

Shen You Holdings Limited 申酉控股有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 8377

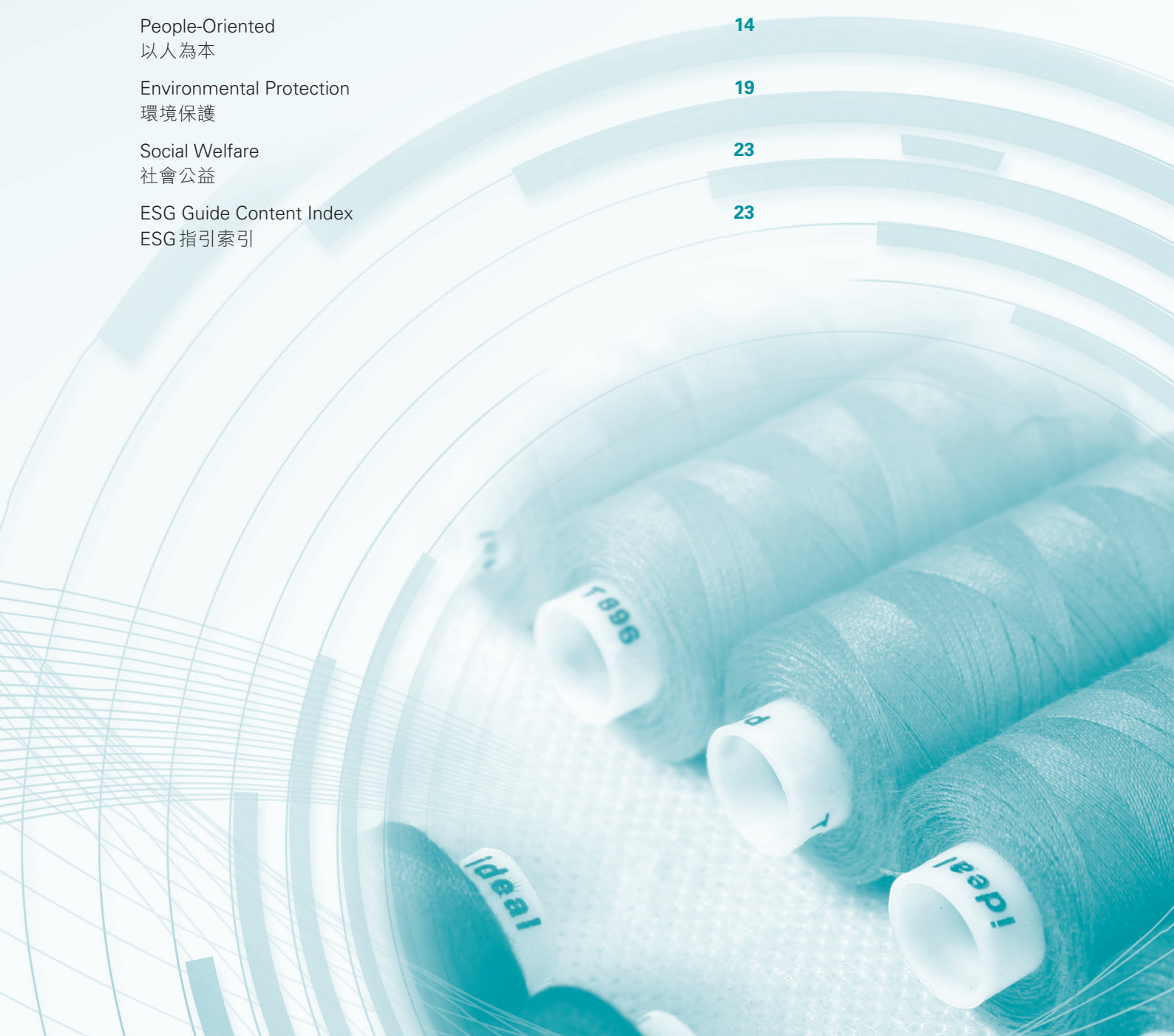
2019

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



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Environmental, Social and Governance Report

環境、社會及管治報告

1 ABOUT THIS REPORT

• Overview

Shen You Holdings Limited (the “**Company**” together with its subsidiaries, hereinafter referred to as the “**Group**”) is pleased to present its annual environmental, social and governance (“**ESG**”) report for the year ended 31 December 2019 to provide an overview of the Group’s management of significant issues affecting the operation, including ESG issues.

• Basis of Preparation

This report is prepared with reference to the Environmental, Social and Governance Reporting Guide (“**ESG Guide**”) set out in Appendix 20 to the GEM Listing Rules of The Stock Exchange of Hong Kong. It illustrates the Group’s policies and performance regarding the ESG aspects during the reporting period from 1 January 2019 to 31 December 2019 (the “**Reporting Period**”). It strictly follows the four principles stated in the ESG Guide, namely “materiality”, “quantitative”, “balance” and “consistency”. In this report, the Group demonstrated stakeholders’ identification and communication process, and determined the materiality matrix and key issues. On this basis, the Group made quantitative disclosures on the key performance indicators and prepared a comprehensive and fair report on the Group’s ESG performance.

• Reporting Scope and Boundary

This report aims to objectively present the performance of the Group in the aspects of corporate governance, products and services, staff management, environmental protection, etc. The scope of this report covers the Group’s business activities.

1 關於本報告

• 概覽

申酉控股有限公司(「**本公司**」，連同其附屬公司統稱為「**本集團**»)欣然提呈其截至二零一九年十二月三十一日止年度的年度環境、社會及管治(「**ESG**»)報告，概述本集團對影響其營運的重大事宜的管理，包括ESG事宜。

• 編製依據

本報告參考香港聯交所GEM上市規則附錄二十《環境、社會及管治報告指引》(「**ESG指引**»)編製，當中說明本集團於二零一九年一月一日至二零一九年十二月三十一日的報告期內(「**報告期**»)有關ESG方面的政策及表現。本報告嚴格遵守ESG指引所載的「重大性」、「量化」、「平衡」、「一致性」四大原則。本集團在本報告中展示了利益相關方的識別與溝通過程，確定了重要性矩陣及關鍵議題。在此基礎上，本集團對關鍵績效指標作出量化披露，並就本集團在ESG方面的表現編製了一份全面且公允的報告。

• 報告範圍及邊界

本報告旨在客觀陳述本集團在公司治理、產品與服務、員工管理、環境保護等方面的表現，本報告範圍與本集團的業務覆蓋範圍一致。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

- **Data Source and Reliability Statement**

The data and information contained herein are sourced from the official documents and statistics of the Group. The Group hereby pledges that there are no false or misleading statements made in this report. The board of directors of the Company (the “**Board**”) shall take responsibility for the authenticity, accuracy and completeness of this report.

- **Acknowledgement and Approval**

Upon review by the senior management of the Group, this report was approved by the Board on 29 June 2020.

- **Access and Response to the Report**

The Group values your views and suggestions regarding this report. If you have any comments on the ESG performance of the Group, please feel free to send them by email to info@shenyouholdings.com. The feedback obtained will allow the Group to further formulate or improve its ESG strategies.

