



# Dafeng Port Heshun Technology Company Limited

## 大豐港和順科技股份有限公司

(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:8310

ESG Report

環境、社會及管治報告

# 2016



## OVERVIEW

This report is the first environmental, social and governance (“ESG”) report issued by Dafeng Port Heshun Technology Company Limited (the “Company”) for the period covering 1 January 2016 to 31 December 2016. Unless otherwise stated, this report should be read in conjunction with the Corporate Governance Report on pages 35 to 50 of the 2016 Annual Report of the Company. This report will be published annually.

## SCOPE AND EXTENT OF THE REPORT

The policy document, declaration and data set out in this report cover the Company and our major subsidiaries (collectively the “Group”).

## BASIS OF PREPARATION

This report is principally prepared by reference to the revised “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) issued by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) in December 2015. Those aspects and content of general disclosure defined in the ESG Reporting Guide which are considered to be relevant and material to the Group’s businesses and operations will be presented under the four subject areas, namely: Environmental, Employment and Labour, Operational Practices and Community.

This report is determined according to a set of systematic procedure which includes identifying and ranking major stakeholders and ESG-related issues, defining the extent of the ESG report, collecting relevant materials and data, preparing data based on the collected information, and examining the data in this report.

## DATA SOURCE AND RELIABILITY ASSURANCE

The disclosures in this report are mainly extracted from the Company’s statistical reports and relevant documents. The Company undertakes that this report does not contain any false information or misleading statement, and accept responsibility for the contents of this report as to its authenticity, accuracy and completeness.

## ACCESS AND FEEDBACK TO THIS REPORT

This report will be accessible at the Stock Exchange’s website ([www.hkexnews.hk](http://www.hkexnews.hk)) or the Company’s official website (<http://www.dfport.com.hk>). The Company believes that effective communication with our shareholders is essential for ensuring that they are provided with timely access to important information about the Company, including its financial performance, strategic goals and plans, material developments, governance and risk profile, in order to enable them to exercise their rights in an informed manner.

## 概覽

本報告為大豐港和順科技股份有限公司(「本公司」)所刊發涵蓋二零一六年一月一日至二零一六年十二月三十一日期間之首份環境、社會及管治(「ESG」)報告。除另有說明者外，本報告應連同本公司二零一六年年報第35至50頁之企業管治報告一併閱讀。本報告為年度報告。

## 報告範圍及界限

本報告所載政策文件、聲明及數據涵蓋本公司及旗下主要附屬公司(統稱「本集團」)。

## 編製基準

本報告主要參考香港聯合交易所有限公司(「聯交所」)於二零一五年十二月頒佈之經修訂《環境、社會及管治報告指引》(「ESG報告指引」)編製。ESG報告指引中所界定且被視為與本集團業務及營運有關之重大層面及一般披露內容將按四個主要範疇呈列，即環境、僱傭及勞工、營運慣例以及社區。

本報告乃按照一套有系統之程序擬定。有關程序包括：識別和排列重要利益相關方、識別和排列ESG相關重要議題、決定ESG報告之界限、收集相關材料和數據、根據所收集資料編製數據及對本報告中之數據進行檢視。

## 數據來源及可靠性保證

本報告內之披露主要來源於本公司統計報告及相關文件。本公司承諾本報告不存在任何虛假記載或誤導性陳述，並對其內容真實性、準確性和完整性負責。

## 獲取及回應本報告

本報告將可在聯交所網站([www.hkexnews.hk](http://www.hkexnews.hk))或本公司官方網站(<http://www.dfport.com.hk>)獲取。本公司相信，與股東有效溝通對確保彼等可及時獲悉有關本公司之重要資訊(包括其財務表現、策略目標及計劃、重大發展以及管治及風險簡介)從而在知情情況下行使彼等之權利攸關重要。

## RESPONSIBILITY GOVERNANCE

### 責任管治

#### ESG GOVERNANCE

##### ESG Management Mechanism

Through the gradual enhancement of management system, the Company has established its ESG governance structure from top to bottom. All levels and departments of the Company clarified their own responsibilities in terms of risk identification, communication with stakeholders and information collection, and contributed to the identification and management of the Company's ESG risks.

