MOISELLE

MOISELLE INTERNATIONAL HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability) Stock Code : 130

2025

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT

CONTENTS

CHAIRMAN'S
MESSAGE

CHAIRMAN'S MESSAGE

As we present the Environmental, Social and Governance ("ESG") Report for the financial year 2024/2025, I am proud to reaffirm Moiselle International Holdings Limited's unwavering commitment to advancing our ESG practices. In a dynamic and challenging retail landscape, we have prioritised sustainability, social responsibility, and robust governance to create enduring value for our stakeholders while contributing to a more sustainable future.

Our dedication to reducing our greenhouse gases ("GHG") emissions remains a cornerstone of our strategy, we aim to continuously to enhance energy efficiency across our operations. By optimizing our supply chain through strategic partnerships with external logistics providers, we have streamlined resource use and minimised environmental impact. Our targeted store network strategy — closing underperforming locations and opening stores in high-potential areas — has further reduced energy consumption intensity per million Hong Kong dollars of revenue.

We have also strengthened our digital presence through MOISELLE.COM and partnerships with platforms like Tmall, JD.com, and RedNote. This shift not only aligns with evolving consumer preferences but also reduces the environmental impact of traditional retail by optimizing logistics and minimizing reliance on physical stores. Moving forward, we are investing in digitalised apparel processing to further reduce waste and enhance operational sustainability, ensuring alignment with global environmental goals.

We prioritise employee well-being and professional development. By outsourcing logistics and warehousing, our team has demonstrated exceptional adaptability, enhanced operational efficiency while fostered a collaborative culture. We remain committed to providing ongoing training to equip our staff to meet the evolving demands of our industry and ESG standards, ensuring a supportive and inclusive workplace.

In preparation for the stricter ESG disclosure requirements for Hong Kong-listed companies effective in 2026, we are proactively enhancing our reporting frameworks to align with international standards. This includes addressing challenges posed by global economic shifts and environmental changes, such as those experienced during recent pandemics and extreme weather events.

While the apparel retail market continues to face challenges, with full recovery expected to take over two years, we are cautiously optimistic about the future. Recent economic stimulus measures announced by the Chinese government signal potential for growth, and we are well-positioned to capitalise on these opportunities through our focus on sustainability and innovation. Our ESG commitments will continue to guide our strategy, ensuring we meet stakeholder expectations while contributing to a sustainable and equitable future.

I extend my heartfelt gratitude to our dedicated staff for their tireless efforts in advancing Moiselle's ESG objectives and to our shareholders, customers, and partners for their continued support. Together, we will build a resilient and responsible company that thrives in a changing world.

Sincerely,

CHAN YUM KIT

Chairman

ABOUT THIS REPORT

OVERVIEW

This is the ESG Report (the "Report") of Moiselle International Holdings Limited and its subsidiaries (the "Group", "we", "us") for the financial year from 1 April 2024 to 31 March 2025 (the "Reporting Period"). The Report is prepared in accordance with the ESG Reporting Guide (the "Guide") as set out in Appendix C2 to the Rules Governing the Listing of Securities (the "Listing Rules") on The Stock Exchange of Hong Kong Limited ("HKEX").

ABOUT THE GROUP

The Group is principally engaged in design, manufacture, retail and wholesale of fashion apparel and accessories. The Group mainly operates in Mainland China, Hong Kong, Taiwan, and Macau. Particulars of the Group's principal entities are set out in note 32 to the consolidated financial statements for the year ended 31 March 2025.

SCOPE AND BOUNDARY OF THE REPORT

The Report endeavours to present a balanced representation of the Group's environmental and social performance and covers the entire operations of all entities in the Group.

The content of the Report is defined through a process to determine ESG management approach, strategy, priorities and objectives relating to the Group's operations, to describe our management, measurement and monitoring system employed to implement ESG strategy, and to disclose our key policies, compliance with relevant laws and regulations, our performance, and key performance indicators ("KPIs").
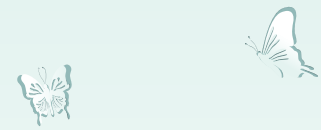
ABOUT THIS REPORT

REPORTING PRINCIPLES

Materiality – the threshold at which ESG issues are determined by the board of directors (the "Board") to be sufficiently important to investors and other stakeholders that they should be disclosed. We identify material ESG factors through internal and external materiality assessment. Internal materiality assessment is conducted by senior managers and key employees to identify and prioritise material issues. External materiality assessment involves stakeholder engagement to identify, develop and achieve accountable and strategic responses to ESG issues so as to mitigate risks and maximise opportunities.

Criteria for the prioritising and selection of material ESG factors concern strategies, regulations, sustainability, governance, corporate social responsibility, and financials. Material ESG issues are those governance, sustainability or societal factors that are likely to affect the financial condition or operating performance of the Group's business within our business sector, industry, and geographic locations.

In assessing what ESG issues are material, we take into account strategic and organizational framework factors including our values, policies, strategies, operational management systems, goals, medium-term targets, financial implications, level of impact the activities have on the environment and society, the interests or expectations of stakeholders, reputational risks and opportunities, short-term steps taken to mitigate risks, as well as external context including ESG interest or topics and indicators raised by stakeholders, stakeholder priorities, relevant laws, regulations with strategic significance to the Group and its stakeholders, ESG impacts, risks or opportunities. A stakeholder engagement is conducted as described below.

Quantitative – the Report is prepared in accordance with the requirements of ESG Guide stated in Appendix C2 of the Listing Rules. This principle applies to all information in the Report. Methodologies, assumptions, calculation tools used, and source of conversion factors used for the reporting of emissions or energy consumption, as well as KPIs of social subject area, where applicable, are referred to Appendix 2 – Reporting Guidance on Environmental KPIs or Appendix 3 – Reporting Guidance on Social KPIs of How to prepare an ESG Report issued by HKEX.

Consistency – There is no material change for applicable information from previous years in the way the Report is prepared which may affect meaningful comparison.

FEEDBACK AND OPINIONS

We sincerely welcome your feedback on our ESG Report and our sustainability performance. Please contact us by any of the following means to share your opinions with us:

Address:

Units 1-5, 11th Floor, Kodak House 2

39 Healthy Street East, North Point, Hong Kong

Websites:

https://moiselle-hk.com

https://ir.moiselle.com.hk

ENVIRONMENTAL
AND SOCIAL
SUBJECT AREAS
OF THE GROUP

APPROVED BY THE BOARD

The Board has overall responsibility for the Group's ESG strategy and reporting. The Board is responsible for evaluating and determining the Group's ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place. The Report was approved by the Board on 24 July 2025.

GOVERNANCE STRUCTURE

The Board oversees ESG and climate-related issues, risks, and opportunities, receiving updates through an internal reporting process on significant matters as they arise during the Reporting Period. It assesses their impact on the Group's strategy, guiding short-term actions, medium-term targets, and long-term value creation.

The Board holds overall responsibility for ESG governance, which includes evaluating and prioritising ESG and climate-related risks and opportunities, ensuring effective risk management and internal control systems, setting strategies and objectives, monitoring performance against goals, and approving disclosures in the ESG Report. This involves establishing a robust governance framework, defining the significance of ESG and climate-related issues, integrating key risks into business strategies, and ensuring ongoing monitoring, disclosure, and continuous improvement.

The Group assesses and prioritises ESG and climate-related risks using consistent criteria, evaluating likelihood and impact through qualitative and quantitative measures. Prioritisation is based on severity, risk appetite, adaptability, complexity, velocity, persistence, and recovery. Significant risks are managed through acceptance, transfer, avoidance, or mitigation strategies, with Heads of Operating Units responsible for risk identification and management, reporting to the Chief Executive Officer for further action.

The Board regularly reviews progress against ESG and climate-related goals, monitoring any discrepancies between targets and achievements. Over the next three to five years, the Group aims to align internal resources with evolving ESG and climate-related expectations, addressing challenges in balancing requirements with resource investment.

The objectives, goals, and targets are established based on the perspectives of various stakeholders, evaluated by management, and approved by the Board to ensure alignment with the Group's operations.
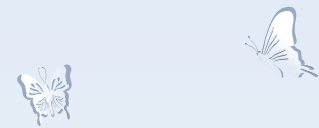
STAKEHOLDER
ENGAGEMENT

STAKEHOLDERS' ENGAGEMENT

Stakeholder engagement is a key success factor in formulating our environmental and social strategy, defining our objectives, assessing materiality, and establishing policies. To identify the critical environmental and social issues that hold significance for the Group, we actively engage with a broad spectrum of stakeholders, including but not limited to the stock exchange, government, investors, media and public, suppliers, customers, employees, and community. We have conducted a survey, discussed or communicated with certain stakeholders to understand their views and respond to their needs and expectations, evaluated and prioritised their inputs to improve our performance, and finally strived to provide value to our stakeholders, community and the public as a whole. By fostering transparent and collaborative relationships, we strive to ensure that our ESG initiatives effectively address the most relevant and impactful issues, ultimately contributing to sustainable and responsible business practices that benefit all stakeholders involved.