- **數據來源及可靠性聲明**

報告中所載的數據及資料乃來自本集團官方文件及統計數據。本集團謹此承諾本報告不存在任何虛假記載或誤導性陳述。本公司董事會(「**董事會**」)對本報告內容的真實性、準確性和完整性負責。

- **確認及批准**

本報告經本集團高級管理層確認後，由董事會於二零二零年六月二十九日審批通過。

- **獲取及回應本報告**

本集團重視您對本報告的意見及建議，如您對本集團的ESG表現有任何意見，歡迎電郵至 info@shenyouholdings.com。有關反饋有助本集團進一步制定或改進其ESG策略。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

2 RESPONSIBILITIES AND GOVERNANCE

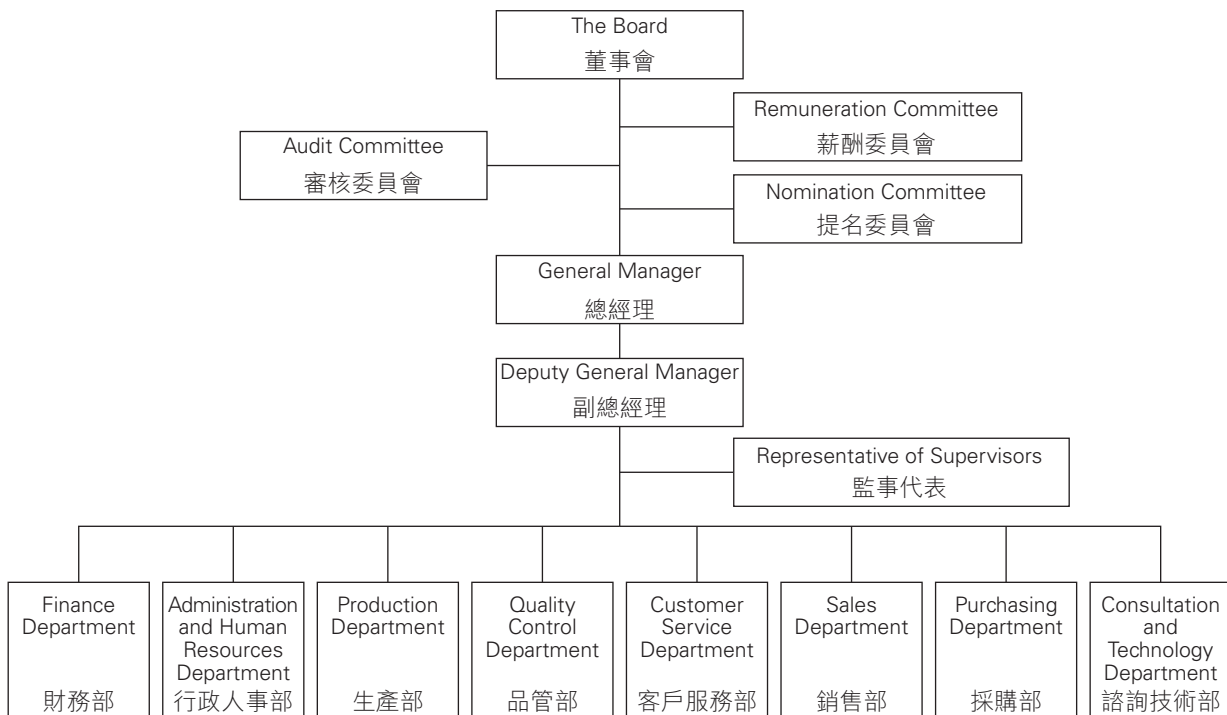
2.1 Structure of Governance

The Group has established a sound corporate governance structure as shown in the diagram below. The Board is responsible for setting and reviewing the corporate objectives of the Group and formulating appropriate strategies to achieve those objectives. Further, it is responsible for monitoring and assessing the Group's operational needs and key risks. In return, the Board would devise policies and internal control systems for risk management to address those needs. The Board has set up three committees, namely, the Remuneration Committee, the Audit Committee and the Nomination Committee, each of which operates based on its respective terms of reference. These committees provide advice and comments to the Board. The General Manager is responsible for making decisions regarding the day-to-day business activities of the Company while each functional department performs its duties to ensure the smooth operation of the Company.

2 責任治理

2.1 管治架構

本集團已建立健全的企業管治架構(如下圖所示)。董事會負責設定及檢討本集團的企業目標並制定適當的策略以實現該等目標。此外，董事會亦負責監察及評估本集團的營運需求及主要風險，董事會將制定風險管理政策及內部控制系統以滿足有關需求。董事會設立三個委員會，即薪酬委員會、審核委員會及提名委員會，各委員會均根據各自的職權範圍運作，該等委員會亦會向董事會提供建議及意見。總經理負責就本公司的日常經營活動作出決策，各職能部門各司其職共同確保本公司平穩營運。



Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

2.2 Management of ESG Works

The Group establishes an ESG report preparation team to incorporate the promotion of the concept of sustainable development into its daily work during the preparation of this report. The preparation team, led by the chief financial officer of the Group, involves the participation of the heads of the Administration and Human Resources Department, the Production Department, the Quality Control Department and the Purchasing Department. The Group has introduced an ESG governance team, which will be responsible for strengthening the involvement of directors in the ESG aspects. The Group believes that the ESG governance team would reinforce the Group's management in the ESG aspects.

2.3 Communication with Stakeholders

The Group has maintained a communication mechanism, which aims to provide a platform to facilitate the interaction with its stakeholders. It is expected that through this platform, the stakeholders can express their concerns and expectations on the one hand, and the Group can make its corresponding response. Details of the specific communication channels are set out in the table below.

2.2 ESG 工作管理

本集團建立了ESG報告編製小組，在本報告的編製過程中，將可持續發展理念推行貫徹到日常工作中。本編製小組由本集團首席財務官統籌領導，行政人事部、生產部、品管部、採購部等部門負責人共同參與。本集團引入ESG管治小組，負責加強董事在ESG方面的參與。本集團認為，ESG管治小組將加強本集團在ESG方面的管理工作。

2.3 利益相關方溝通

本集團已設立溝通機制，旨在提供一個促進與其利益相關方互動的平台。本集團希望利益相關方可以通過有關平台表達彼等的訴求與期望，而本集團亦可藉此作出相應的回應。下表載列了具體溝通渠道的細節。

Category of Stakeholders 利益相關方類別	Concerns and Expectations 訴求與期望	Communication and Responses 溝通與回應
Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none">Compliance of the laws and regulations in the course of business 守法合規經營Implementation of national and regulatory policies 貫徹國家及監管政策	<ul style="list-style-type: none">Continuously strengthen corporate compliance management 持續強化企業合規管理Respond to relevant national and regulatory policies 響應相關國家及監管政策

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

Category of Stakeholders 利益相關方類別	Concerns and Expectations 訴求與期望	Communication and Responses 溝通與回應
Investors and shareholders 投資者及股東	<ul style="list-style-type: none"> • Creation of market value 創造市場價值 • Strengthening disclosure of the information 加強信息披露 	<ul style="list-style-type: none"> • Continuously develop operation results 持續創造經營業績 • Improve the levels of corporate governance and risk management 提升公司管治及風險管理水平 • Publish reports regularly and disclose information in a timely manner 定期發布報告，及時披露信息
Customers 客戶	<ul style="list-style-type: none"> • Quality of products and services 產品服務質量 • Protection of legal rights 保護合法權益 	<ul style="list-style-type: none"> • Carry out surveys on customers' satisfaction 進行客戶滿意度調查 • Establish a sound customer service system 建立健全客戶服務體系 • Improve the customers' feedback and complaint handling mechanism 完善客戶意見反饋及投訴處理機制
Staff 員工	<ul style="list-style-type: none"> • Safeguarding the rights of staff 保障員工權益 • Promotion of the employee development 促進員工發展 • Caring about employees' health 關愛員工健康 • Participation in the management of the Company 參與公司管理 	<ul style="list-style-type: none"> • Establish a competitive compensation system and a welfare protection mechanism 制定有競爭力的薪酬體系和福利保障機制 • Organise staff training sessions, improve the promotion system and establish a development path 組織員工培訓，完善晉升機制，搭建發展平台 • Improve working conditions and care for the staff in need 改善工作條件，關愛有需要的員工 • Organise staff activities and promote communication among staff members 組織員工活動，加強員工溝通