##### Identification of and Communication with Stakeholders

The Company has identified various stakeholders based on its daily operations, and proactively communicated with each of such stakeholders through different channels. Such communications are not only for day-to-day business needs, but also help us to identify key issues in relation to our operations, providing the ground and basis for the disclosure of this report.

Stakeholders	Ways of Communication	
Customers	Official Website	Customer Service Hotline
	Customer Interview	Customer Relationship Periodic Maintenance
Staff	Company's Intranet	Staff Meeting
	Staff Suggestion Box	Staff Recreational Activity
	Staff Training	
Shareholders and Investors	Shareholders' Meeting	Periodic Report
	Official Website	Analyst Briefing
	Public Media	
Governmental Departments	Department Visit	Public Interaction Event
	Communication Session	
Suppliers	Direct Communication and Visit	Regular Review and Assessment
	Suppliers' Meeting	Tendering Activity
	Online Opinion Survey	
Others	Regular Communication	Email

#### ESG 管治

##### ESG 管理機制

本公司在逐漸完善自身管理體系基礎上，從上而下建構 ESG 管治架構。各層級和各部門從風險識別、與利益相關方溝通及信息收集等方面明確自身職責，為本公司之 ESG 風險識別和管理作出努力。

##### 利益相關方識別和溝通

本公司結合自身之日常業務識別各利益相關方群體，並通過各種渠道，與各利益相關方群體積極溝通，這些溝通不僅是日常業務需要，同時也協助我們識別自身運營過程中之重要議題，作為本報告之披露理據和基礎。

利益相關方	溝通方式	
客戶	官方網站	客戶服務熱線
	客戶訪談	客戶關係定期維護
員工	公司內部聯網	員工會議
	員工信箱	員工文體活動
	員工培訓	
股東與投資者	股東會議	定期報告
	官方網站	分析員簡報
	公開報道	
政府部門	部門拜訪	公開交流活動
	溝通會議	
供貨商	直接溝通訪問	定期審核及評估
	供貨商會議	招投標活動
	網上意見調查	
其他	常規交流	電子郵件

### List of Key ESG Issues

The key issues that the Company analysed are mainly related to its relevant environmental and social aspects. Through the communication with stakeholders via the above-mentioned channels and regular management meetings, the Company recognised that all the issues as set out in the ESG Reporting Guide which are applicable to its principal activities such as the provision of the integrated logistic freight services are the key ESG issues for its development.

### Overall Objectives and Plans for ESG

The Company underwent business expansion during 2016. During such business expansion, the Company maintained its due diligence in terms of identifying key environmental and social risks arising from each of its business segments, developed long-term management plans against respective risks, and established the objectives for the development and operation of the Company.

### ESG 重要議題列表

本公司就重要議題之分析主要圍繞著其相關環境、社會議題進行。通過與利益相關方藉上述渠道以及管理層定期會議進行溝通，本公司確認 ESG 報告指引所載所有適用於提供綜合物流貨運服務等主營業務之議題均為自身發展之 ESG 重要議題。

### ESG 整體目標規劃

本公司於二零一六年進行業務擴張。本公司在業務擴張期間，仍然積極履行責任，識別各業務分部下之主要環境及社會風險，並針對相應風險制定長期管理規劃及設立本公司之發展及運營目標。



As an enterprise having integrated logistic freight services as its principal business activity, the Company is obligated to effectively deal with any environmental issues during its course of management and operation and identify the factors which may cause material impacts to the environment and develop appropriate policies to guide each business unit from top to bottom to reduce or even eliminate the corresponding environmental risks.