Stakeholders	Probable Points of Concern	Communication and Responses
Stock Exchange	• Compliance with Listing Rules • Timely and accurate announcements	• Meetings • Training • Workshops • Programs • Website updates • Announcements
Government	• Compliance with laws and regulations • Preventing tax evasion • Social welfare	• Interaction and visits • Government inspections • Tax returns and other information
Investors	• Transparency • Corporate governance • Business strategies and performance • Sustainable profitability • Investment returns	• Shareholders' meeting • Issue financial reports or operation reports for investors and timely disclosure
Media & Public	• Corporate governance • Environmental protection • Human rights	• Issue of newsletters on the Group's website
Suppliers	• Payment schedule • Stable demand	• Supplier selection mechanism • On-time payment

STAKEHOLDER ENGAGEMENT

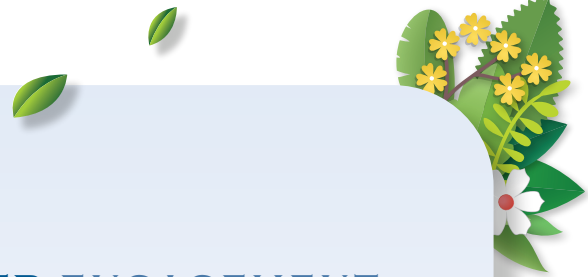| Stakeholders	Probable Points of Concern	Communication and Responses
Customers	• Service quality • Reasonable prices • Commercial credibility	• After-sales services • Client's enquiries handling mechanism • Client's privacy policies • Qualified service provider
Employees	• Employees' rights and benefit • Compensations • Training and development • Working environment	• Union activities • Training • Interviews with employees • Employee suggestion boxes
Community	• Community environment • Employment opportunities • Community development • Social Welfare	• Development of community activities • Employee voluntary activities • Community welfare subsidies

MATERIALITY ANALYSIS

It is key that our sustainability materiality assessment be based on an exhaustive list of sustainability topics covering all areas that are potentially relevant to the Group. We conducted research to develop a list of potential material issues with reference to the Sustainability Accounting Standards Board ("SASB") Standards, ESG investor topics and sustainability ratings, the sustainability reports of our operating companies, and the UN Sustainable Development Goals ("SDGs"). To connect the assessment with our broader risk management processes, we included sustainability topics listed on the Group's risk register. Our research and revisions resulted in an initial list of 24 ESG topics.

Engaging our stakeholders in the process of assessing our priorities is essential, we conducted surveys with our internal and external stakeholders, including employees, suppliers, government and regulators. Detailed stakeholder feedback was analysed and insights from the materiality assessment exercise were shared with the leadership team and relevant departments.

Following data analysis on the materiality assessment, a variety of ESG-related issues were chosen for materiality evaluation. The relevance of such issues to the Group and its stakeholders was examined to help us identify the gap between our development trajectory and the expectations of the stakeholders. The following ESG issues are prioritised and indicated in the materiality matrix:

Materiality Martix

LEVEL OF INFLUENCE ON STAKEHOLDERS' ASSESSMENTS AND DECISIONS

High

Low

LEVEL OF SIGNIFICANCE OF ECONOMIC, ENVIRONMENTAL AND SOCIAL IMPACTS

High
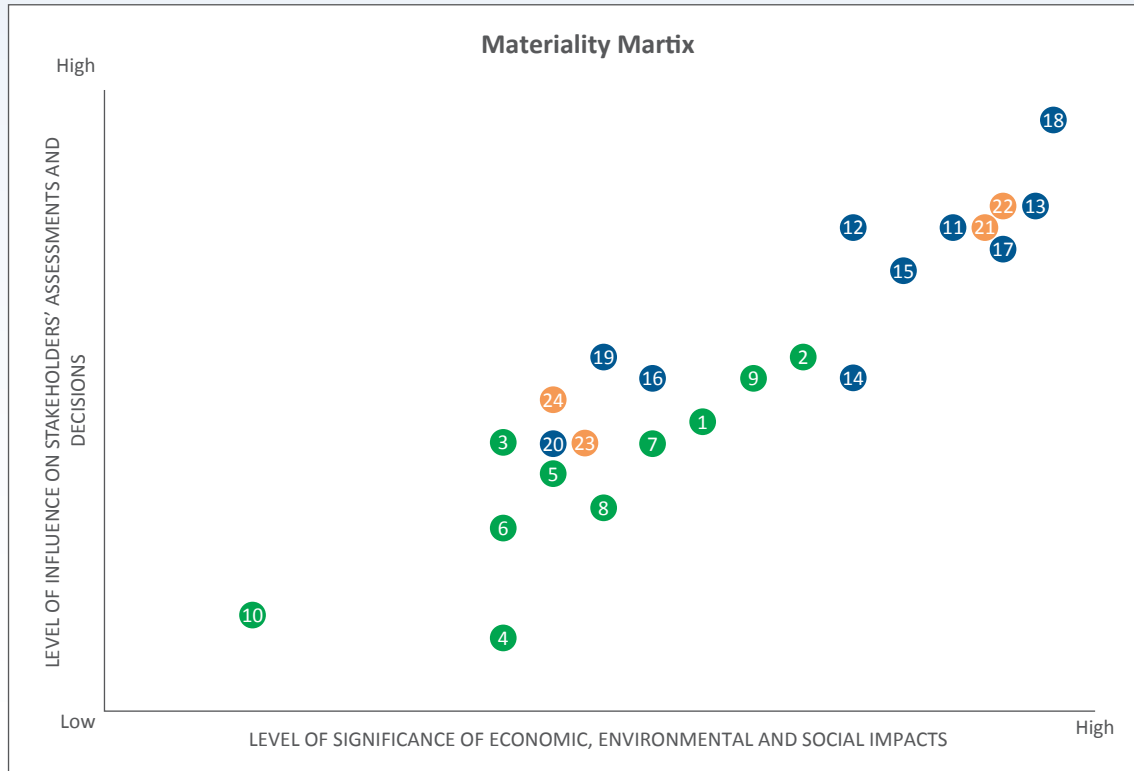
| Environment	Social	Governance
1 Responsible sourcing of raw materials	11 Occupational health and safety	21 Integrity and anti-corruption
2 Chemical & Dye Management	12 Employee benefits	22 Risk management and regulatory compliance
3 Sustainability at the design stage	13 Labor and human rights	23 Board ESG Governance and Performance
4 Energy use	14 Supply Chain management	24 Responsibility ESG Information Disclosure and Transparency
5 GHG emissions	15 Product quality, safety and durability	
6 Water management	16 Product lifecycle management	
7 Waste management	17 Consumer Data Protection & Information Security	
8 Biodiversity and land use	18 Responsible marketing and brand reputation	
9 Environmentally friendly packaging materials	19 Diversity, Equity & Inclusion (DEI) in Branding & Marketing	
10 Climatic change	20 Local community engagement and social investment	
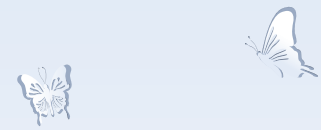
STAKEHOLDER ENGAGEMENT

STRATEGIES

Environmental and social responsibilities are viewed as the Group's core commitment to environment, internal workplace, and external community, and an integral part of the Group's practice to create value for stakeholders. Our strategy is to fulfil the Group's environmental and social responsibilities through achieving environmental and social objectives during daily operations.

OBJECTIVES

We integrate environmental and social considerations into the Group's business objectives to achieve:

Environmental objectives:

- Add environmentally friendly elements to our daily design, development, manufacturing, sales, and service activities;

- Continuously improve waste management;

- Use energy and resources efficiently; and

- Reduce GHG emissions.
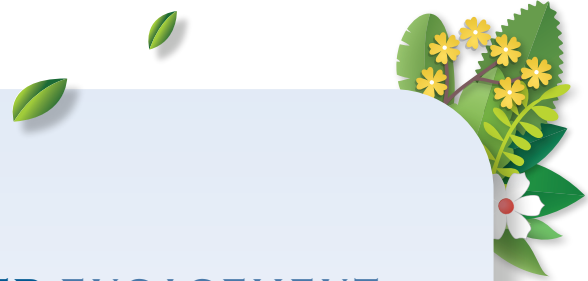
Social objectives:

- Respect for employees and promote an equal opportunity workplace;

- Commit to occupational safety and health, and provide a safe and healthy workplace;

- Promote community participation; and

- Commit to ethical business practices and build integrity within the workplace.