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

Category of Stakeholders 利益相關方類別	Concerns and Expectations 訴求與期望	Communication and Responses 溝通與回應
Suppliers 供應商	<ul style="list-style-type: none"> Facilitation of the industry development 促進行業發展 Cooperation and the creation of win-win situations 合作互利共贏 	<ul style="list-style-type: none"> Establish transparent and fair purchase process and build up a responsible supply chain 建立透明及公平的採購流程，打造負責任的供應鏈 Participate in industry organisations, facilitate the industry developments 參與行業組織，推動行業發展
Research and development institutions, industry organisations, media and community groups 科研院所、行業組織、媒體與社會團體	<ul style="list-style-type: none"> Compliance of the industry practices 遵守行業規範 Disclosure of information 信息透明公開 	<ul style="list-style-type: none"> Strengthen the exchange and cooperation with external parties 加強對外交流與合作 Improve the system of information and news disclosure 完善信息及新聞披露制度
Community 社區	<ul style="list-style-type: none"> Support of community charity 支持社區公益 Provision of job opportunities 提供就業機會 	<ul style="list-style-type: none"> Actively participate in the donations to charities and social charity activities 積極參與慈善捐贈，投身社會公益活動 Organise recruitments in schools and the community 校園招聘與社區招聘
Environment 環境	<ul style="list-style-type: none"> Rational use of resources 合理利用資源 Protection of ecological environment 保護生態環境 	<ul style="list-style-type: none"> Improve the use efficiency of energy and resources 提高能源和資源使用效率 Recycle renewable resources 回收利用可再生資源 Strengthen disclosure of environmental information and risk management in relation to environment 加強環境信息披露，管理環境相關風險

Environmental, Social and Governance Report (Continued)

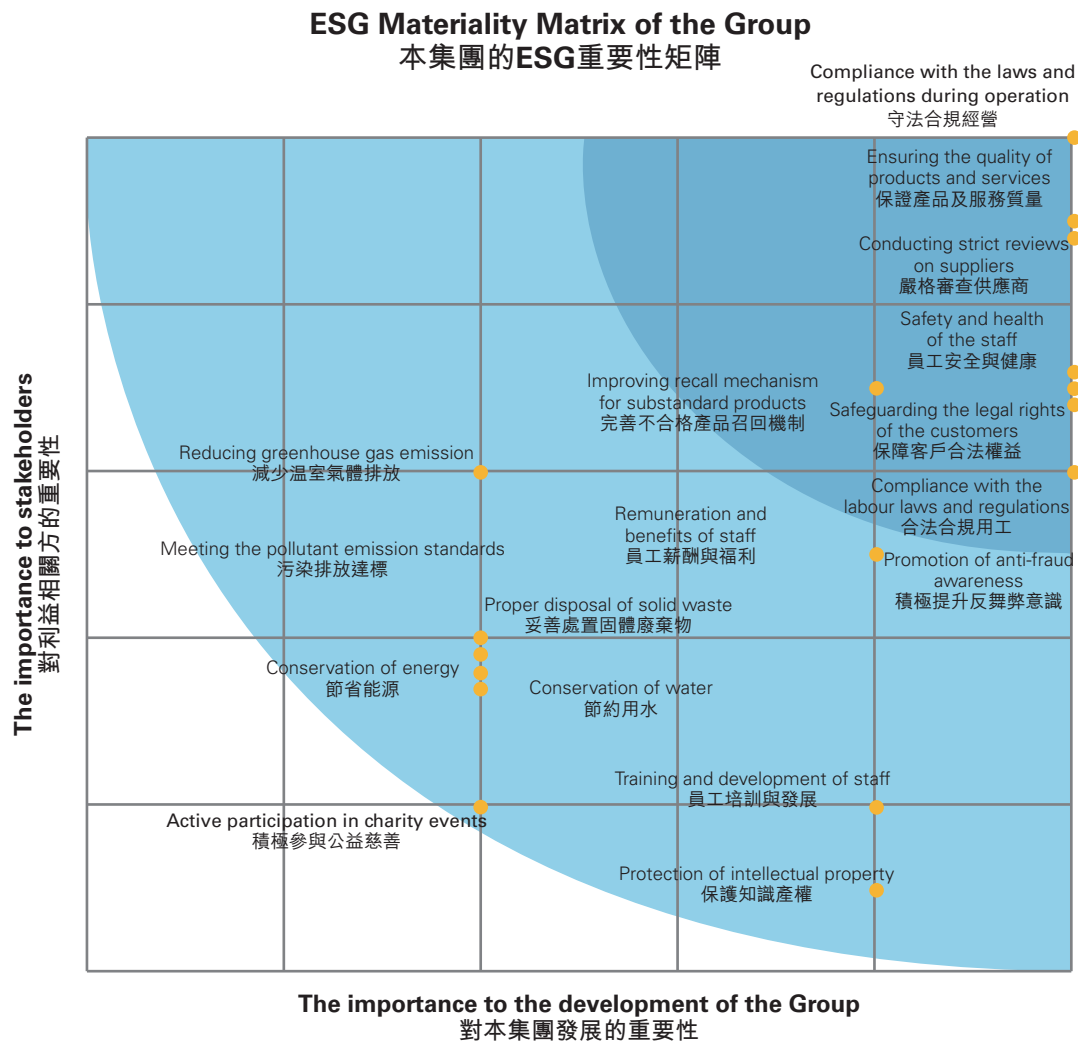
環境、社會及管治報告(續)

2.4 Substantial Issues

Through conducting benchmarking of ESG guidelines with industry peers and combining the characteristics of production and operation, the Group identified 17 substantial issues which concern stakeholders and have significant impacts on the development of the Group. By engaging external experts and inviting corporate executives to score the substantial issues, the materiality matrix of 17 substantial issues was finalised, as shown below.

2.4 實質性議題

本集團通過與業內同行對標 ESG 指引，結合生產營運特點，本集團已識別 17 項與利益相關方相關的實質性議題。通過聘請外部專家和邀請企業高管對實質性議題進行評分，最終確定了 17 項實質性議題的重要性矩陣，如下圖。



Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

The substantial issues materiality matrix helps the Group understand the key concerns of its stakeholders regarding the Group's ESG report and guides the preparation of the ESG report in response to the stakeholders' concerns.

通過實質性議題重要性矩陣，本集團瞭解到其利益相關方對於本集團在ESG報告上的主要關注事項，並以此指導ESG報告的編製，以回應利益相關方的關注點。

3 COMPLIANCE OF OPERATIONS

3.1 Anti-Corruption

The Group adheres to integrity and fair play and strictly complies with the relevant laws, industry regulations and standards in relation to anti-corruption, including but not limited to, the Criminal Law of the People's Republic of China (《中華人民共和國刑法》), the Anti-money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》), the Anti-Unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》), the Interim Provisions on Banning Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》) and the Prevention of Bribery Ordinance of Hong Kong (《香港防止賄賂條例》). During the Reporting Period, the Group is not involved in any lawsuit in relation to corruption, bribery, extortion, fraud and money laundering. To prevent fraud, the Group has set up the Anti-Fraud System (《反舞弊制度》), which aims to enhance the Group's internal control and corporate governance in this area. The Anti-Fraud System explicitly provides guidelines and regulations on professional conducts to the directors of the Company, senior and middle management employees as well as ordinary employees. With the Anti-Fraud System, the Group has created an honest and diligent atmosphere, which prevents behaviours that are prejudicial to the interests of the Group and its shareholders. The Group has also stipulated that the Anti-Fraud System should be delivered to its external suppliers by fax or by e-mail, which shall be signed by both parties to acknowledge the system.