## EMISSIONS AND USE OF RESOURCES

As an enterprise focusing on integrated logistic freight services, the Company is well aware of the importance of energy consumption. Based on the main business segments of the Group, we have developed appropriate policies or measures to control energy consumption for several major aspects of emissions and use of resources:

- Land Freight Services: all the transportation vehicles are required to meet the national and regional emission standards and consume appropriate fuels, with an aim to control energy consumption within a reasonable range from the source. Meanwhile, we will make scientific planning for the transportation routes of the transportation vehicles to minimise transport distance and transport frequency while completing the transportation missions, and set up respective fuel consumption target per 100 kilometers based on vehicle types and conduct evaluation in this regard.
- Storage Services: The energy consumption level of the warehouses is constantly controlled by upgrading the lighting and ventilation equipment to reduce the daily energy consumption of the warehouses.
- Daily Operation of Offices: Although the energy consumption level of the offices is insignificant as compared to that of the principal business activities, we have nevertheless developed the corresponding green office measures to save energy. For example, we have replaced some of the ordinary light bulbs and tubes to reduce the energy consumption of lighting. Besides, the air-conditioning temperature is controlled within a certain range during summer to reduce energy consumption while maintaining a comfortable office environment.

本公司作為以綜合物流貨運服務為主要業務活動之企業，有義務在管理和營運過程中有效處理任何環境事宜，識別可能造成重大環境影響之因素，並制定合適政策從上而下指導每一個業務部門，以降低甚至盡可能消除相應環境風險。

## 排放物及資源使用

本公司作為專注於綜合物流服務業務之企業，深知能源耗用之重要。我們根據本集團之主要業務分部就排放物和資源運用之多個主要方面，制定合適政策或措施以控制能源消耗：

- 陸路貨運業務：所有運輸車輛須符合國家及地區排放標準以及選用合適燃油，在源頭將能源消耗控制在合理範圍內。同時，我們會對運輸車輛之運輸路線作科學規劃，在完成運輸任務之前提下儘量降低運輸距離和運輸頻次，並且根據車型，對百公里油耗設定相應燃油消耗目標並進行考核。
- 倉儲服務：持續監控倉庫能源使用水平，通過更新照明和通風設備等，降低倉庫日常能源消耗。
- 辦公室日常運作：儘管與主要業務活動相比，辦公室能源消耗並不顯著，惟我們仍然制定相應綠色辦公措施以節省能源。例如我們已更換部分普通燈管以降低照明之能源消耗；夏天把空調溫度控制在一定範圍內，以便確保辦公室舒適度同時減少能源消耗。

## ENVIRONMENTAL AND NATURAL RESOURCES

## 環境及天然資源

The Group operates across relatively wide geographic regions due to its nature of business. Therefore, we are obliged to take responsibility for the environmental and natural resources of the local community. We have adopted the following measures:

由於業務特性，本集團運作地域相對廣泛，因此，我們有義務對當地社區的環境及天然資源承擔責任。我們已採納以下措施：

- To meet the relevant local environmental assessment requirements (if applicable) in the process of constructing the buildings and installing new equipment, ensuring that our construction and equipment operation have no material adverse impact on the local soil, air and ecological environment;
- 在建設建築物和設置新設備的過程中，如有需要，必須通過當地的相關環保評估規定，以保證自身的建設，和設備的運作對當地的土壤、空氣、生態環境不會產生嚴重負面影響；
- To protect the ecological environment of the port and remind the vessels anchored at Dafeng Port of environmental protection;
- 保護港口的生態環境，提醒停泊在大豐港港口的船隻注意環保；
- To constantly focus on and fully support to the establishment of local ecological civilisation in Dafeng City.
- 時刻關注並盡企業自身的能力支持大豐市當地的生態文明建設。

## EMPLOYMENT AND LABOUR STANDARDS

### Basic System and Employment Practices

To value the contributions made by our staff, we have developed and implemented relevant codes for staff management. We also conducted systematic standardisation and management for various aspects such as recruitment, hiring, promotion and dismissal of employee, staff training, code of conduct, working hours, performance appraisal, benefits and welfare, diversity and anti-discrimination.