APPROACH

Monitored by the Board the Group is executing its environmental and social strategy and achieving its related objectives through a series of actions and commitments:

- Embed environmental and social objectives into business processes including decision making process;

- Formulate and document environmental and social policies for management and staff members to follow;

- Comply with environmental and social laws and regulations;

- Report on the Group's ESG performance on a balanced picture;

- Disclose KPIs as measurement of actual results;

- Ensure appropriate and effective ESG risk management and internal control systems are in place; and

- Practise corporate citizenship in things we expect Environmental and social management system comprises.

Measures for the achievement of environmental and social objectives are:

- Environmental policies;

- Social policies;

- Checklists for compliance with applicable environmental and social laws and regulations;

- Requiring documentation for the performance and achievements of environmental and social related activities or matters; and

- Data collection, calculation, and disclosure of KPIs

The implementation of environmental and social strategies, management of environmental activities, and measurement of achieving environmental and social objectives are monitored by dedicated managerial staff members and finally by the Board for its overall ESG responsibility.

GENERAL DISCLOSURE AND KPIs
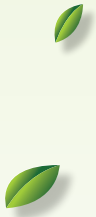
GENERAL DISCLOSURE AND KPIs

A. ENVIRONMENTAL

Emissions

Air Emissions

The Group has formulated policies aimed at controlling air emissions. This requirement is intended to prevent excessive emissions of air pollutants, thereby fulfilling the Group's commitment to sustainability. The Group has updated the calculation method of air emissions in accordance with Appendix 2: Reporting Guidance on Environmental KPIs by HKEX. As a result, the Group only disclosed the amount of Nitrogen Oxides ("NOx"), Sulphur Oxides ("SOx"), and particulate matter ("PM") emitted during the Reporting Period. In addition, due to the sale of a portion of the Group's vehicles during the Reporting Period, their fuel consumption could no longer be tracked, resulting in a significant decrease in reported air emissions. Accordingly, the Group has established a new air emission target to align with the latest development in its business. The Group aims to minimise air emissions and set 2025 as the baseline year and is committed to achieving the target of reducing the amount of each air pollutant by 5% in the next five reporting periods.

The amount of air emissions by the vehicle fleet during the Reporting Period is summarised as below:

Air emissions[1]	Unit	2025	2024
NO_X	kg	1.99	29.17
SO_X	kg	0.05	0.12
PM	kg	0.15	1.54

The Group recognises that green logistics generates multifaceted benefits. To fully leverage these advantages, the Group is committed to proactively exploring and implementing green logistics practices across its supply chain. Concurrently, the Group will prioritise collaboration with suppliers that have established robust green logistics capabilities, thereby fostering a more sustainable and resilient value chain.

The Group advocates employees considering environmental impact in their commuting decisions to reduce air emissions. Employees are encouraged to take public transportation as often as possible and select fuel-efficient vehicles. Additionally, the Group prioritises more environmentally friendly fuels and maintains the vehicles regularly to ensure optimal performance.

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[1]   The updated presentation format was introduced starting from the Reporting Period.
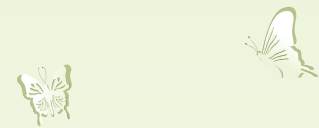
GENERAL DISCLOSURE AND KPIs

A. ENVIRONMENTAL (continued)

Emissions (continued)

GHG Emissions

During the Reporting Period, Scope 1 GHG emissions increased because of refrigerant usage in air conditioning equipment. Consequently, the total GHG emissions and intensity during the Reporting Period showed a significant increase. Compared with the baseline year, the targets for Scope 1 and Scope 2 have been achieved, while those for Scope 3 and GHG emissions intensity remain unmet. This is primarily attributed to the increase in employees' business air travel. The Group aims to minimise GHG emissions and set 2025 as the baseline year and is committed to achieving the target of reducing the amount of total GHG emission intensity by 5% in the next five reporting periods.

The following table shows the statistics of GHG emissions recorded during the Reporting Period:

GHG Emissions[1,2]	Unit	2025	2024
GHG Direct Emissions (Scope 1)			
Mobile combustion – Petrol	tonnes of CO_2e	**8.65**	19.45
Use of refrigerant for air conditioning equipment	tonnes of CO_2e	**19.60**	0
GHG Indirect Emissions (Scope 2)			
Purchased electricity	tonnes of CO_2e	**449.81[3]**	392.43
GHG Indirect Emissions (Scope 3)			
Electricity used for freshwater processing	tonnes of CO_2e	**0.80**	0.33
Electricity used for sewage processing	tonnes of CO_2e	**0.69**	0.16
Paper waste disposed at landfills	tonnes of CO_2e	**7.23**	4.93
Business air travel by employees	tonnes of CO_2e	**66.08**	43.66
Total GHG Emission	tonnes of CO_2e	**552.86**	460.96
Total GHG Emission Intensity	tonnes of CO_2e/ million Hong Kong dollars of revenue	**5.37**	3.36

[2] GHG emission data are presented in terms of carbon dioxide equivalent and are based on, including but not limited to "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by HKEX, "Sixth Assessment Report" issued by the Intergovernmental Panel on Climate Change (IPCC), "HK Electric Investments Sustainability Report 2024" issued by the Hongkong Electric Company Limited, "Independent Practitioner's Limited Assurance Report 2024" issued by KPMG, "CEM Sustainability Report 2023" issued by Companhia de Electricidade de Macau, the "Notice on the Release of 2023 Power Carbon Footprint Factor Data" (關於發布2023年電力碳足跡因子數據的公告) issued by the Ministry of Ecology and Environment of the PRC, "2022 Electricity Carbon Emission Factor" issued by the Ministry of Economic Affairs of Taiwan, "Water Supplies Department - Annual Report 2023/24" issued by the Water Supplies Department of Hong Kong, "DSD Environmental, Social and Governance Report 2023-24: Flood Resilience, Embracing the Future" issued by the Drainage Service Department of Hong Kong, and ICAO Carbon Emissions Calculator (ICEC) by International Civil Aviation Organization.

[3] Owing to the adjustment to the calculation method and the sale of electric vehicles, their electricity consumption has not been included in the report because their fuel consumption was rendered untraceable.

A. ENVIRONMENTAL (continued)
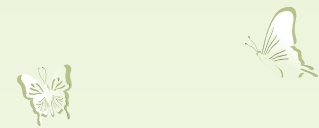
Emissions (continued)

GHG Emissions (continued)

The Group has implemented a series of measures to reduce GHG emissions and is dedicated to reducing GHG emissions and is pursuing a conscious shift away from fossil fuels toward cleaner energy alternatives.

In terms of purchased electricity, the Group is proactively exploring and adopting more energy-efficient equipment. This initiative aims to reduce electricity consumption by enhancing the efficiency of operational equipment, thereby lowering GHG emissions associated with purchased electricity and aligning with the Group's sustainability goals.

In addressing paper waste reduction, the Group promotes a range of practices to minimise paper usage among employees. This includes encouraging the adoption of digital tools like email and storage systems to reduce paper consumption, avoiding unnecessary printing or copying, and implementing double-sided printing. Additionally, the Group has placed recycling bins near photocopiers to facilitate the collection of single-sided paper for reuse and used double-sided paper for recycling, while also advocating for space-efficient document formatting to optimise paper utilization. In terms of GHG emissions from business travel, the Group recognises the severity of GHG emissions from employees' business travel and encourages employees to use teleconferencing instead of overseas meetings and choose railway for short-distance travel, thereby reducing air travel and ultimately lowering the carbon emissions of business travel.

In addition, the Group has taken proactive steps to reduce GHG emissions by assessing the full extent of such emissions across its value chain, which also challenged suppliers and service providers to commit to deeper GHG reductions in their operations.

GENERAL DISCLOSURE AND KPIs

A. ENVIRONMENTAL (continued)

Hazardous Waste Management

The Group places significant emphasis on hazardous waste management and actively encourages employees to handle generated waste in a proper and environmentally responsible manner. To uphold sustainable development and fulfill corporate social responsibility, the Group aims to minimise hazardous waste and set 2025 as the baseline year and is committed to achieving the target of reducing the total hazardous waste intensity by 5% in the next five reporting periods. The details of the hazardous waste are summarised below.

Hazardous waste	Unit	2025[4]	2024
Landfill			
Batteries	kg	0.82	N/A
Ink cartridge	kg	2.50	N/A
Recycled			
Batteries	kg	0.40	N/A
Toner cartridge	kg	52.51	N/A
Fluorescent lamp	kg	99.40	N/A
Bucket for lacquer thinner	kg	64.00	N/A
Total hazardous waste recycled[5]	kg	216.31	N/A
Total hazardous waste produced and disposed to landfill[6]	kg	3.32	N/A
Total hazardous waste intensity[7]	kg/million Hong Kong dollars of revenue	0.03	N/A

[4]   Due to the optimization of data collection methods, the Group has started disclosing data related to hazardous waste from the Reporting Period, further enhancing the transparency of the ESG report.