3 合規經營

3.1 反貪污

本集團恪守誠信及公平競爭，並嚴格遵守有關反貪污的等相關法律、行業規範和準則，包括但不限於《中華人民共和國刑法》、《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》、《關於禁止商業賄賂行為的暫行規定》以及《香港防止賄賂條例》。於報告期內，本集團並無涉及任何與貪污、賄賂、勒索、舞弊及洗黑錢有關的訴訟案件。為防止舞弊，本集團已設立《反舞弊制度》，旨在加強本集團在有關方面的內部控制及企業管治。反舞弊制度為本公司董事、高級管理人員及中層管理人員以及普通員工提供明確的專業操守準則及規定。本集團藉《反舞弊制度》樹立廉潔從業以及勤勉敬業的良好風氣，防治損害本集團及股東利益的行為發生。本集團亦明確規定須將《反舞弊制度》通過傳真或電郵方式寄予外部供應商，並由雙方簽署以確認知悉有關制度。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

3.2 Supply Chain Management

The Group has devised stringent supply chain management measures for the selection of suppliers. It is expected that with strict selection criteria, the Group can control the quality of the raw materials procured for the manufacturing of the Group's quality products. The Group has maintained good and long-term relationships with its suppliers.

The Group has strictly formulated and implemented internal policies such as the "Procurement Management Procedure" (《採購管理程序》), the "Supplier Management Procedure" (《供應商管理程序》), the "Outward Processing Management Procedure" (《外發加工管理程序》) and the "Outward Dyeing Processor Management Procedure" (《外發染色加工商管理程序》). By conducting surveys and periodic assessments, the Group has prepared a shortlist of qualified suppliers, subject to regular reviews and updates. The Group selects suitable suppliers from the shortlist for procurement with reference to the procedures set out in the "Procurement Management Procedure".

The Group carefully selects suppliers with eligible environmental qualifications. The forms of the "Supplier Survey Report" (供應商調查報告) included in the "Supplier Management Procedure" and the "Processor Survey Report" (加工商調查報告) included in the "Outward Dyeing Processor Management Procedure" clearly list the enquiries on whether suppliers set any requirements on their selection of environmentally-friendly materials or processes, and the requirements for processors to provide a copy of their relevant environmental certificates to demonstrate their service qualification so that a necessary assessment on their environmental management can be conducted. During the Reporting Period, the Group had built collaborative relationships with 46 suppliers in total, the details of which are as follows:

3.2 供應鏈管理

本集團制定嚴格的供應鏈管理措施以選取供應商。本集團希望通過嚴格的選擇標準，控制為製造本集團優質產品而採購的原材料質量。本集團與供應商維持長期良好的合作關係。

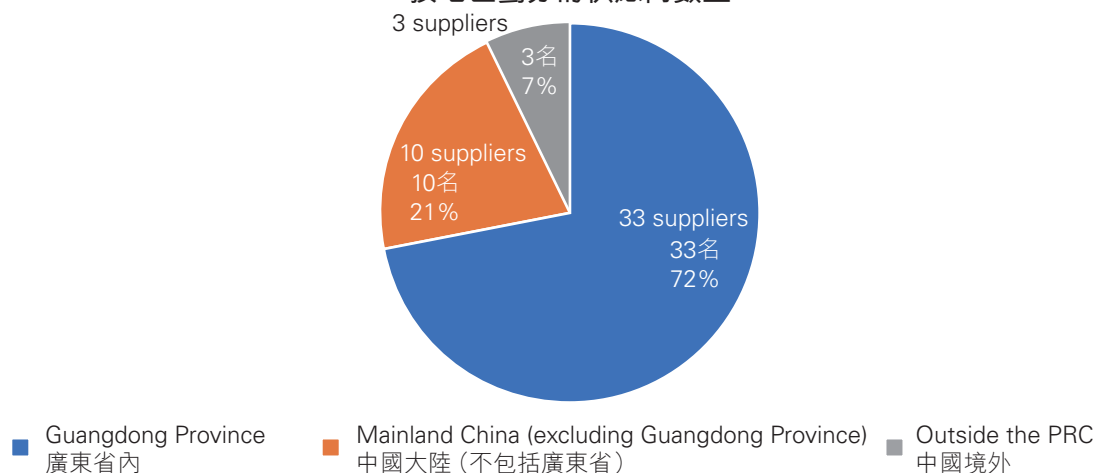
本集團嚴格制定並執行《採購管理程序》、《供應商管理程序》、《外發加工管理程序》及《外發染色加工商管理程序》等內部政策。通過進行調查及定期評估，本集團已編製一份合格供應商名單，並對此定期進行審查及更新。本集團參考《採購管理程序》中所列的程序，從名單中挑選合適的供應商進行採購工作。

本集團認真篩選具有合格環境資質的供應商，在《供應商管理程序》的「供應商調查報告」表格以及《外發染色加工商管理程序》的「加工商調查報告」表格中，明確列出有關供應商是否對選擇環保材料或程序設有任何要求的查詢，並要求加工商提供相關環保證書複印件以示服務資質，以對其環境管理作出必要評估。於報告期內，本集團共與46名供應商建立合作關係，詳情如下：

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Number of suppliers by region
按地區劃分的供應商數量



4 PRODUCT AND SERVICE

4.1 Product Responsibility

The Group attaches great importance to the management of product and service quality. In order to ensure product quality, customer satisfaction and corporate reputation, it has formulated and implemented internal procedures including the “Quality Objective Management Procedure” (《質量目標管理程序》), the “Quality Risk Management Procedure” (《質量風險控制程序》), the “Identification and Traceability Control Procedure” (《標識和可追溯性控制程序》) and the “Internal Quality Management System Audit Control Procedure” (《內部質量管理體系審核控制程序》). In addition, it adheres to the quality principles of “on-time delivery and quality assurance; full participation and continuous improvement; customer first and strive for the better” to ensure the comprehensive implementation of strict quality control measures. The Group has been accredited with the certification of “ISO 9001: 2015. Quality Management System” by DNV GL Business Assurance for the manufacturing of sewing threads.

4 產品與服務

4.1 產品責任

本集團注重產品和服務質量方面的管理，為了確保產品的質量、客戶滿意度及企業信譽，本集團已制定並執行《質量目標管理程序》、《質量風險控制程序》、《標識和可追溯性控制程序》及《內部質量管理體系審核控制程序》等內部程序。同時，為了保證嚴格的質量控制措施能夠得到全方位執行，本集團遵循「交貨準期，質量保證；全員參與，持續改進；客戶至上，力求更好」的質量方針。本集團紡織線生產獲 DNV GL Business Assurance 頒發「ISO 9001：2015 質量管理體系」認證。

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環境、社會及管治報告(續)

To assure its customers that products meet its customers' dyeing requirements and standards, the Group requires its suppliers to allow the Group's quality control personnel to conduct on-site inspections to make sure that (i) the industry environmental standard OEKO-TEX® STANDARD 100; and (ii) appropriate quality inspection work are being upheld and maintained. The Group has formulated a "Monitoring and Measuring Equipment Control Procedure" (《監測和測量設備控制程序》) to ensure that a qualified inspection agency has been engaged to conduct inspections over the equipment for quality inspection, and the inspection agency shall issue inspection certificates and relevant inspection correspondings.

The Group has formulated and regularly reviews its set of "Polyester Yarns Acceptance Criteria" (《滌綸胚紗驗收標準》), which is the basis for the quality control department to perform its duties. When the raw yarn arrives at the Group's production facilities in Guangzhou, the quality control department would follow the "Inspection and Test Control Procedure" (《檢驗和試驗控制程序》) and the "Inspection Work Instruction" (《檢驗作業指導書》) to take samples of the raw materials to assess whether they meet the Polyester Yarns Acceptance Criteria. If the raw materials meet the criteria, they will be utilised for the manufacturing of the products. Any product does not conform with the Group's "Inspection Standard for Finished Polyester Sewing Threads" (《滌綸縫紉線成品檢驗標準》) will be handled according to the "Procedures for Control of Unqualified Products" (《不合格產品控制程序》).