### Employment Policies

The Group considers human capital is the most important asset for our long-term operation and business development. Through providing desirable workplace, continuous training and prospective career opportunities to our employees, the Group will be in a good position to maintain a robust business performance and growth. Employees hired by the Group are mainly from Hong Kong and Mainland China. The Group safeguards the rights of our employees by strictly complying with the requirements of the Labour Law of Hong Kong and the Labour Law of the PRC.

In Mainland China, we have participated in welfare schemes concerning pension insurance, unemployment insurance, maternity insurance, occupational injury insurance and medical insurance in accordance with the local regulations including the Regulations on the Administration of Housing Provident Funds and the Social Insurance Law of the PRC. In Hong Kong, we provide medical insurance, disability and invalidity coverage, maternity leave and paternity leave, incentive and bonus etc. to all our full time employees. We have also participated in the Mandatory Provident Fund (MPF) Scheme, prescribed by the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong). The Group also reviews the corporate policy of employment and labour regularly to ensure that the Group has fully complied the related legislations and regulations. We have strictly followed the Provisions on the Prohibition of Using Child Labor to prohibit the use of child and forced labor. If any child labor is found, the Company will instruct the relevant department to send such child labor back to their parents or other guardians at the original place of residence.

## 僱傭與勞工準則

### 基本制度與僱傭常規

我們重視員工之貢獻，故此制定並實施有關員工管理之相關守則，就僱員招聘、錄用、晉升、解僱、職員培訓、行為準則、工作時間、績效考核、福利待遇、多元化與反歧視等方面，進行系統化規範與管理。

### 僱傭政策

本集團視人力資源為我們長遠營運及業務發展之最重要資產。本集團將有望透過向僱員提供舒適工作環境、持續培訓及具前景之職業發展機會，維持強勁業務表現及增長。本集團所聘用僱員主要來自香港及中國大陸。本集團透過嚴格遵守香港勞工法及中國勞動法之規定保障僱員權利。

於中國大陸，我們根據當地規例（包括中國住房公積金管理條例及社會保險法）參與有關養老金保險、失業保險、生育保險、工傷保險及醫療保險之福利計劃。於香港，我們向全體全職僱員提供醫療保險、病殘保障、產假及侍產假、激勵以及花紅等。我們亦遵照香港法例第485章強制性公積金計劃條例之規定參與強制性公積金計劃。本集團亦定期審閱有關僱傭及勞工之企業政策，以確保本集團已全面遵守有關法例及規例。我們嚴格遵從禁止使用童工規定，禁止使用童工與強制勞工。如發現使用童工，本公司將指示相關部門將有關童工送交其於原居住地之父母或其他監護人。

Our new employees are subject to a certain period of probationary period, depending on the particular type of work and his/her related experience, and we may extend the probationary period if necessary. The immediate supervisor will assess the performance of the relevant employees at the end of their probationary periods and those with satisfactory performance will become formal employees. Either party may terminate the employment contract by serving a prior notice or payment in lieu of notice to the other party. If an employee violates the regulations and rules of the Company, or conducts fraudulent or deceptive behaviors or often willfully neglects duties and does not follow reasonable instructions, the Company has the right to terminate his/her employment contract without any notice or payment in lieu of notice.

All of the employees of the Group are treated equally. The employee's social identity, such as ethnicity, race, nationality, religion, gender, age, sexual orientation, political preference and marital status, will not be considered when reviewing his/her employment, remuneration package and promotion.

#### Remuneration and Benefits

In order to standardise the Company's attendance and vacation matters and effectively protect the remuneration and benefits of our staff, we have detailed regulations on staff attendance and remuneration management. The main components of the staff remuneration include the basic salary, and (if applicable) other allowances, commissions and so on. Besides, we also provide our staff with a variety of holidays and benefits, such as paid leaves, overtime allowance, outpatient allowance and inpatient allowance.

