備如裁床具有一定危險性，我們會為操作生產設備的員工提供如防斷針飛濺傷眼的擋板和護目鏡，以及防止旋轉帶刀傷手的防割鋼絲手套，杜絕意外傷害發生。各作業崗位都制定了安全操作程式並在各崗位清晰標識，員工可隨時查閱依循。車間易發生安全故事的區域及設備上亦有增加必要的警示。二、為防止員工受粉塵污染的影響，我們為員工配備防塵口罩，車間設計上亦講求通風，而室內空氣濕度儘量保持在40%-70%之間。三、機器噪音亦可能為車間的員工帶來影響，在嚴格遵循國家規定的噪音衛生限值，並為生產員工配備耳塞。

Safety awareness and preventive measures training is crucial in maintain a safe workplace. Training provided to manufacturing employees includes the "Cutter Operating Safety Guidelines", "Cutter and Electric Scissors Safety operation", etc. Manufacturing employees receive three safety training courses including factory-level, workshop-level and team-level to acquire knowledge of safe operation. The manufacturing workshop staff must prove that they can operate machines safely before they are allowed to operate them.

安全意識及防範技能培訓亦是確保員工工作安全的重要一環，生產人員所接受的培訓包括《刀床操作安全細則》、《刀床與電剪操作安全事項》等。員工入職後都經過廠級、車間級和班組級三級安全培訓，掌握相關安全知識、規章和安全生产工作須知。生產車間員工並須經過崗位培訓技能達標後方可上崗操作。



A baffle is installed on the sewing machine to prevent the broken needle from splashing into the eyes.  
衣車上安裝防斷針飛濺傷眼的擋板，以防斷針彈出。

The Group regularly organises fire drills and talks on fire safety. Evacuation maps are displayed at key locations at our operation sites. With emergency plans and corresponding measures, they can help staff to remain calm in case of an emergency happens.

公司定期組織全員消防疏散演練、消防安全知識倡導，在業務地點主要通道口張貼《火災疏散示意圖表》，建立應急準備及響應措施，使員工能冷靜應對緊急情況。

The Group notices that sales ladies may suffer from varicose veins if they stand for too long at retail outlets. Sales ladies may also suffer from ergonomic problems at the arms and waist if their posture is not correct. We remind sales ladies of correct posture for picking and moving goods, and require them to move goods in smaller batches. In case of injury, the Group requires the respective departments to keep complete injury case records, which includes the location and date of incident, information of the injured and how the incident happened. As such, the Group can monitor the injury rate and evaluate how we have performed in OHS. The Group has realised that the main reason for incidents is limited safety awareness and has applied preventive actions. In the future, the Group plans to enhance our safety training for preventing incidents. We will ensure our safety management practices and guidelines are implemented, to reduce the frequency and magnitude of work injuries.

安莉芳留意到前線導購員工在銷售店工作時或因站立太久而引致靜脈曲張，取貨搬貨姿勢不正確亦或會導致手臂及腰部勞損。我們會提示員工正確的取貨及搬貨姿勢，並規定每包存貨不能過大。一旦發生工傷事故，我們要求部門保留一份完整的工傷記錄，包括意外發生的地點、日期、受傷的員工資料、意外的經過等，讓我們能夠定期監測工傷率以及評估安莉芳在工作健康和安全的表現。公司發現導致工傷事故的主要原因為安全意識不足及防範措施不足。未來，我們會加強崗位安全培訓，提升員工的安全意識，確保集團的安全管理規定及作業指引能有效實施，致力預防意外發生，從而減低工傷事故發生的嚴重性及事發率。

		Male 男	Female 女
Manufacturing Department	生產部門	0	9
Sales Department	銷售部門	1	12
Other departments	其他部門	3	0

*Number of recordable incidents<sup>5</sup> in 2019 by gender and nature of department*  
2019年內，按性別及部門劃分的工傷<sup>5</sup>宗數

		Male 男	Female 女
Manufacturing Department	生產部門	0	0.36
Sales Department	銷售部門	0.93	0.22
Other departments	其他部門	1.3	0

*Number of recordable incident rates (per 200,000 employee-hours)<sup>6</sup> in 2019 by gender and nature of department*  
2019年內，按性別及部門劃分的工傷率(每20萬工時)<sup>6</sup>

<sup>5</sup> Recordable incident refers to incidents of employee injury and occupational disease as a result of occupational activities or occupational-related activities.