[5]   Total hazardous waste recycled is the sum of recycled battery, toner cartridge, fluorescent lamp, and bucket for lacquer thinner.

[6]   Total hazardous waste produced and disposed to landfill is the sum of total hazardous waste disposed, and total hazardous waste recycled.

[7]   Starting from the Reporting Period, hazardous waste recycled is not included in the calculation of total hazardous waste intensity.

A. ENVIRONMENTAL (continued)

Non-hazardous Waste Management

During the Reporting Period, the intensity of total non-hazardous waste generated demonstrated an increase, primarily attributed to the optimization of data collection methods. This enhanced approach enabled the successful inclusion of previously unrecorded data on general waste, paper, and carpet, thereby providing a more comprehensive and accurate reflection of overall non-hazardous waste generation. To uphold sustainable development and fulfill corporate social responsibility, the Group will strive to minimise non-hazardous waste and set 2025 as the baseline year and is committed to achieving the target of reducing the total non-hazardous waste generated intensity by 5% in the next five reporting periods. The following shows the statistics of non-hazardous waste during the Reporting Period:

Non-hazardous waste[1]	Unit	2025	2024
Landfill or incineration[8]			
General waste	tonnes	4.60	N/A
Paper	tonnes	1.51	N/A
Carpet	tonnes	0.03	N/A
Recycled			
General waste	tonnes	1.08	N/A
Paper	tonnes	0.94	1.20
Cloths	tonnes	4.06	4.40
Aluminum or plastic bottles	tonnes	0.005	0.002
Total non-hazardous waste recycled[9]	tonnes	6.09	5.60
Total non-hazardous waste incinerated, produced and disposed to landfill[10]	tonnes	6.14	5.00
Total non-hazardous waste intensity[11]	tonnes/million Hong Kong dollars of revenue	0.06	0.10

The Group has put in place a dedicated management system for non-hazardous waste, underpinned by robust data governance and stakeholder engagement. To demonstrate our commitment to addressing waste-related impacts, the Group collects and monitors waste data through an online system encompassing data input, transmission, and maintenance, ensuring accurate tracking of waste flows. The Group also actively engages with customers to promote sustainable consumption practices – including reducing unnecessary product purchases, encouraging product sharing, exchange, reuse, and recycling.

To reduce non-hazardous waste, the Group has implemented a comprehensive set of measures. These include embracing circular economy principles to minimise waste generation at the source; establishing robust mechanisms for the collection and monitoring of waste-related data, which serves to track progress and inform data-driven improvements.

[8] As the data collection methods improved during the Report Period, the Group decided to disclose the data relating to general waste, paper (landfill), and carpet from the Reporting Period onwards.

[9] Total non-hazardous waste recycled is the sum of recycled general waste, paper, cloth, and aluminum or plastic bottles.

[10] Total non-hazardous waste disposed is the sum of disposed general waste, paper and carpet.

[11] Starting from the Reporting Period, non-hazardous waste recycled is not included in the calculation of total non-hazardous waste intensity.
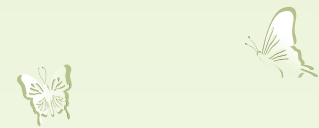
GENERAL DISCLOSURE AND KPIs

A. ENVIRONMENTAL (continued)

Use of Resources

The Group recognises that the efficient utilisation of resources – including energy, water, and other raw materials – across production, storage, transportation, facilities, and electronic equipment is a critical component of our environmental stewardship efforts.

Use of Energy

The Group's direct energy consumption comprises non-renewable fuels purchased for combustion in vehicles owned or controlled by the Group. Indirect energy consumption includes electricity purchased from external sources for operational use.

The Group has established policies and procedures aimed at reducing energy consumption within its facilities. These measures include assessing the energy efficiency and utilisation of equipment and infrastructure, increasing the adoption of clean energy sources, establishing targets for ongoing monitoring, and ensuring electrical devices are switched off when not in use. The increase in total energy consumption intensity compared to the previous Reporting Period is primarily attributed to the updated calculation methodology. Moving forward, the Group will strive to minimise energy intensity, with 2025 set as the baseline year, and is committed to achieving the target of reducing energy consumption intensity by 5% over the next five reporting periods.

The performance of the Group's energy consumption during the Reporting Period was summarised as follows:

Energy consumption[12]	Unit	2025	2024
Direct energy consumption			
Mobile combustion – Petrol	kWh	31,405.84	78,500.00
Indirect energy consumption			
Electricity consumption	kWh	789,596.71	810,500.00
Energy consumption			
Total energy consumption	kWh	821,002.55	889,000.00
Total energy consumption intensity	kWh/million Hong Kong dollars of revenue	7,970.90	6,470.00

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[12] The unit conversion method of energy consumption data is formulated according to the "Energy Statistics Manual" released by the International Energy Agency.

A. ENVIRONMENTAL (continued)

Use of Energy (continued)

Efficient energy use is a key indicator of the Group's commitment to sustainability, directly impacting its environmental impact, operational costs, and exposure to risks such as energy supply and price fluctuations. The Group prioritises energy conservation by implementing measures to reduce consumption of fuel, electricity, heating, cooling, and steam. These efforts focus on enhancing energy efficiency – maintaining service levels with less energy – or reducing demand for energy-intensive services. Initiatives include optimising air-conditioning systems to operate within an optimal temperature range, redesigning operational processes, and promoting energy-conscious behaviours among employees.

To achieve reductions in energy consumption, the Group has adopted the following measures:

• Raising air-conditioning temperatures to 25.5 degrees Celsius;

• Managing and setting targets for vehicle fuel consumption;

• Redesigning operation processes to improve energy efficiency;

• Adopting energy-efficient lighting, electrical appliances, and fuel-efficient vehicles; and

• Continuously tracking, reporting, and analysing energy usage, reduction and intensity over time.

Use of Water

The Group has refined its water resource management data by updating its classification methodology, accounting only for water used in production and operational processes. Excluding potable water consumption, this adjustment led to a significant reduction in water consumption during the Reporting Period compared to the last Reporting Period. Moving forward, the Group aims to minimise water intensity, using 2025 as the baseline year, with a target to reduce water consumption intensity by 5% in the next five reporting periods.

The data on the Group's water consumption during the Reporting Period was summarised as follows:

Water consumption	Unit	2025	2024
Total water consumption	Cubic metres	**3,129.66**	35,824.00
Total water consumption intensity	Cubic metres/million Hong Kong dollars of revenue	**30.39**	261.00
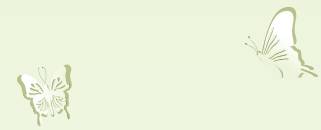
GENERAL DISCLOSURE AND KPIs

A. ENVIRONMENTAL (continued)

Use of Water (continued)

The Group has not encountered any challenges in securing sufficient quantities or maintaining the quality of water required for its business operations. To advance ongoing water conservation initiatives and achieve reduction targets, the Group has adopted a range of measures, including:

- Encouraging employees to fully empty containers before washing and to promptly turn off water taps;

- Stewarding water responsibly as a shared resource;

- Minimising water usage across the value chain;

- Encouraging behavioral changes among employees and implementing water catchment systems at points of withdrawal, consumption, and discharge;

- Improving water efficiency and facilitating the reuse of fresh water;

- Deploying water saving technology or processes and optimised process; and

- Prohibiting the use of decorative fountains.

Packaging

The management of product and packaging material disposal at the end of their use phase represents a significant environmental impact. To address this, the Group is committed to tracking and optimizing the use of packaging materials through strategies focused on reduction, reuse, and recycling. The Group adopts a lifecycle assessment approach to evaluate the environmental impact of products across their entire lifecycle, encompassing raw material selection, acquisition, production, use, disposal, and recycling. Furthermore, the Group promotes the use of recycled or renewable materials in packaging and encourages the design of packaging that is returnable, reusable, and recyclable. Moving forward, the Group will strive to minimise packaging materials intensity, with 2025 set as the baseline year, and is committed to achieving the target of reducing packaging materials intensity by 5% in the next five reporting periods.