4.2 Customer Relationship

The Group focuses on maintaining relationships with its customers by listening to their views and continuously improving their service experience. In this connection, the Group has formulated the "Management Procedure for Customer Returns" (《客戶退貨管理程序》), the "Procedure of Customer Satisfaction Survey Control" (《客戶滿意調查控制程序》) and the "Procedure for Handling Complaints in relation to Product and Service" (《與產品服務有關的投訴處理程序》), and firmly bears the company value of "Serving Customers and Satisfying Customer Needs" in mind at all times.

為向客戶保證產品符合其客戶的染色要求及標準，本集團規定供應商允許本集團的質量檢查人員進行現場檢驗，確保(i)工業環境標準OEKO-TEX® STANDARD 100；及(ii)建立及維持適當的質量檢測工作。本集團已制定《監測和測量設備控制程序》，確保已委聘合資格的檢驗機構對用於檢測質量的設備進行檢驗，並出具檢驗證書和有關檢驗證書。

本集團已制定並定期檢討《滌綸胚紗驗收標準》，品管部以此為基礎履行職責。原材料胚紗到達本集團位於廣州的生產設施時，品管部根據《檢驗和試驗控制程序》和《檢驗作業指導書》對原材料進行抽樣檢查，以評估其是否符合滌綸胚紗驗收標準。若原材料符合標準，則將用於製造產品，而任何不符合本集團《滌綸縫紉線成品檢驗標準》的產品將按《不合格產品控制程序》處理。

4.2 客戶關係

本集團注重與客戶的關係維護，時刻傾聽客戶意見，不斷提升其服務體驗。為此，本集團已制定《客戶退貨管理程序》、《客戶滿意調查控制程序》及《與產品服務有關的投訴處理程序》，並時刻牢記「服務客戶，滿足客戶需求」的公司價值觀。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

During the year of 2019, the Group has further optimised its complaint handling mechanism with customer satisfaction surveys conducted constantly, and handled issues related to customer service in a rational manner. The customer service department has conducted a standardised survey based on customer levels: class A customers would be approached for an interview survey, while class B and C customers would receive an email survey form or undergo a question-and-answer interview by its staff. As stipulated by the Group, the customer service department is required to, upon receiving customer complaints on its products, record and classify customer complaints; respond and explain minor complaints and quality enquiries not related to quality issue in a timely manner; inform the relevant departments of the material complaints concerning quality issue for their proper and timely handling the matters; report the significant complaints to the concerned persons-in-charge for investigation and assessment on the materiality of the complaints. Return procedures shall be made once the quality issue is determined as significant. During the Reporting Period, in terms of quality issue, the Group did not record any return of the goods and the aggregate number of customer complaints was 13. The customer satisfaction survey scored 92.73.

The Group respects and protects the personal data privacy of its customers. In this regard, it has introduced a data protection system by imposing access permission to those personal data. The Group would only grant access permission to authorised personnel, who would be subject to non-disclosure obligations. During the Reporting Period, the Group did not receive any complaints in relation to leakage of customer data.

於二零一九年，本集團進一步完善其投訴處理機制，定期進行客戶滿意度調查，並科學理性地處理客服相關的事宜。客戶服務部根據客戶級別進行規範化調查：A類客戶通過走訪進行調查，B類和C類客戶則會收到電子郵件調查表及由業務員以問答形式進行採訪。本集團規定客戶服務部收到客戶對其產品的投訴後，必須對客戶投訴進行記錄和分類出理，對非質量問題的輕微投訴及質量查詢做到及時回覆並解釋；對涉及質量問題的重要投訴，知會相關業務部門以便及時妥善處理問題；向有關負責人報告重大投訴，以調查和評估投訴的重要性。一旦確定屬重大的質量問題，則須辦理退貨手續。於報告期內，本集團並無錄得因質量問題而發生的退貨情況，而客戶投訴數目共有13宗，客戶滿意度調查達92.73分。

本集團尊重並保護客戶的個人信息隱私。就此，本集團引入信息保護系統，對有關個人信息設置存取權限。本集團只會對授權人員授予存取權限，彼等須遵守保密義務。於報告期內，本集團未收到客戶信息外洩的投訴。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

5 PEOPLE-ORIENTED

The Group considers employees to be its valuable assets and therefore puts the interests of its employees in the highest priority. It is committed to providing a fair, equitable, happy and development-friendly workplace where its employees may realise their talents and achieve personal development.

5.1 Employment

The Group is in strict compliance with *the Labor Law of the PRC* (《中華人民共和國勞動法》), *the Labor Contract Law of the PRC* (《中華人民共和國勞動合同法》), *the Employment Promotion Law of the PRC* (《中華人民共和國就業促進法》), *the Social Insurance Law of the PRC* (《中華人民共和國社會保險法》), *the Employment Ordinance (Chapter 57, Laws of Hong Kong)*, *the Minimum Wage Ordinance (Chapter 608, Laws of Hong Kong)*, *the Mandatory Provident Fund Schemes Ordinance (Chapter 485, Laws of Hong Kong)*, and “Human Resources Management Program” (《人力資源管理程序》), “Operation Instruction for Recruitment” (《招聘作業指導書》), “Functions and Powers” (《職責和權限》), “Job Descriptions” (《崗位說明書》) and other internal policies to ensure compliance with the principles of openness, fairness and impartiality in terms of personnel recruitment, employment, training, and assessment.

The Group employs staff in accordance with the principles of anti-discrimination and diversity, treating all employees equally in the principle of fairness and impartiality. The employment, compensation package and promotion are not affected by their nationality, race, marital status, gender, region, religion, etc. The Group fully respects and upholds human right conventions and labour standards, and strictly complies with *the Law of the PRC on Protection of Minors* (《中華人民共和國未成年人保護法》) and *the Regulations on Prohibiting Use of Child Labor* (《禁止使用童工規定》). Identity check is performed on the employees recruited. The Group did not use any child labour and forced labour during the Reporting Period.

5 以人為本

本集團將員工視為寶貴的資產，因此將員工利益放在首位。本集團致力為每一位員工提供一個公平公正、助力發展且充滿幸福的工作環境，讓員工發揮才能並實現個人發展。

5.1 僱傭情況

本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國就業促進法》、《中華人民共和國社會保險法》以及僱傭條例(香港法例第57章)、最低工資條例(香港法例第608章)、強制性公積金計劃條例(香港法例第485章)等法律法規，以及《人力資源管理程序》、《招聘作業指導書》、《職責和權限》、《崗位說明書》及其他內部政策，以在人員聘用、僱傭、培訓、評估等方面做到公開公正、合法合規。

本集團遵循反歧視和多元化的原則聘用員工，本著公平、公正的原則，對所有員工一視同仁，僱傭、薪酬待遇及晉升均不會因國籍、種族、婚姻狀況、性別、地區、宗教信仰等因素而受到影響。本集團充分尊重和維護人權公約和勞工標準，嚴格遵守《中華人民共和國未成年人保護法》及《禁止使用童工規定》，對招聘的員工進行身份核實。於報告期內，本集團並無僱用任何童工及強迫勞動。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

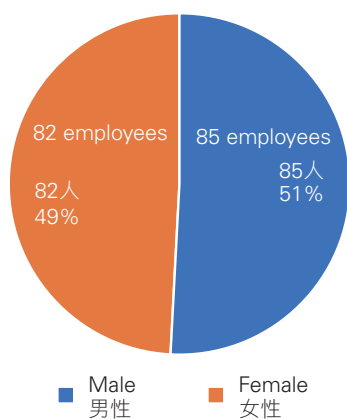
The Group has established a reasonable remuneration system and provided various benefits to its employees, including social insurance, housing provident fund, commercial insurance, transportation and meal allowance, birthday red packets, and holiday benefits.