For such injuries, the Group will register cases with the Social Security Bureau, and considers them as recorded incidents for the Group. If the Social Security Bureau does not consider the case as an injury, the Group will be responsible for the medical expense.

工傷是指公司員工在從事職業活動或者與職業活動有關的活動時所遭受的傷害和職業病傷害。

只要是從事職業活動或與職業活動有關的活動，公司均會向社保局申報工傷，社保局認定為工傷的當成工傷處理，社保局未認定為工傷的，發生的相關醫療費用由公司予以報銷。

<sup>6</sup> The recordable incident rate is calculated by this formula: (Number of recordable incidents ÷ total working hours × 200,000).

工傷率之計算方式為(工傷宗數 ÷ 年度總工作時數 × 200,000)。

### Employee training

The Group is committed to providing the right training to employees to enhance their skills. As to promote the continuous, systematic and efficient training, a series of training systems have been established for the career development of our staff, so as to support the company's strategic development.

There are three categories of training. The first category is on-board training, which include regulations, position-specific instructions, business ethics, awareness training to ISO quality & environmental awareness, fire safety, etc. The second category is annually training plan for position-specific skill-based training. The third category is training for promotion and switching positions, which are arranged for specific employees based on appraisal results. Such training can be related to knowledge, skills and attitude.

For manufacturing employees, the Group provides training, which includes fire safety, OHS, safety for special tasks, emergency response, quality and environmental management system, position-specified skill enhancement, product knowledge, quality awareness, operation of intelligent equipment, etc.

### 員工培訓

公司重視為員工提供合適的培訓，提升工作技能。為促進公司培訓工作持續、系統、高效進行，公司建立了一系列培訓制度，明確員工職業發展路徑，並支持公司戰略性發展。

公司培訓內容有三種：一為新職人員培訓，即規章制度、職位說明書、職業道德、ISO品質環境體系、消防安全知識等一系列入職培訓；二為年度培訓計劃，對應專業崗位技能知識培訓，三為晉升、調動人員培訓，此為根據人才測評結果分析，安排其需要在知識、技能、態度等方面的課程培訓。

對於生產部門的員工，安莉芳會提供線下培訓，內容包括消防安全類、職業健康安全類、特殊工種安全類、應急救護類、質量環境體系類、崗位技能提升類、產品知識類、質量意識類、智慧化設備操作類等。

Manufacturing Department	生產部門	5.72 hours 小時
Sales Department	銷售部門	6.81 hours 小時
Other departments	其他部門	4.67 hours 小時
Group average	集團平均	4.72 hours 小時

*Annual average hours of training received by department*  
按部門劃分，員工的每年平均受訓時數



## Beautiful actions we take for lady care

To benefit the community, the Group strives to promote an ethical business environment for the lingerie industry and partners with industrial organisations to promote the development of the Chinese lingerie industry. The Group hopes that the overall performance of the industry can be raised to provide more quality, healthy and trendy products for Chinese women. At the same time, the Group is engaged in charitable activities. For many years, we have partnered with charity organizations to show our care for ethnic minority women in need.

## Operate ethically

The Group strives to promote an ethical business environment for the lingerie industry. We promise to act ethically and set this as one of our business principles. We do not tolerate any acts of bribery. The “Commercial Anti-Corruption Agreement” outlines our zero-tolerance policy for bribery, and our procedure in any case of bribery. The Agreement is applicable to all our employees. Suppliers are required to sign the Agreement before the Group signs formal procurement contracts with them to ensure that they endorse our anti-corruption policy. Our Internal Audit Department regularly checks whether suppliers have signed the Agreement.

The Group has set up a “whistleblowing” mailbox for any individuals to report bribery anonymously. According to our “Administrative Disciplinary Management Regulations”, an employee is immediately dismissed if proven to be involved in a bribery case. If the employee has broken the law, he or she will be prosecuted and charged by the judiciary.

In 2019, no reports regarding bribery and other unethical acts were received. There were also no legal cases regarding corrupt practices brought against the Group or our employees.