A. ENVIRONMENTAL (continued)

Packaging (continued)

Packaging materials	Unit	2025	2024
Tape[13]	kg	200.00	N/A
Carton	kg	7,070.00	9,900.00
Plastic	kg	3,080.00	4,300.00
Paper bags	kg	2,830.00	N/A
Paper	kg	240.00	3,100.00
Total packaging materials consumption	kg	13,420.00	17,300.00
Total packaging materials consumption intensity	kg/million Hong Kong dollars of revenue	130.29	130.00[14]

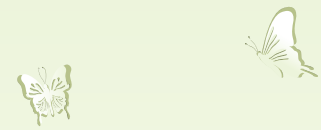### The Environment and Natural Resources

The Group is dedicated to minimizing the environmental and natural resource impacts of its production and operations. Policies are in place to assess and reduce these impacts, particularly those arising from facility and production expansion.

To foster environmentally responsible behaviour, the Group promotes environmental education and advocacy among employees. Employees are encouraged to participate regularly in external events that support environmental protection. Internal initiatives, such as Administrative Department is responsible to organise training on environmental protection, energy saving, and efficient use of resources to raise awareness of environmental impacts.

The Group recognises that its emissions, waste production and disposal, and resource use affect the environment. Efforts are made to minimise these impacts, and the Group communicates its environmental policies, measures, performance, and achievements to stakeholders.

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[13] As the data collection methods improved during the Report Period, the Group decided to disclose the data relating to tape and paper bags from the Reporting Period onwards.

[14] Owing to the unit conversion from tonnes to kilograms, the data regarding total packaging material consumption intensity has been adjusted accordingly.

GENERAL DISCLOSURE AND KPIs

A. ENVIRONMENTAL (continued)

The Environment and Natural Resources (continued)

Consumption and production activities impact natural resources through material use and contribute to environmental challenges, including climate change, biodiversity loss, and pollution, across the lifecycle of products and services. To address these impacts, the Group has implemented the following measures:

- An environmental management system aligned with ISO 14001 standards, covering all Group operations and activities.

- The Chief Operating Officer oversees the adoption, implementation, and monitoring of the environmental management system, reporting to the Chief Executive Officer and, when necessary, to the Board.

- Leading indicators are used to inform management and stakeholders about significant environmental impacts.

Significant environmental and natural resource impacts are evaluated based on the magnitude, duration, and likelihood of occurrence resulting from Group operations.

During the Reporting Period, no significant impacts on the environment or natural resources were identified, given the nature of the Group's business.

Climate Change

The Group has established policies to guide employees in identifying and mitigating significant climate-related issues or risks that have impacted or may impact operations. These policies address climate-related risks, opportunities, actual or potential impacts, management steps, targets, and performance against those targets.

The Group aligns with the recommendations of the Taskforce on Climate-related Financial Disclosures ("TCFD") to identify and disclose potential impacts of climate-related risks on its business. Climate-related risks are assessed and prioritised using the same criteria as other risks, evaluating likelihood and impact. These criteria include both qualitative and quantitative measures. Prioritisation is based on factors such as severity, risk appetite, adaptability, complexity, velocity, persistence, and recovery. Significant climate-related risks affecting business activities are identified through this assessment and prioritisation process.

The Group strives to build resilience in its strategies against climate-related risks and opportunities, considering a transition to a low-carbon economy aligned with a 2°C or lower scenario, as well as scenarios involving heightened physical climate-related risks where applicable.
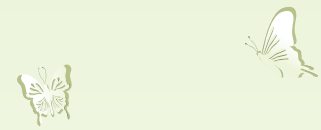
A. ENVIRONMENTAL (continued)

Climate Change (continued)

These processes for identifying, assessing, prioritising, and managing climate-related risks are integrated into the Group's overall risk management framework. Significant climate-related risks are prioritised and managed through strategies to accept, transfer, avoid, or mitigate them. To support effective climate-related disclosures, the Group undertakes the following actions:

- Integrates climate change considerations into key governance processes and strengthens Board-level oversight;

- Evaluates the financial impacts of climate risks on revenue, expenditures, assets, liabilities, and financial capital; and

- Adapts existing enterprise-level and other risk management processes to account for climate-related risks.

Steps taken to manage climate-related issues or risks are as follows:

Type	Climate-Related Issues or Risks	Actual or Potential Impacts	Steps Taken to Manage the Risks
Transition Risks	***Policy and Legal*** • Stricter mandates and regulations on existing products and services • Increased energy efficiency standards • Enhanced emissions reporting requirements • Strengthened carbon-pricing mechanisms • Risk of failure to adapt to evolving climate policies	• Higher costs due to GHG emissions pricing • Increased operating and compliance costs, including elevated insurance premiums • Potential asset impairment, write-offs, or early retirement due to regulatory changes	• Establishing specific GHG emission reduction targets • Developing and sourcing low-emission alternative products or services • Enhancing compliance processes to meet regulatory requirements
	Technology • Substitution of existing products or services with lower emissions options • Potential inefficiencies in adopting new technologies • Costs associated with deploying low-emission technologies	• Increased capital and R&D expenditures for technology development • Write-offs or early retirement of outdated assets • Potential reduction in demand for traditional products • Costs to implement new processes or practices	• Conducting financial planning for technology transitions • Allocating budgets for R&D and capital investments in low-emission technologies • Piloting innovative solutions to ensure efficiency

A. ENVIRONMENTAL (continued)

Climate Change (continued)

Type	Climate-Related Issues or Risks	Actual or Potential Impacts	Steps Taken to Manage the Risks
	Market • Shifts in customer preferences towards sustainable products • Uncertainty in market signals, such as fluctuating energy and resource prices	• Potential reduction in demand for certain products due to changing consumer preferences • Higher production costs from increased input prices (e.g., energy, water) or stricter output requirements (e.g., waste treatment)	• Monitoring market trends and responding to customer demands • Sourcing low-emission products or services to align with market shifts • Optimising supply chain to manage cost fluctuations
Physical Risks	**Reputation** • Changing consumer preferences for sustainable brands • Increased stakeholder scrutiny on climate performance **Acute** • Increased severity of extreme weather events (e.g., cyclones, floods) **Chronic** • Changes in precipitation patterns, extreme weather variability, rising sea levels, higher temperatures, reduced water availability, and biodiversity loss	• Potential decline in demand for products or services due to negative perceptions • Reduced access to capital from investors or lenders concerned about climate impacts • Higher capital and operating costs for adaptation • Increased insurance premiums or reduced insurance availability in high-risk areas • Damage to production facilities and disruptions to supply chains	• Engaging stakeholders to address concerns and build trust • Promoting low-emission products to enhance brand reputation • Transparently reporting climate performance • Reducing carbon emissions through operational efficiencies • Monitoring assets and operations vulnerable to physical climate risks • Implementing resilience measures, such as facility upgrades or supply chain diversification

The Group refers to existing tools to collect and report climate-related financial information, such as climate change questionnaires and guidance from CDP, to better understand, collect, response, and report on climate-related financial information applicable to the Group.

B. SOCIAL

The Group recognises that fulfilling social responsibilities is our duty as a corporate citizen. We endeavour to establish harmonious relationships with our employees, customers, suppliers, and the community at large. We care about the well-being and development of employees, ensure a high standard of product responsibility, enhance transparent relationships with customers and suppliers, and contribute to our community development.

Employment

The Group has established employment policies, including compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. At the same time, the Group offers competitive remuneration to attract and retain talented staff. Remuneration packages are reviewed periodically to ensure consistency with the employment market. Laws and regulations on minimum wage and statutory social benefits are required to be followed. Dismissal is required to comply with employment laws and regulations, and to follow the internal policies and procedures, including policy on prevention of dismissal purely on employees' gender, marital status, pregnancy, disability, age or family status.

Total workforce by gender, employment type, age group and geographical region[1]

	2025[15]	2024
Total number of all employees		
Headcount under a direct employment relationship	**261**	302
By gender		
Male	**46**	62
Female	**215**	240
By employment types		
Full-time	**196**	260
Part-time	**58**	39
Contractors	**7**	3
Interns	**–**	–
Volunteers	**–**	–
By age group		
Below 30	**37**	37
30 to 50	**172**	202
Over 50	**52**	63

[15] The calculation methodology and presentation format were updated commencing with the Reporting Period. Consequently, direct comparisons between the data for the years 2024 and 2025 are not applicable.

GENERAL DISCLOSURE AND KPIs

B. SOCIAL (continued)

Employment (continued)

Total workforce by gender, employment type, age group and geographical region[1] (continued)

	2025[15]	2024
By geographical region		
Hong Kong	**83**	89
Mainland China	**159**	193
Others (Macau, Taiwan)	**19**	20
By employee category level		
Senior management	**9**	11
Middle management	**41**	24
Others	**211**	267

Employee turnover rate by gender, age group and geographical region

Employee turnover reflects the number of employees who leave employment with the Group voluntarily or due to dismissal, retirement or death in service during the Reporting Period.

