

Special Award for SMEs – Arnhold & Co., Ltd. 中小企業特別獎 – 安利有限公司



Report from the Board of Examiners

Arnhold was founded as a trading company in 1866. At present Arnhold, headquartered in Hong Kong, is a leading supplier of building materials and engineering equipment, with sales offices in Macau and in Shanghai and a stone-processing factory in Dongguan. Arnhold represents a wide range of well-known brands in the fields and serves an extensive network of clientele including property developers, contractors, distributors, brand owners, utility companies and government departments across Hong Kong, Macau, Mainland China and overseas. Main products and services include bath ware, tiles, natural stone mosaics, composite stone bathtubs, air purification equipment, maintenance and sourcing services.

To be a market leader in specialized building and engineering products in Hong Kong and China, Arnhold provides the best quality goods, services and technical support in the market through consistent strategy, stable workforce, strong customer and supplier relationships, well-orchestrated work systems and good corporate governance.

‘Nurturing a caring and supportive culture so that all staff members feel valued and respected’ tops Arnhold’s list of corporate values. Senior leaders continue to foster this culture through a workforce performance system, emphasizing direct dialogue and continued feedback. Together with training, knowledge sharing and favorable policies on staff welfare, benefit and retention, Arnhold has built a dedicated team to developing a closer customer engagement.

An ERP system is utilized to control the all-round operation function including product ordering, order progress, payment, stock level, delivery schedule and order record. The system is modified in a way to suit the requirements of the major customers and suppliers to reduce time, paper and manpower in transaction processing. A strong accounting and financial management system is in place for transaction recording and management information analysis. Business review meetings are held for monitoring of performance and steering of actions and reactions to market changes on a weekly and monthly basis.

A high corporate governance standard is adhered to whenever practical with reference to the Listing Rules of the Hong Kong Stock Exchange. All staff members are required to comply with a set of governance and business ethic policies. Key communities are supported through participation in the schemes of environmental protection, making donations to charitable bodies and sponsoring employees to take part in charity functions.

評審委員會報告

安利創立於1866年，時至今日，安利已成為領先建築材料及機電設備經銷商，總部位於香港，並在澳門及上海設有銷售部門，同時在東莞自設石廠。安利獲多個在業內知名品牌的代理權，並擁有完善的經銷網絡，客戶包括港澳、內地及海外的地產發展商、承建商、分銷商、品牌持有人、公共事業機構和政府部門。安利主要銷售的產品包括浴室用品、瓷磚、天然馬賽克石、合成石浴缸、空氣淨化產品，以及提供維修與採購服務。

作為中國內地和香港專門建築及機電產品的市場領導者，安利的策略貫徹始終，擁有穩健的團隊和完善的客戶及供應商網絡，同時具備精密的工作體系和優良的企業管治，令安利能夠提供最優質的產品、服務和技術支援予客戶。

「培育互相關懷和支持的工作文化，使員工感到備受重視和尊重」，是安利的核心價值。領導層著重與員工直接對話和保持溝通，致力透過工作表現制度推動上述核心文化。另外，安利提供培訓及與員工互享知識，在員工福利及留才方面有良好的編制，令工作團隊更用心維持客戶關係。

安利使用ERP系統功能全面處理公司的營運操作，包括訂購產品、監控訂單進度、付款、存貨量、運送時間表及訂單紀錄等。系統能夠因應主要客戶和供應商的需求而自動作出調整，減少交易時所需的時間、文件和人力資源。會計和財務管理系統會紀錄訂單交易和分析管理資料，而安利亦會定期每週每月召開業務會議，監察集團業績，以掌握市況得以作出迅速行動。

參考香港交易所的《上市規則》，安利執行高水平的企業管治，所有員工都必需恪守一套企業和商業道德的規則。安利全力關懷主要社群，除了參與環境保護計劃，亦會捐款給慈善機構或贊助員工參與公益活動。



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Arnhold has established itself as a world-class supplier of decorative stone products. Its portfolio of brand name products and the recently developed own brand products are well received by the market. Benefiting from the strong relationships with customers and suppliers, most of the businesses including export to overseas are acquired through referrals. These solid results are echoed by the existence of a stable workforce with almost half of them have been serving Arnhold for over 10 years, and also the external recognitions on its outstanding performance on employee caring and environmental protection.

安利至今已發展成一間享譽國際的裝飾石材供應商，市場對安利代理品牌和最近創立的自家品牌均給予好評。由於安利具備完善的客戶及供應商網絡，因此大部份出口海外的業務是透過轉介而獲得，而這些豐盛的成果都是有賴於其穩健的團隊，其中有接近一半的員工已服務安利超過十年；同時，亦有賴安利在關顧員工及環境保護方面表現突出，大獲外界好評。