## 美麗行動 守護女性之美

安莉芳抱著「對社會有益」的理念，致力為內衣行業營造廉潔的風氣，聯同夥伴機構推動中國內衣行業的發展，期望行業的水準獲得整體提升，為中國的婦女提供更加優質、健康且時尚的產品。與此同時，安莉芳亦熱心公益，多年聯同公益機構，組織公益行動為少數民族地區有需要的婦女送上關愛。

## 廉潔營商

安莉芳致力為內衣行業營造廉潔的風氣。我們承諾恪守廉潔的營商原則，絕不容忍任何賄賂或受賄行為。集團的《反商業賄賂協議》列明集團對賄賂行為的零容忍政策，對收受賄賂的行為有明確處理規定。《協議》適用於安莉芳所有員工；供應商在與安莉芳簽訂正式的採購合同前，亦會被要求簽署此協議，以確保供應商知悉安莉芳的廉潔方針。審計中心會定時檢查供應商是否都已簽訂《協議》。

集團設有專用的舉報郵箱，供任何人士匿名舉報行賄受賄行為。根據《行政處分管理規定》，如員工證實牽涉行賄受賄，將遭立即解僱；情節嚴重構成犯罪的，將移交司法機關追究刑事責任。

2019年，集團並沒有收到懷疑賄賂及其他不當行為的舉報，亦沒有對安莉芳或其員工提出並已審結的貪污訴訟案件。

## Promoting the development of the Chinese lingerie industry

The Group is a member of various lingerie industry organisations. The Group has enhanced the overall quality of the industry and nurtured new talents through organising, supporting, and sponsoring different events. In 2019, the Group is members of industry associations such as the Shenzhen Underwear Association, China Knitting Industrial Association, Shenzhen Garment Industry Association, Shenzhen Textile Industry Association and Shanghai Garment Trade Association.

The Group is the chairing organisation of the Shenzhen Underwear Association. As the chairing organisation, the Group supports the Association to connect the industry, government and academia to incubate potential brands and facilitate the transformation and advancement of the industry.

## 推動中國內衣行業發展

安莉芳為不同內衣行業協會的理事單位，一直透過主辦、協辦、贊助各種活動，提升行業水準，發掘行業新秀。2019年，安莉芳為多個協會成員，其包括深圳市內衣行業協會、中國針織工業協會、深圳市服裝行業協會、深圳紡織協會及上海服裝行業協會等。

其中，安莉芳作為深圳市內衣行業協會的會長單位，支持協會聯繫業界、政府部門、學界人士，培育潛力品牌，促進產業轉型升級為核心理念。

### The 6th SIUF International Supermodel Contest – Finals 第六季SIUF國際超模大賽•總決賽

Fandecie, under the brand of Embry Form, has continued to be the only designated sponsor for swimsuits and lingerie in The 6th SIUF International Supermodel Contest Finals in 2019. From the initial audition to the training and final stage, the vigor and vitality were brought by the 40 contestants on the T-shaped stage showing the sexy & chic style of Fandecie, which led the trendy and charming ideas of swimsuits and lingerie towards the world. Over the past years, Fandecie has organized the international supermodel competition with SIUF and witnessed batches of professional supermodels' birth. It is not only providing a stage for the dreamers to make their dreams come true, but also promoting the standard of the entire model industry and enhancing its healthy development.

2019年安莉芳旗下芬狄詩品牌繼續成為第六季SIUF國際超模大賽唯一指定泳裝及內衣品牌提供方，從全國海選到集訓再到總決賽，40名超模選手在夢想T臺上承載著青春與活力，精彩演繹了芬狄詩sexy&chic的風格魅力，引領內衣與泳衣的嶄新時尚風潮刮向世界。多年來芬狄詩攜手SIUF國際超模大賽，見證了一批又一批職業超模的誕生，不僅為逐夢者提供實現夢想的舞臺，也推動提升了整個行業的模特水準，促進行業健康發展。



### The Blue Ribbon Charity Campaign

The Group has organised the “Blue Ribbon Charity Campaign” for lady care and giving back to the community. It is a beautiful project to create and transmit the concept of beauty to the women all over Mainland China. Since 2006, the Group has visited 21 provinces and autonomous regions all over the country in the past 13 years. The Group has organised charitable activities to women in poverty of various ethnic minorities, such as the Zhuang, Yao, Man, Miao, Dong, Korean, Mongolian, Tibetan, Dai and Qiang minorities.

For 13 consecutive years, the flagship Blue Ribbon Charity Campaign has become our organization culture and a symbol of The Group’s perseverance in giving back to society. Charity is a long-term commitment. As a renowned lingerie business, the Group will work with partners from different sectors to contribute to the charity and let the love pass all over the Mainland China.