本集團已設立合理的薪酬體系，並為員工提供多項福利，包括社會保險、住房公積金、商業保險、交通及膳食補貼、生日紅包、節日福利等。

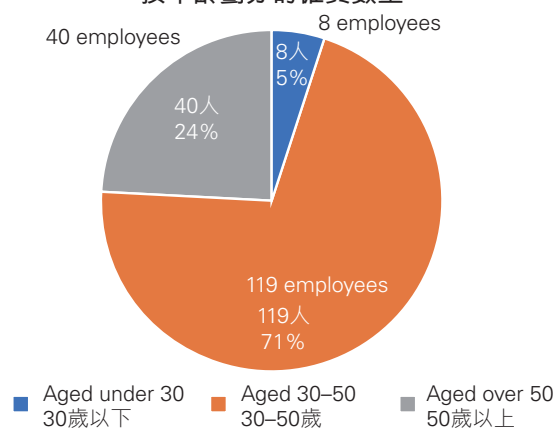
During the Reporting Period, the Group had 167 full-time employees, details of which are as follows:

於報告期內，本集團擁有167名全職僱員，詳細情況如下：

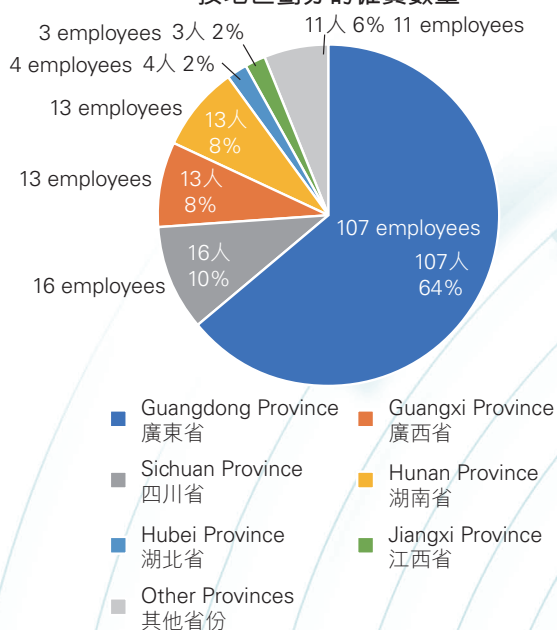
Number of employees by gender
按性別劃分的僱員數量



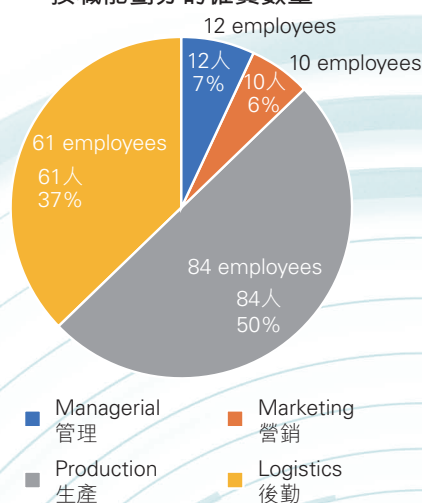
Number of employees by age
按年齡劃分的僱員數量



Number of employees by geographical region
按地區劃分的僱員數量



Number of employees by job function
按職能劃分的僱員數量



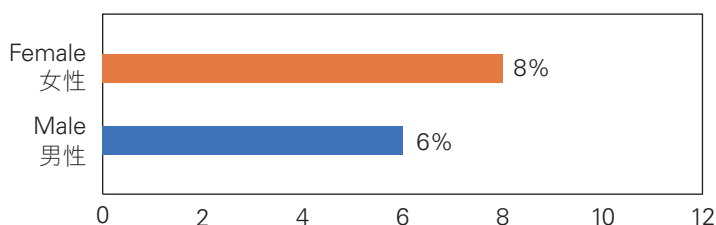
Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

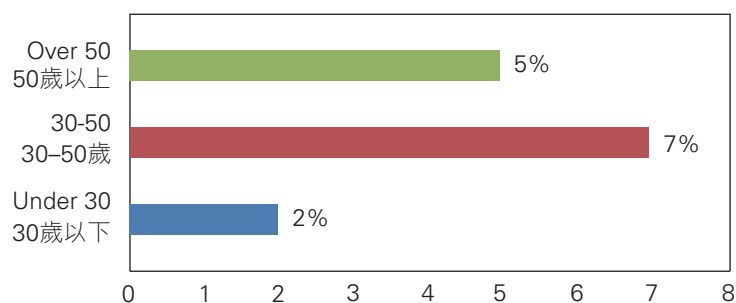
During the Reporting Period, the employee turnover rate of the Group amounted to 14%, details of which are as follows:

於報告期內，本集團的員工流失率為14%，詳細情況如下：

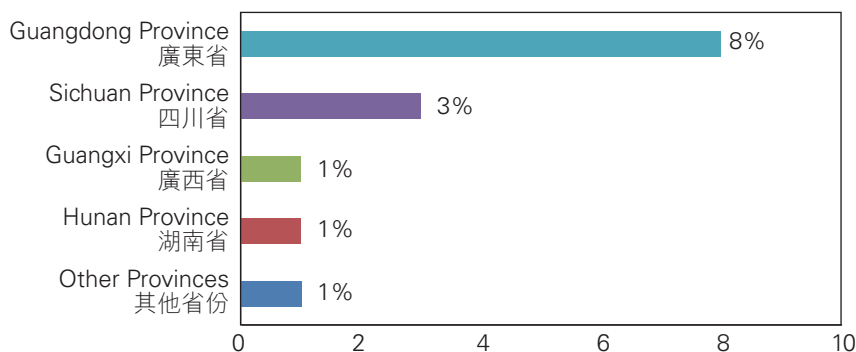
Employee turnover rate by gender
按性別劃分的員工流失率情況



Employee turnover rate by age
按年齡劃分的員工流失率情況



Employee turnover rate by geographical region
按地區劃分的員工流失率情況



Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

5.2 Health and Safety

The Group is committed to providing a safe and comfortable working environment, creating a harmonious working atmosphere while comprehensively taking good care of the mental and physical health of its employees. The Group has complied with laws and regulations in relation to the protection of the occupational health and safety of its employees, including *the Work Safety Law of the PRC* (《中華人民共和國安全生產法》), *the Prevention and Control of Occupational Diseases Law of the PRC* (《中華人民共和國職業病防治法》), *the Industrial Injury Insurance Regulations* (《工傷保險條例》), *the Regulations Concerning the Labour Protection of Female Staff and Workers* (《女職工勞動保護規定》), *the Production Safety Accident Report and Investigation & Treatment Regulations* (《生產安全事故報告和調查》) and *the Occupational Safety and Health Ordinance* (《職業安全及健康條例》) (Chapter 509, the Laws of Hong Kong).

The Group has established guidelines and operation manuals to extensively set out safety measures for its production process, for example, placing warning signs properly and providing adequate personal protective equipment and first aid kits. In order to further raise the awareness, the Group has also provided safety and occupational trainings to all its employees.

During the Reporting Period, the Group was not aware of any non-compliance of laws and regulations relating to health and safety at the workplace. There were neither work-related casualty nor lost days due to work-related fatalities.

5.2 健康與安全

本集團致力於為員工提供一個安全舒適的工作環境，營造和諧的工作氛圍，全面呵護員工身心健康。本集團遵守有關保護員工職業健康與安全的法律法規，包括《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》、《工傷保險條例》、《女職工勞動保護規定》、《生產安全事故報告和調查》以及《職業安全及健康條例》(香港法例第509章)等。

本集團設立安全指引及操作手冊，以廣泛地制定生產工序的安全措施，例如正確設置警告標誌並提供充足的個人防護設備及急救箱。為進一步提高安全意識，本集團亦為全體員工提供生產安全及職業培訓。

於報告期內，本集團並無發現任何違反與工作場所健康與安全有關法律及規例之個案，本集團並無因工死亡事件，亦無因工傷損失工作日數。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

5.3 Development and Training

The Group is committed to employee development. Various trainings are provided for its employees to support their further development and self-improvement. The Group has devised a “Human Resources Management Procedures” (《人力資源管理程序》), which targets at enhancing the career development of its employees. The Group encourages its staff to attend external training seminars to further equip themselves with job-related knowledge and skills.