#### Working Hours and Holidays

The Company pursues a five-day work system. Although overtime work is not encouraged in general, the relevant department may arrange its staff to work on weekends, rest days and bank holidays depending on work requirements, with appropriate overtime allowance as compensation. In addition, employees are entitled to paid holidays such as public holidays, casual leave, sick leave, marital leave, bereavement leave, maternity leave and annual leave.

新僱員須根據具體工種和相關經驗接受一定限期之試用期，如有需要，我們可延長有關試用期；當試用期屆滿時，直屬上司將評估有關僱員之表現，表現滿意者將成為正式僱員。若需終止僱傭合約，雙方必須給予對方預先通知或代通知金，若僱員違反本公司規例及規則，或作出欺詐、詐騙，或經常疏忽職守、不服從合理命令，本公司有權終止僱傭合約而毋須通知或給予代通知金。

本集團對所有員工均一視同仁。僱員之招聘、薪酬及晉升考慮將不會受其社會身份（如民族、種族、國籍、宗教、性別、年齡、性取向、政治取向及婚姻狀況）所影響。

#### 薪酬和福利

為規範本公司考勤及休假事宜，有效保障員工薪酬與福利，我們就員工考勤及薪酬管理等方面制定詳細規定。員工薪酬之主要組成部分包括基本薪金，以及（如適用）其他津貼、佣金等。同時，我們亦為員工提供各類假期與福利，如帶薪假期、加班津貼、門診津貼及住院津貼。

#### 工作時間與假期

本公司實行五天工作制度。雖然一般而言不鼓勵超時工作，但相關部門會因應工作需要安排員工於週末、休息日及銀行假期當值且獲得適當加班津貼作為補償。此外，員工可享受公假、事假、病假、婚假、喪假、產假、年假等帶薪假期。



## EMPLOYMENT AND LABOUR

### 僱傭及勞工

#### HEALTH AND SAFETY

We pay close attention to occupational safety and health, and actively assume safety responsibility. In order to ensure that occupational safety and health are given priority attention while achieving moderate and high levels of production, the Group implements measures such as engineering control, administrative control and education. The Company has formulated and implemented the "Safety Policy Statement", the main contents of which are:

- To provide and maintain a safe and healthy working environment for all staff or other parties in the workplace;
- To employ experienced and qualified staff at any time, including all managers, supervisors and frontline staff, and to appoint safety officers and safety supervisors to supervise the relevant safety management;
- To effectively appoint, coordinate and supervise the safety performance of the contractor and the relevant management results;
- All departmental managers, supervisors and contractors must earnestly perform their safety management duties to ensure the strict compliance by their staff or any person within the work area with the established code of practice on safety and health.

In order to further improve the safety awareness of our employees, we have developed and adopted more stringent safety management measures and provided more comprehensive safety training in recent years, with safety training conducted once a month against certain units. Units and individuals without accident record throughout the year will be awarded year-end awards. The accident rate is thus significantly reduced.

#### DEVELOPMENT AND TRAINING

The management of the Company understands that enhanced expertise and skills of the staff are vital to the future development of the Company. We have tailor made appropriate career development paths and promotional opportunities for staff from different positions, departments and levels. In the meantime, we continuously provide relevant professional training and programmes to help our staff to respond to the rapid-changing social and economic environments, and to meet their needs of self-enhancement.

#### 健康與安全

我們密切關注職業安全及健康，積極承擔安全責任。本集團實施工程控制、行政控制及教育等措施，以達致中高度生產為目標同時，確保職業安全健康獲得優先關注。本公司制定並實施《安全政策聲明》，其中主要內容為：

- 致力為工作地點內所有工作人員或其他在場人士提供及維持一個安全和健康之工作環境；
- 在任何時間確保聘用有足夠經驗及合資格之員工，包括所有管理人員、督導人員及前線工作人員，並委任安全主任及安全督導員監督有關安全管理；
- 有效地委任、協調及監管承辦公司之安全工作表現及有關之管理成效；
- 所有部門管理人員、督導人員及承辦公司負責人，必須切實發揮其應有安全管理職責，確保監督屬下員工或工作範圍內任何人士絕對遵守既定之安全及健康工作守則。