### 藍絲帶公益行動

「藍絲帶行動」是安莉芳集團發起的呵護女性、回饋社會的公益項目，是安莉芳集團創造美、傳遞美、幫助中國婦女實現美麗蛻變的美麗工程。從2006年至今，安莉芳藍絲帶慈善公益行動已經走過13年歷史，足跡遍佈國內21個省市自治區，先後為壯族、瑤族、滿族、苗族、侗族、朝鮮族、蒙古族、藏族、傣族、羌族等多個少數民族地區的貧困婦女捐贈。

連續13年的藍絲帶公益慈善活動，使得公益早已成為安莉芳義不容辭的社會責任和企業文化。愛心慈善是一項長期事業，作為國際著名內衣企業，安莉芳集團將會攜手社會各界，共同努力，為中國女性公益事業盡一份綿薄之力，讓愛心在中國各地連綿傳遞，讓愛傳承。

**In 2019, the Group donated a total of RMB4.6847 million in kind to Shenzhen Xinyi Public Welfare Foundation.**

於2019年，安莉芳向深圳市心衣公益基金會捐贈了總值人民幣468.47萬元的愛心物資。



### Disaster Relief • Lady Care 抗險救災 • 幫扶女性

On 11 August 2019, Typhoon Lekima landed in Shandong, with heavy rain and destructive flooding, causing severe disaster. The terrain of several villages in Zhangqiu District of Jinan City were covered by floods and besieged for more than 24 hours. Our Green Industrial Park was also adversely affected by the typhoon. A certain degree of damages were caused by those flooding-relief measures in the upper region of the river channel. However, our hearts were connected to the victims stuck in their flooded homes while we were battering the disaster. Once our management heard the dismaying news in the flooding areas, supporting actions were swiftly taken to help those in need. We organized our employees to join the caring-team in delivering the donated materials for the needy. At the same time, we made our donations for providing the direct relief for the women-in-need via the Xinyi charity funding to the Civil Affairs Bureau of Zhangqiu District, Jinan City.



2019年8月11日，颱風“利奇馬”登陸山東，濟南市章丘區多處村莊遭受洪水襲擊，被圍困超過24小時，暴雨洪澇災情嚴重。安莉芳山東綠色生態工業園身處颱風區也受到了很大的影響，河道上游洩洪措施對工業園造成了一定的損失，但是一面自己救災，一面心系災區。安莉芳領導得知災區情況，心急如焚，第一時間組織員工加入捐贈物資的愛心隊伍中，以實際行動緩解受災群眾的燃眉之急。同時安莉芳通過心衣基金捐贈給濟南市章丘區民政局，用於抗險救災幫扶女性愛心活動。

In the morning of 14 August, 3 fully-packed carts of donations, including thousands of bottles of mineral water, 100 carton boxes of instant noodles and around RMB2 Million supplies, were sent to Zhangqiu Civil Affairs Bureau. Our sincere love and warmth supported them to overcome the difficulties and resume production quickly.

8月14日上午，安莉芳準備了上千瓶礦泉水、100箱速食麵以及200多萬元產品物資，滿滿3車的救災物資被運往章丘民政局，為受災群眾送去愛心和溫暖，幫助他們儘快渡過難關、恢復生產。



## Stakeholder engagement and materiality analysis

We believe comments of our stakeholders will help us to evaluate our performance on environmental, social and governance aspects objectively and comprehensively. As part of our day-to-day operation, the Group engages our stakeholders through various channels to understand how we can do better on ESG aspects.

To prepare this ESG Report, the Group engaged an independent consultant to design and implement specific stakeholder engagement exercises and evaluate how we have impacted our stakeholders in 2016. The targeted stakeholders were employees, investors, customers, suppliers, shopping mall partners, community partners and industrial association representatives, etc. They were engaged through online surveys, focus groups and individual interviews. Through an analysis of the stakeholder engagement findings, we summarise how our stakeholders understand and comment on our ESG performance, and their expectations for our future work.

We prioritize the ESG aspects by the materiality evaluation. Stakeholder engagement findings and discussion with senior management on the relevance of the ESG aspects to our business are two pillars of the materiality of the respective ESG aspects.

From the results of the materiality evaluation, the following 13 aspects were identified as material ESG aspects which will be the framework for future reports. The Group has already disclosed the management approach and performance in relation to these material aspects in the report.