During the Reporting Period, the training coverage rate for the Group’s employees reached 100%, with the total training duration of all employees amounting to 917 hours, and the average duration of training completed by each employee was 5.5 hours. The following table sets forth the details of the duration of training by job function.

5.3 發展及培訓

本集團致力於員工發展。為員工提供各種培訓，以支持其進一步發展和提升自我。本集團制定《人力資源管理程序》，以協助促進員工的職業發展。本集團鼓勵員工參加外部培訓研討會，以進一步提升相關知識及工作技能。

於報告期內，本集團員工受訓覆蓋率為100%，全體員工的受訓總時長為917小時，每名僱員完成受訓的平均時長為5.5小時。按職能劃分的詳細受訓時長情況如下。

Employee training duration by job function in 2019
二零一九年按職能劃分的員工受訓時長

Job Function	職能	Training duration (hours) (小時)	Average training duration (hours) (小時)
Managerial (Management, administrative and finance)	管理(管理、行政及財務)	150	8
Marketing (Sales and marketing)	營銷(銷售及營銷)	80	8
Production (Procurement, production, quality control)	生產(採購、生產、質量控制)	420	5
Logistics (Customer service, transportation, warehouse and logistics)	後勤(客服、運輸、倉庫和後勤)	267	4.9

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

5.4 Employee Care

In order to further fulfil the Group's "people-oriented" philosophy, the Group has implemented various measures to foster its employees' sense of belonging. During the Reporting Period, such measures include providing appropriate insurance for field workers against accidents and encouraging staff to participate in recreational activities in the community. The Group believes that it will only thrive if its employees have a positive attitude in their work.

For employees undergoing hardships, the Group will also adopt special caring initiatives, such as granting compassionate money, and regularly offering consolation. During the Reporting Period, the labour union of the Group had conducted two employee consolation sessions.

5.4 員工關愛

為進一步落實本集團「以人為本」的理念，本集團已實施各項措施增強員工的歸屬感。於報告期內，有關措施包括為在外工作人員提供適當的意外保險及鼓勵員工參與區內康樂活動。本集團相信，讓員工以積極的心態投入工作，我們的業務亦會蓬勃發展。

對於遇到困難的員工，本集團亦會採取特殊的關懷舉措，如發放慰問金、定期慰問等。於報告期內，本集團工會曾進行兩次員工慰問活動。

6 ENVIRONMENTAL PROTECTION

The Group has always perceived environmental protection as its mission and strived to incorporate the concept of sustainable development into its daily operations, and strictly complied with laws and regulations relating to environmental protection, including *the Environmental Protection Law of the PRC* (《中華人民共和國環境保護法》) and *the Law on the Prevention and Control of Solid Waste Pollution of the PRC* (《中華人民共和國固體廢物污染環境防治法》). The Group strictly controls its emissions through using energy and resources in a reasonable manner, and minimises the impact on the environmental and natural resources caused by its business operations.

6 環境保護

本集團一直以環境保護為己任，努力將可持續發展理念融入日常經營中，嚴格遵守《中華人民共和國環境保護法》及《中華人民共和國固體廢物污染環境防治法》等環境保護相關的法律法規，嚴格控制排放物，合理使用能源及資源，儘量減少企業營運對環境及天然資源造成的影響。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

The Group is principally engaged in the manufacturing and selling of polyester sewing threads, with the yarn production process and the dyeing process subcontracted to external service providers. Accordingly, the Group's actual business operation does not produce any exhaust emissions, waste water and hazardous waste, and only discharges insignificant amount of non-hazardous waste. Thus, the Group's operation does not cause any material adverse impact to the environment. The non-hazardous waste generated by the Group includes a small amount of waste plastic hoses and waste paper tubes, which were handled in accordance with the "Code of Practice for Handling Waste Generated from Manufacturing Process" (《生產工序後廢棄物料處理守則》), whereby waste plastic hoses and waste paper tubes were recycled and reused by plastic suppliers and the paper-making companies, respectively. In addition, the packaging paper boxes used between the Group and its suppliers were reused repeatedly until the boxes could not be reused again, in which case, the paper boxes will be recycled by the paper-making companies.

During the Reporting Period, the Group did not produce any waste paper boxes. The data of other non-hazardous waste generated are as follows:

本集團主要從事生產及銷售滌綸線，其中紗線生產工序以及染色工序均分包予外部服務供應商，故本集團的實際營運過程並無產生廢氣、廢水及有害廢棄物，其僅排放少量無害廢棄物，故本集團的營運將不會對環境造成重大不利影響。本集團產生的無害廢棄物包括少量的廢膠管和廢紙管，並均按照《生產工序後廢棄物料處理守則》進行處理，其中廢膠管由塑料供應商回收循環再用，而廢紙管由造紙公司回收再利用。此外，本集團與供應商之間循環重複使用包裝送貨紙箱，待紙箱無法再循環使用時則由造紙公司回收再利用。

於報告期內，本集團並無產生廢紙箱，所產生的其他無害廢棄物的數據如下：

Non-hazardous waste categories	無害廢棄物類別	Volume 數量 (tonnes) (噸)	Density 密度 (tonnes/ sales volume in RMB'0000) (噸/萬元 銷售額)
Scrap PVC pipe	廢膠管	17.1	0.0033
Waste paper roll	廢紙卷	14.22	0.0028

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

During the Group's daily operation, resources such as water and electricity are usually consumed by its employees. This consumption includes office and domestic use as well as production use. In order to reduce its consumption of these resources, the Group has adopted the following measures:

- set the air conditioning to a reasonable temperature, which is usually not lower than 25 degrees Celsius;
- regularly check whether the Company's lightings and air conditioning have been turned off properly every day, and remind employees to turn off the company's air conditioning and lightings when they are not needed;
- remind employees to pay close attention to the maintenance of pipelines to prevent wasting of water caused by the occurrence of running, dropping, dripping and leakage of water;
- encourage employees not to leave any computers and other office equipment idle, causing any waste of resources;
- arrange training in relation to environmental protection and cultivate employees' awareness in energy conservation and environmental protection; and
- post slogans in the office area and production plants to promote the concept of energy conservation and emission reduction.

在本集團的日常運營中，員工通常會耗用水電等資源，此包括辦公和生活使用及生產消耗。為減少本集團對有關資源的消耗，本集團採取以下措施：

- 空調溫度設置到合理溫度，通常不低於攝氏25度；
- 每天定時檢查公司照明及空調是否已適當地關掉，並提醒員工在不需要時關閉公司的空調及照明；
- 提醒員工密切注意管道維護，以防「跑、冒、滴、漏」等現象造成的水資源浪費；
- 鼓勵員工避免閒置電腦以及其他辦公設備，以免浪費資源；
- 安排環境保護方面的培訓，培養員工節能環保意識；及
- 在辦公區域及生產廠區張貼標語宣傳節能減排。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

During the Reporting Period, the data regarding water consumption and electricity consumption of the Group are as follows:

於報告期內，本集團用水量及用電量的數據如下：

Category	類別	Consumption 用量	Density 密度
Water consumption	用水量	7,970 tonnes 7,970 噸	(1.56 ton/sales volume in RMB'0000) 1.56 噸／人民幣萬元 銷售額
Purchased electricity	外購電力	585,000 kWh 585,000 千瓦時	(115.04 kWh/sales volume in RMB'0000) 115.04 千瓦時／人民幣 萬元銷售額