	2025	Percent	2024	Percent
Total employee turnover	**276**	**106**	262	89
By gender				
Male	**42**	**91**	79	125
Female	**234**	**109**	183	79
By age group				
Below 30	**58**	**157**	43	108
30 to 50	**185**	**108**	176	90
Over 50	**33**	**63**	43	74
By geographical region				
Hong Kong	**72**	**87**	71	79
Mainland China	**194**	**122**	179	98
Others	**10**	**53**	12	55

The Group attracts talent through a flexible, fair and transparent recruitment strategy. Our recruitment process includes application for recruitment, description of position, collection of job applications, interview, selection, approval, and job offering. Promotion is based on performance and suitability. The promotion process includes recommendation of candidates, evaluation, approval, and confirmation of promotion.

B. SOCIAL (continued)

Employment (continued)

Employees' working hours, rest periods, benefits and welfare, including social security benefits and retirement pension plans, are required in compliance with employment or labour laws and regulations. The Group organises leisure activities outside of the workplace including annual dinners to promote work-life balance for employees.

The Group endeavours to provide a fair workplace for employees and follow the principles of equality and non-discrimination. Recruitment, remuneration, promotion, and benefits are required to be handled based on objective assessment, equal opportunity and non-discrimination regardless of gender, race, employment type, age, geographical region, or other measure of diversity.

For the year ended 31 March 2025, there were no confirmed non-compliance incidents or grievances in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.
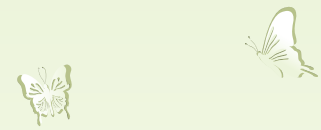
Health and Safety

The Group is committed to maintaining a healthy and safe workplace for employees, and to preventing workplace injuries and illnesses. The Group requires entities to establish and document policies and procedures on safety for employees to follow, set targets for the safety of employees, monitor the safety performance against the targets periodically, and report any safety incidents to management.

One of the success factors for protecting employees from occupational hazards is to train employees to protect themselves from psychological and physical hazards. The Group requires such training to be delivered to employees, especially those who operate equipment and tools.

Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period[1]

	2025	2024	2023
Number of work-related fatalities	–	–	–
Work-related injuries	2	–	–
Lost days	37	–	4

Work-related fatalities arise from exposure to hazards at work, it includes fatalities resulting from commuting incidents where the transport has been organised by the Group. Work injuries arise from exposure to hazards at work. The Group requires Operating Units to report work injury that resulted in incapacity for more than one day. During the Reporting Period, there were 2 work-related injuries with a total of 37 lost days.

GENERAL DISCLOSURE AND KPIs

B. SOCIAL (continued)

Health and Safety (continued)

The following occupational health and safety measures are adopted by the Group:

- **Occupational Health and Safety Management System:** The Group has implemented a system aligned with occupational health and safety policies and objectives, integrated into overall business processes. This system aims to eliminate hazards, minimise risks, and prevent work-related injuries, illnesses, and incidents. For operations in Hong Kong, compliance is maintained with the Occupational Safety and Health Ordinance (Chapter 509) and its subsidiary regulations. For Mainland China operations, adherence is ensured with the Law of the People's Republic of China on Work Safety and the Law on the Prevention and Treatment of Occupational Diseases. The Group mitigates risks by establishing policies and procedures, providing employee training, and encouraging active participation in hazard prevention, emergency preparedness, performance monitoring, incident investigation, and continuous improvement.

- **Occupational Health Services:** Preventive occupational health services are provided to maintain a safe and healthy work environment. These services include monitoring workplace factors that may affect employee health, conducting regular health check-ups, providing training on health, safety, and hygiene, advising on ergonomics and protective equipment, adapting work to employees' capabilities, and organising first aid and emergency response.

- **Performance Monitoring:** Leading indicators, including work-related fatalities, lost days due to injuries, frequency of health and safety inspections, and the number of employees trained in hazard identification and incident reporting, are used to assess and communicate occupational health and safety performance to management and stakeholders.

During the Reporting Period, there were no confirmed non-compliance incidents or grievances in relation to providing a safe working environment and protecting employees from occupational hazards.

Development and Training

The Group is committed to providing adequate training to our employees to improve their knowledge and skills for discharging duties at work. Training includes vocational training courses provided internally or externally and paid by the Group.

The Group requires employees to attend internal and external training courses, including new employee orientation and employee continuing education to improve employees' knowledge and skills for their job positions. The costs of qualified training courses are borne by the Group.

The Group recorded attendance for employee training, including attendance for new employee orientation training. Various training classes were organised for our staff as well.

B. SOCIAL (continued)

Development and Training (continued)

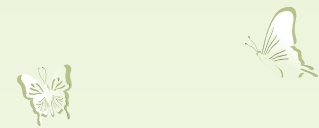**The Percentage of employees trained by gender and employee category**

	2025[1]	2024
Total number of all employee headcount under a direct employment relationship	261	294

	(Number of people)	(Percent)	(Number of people)	(Percent)
Total number of employees who took part in training[16]	**249**	**95.40**	389	132.00
By gender[16]				
Male	**41**	**16.47**	110	28.00
Female	**208**	**84.53**	279	72.00
By employee category level[17]				
Senior management	**4**	**1.61**	11	3.00
Middle management	**25**	**10.04**	42	11.00
Others	**220**	**88.35**	336	86.00

Training refers to any type of vocational training and instruction, including paid educational leave provided by the Group for our employees, training or education pursued externally and paid for in whole or in part by the Group, and/or training on specific topics. Owing to the updated training calculation methodology, there is a higher fluctuation in the training data compared to the previous reporting period.

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[16] Total percentage of employees trained = Total number of employees trained during the financial year/Total number of employees at the end of the financial year*100%.

[17] Percentage of employees trained among employees participated in training = Number of employees trained by category during the financial year/Total number of employees trained during the financial year*100%.

GENERAL DISCLOSURE AND KPIs

B. SOCIAL (continued)

Development and Training (continued)

Average training hours completed per employee by gender and employee category

	2025[1] (Hours)	2024 (Hours)
Total number of training hours that employees participated in	**1,565.00**	3,520.00
By gender		
Female	**1,506.00**	3,116.00
Male	**59.00**	404.00
By employee category level		
Senior management	**67.00**	166.00
Middle management	**291.00**	779.00
Others	**1,207.00**	2,575.00

	(Hours/per employee)	(Hours/per employee)
Average number of training hours per employee[18]	**6.00**	12.00
By gender[19]		
Female	**7.00**	13.00
Male	**1.28**	6.00
By employee category level[19]		
Senior management	**7.44**	15.00
Middle management	**7.10**	35.00
Others	**5.72**	10.00

Labour Standards

The Group is committed to eliminating child and forced labour in its operations and supply chain. Policies prohibit child labour, with the Human Resources Department and user departments collaborating to prevent and identify any instances, ensuring no child labour exists within the workforce. The Group upholds human rights, prohibits forced labour, and fosters a workplace culture of respect, fairness, and free choice for all employees.

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[18] Average training hours completed per employee = Total number of training hours completed during the financial year/Total number of employees at the end of the financial year.

[19] Average training hours = Number of training hours completed by category during the financial year/Number of employees by category at the end of the financial year.

B. SOCIAL (continued)

Labour Standards (continued)

To prevent child and forced labour, the Group has adopted the following measures:

- The Head of General Administration oversees the review of the Group's and suppliers' employment practices, with procurement personnel assessing suppliers' compliance. Operations and suppliers at significant risk of child or forced labour, based on activity types, countries, or geographical areas, are integrated into the Group's risk management framework to assess, identify, and mitigate risks.

- Conducting ongoing reviews of employment practices, and requiring any issues or violations to be reported to the Head of General Administration.

If child or forced labour is identified, the Group takes immediate action by:

- Terminating the operation or supplier relationship without delay;

- Investigating the root cause of the issue; and

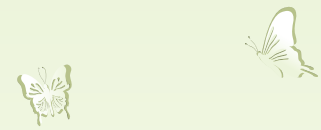- Addressing deficiencies in risk management or internal controls to prevent recurrence.

During the Reporting Period, there were no confirmed non-compliance incidents or grievances in relation to child and forced labour.

Supply Chain Management

Supply chain management is one of the important areas of our business, which includes managing environmental and social risks of the supply chain. The Group requires suppliers to provide products and services for us with up-to-standard quality, health and safety to ensure compliance with environmental laws and regulations, and to ensure compliance with labour standards. The contracting for purchase of products and services is required to be based solely upon specification, quality, service, delivery, price, and tendering.

The Group requires impartial selection of suppliers and service providers, maximisation of competition in tendering process, approval of contract terms, compliance with laws and regulations, prevention and detection of bribery or fraud in the tendering and procurement process, and achievement of efficiency and cost saving in procurement.