## 相關方溝通及重要性分析說明

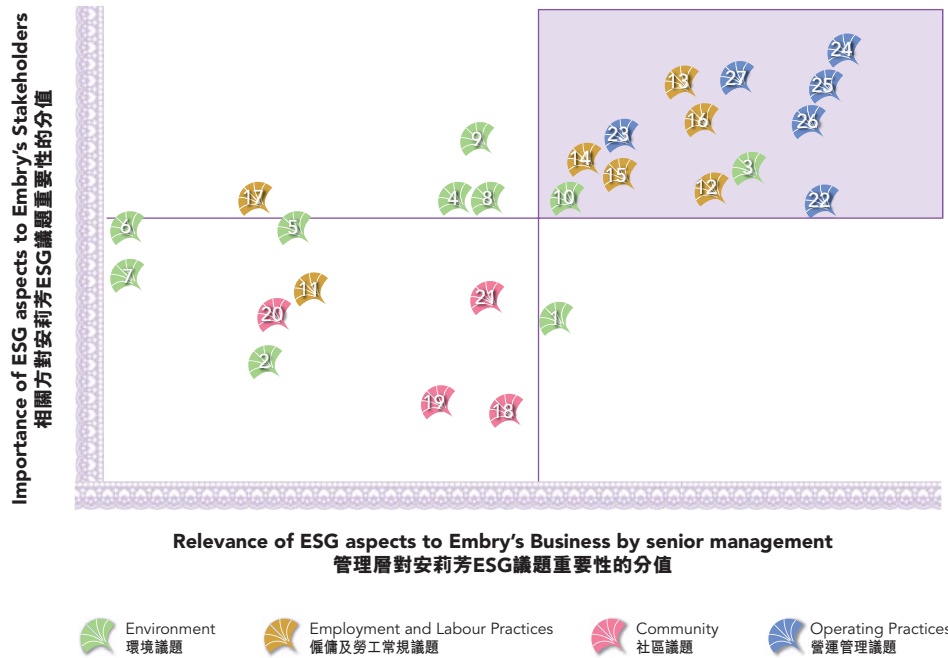
我們相信，認真聽取各相關方的意見有助於我們客觀、全面地評估集團的環境、社會及管治表現。因此，在日常運營中，我們會通過各種的溝通渠道，與不同的相關方就各個事項進行溝通。

為籌備本報告，公司於2016年特委託獨立顧問機構開展了針對各項環境、社會及管治議題的相關方溝通。溝通對象為安莉芳的主要相關方群體，包括員工、投資者、顧客、供應商、商場合作方、社區夥伴、行業協會等。溝通形式主要為問卷調查、小組研討會及單獨訪談。我們通過多元化的方式，結合定量與定性分析，深入瞭解相關方對安莉芳在環境、社會及管治方面表現的認知和評價，以及對未來工作及報告的期望。

我們通過重要性評估，對不同的環境、社會及管治議題進行了優先次序排列。重要性評估以相關方調查結果及管理層工作坊的討論結果為兩大主要依據，分別從兩個維度判定各個議題對安莉芳的重要性高低。

從重要性評估的結果，我們得出如下13項作為安莉芳在環境、社會及管治方面的重點事項，作為日後報告的框架。我們也已在本報告相應的章節中對該項工作的管理方法及表現作出相關披露。

### Environmental, Social and Governance Aspects Materiality Matrix for Embry 安莉芳環境、社會及管治議題重要性分析矩陣圖



Number 序號	Category 分類	ESG aspects 環境、社會及管治議題
3	Environment 環境議題	Environmental impact of raw materials 原材料的使用情況及其對環境的影響
10		Enhance environmental performance of suppliers 與供應商協力提升在環境事項的表現
12	Employment and Labour Practices 僱傭及勞工常規議題	Employee morale 提高員工忠誠度
13		Occupational health and safety 保障員工的職業安全健康
14		Training and development 提供員工的培訓與教育
15		Child and forced labour 防止使用童工及強迫勞動
16		Compliance with labour regulations 符合勞工法例要求
22	Operating Practices 營運管理議題	Anti-corruption 反腐倡廉
23		Selecting suppliers with good ESG performance 優先選用環境和社會表現較佳的供應商
24		Product quality assurance 保障產品品質
25		Service quality assurance 保障服務品質
26		Respecting intellectual property rights 尊重智慧財產權
27		Protect personal information 保護消費者的隱私及個人信息

The results of this analysis are a key foundation of this report. Also, comments from stakeholders are valuable to our future strategies.