為進一步提高員工安全生產之意識，我們近年制訂並採納更嚴謹之安全管理措施以及提供更全面之安全培訓，部分單位每個月進行一次安全培訓，對於全年沒有事故發生之單位和個人設有年終獎勵，事故率因而明顯下降。

#### 發展與培訓

本公司管理層十分明白員工專業知識和技能提升對本公司未來發展實屬不可或缺。我們為不同崗位、不同部門、不同層級之員工專門制定合適職業發展路徑和晉升機會，並持續提供相關專業培訓和課程，以協助員工應對快速變化之社會、經濟環境和滿足自身發展增值需要。

We provide specialised training to our staff from different departments and positions to enhance their skills and strengthen the coordination among different departments:

- Management staff: to provide training in the scope of labour regulations, secretarial skills and compilation of management reports;
- Technical staff: to provide respective technical training to help the staff to continuously improve their skill levels required by their positions. We also provide a wide range of training in the fields of occupational health and safety education, standardised operational procedures, and the latest development and information in relation to the commercial and logistic industries;
- Financial staff: to provide updated training in respect of compilation of financial reports and accounting standards.

Introduction sessions will be held for new staff to facilitate their further understandings toward the work flows and scope of duties. We also encourage our staff to access new techniques through external trainings. The application for external training submitted by the staff will be examined by our managers and the human resources department for funding support and study leave granted by the Company.

In addition, all of the directors and the senior management of the Company have received training in relation to the Rules Governing the Listing of Securities on the Growth Enterprise Market of the Stock Exchange and continuous professional development during this year so as to address the market demands more professionally in performing their duties.

我們為不同部門與崗位之員工提供專設之培訓，以提升員工技能和加強各部門配合：

- 管理類員工：提供包括勞動法規、秘書實務技能及撰寫管理報告等方面之培訓；
- 技術類員工：提供各相應技術培訓，幫助員工持續提升崗位所需技術水平，我們亦提供職業健康與安全教育、規範化之操作流程之培訓，以及傳達有關商貿物流產業之最新發展和動態信息；
- 財務類人員：提供最新財務報告編寫及會計準則之培訓。

本公司為新員工提供介紹會，以便新員工進一步熟悉工作流程及職責範圍。我們亦鼓勵員工通過外部培訓不斷學習新技能，通過經理及人力部門之審核，本公司會對員工外部培訓之申請進行資金及時間支持。

另外，本公司全體董事和高級管理層在年內均已接受有關聯交所創業板證券上市規則和持續專業發展之培訓，務求可更專業地應對市場要求，履行其職責。

#### SUPPLY CHAIN MANAGEMENT

The management of supply chains is crucial to the ordinary operations of the Company. The Company has formulated stringent standards for the selection of suppliers. Upon the signing of procurement contracts, we require suppliers to provide us with the relevant certificates to prove that they have the necessary qualifications, and to ensure that the operational processes is in compliance with the respective labour, environmental and other laws and regulations. At the same time, the products supplied by suppliers must meet the relevant quality and environmental standards.

#### PRODUCTS AND SERVICES

We hope that the services rendered by the Company will achieve leading standard in the industry. Accordingly, we have formulated respective policies and regulations for the quality management of services rendered by us. The responsible departments with clear description of duties are identified in different stages of service provision, with a view to ensuring a smooth and efficient flow of service provision. For instance, as for integrated logistic services, the specific duties of each department in the whole process of transportation are clearly defined:

- Management: to ensure the overall organisation operates smoothly;
- Customer Services Department: to communicate with customers in a timely manner, understand their needs and record the feedbacks of the customers in the course of the services provision;
- Document Managing Department: to ensure the documentation and filing of the information in relation to every process of transportation is accurate;
- Terminals Operating Department: to carry out daily maintenance for the facilities to ensure their normal operation;
- Operation Controlling Department: to coordinate the cooperation among different transportation teams to ensure the overall transportation process is efficient;
- Dispatch Department: to coordinate the usage of transportation vehicles;