Supply chain management policies and procedures are established, including assessment, selection, approval, procurement, and performance evaluation. Performance evaluation is based on quality, service, cost, and delivery.

B. SOCIAL (continued)

Supply Chain Management (continued)

Number of suppliers by geographical region

	2025 (Number of suppliers)	2024 (Number of suppliers)
Total number of suppliers	**74**	107
By region		
Mainland China	**58**	105
Hong Kong	**9**	1
Europe	**7**	1

The Group prioritises effective supply chain management, focusing on environmental and social risk mitigation, quality, and sustainability. Key measures adopted during the Reporting Period include:

- **Supply Chain Code of Conduct:** A code is established covering ethics, labour standards (including prohibition of child and forced labour), environmental responsibility, anti-corruption, data protection, and intellectual property. It ensures compliance, promotes supplier engagement, and monitors adherence.

- **Supply Chain Management System:** Aligned with ISO 9001 (Quality management systems), ISO 14001 (Environmental management systems), ISO 20400 (Sustainable procurement), ISO 22301 (Security and resilience – Business continuity management systems), and ISO 28000 (Specification for security management systems for the supply chain), the system manages the flow of goods and services from raw materials to final products. It aims to enhance quality, reduce costs, and achieve competitive advantage through integrated partnerships, focusing on planning, sourcing, manufacturing, delivery, and returns.

- **Procurement Responsibilities:** Procurement managers oversee the supply chain management system, ensuring efficient operations, supplier screening using environmental and social criteria, contract term agreements, and performance evaluations based on quality, service, cost, and delivery. They report issues or remediation needs to the Chief Executive Officer.

- **Supplier Selection and Retention:** Sustainability, responsiveness, and quality are top priorities. Suppliers are selected and retained through screening and performance evaluations, ensuring compliance with specifications, delivery, pricing, and environmental and social standards defined in contracts.
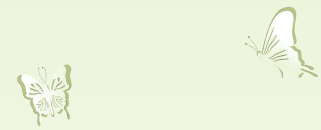
B. SOCIAL (continued)

Supply Chain Management (continued)

- **Awareness and Capacity Building:** The Group raises awareness among staff and suppliers about supply chain expectations through training and capacity-building programmes, focusing on critical supplier identification, environmental and social criteria, and performance evaluation.

- **Supplier Assessment:** Environmental and social risks, such as impacts on air, water, soil, or communities, are assessed through site visits, questionnaires, external sustainability agencies, and due diligence processes. Risks, including delayed responses, inadequate documentation, or uncompetitive pricing, are identified, prioritised, and mitigated. Assessments occur during supplier screening and annual performance reviews.

- **Green Procurement:** The Group prioritises environmentally preferable products and services with minimal adverse impacts, such as those with high recycled content, improved recyclability, energy efficiency, or reduced water use and emissions. Supplier selection criteria include environmental management systems, GHG emissions, water and waste management, and pollution prevention.

- **Corrective Actions:** Significant environmental or social impacts are addressed through improved procurement practices, performance adjustments, training, process re-engineering, or termination of supplier relationships. Corrective action plans are documented, monitored, and reviewed, with non-compliance potentially leading to suspension or termination.

- **Performance Monitoring:** Leading indicators, including order-to-delivery lead time, perfect order fulfilment, capacity utilisation, hazardous material content, post-consumer recycled content, emissions per unit, and certifications (e.g., ISO 9000), are used to evaluate and communicate supply chain performance to management and stakeholders.

Product Responsibility

The Group is committed to ensuring product responsibility, encompassing health, safety, advertising, labelling, privacy, and redress mechanisms for its products and services. Health and safety are prioritised across product design, raw material selection, manufacturing quality control, finished product checks, delivery, and after-sales services.

The Group maintains a robust quality management system to meet customer, statutory, and regulatory requirements while enhancing customer satisfaction. This system covers product planning, procurement, acceptance, sales, after-sales service, improvement, and training. The Chief Executive Officer, supported by Heads of Operating Units, oversees quality assurance.

B. SOCIAL (continued)

Product Responsibility (continued)

The Group has demonstrated the commitment with respect to customer focus by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met; the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; the focus on enhancing customer satisfaction is maintained; and quality assurance and recall policies and procedures are followed.

Quality requirements include customer-specified needs (e.g., delivery and post-delivery), unstated but necessary requirements for intended use, Group-specific standards, and applicable statutory and regulatory obligations. Externally provided processes, products, or services are verified to ensure conformity, whether incorporated into the Group's offerings or provided directly to customers.

Non-conforming products or services are identified, controlled, and addressed through corrective actions, including recalls or compensation, to prevent unintended use or delivery. Recall procedures involve identifying safety or quality issues, forming a recall team, isolating affected products, notifying customers, monitoring the recall process with consistent treatment, and addressing root causes to prevent recurrence.

The Group demonstrates customer focus by understanding and meeting requirements, addressing risks and opportunities that impact product conformity, and maintaining quality assurance and recall policies. Leading indicators for quality performance include defects per hundred units, defective rate, recall notification rate, and recall completion time, communicated to management, customers, and suppliers.

If products or services fail to meet quality, safety, or health standards, the Group ensures consistent return, recall, or compensation processes for affected customers, in line with sales or service terms.

Percentage of total products sold or shipped subject to recalls for safety and health reasons

	2025 (Units)[20]	2024 (Units)
Volume of recalled products	–	–

	(Percent)	(Percent)
Percentage of products sold or shipped subject to recall	–	–

[20] The Group has updated the unit of measurement for the volume of recalled products to enhance the transparency of the report.

B. SOCIAL (continued)

Product Responsibility (continued)

Number of products and service-related complaints received and how they are dealt with

	2025	2024
Number of complaints received	–	21
Number of complaints responded	–	21
Number of complaints resolved	–	21
Number of complaints repeated	–	2

	(Days)	(Days)
Response time	–	2

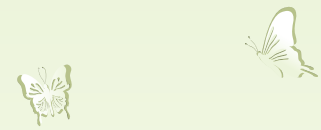|	(Percent)	(Percent)
Response rate	–	100
Resolution rate	–	100
Repeat rate	–	10

The Group actively manages customer enquiries and feedback, addressing complaints that arise from discrepancies between promised and delivered products or services. These complaints may stem from issues such as ineffective communication, internal process failures, or substandard quality or service.

To handle customer complaints effectively, the Group has implemented the following practices:

• Defined roles and responsibilities for managing complaints.

• Established clear reporting channels from staff to management.

• Followed structured assessment and investigation procedures.

• Monitored complaint resolution to ensure customer satisfaction.

• Provided staff training to learn from complaints and improve service.

Leading indicators, such as complaint resolution rates and customer satisfaction metrics, are used to inform management, customers, and other stakeholders about customer service performance.

GENERAL DISCLOSURE AND KPIs

B. SOCIAL (continued)

Labelling

The Group understands our customers' rights and is committed to providing accurate product and service information for customers in connection with their purchase or consumption decision. The Group requires careful review of advertising material to protect customers' interest.

The Group requires that labelling is accurate, legitimate, clear, and not misleading, and intellectual property rights are protected.

Privacy Protection

The Group is committed to protecting customer data and privacy information and keeping business information confidential. Training to employees in this regard and proper information system security are required.

For Hong Kong operations, compliance is ensured with the Personal Data (Privacy) Ordinance (Chapter 486). In Mainland China, the Group adheres to the Cybersecurity Law, Data Security Law, and Personal Information Protection Law. Where applicable, the Group also aligns with the European Union's General Data Protection Regulation ("GDPR"), effective from 25 May 2018, particularly for online transactions involving non-EU jurisdictions.

The following are practices adopted, implemented, and monitored by the Group to protect personal data:

- **Consumer Data Protection Policies:** Policies cover all operations, ensuring data is used only with provider's consent for authorised business purposes, accessible only to staff with a legitimate need. Data is retained only as long as necessary for business or legal requirements, then removed or depersonalised. Providers can access, amend, delete, or object to data processing and request details on data use.

- **Oversight and Compliance:** The Head of Retail Operations, supported by Heads of Operating Units, implements policies and reports to the Chief Executive Officer, who monitors compliance. A zero-tolerance policy applies to breaches, with disciplinary actions, including potential termination.

- **Transparency and Fairness:** Data is collected lawfully, for purposes directly related to business activities, with providers notified of its use and recipients. Data is kept accurate, not excessive, and protected from unauthorised access, processing, or loss. Policies are transparently shared with customers and suppliers.

- **Training:** Staff receive training on data protection policies and compliance. For the year ended 31 March 2025, there were no confirmed non-compliance incidents or grievances in relation to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

B. SOCIAL (continued)

Privacy Protection (continued)

Leading indicators for data protection performance include the number and severity of breaches, detection and resolution times, and the number of affected customers. For the year ended 31 March 2025, no non-compliance incidents or grievances related to health, safety, advertising, labelling, or privacy were reported.