分析所得的結果是我們編制本報告的一個重要依據。同時，相關意見也為我們制定未來發展戰略提供有力支援。

HKEx ESG Reporting Guide Index

《環境、社會及管治報告指引》索引

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
Aspect A1: Emissions General Disclosure 一般披露	<p>層面 A1：排放物</p> <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</p> <p>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>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：</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>Realising our green dream (Page 10)</p> <p>實現綠色夢想(第 10 頁)</p>	
KPI A1.1 關鍵績效指標 A1.1	<p>The types of emissions and respective emissions data.</p> <p>排放物種類及相關排放數據。</p>		<p>Our operation does not involve significant emission to the environment. The Group is therefore not reporting on this figure.</p> <p>安莉芳的業務不涉及對外大量排放空氣及水污染物，因此未有統計。</p>

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility). 溫室氣體總排放量(以噸計算)及(如適用)密度。(如按產量單位、生產設施)	Green operational sites (Page 10) 打造綠色運營地(第 10 頁)	
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度。(如按產量單位、生產設施)		Our operation does not involve generation of hazardous waste in significant quantities. The Group is therefore not reporting on this figure. 安莉芳的業務不涉及對外大量危險廢棄物，因此未有統計。
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度。(如按產量單位、生產設施)	Green manufacturing (Page 15) 推行綠色生產(第 15 頁)	
KPI A1.5 關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及成果。	Green operational sites (Page 10) 打造綠色運營地(第 10 頁)	
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous waste is 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。	Green manufacturing (Page 15) 推行綠色生產(第 15 頁)	



Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
Aspect A2: Use of Resources General Disclosure 層面 A2：資源使用 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。	Realising our green dream (Page 10) 實現綠色夢想(第 10 頁)	
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type in total and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源總耗量及密度(如按產量單位、生產設施)。	Green operational sites (Page 10) 打造綠色運營地(第 10 頁)	
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如按產量單位、生產設施)。	Green operational sites (Page 10) 打造綠色運營地(第 10 頁)	
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計畫及成果。	Green operational sites (Page 10) 打造綠色運營地(第 10 頁)	
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述於獲得水源上面對的問題，以及提升用水效益計畫及成果。		Our operation does not involve consumption of water in significant quantities. The Group does not have any issue in sourcing water. We do not have programs for enhancing water consumption efficiency, but we recycle landscaping water in our industrial parks. 安莉芳生產及其他業務不涉大量用水，而在獲得水源上並無特別問題，因此在生產層面未有提升用水效益計劃，但在工業園內會循環使用景觀用水。

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位佔量。	Green manufacturing (Page 15) 推行綠色生產(第 15 頁)	
Aspect A3: The Environment and Natural Resources General Disclosure 層面 A3 : 環境及天然資源 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低所屬機構對環境及天然資源造成重大影響的政策	Green operational sites (Page 10) 打造綠色運營地(第 10 頁)	
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取的行動。	Our beautiful green industrial parks (Page 13) Green manufacturing (Page 15) 美麗的綠色工業園(第 13 頁) 推行綠色生產(第 15 頁)	

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
Aspect B1: Employment General Disclosure 一般披露	<p>層面 B1：僱傭</p> <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</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, 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>Our beautiful team Caring and Love (Page 17) 美麗團隊 貼心關愛 (第 17 頁)</p>	
KPI B1.1 關鍵績效指標 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>Building a beautiful team (Page 19) 建設最美團隊(第 19 頁)</p>	<p>The Group considers a break down by gender and nature of position better reflects our demography. 安莉芳認為按性別及部門劃分能更好地反映安莉芳的僱員分佈狀況。</p>
KPI B1.2 關鍵績效指標 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>Our turnover rates for male and female employees are 2.27% and 2.91% respectively. 安莉芳 2019 年之男性員工流失率為 2.27%，女性為 2.91%。</p>

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
Aspect B2: Health and Safety General Disclosure 層面 B2 : 健康與安全 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員工避免受職業性危害的： (a) 政策；及 (b) 相關法律及規例的資料	Occupational health and safety (Page 20) 工作健康及安全(第20頁)	
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities. 因工而死亡的人數及比率。		There was no case of fatality in 2019. 2019年，安莉芳並無員工因工作原因死亡。
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。		The Group considers injury rates are better performance indicator than number of lost days. 安莉芳未有計算因工傷損失工作日數。我們認為工傷率為較佳之績效指標。
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Occupational health and safety (Page 20) 工作健康及安全(第20頁)	