With regard to the emission of greenhouse gases, there was no direct emission of greenhouse gases as the Group did not directly consume fossil energy. Meanwhile, the Group has strictly controlled the number of business travels taken by its employees, and ensured that sales and marketing efforts were mainly done via electronic communication channels. As a result, the greenhouse gas emission generated by travelling with public transportation was insignificant. Based on the foregoing, the greenhouse gas emission of the Group was mainly due to the utilisation of purchased electricity. During the Reporting Period, the data on the greenhouse gas emission of the Group are as follows:

溫室氣體排放方面，由於本集團並無直接使用化石能源，故沒有溫室氣體直接排放。同時，本集團嚴格控制員工出差次數，並確保銷售和營銷工作主要通過電子通訊渠道進行，故由乘坐交通工具所產生的溫室氣體排放量屬微不足道。綜上所述，本集團的溫室氣體排放量主要來自於外購電力使用產生。於報告期內，本集團溫室氣體排放數據如下：

Ranges of Greenhouse Gas Emissions	溫室氣體排放範疇	Emissions (tCO ₂ e) 排放量 (噸二氧化碳 當量)	Intensity (tCO ₂ e/ sales volume in RMB'0000) 密度(噸二氧化碳 當量／萬元 銷售額)
Total emissions of greenhouse gas	溫室氣體排放總量	317.20	0.063
Scope 1 of greenhouse gas emissions	溫室氣體排放範圍一	0	—
Scope 2 of greenhouse gas emissions	溫室氣體排放範圍二	317.20	0.063

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

7 SOCIAL WELFARE

Along with its development and growth, the Group has always regarded social responsibility as an internal driving force and is conscious of incorporating social welfare into the group planning. The Group actively practises public welfare undertakings, fulfils social responsibilities, and encourages and supports more employees to join. In the future, the Group will continue to seek more opportunities to cooperate with social charities to help difficult employees and socially disadvantaged groups and give back to the society.

7 社會公益

在企業發展的同時，本集團一直將社會責任作為內在驅動力，積極回饋社會，並意識到將社會公益事業納入集團規劃。本集團積極開展公益事業、履行社會責任，並鼓勵和支持更多員工參與其中。未來本集團將繼續尋求更多機遇與社會公益慈善機構合作，幫扶有困難的員工及社會弱勢群體，回報社會。

8 ESG GUIDE CONTENT INDEX

8 ESG 指引索引

Subject Areas, General Disclosures and Key Performance Index (KPI) of Environmental, Social and Governance 環境、社會及管治範疇與一般披露及關鍵績效指標 (KPI)		Corresponding Sections 對應章節
Environmental 環境		
A1: Emissions 排放物	General Disclosure 一般披露	Environmental Protection 環境保護
A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	This KPI is not applicable to the Group's business as no exhaust emissions, waste water and hazardous waste is produced during the Group's actual business operations. 本集團實際營運過程並無產生廢氣、廢水及有害廢棄物，故該項關鍵績效指標並不適用。
A1.2	Total emissions of greenhouse gas and intensity 溫室氣體總排放量及密度	Environmental Protection 環境保護
A1.3	Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度	This KPI is not applicable to the Group's business as no exhaust emissions, waste water and hazardous waste is produced during the Group's actual business operations. 本集團實際營運過程並無產生廢氣、廢水及有害廢棄物，故該項關鍵績效指標並不適用。
A1.4	Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	Environmental Protection 環境保護
A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	Environmental Protection 環境保護
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	Environmental Protection 環境保護

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

Subject Areas, General Disclosures and Key Performance Index (KPI) of Environmental, Social and Governance 環境、社會及管治範疇與一般披露及關鍵績效指標 (KPI)		Corresponding Sections 對應章節	
A2: Use of Resources 資源使用	General Disclosure 一般披露	Environmental Protection 環境保護	
	A2.1	Total energy consumption and intensity 能源總耗量及密度	Environmental Protection 環境保護
	A2.2	Total water consumption and intensity 總耗水量及密度	Environmental Protection 環境保護
	A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	Environmental Protection 環境保護
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	Environmental Protection 環境保護
	A2.5	Total packaging material used for finished products and per unit produced 製成品所用包裝材料的總量及每生產單位估量	It is not applicable to this index as no packaging material is used by the Group. 本集團並無使用包裝材料，故該項關鍵績效指標並不適用。
A3: Environmental and Natural Resources 環境及天然資源	General Disclosure 一般披露	Environmental Protection 環境保護	
	A3.1	Description of the significant impacts of activities on the environmental and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	There are no significant impacts to the environmental and natural resources as the Group's business only consists of outsourced processing, sales and business transactions. 本集團業務僅包括外包加工、銷售和業務交易，因此對環境及天然資源並無重大影響。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

Subject Areas, General Disclosures and Key Performance Index (KPI) of Environmental, Social and Governance 環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			Corresponding Sections 對應章節
Social 社會			
B1: Employment 僱傭	General Disclosure 一般披露		People-oriented 以人為本
	B1.1	Total workforce overhead by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	Employment 僱傭情況
	B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	Employment 僱傭情況
B2: Health and Safety 健康與安全	General Disclosure 一般披露		People-oriented 以人為本
	B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	Health and Safety 健康與安全
	B2.2	Days of absence due to work injury 因工傷損失工作日數	Health and Safety 健康與安全
	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	Health and Safety 健康與安全
B3: Development and Training 發展及培訓	General Disclosure 一般披露		People-oriented 以人為本
	B3.1	The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	Development and Training 發展及培訓
	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	Development and Training 發展及培訓
B4: Labour Standards 勞工準則	General Disclosure 一般披露		People-oriented 以人為本
	B4.1	Description of measures to review recruitment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	Employment 僱傭情況
	B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟	Employment 僱傭情況

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

Subject Areas, General Disclosures and Key Performance Index (KPI) of Environmental, Social and Governance 環境、社會及管治範疇與一般披露及關鍵績效指標 (KPI)			Corresponding Sections 對應章節
B5: Supply Chain Management 供應鏈管理	General Disclosure 一般披露		Compliance of Operations 合規經營
	B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	Supply Chain Management 供應鏈管理
	B5.2	Description of practices relating to engaging with suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	Supply Chain Management 供應鏈管理
B6: Product Responsibility 產品責任	General Disclosure 一般披露		Product and Service 產品與服務
	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	Relationship with Clients 客戶關係
	B6.2	Number of products and service related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	Customer Relationship 客戶關係
	B6.3	Description of practices relating to observing and protecting intellectual property rights 描述與維護及保障知識產權有關的慣例	During the Reporting Period, the Group has been in strict compliance with laws and regulations relating to intellectual property rights. 報告期內，本集團嚴格遵守知識產權保護相關的法律法規。
	B6.4	Description of quality assurance process and product recall procedures 描述質量檢定過程及產品回收程序	Product Responsibility 產品責任
	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	Customer Relationship 客戶關係

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告(續)

Subject Areas, General Disclosures and Key Performance Index (KPI) of Environmental, Social and Governance 環境、社會及管治範疇與一般披露及關鍵績效指標(KPI)			Corresponding Sections 對應章節
B7: Anti-corruption 反貪污	General Disclosure 一般披露		Compliance of Operations 合規經營
	B7.1	Number of concluded legal cases regarding corruption practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	Anti-Corruption 反貪污
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	Anti-Corruption 反貪污
B8: Community Investment 社區投資	General Disclosure 一般披露		Social Welfare 社會公益
	B8.1	Focus areas of contribution 專注貢獻範疇	The Group has incorporated social welfare undertakings as part of the Group's planning. 本集團已將社會公益事業納入集團規劃。
	B8.2	Resources contributed to the focus area 在專注範疇所動用資源	



Shen You Holdings Limited
申酉控股有限公司