Intellectual Property Rights Protection

The following are practices adopted by the Group to protect or promote intellectual property rights: we have established policies, procedures, and controls to observe, respect, promote, and protect intellectual property rights which are either owned by the Group or by suppliers, including patents, licenses, copyright, and trademarks, and design rights. Working with legal counsel and procurement managers, our Chief Executive Officer is overall responsible for the protection or promotion of intellectual property rights to avoid infringing our or others' intellectual property rights. We monitor the prompt registration of intellectual property rights owned by us as well as the prompt understanding of intellectual property rights owned by suppliers in connection with products we sell. Indicators used to inform management and other stakeholders including suppliers or customers are number of infringements detected, and number of infringements removed.
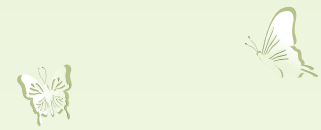
Anti-corruption

The Group established anti-corruption policies to prohibit employees from receiving any advantages offered by customers, suppliers, colleagues, or other parties, while they are performing employee duties, and prohibit any activities involving conflicts of interest, bribery, extortion, fraud, and money laundering. The Group encourages employees, customers, suppliers, or other parties to report incidents relating to any conflicts of interest, bribery, extortion, fraud and money laundering.

During the Reporting Period, there were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

Number of concluded legal cases regarding corrupt practices brought against the Group or its employees during the Reporting Period and the outcomes of the cases

	2025	2024
Number of concluded legal cases regarding corruption	–	–

	(HK$)	(HK$)
Outcome of concluded legal cases regarding corruption		
Amount of fines, penalties or financial impact of sanctions	–	–

GENERAL DISCLOSURE AND KPIs

B. SOCIAL (continued)

Anti-corruption (continued)

The Group is committed to preventing corruption and bribery through the following measures, implemented and monitored across all operations:

- **Anti-Corruption and Whistle-Blowing Policies:** The Group has established policies prohibiting corruption, bribery, and malpractice, including kickbacks, political contributions, charitable contributions, and sponsorships. The anti-corruption policy ensures compliance with relevant laws, fosters an anti-bribery culture, and implements controls to detect and reduce incidents. The whistle-blowing policy outlines misconduct definitions, reporting channels, confidentiality, and investigation procedures, aligned with ISO 37001 anti-bribery management systems.

- **Oversight and Implementation:** The Legal Counsel oversees the adoption of anti-corruption and whistle-blowing measures, with Heads of Operating Units responsible for implementation. They report to the Chief Executive Officer, who monitors compliance.

- **Preventive Controls:** Measures to minimise corrupt behaviour include addressing conflicts of interest, restricting gifts and entertainment, and monitoring compliance. High-risk areas, such as procurement and supplier selection, are managed through multiple quotations, authorisation protocols, bank reconciliations, and tiered authorisation limits.

- **Reporting and Transparency:** A designated independent compliance function provides accessible channels for reporting corruption or irregularities. Anti-bribery and anti-corruption policies, along with details of incidents, substantiated cases, charitable contributions, and sponsorships, are transparently shared with relevant stakeholders, including employees.

- **Performance Monitoring:** Leading indicators, including the number of whistle-blowing incidents reported, concluded, and employee terminations due to corruption, inform management and stakeholders about anti-corruption performance.

- **Targets:** The Group sets clear, measurable targets to minimise circumvention of anti-corruption and whistle-blowing measures, supporting ongoing monitoring and continuous improvement of anti-bribery practices.

Description of anti-corruption training provided to directors and staff

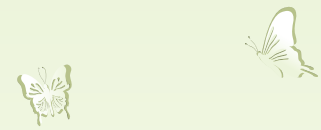|	2025	2024
Number of training sessions	**2**	3
Number of training hours	**3**	4

B. SOCIAL (continued)

Anti-corruption (continued)

Description of anti-corruption training provided to directors and staff (continued)

	2025 Number of people	Percent	2024 Number of people	Percent
Attendees				
Directors	–	–	1	14
Staff members	**40**	**18**	59	20

	2025 Number of people	2024 Number of people
Departments		
Procurement	–	6
Human resources	**3**	4
Finance	**6**	4
Production	–	–
General administration	**2**	4
Retail shops	**11**	18
Information technology	**1**	–
E-commerce	**5**	7
Design	**4**	2
Marketing	**1**	9
Business operations	**7**	1
Technicality	–	4

The scope of training covers the fraud and bribery risks, and compliance with laws, regulations, code of conduct, anti-corruption policy, and anti-bribery policy, which are relevant and appropriate to the roles of audiences. Audiences include directors, staff, and applicable business partners. The means of training are live presentation, group-internet based (webcast) courses, or self-study courses. As a result of the training conducted, a culture of integrity, transparency, openness and compliance, as well as ethical behaviour in the workplace is noticeably enhanced. Communication and training build the internal and external awareness and the necessary capacity to combat corruption.

For the year ended 31 March 2025, there were no confirmed non-compliance incidents or grievances in relation to bribery, extortion, fraud and money laundering.

GENERAL DISCLOSURE AND KPIs

B. SOCIAL (continued)

Community Investment

The Group is dedicated to supporting the communities in which it operates by engaging with local stakeholders to understand their needs and ensure that its activities consider community interests. Local communities include individuals or groups economically, socially, or environmentally affected by the Group's operations, ranging from those adjacent to its facilities to those impacted at a distance.

During the Reporting Period, the Group prioritised operational challenges and sustainable growth over direct community investments but encouraged employees to participate in community activities, such as health initiatives, sports, cultural events, education, and volunteer work.

The Group's community engagement efforts include:

- Investing in local communities with the focus areas of environmental concerns as well as education among education, environmental concerns, labour needs, health, culture, and sport, targeting residents in Yuen Long and Chai Wan.

- Collaborating with partner organisations that share common goals in environmental and social focus areas, with consistent monitoring to ensure alignment of objectives and outcomes.

- Maintaining an ongoing programme to contribute to community well-being, supporting the Group's environmental and social objectives.

Leading indicators, such as volunteer hours and public disclosure of environmental and social impact assessments (where applicable), are used to communicate performance to management, community representatives, and other stakeholders.

HKEX Environmental, Social and Governance Reporting Guide

Aspect	Description	Chapter/Section	Remarks
A. Environmental A1 Emissions			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Emissions	
KPI A1.1	The types of emissions and respective emissions data.	Emissions	
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GHG Emissions	
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Hazardous Waste Management	
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Non-hazardous Waste Management	
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Emissions	
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Hazardous Waste Management Non-hazardous Waste Management	

HKEX Environmental, Social and Governance Reporting Guide (continued)

Aspect	Description	Chapter/Section	Remarks
A2 Use of Resources			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources	
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Use of Energy	
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Use of Water	
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Use of Resources	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Use of Water	
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging	
A3 The Environment and Natural Resources			
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	The Environment and Natural Resources	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		
A4 Climate Change			
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change	
KPI A4.1	Description of the significant climate-related issues which have impacted, and those may impact, the issuer, and the actions taken to manage them.		

HKEX Environmental, Social and Governance Reporting Guide (continued)

Aspect	Description	Chapter/Section	Remarks
B. Social			
B1 Employment			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment	
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employment	
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employment	
B2 Health and Safety			
General Disclosure	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.	Health and Safety	
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period.	Health and Safety	
KPI B2.2	Lost days due to work injury.	Health and Safety	
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety	

Aspect	Description	Chapter/Section	Remarks
B3 Development and Training			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work.	Development and Training	
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Development and Training	
KPI B3.2	The average training hours completed per employee by gender and employee category.	Development and Training	
B4 Labor Standards			
General Disclosure	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 labor.	Labour Standards	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	Labour Standards	
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standards	
B5 Supply Chain Management			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management	
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management	
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management	
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management	

HKEX Environmental, Social and Governance Reporting Guide (continued)

Aspect	Description	Chapter/Section	Remarks
B6 Product and Service Responsibility			
General Disclosure	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.	Product Responsibility	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Responsibility	
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Product Responsibility	
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Rights Protection	
KPI B6.4	Description of quality assurance process and recall procedures.	Product Responsibility	
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Privacy Protection	
B7 Anti- corruption			
General Disclosure	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.	Anti-corruption	
KPI 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.	Anti-corruption	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Anti-corruption	
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Anti-corruption	

HKEX Environmental, Social and Governance Reporting Guide (continued)

Aspect	Description	Chapter/Section	Remarks
B8 Community Investment			
General Disclosure	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.	Community Investment	
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Community Investment	
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Investment	