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
Aspect B3: Development and Training 層面 B3 : 發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升員工履行工作職責的知識及技能的政策。描述培訓活動。	Employee training (Page 23) 員工培訓(第 23 頁)	
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. per senior management, middle management). 按性別及僱員類別劃分的受訓僱員百分比(如按高級、中級管理層)。		All employees have received training provided by the Group. 所有員工均有接受公司提供的培訓。
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	Employee training (Page 23) 員工培訓(第 23 頁)	
Aspect B4: Labour Standards 層面 B4 : 勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Compliance with Labour Regulations (Page 17) 遵循勞工法例(第 17 頁)	
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以杜絕童工及強制勞工的方法。	Compliance with Labour Regulations (Page 17) 遵循勞工法例(第 17 頁)	

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時，所採取的行動。	Compliance with Labour Regulations (Page 17) 遵循勞工法例(第 17 頁)	
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的「環境及社會風險政策」	Rigorous quality control — Supplier management (Page 5) 嚴控品質 — 供應商管理 (第 5 頁)	
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Rigorous quality control — Supplier management (Page 5) 嚴控品質 — 供應商管理 (第 5 頁)	
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述聘用供應商的慣例，向其執行有關慣例的供應商數目，以及有關慣例的執行及監察方法	Rigorous quality control — Supplier management (Page 5) 嚴控品質 — 供應商管理 (第 5 頁)	
Aspect B6: Product Responsibility 層面 B6：產品責任			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Beautiful craftsmanship Quality assurance (Page 3) 美麗匠心 品質保障 (第 3 頁)	

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中，因安全與健康理由而須回收的百分比。		There was no case of product recall for safety and health reasons. The Group recalled around 35,545 goods due to quality reason and incorrect component labelling in 2019 in accordance with our internal procedures. 2019年，安莉芳並無因安全與健康理由需要對產品作出召回。但曾因顧客對質量作反饋和發現成分標識有誤，召回共35,545件產品。
KPI B6.2 關鍵績效指標 B6.2	Number of product 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。	Our commitment to customers — Listening to our customers (Page 7) 給顧客的承諾 — 聆聽顧客聲音 (第7頁)	The Group considers the complaint rate (the ratio of pieces of sold products associated to complaints made by customers and total number of products sold for the same period) a better indicator to number of complaints received. The complaint rate in 2019 was 0.007%. 安莉芳認為「顧客投訴率」(即顧客投訴所涉產品件數與同期產品累計銷售件數之比率)相比投訴數目為更合適的績效指標。2019年顧客投訴率為0.007%。
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障智慧財產權有關的慣例。	Respecting intellectual property rights (Page 9) 尊重智慧財產權 (第9頁)	

Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Rigorous quality control — Material testing (Page 6) Our commitment to customers — Listening to our customers (Page 7) 嚴控品質 — 檢驗檢測 (第 6 頁) 給顧客的承諾 — 聆聽顧客聲音 (第 7 頁)	
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 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。	Our commitment to customers — Protecting customers' private information (Page 8) 給顧客的承諾 — 保障客戶私隱 (第 8 頁)	
Aspect B7: Anticorruption General Disclosure 層面 B7：反貪污 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	Operate ethically (Page 24) 廉潔營商 (第 24 頁)	
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於彙報期內對所屬機構及其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Operate ethically (Page 24) 廉潔營商 (第 24 頁)	



Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Descriptions 描述	Related chapters in this report 披露段落	Remarks 附註
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程式，以及相關執行及監察方法。	Operate ethically (Page 24) 廉潔營商 (第 24 頁)	
Aspect B8: Community Investment General Disclosure 一般披露	Aspect B8: Community Investment 層面 B8：社區投資 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. 了解營運所在社區的需要，確保其業務活動會考慮社區利益的政策	Beautiful actions we take for lady care (Page 24) 美麗行動 守護女性之美 (第 24 頁)	
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇 (如教育、環境事宜、勞工需求、健康、文化、體育)	Beautiful actions we take for lady care (Page 24) 美麗行動 守護女性之美 (第 24 頁)	
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g., money or time) to the focus area. 在專注範疇所動用資源 (如金錢或時間)	Beautiful actions we take for lady care (Page 24) 美麗行動 守護女性之美 (第 24 頁)	In 2019, our employees devoted 256 hours in total in volunteering. 2019年內，安莉芳員工參與的義工活動總時數為256小時。