#### 供應鏈管理

供應鏈管理對於本公司日常營運十分重要，本公司對於供應商之選擇有嚴格標準。在簽訂採購合約時，我們要求供應商必須向我們提供有關證書，證明彼等擁有所需資格並確保其營運過程符合相應勞工、環境和其他法律及法規，同時，供應商所提供產品必須符合相應產品質量和環境標準。

#### 產品及服務

我們希望本公司所提供服務能夠達致行業領先標準，因此，我們已制定所提供服務質量管理相關的政策和規例。本公司已識別提供服務過程中不同階段之負責部門，並訂有明確職責，保證整個服務流程的流暢和高效。以綜合物流服務為例，我們明確了每個部門在整個運輸過程中的具體職責：

- 管理層：保證整個組織的良好運作；
- 客戶服務部門：及時和客戶溝通，了解客戶的需要，記錄提供服務過程中客戶的反饋；
- 文件管理部門：保證在運輸過程中每個環節的信息的準確記錄和存檔；
- 終端運作部門：對設備進行日常的維護，保證設備的正常運作；
- 運作控制部門：在各運輸小組之間進行協調，保證整個運輸過程的效率；
- 調度部門：協調運輸工具的使用；

- Human Resources and Administrative Department: to manage cost and procurement and set up respective project management teams;
- Information Department: to carry out daily monitoring and maintenance for the information managing system.
- 人力資源及行政部門：成本和採購管理及成立相應項目的管理小組；
- 信息部門：日常監控和維護信息管理系統。

Furthermore, we will actively communicate with our customers in the course of our services to understand their opinions on our services and collect their feedbacks. We have formulated an effective complaint system which allows our customers to reflect their doubts or dissatisfaction against our services. Upon receiving complaints from our customers, we will identify the responsible department, identify the reason for complaints and follow-up with such complaints in a timely manner, reasonable compensation will be given by the Company to the customers who suffered a loss.

### ANTI-CORRUPTION

The Company strictly complies with national and local laws and regulations by establishing strict anti-corruption and integrity codes and developing corresponding internal codes and management systems, which require all directors, management and staff of the Company to maintain a high level of business ethics. The audit committee of the Company is responsible for internal control matters related to anti-corruption. Channels of reporting through writing, telephone and e-mail are introduced to encourage employees to report irregularities to the audit committee once corruption is found, and the committee promises to keep the information of the whistleblower absolutely confidential.

During the reporting period, there was no concluded or pending legal proceeding against the Company and our employees in relation to corruption.

另外，我們將在服務過程中與客戶進行積極溝通，了解他們對我們服務的看法，獲取他們的反饋。我們設立了有效的投訴制度，客戶對我們的服務有任何的疑問或不滿，都可以通過投訴渠道對我們進行反映。在接收客戶的投訴之後，我們將識別責任部門，釐清投訴原因，並即時跟進有關投訴，如果造成客戶的損失，本公司會給予客戶合理的賠償，彌補客戶的損失。

### 反貪污

本公司嚴格遵守國家和當地法律法規，制定了嚴格的反貪污和廉潔守則，並設立了相應的內部守則和管理制度，要求本公司所有董事、管理層和員工都保持高水平的商業道德。本公司審計委員會負責有關反貪腐的內部控制事項，同時設立了書面、電話、電郵等舉報渠道，鼓勵員工一旦發現有貪污腐敗的現象發生，立即向審計委員會舉報不當行為，委員會承諾絕對保密舉報者的信息。

在報告期內，概無發生任何關於本公司及員工的已審結或正在審理的有關貪污的法律訴訟。

### COMMUNITY INVESTMENT

The Company is grateful to the local community for their support of our business and we believe that sustainable development cannot be achieved without such support. We consider the best feedback to the community is to bring more positive effects for the development of the community with the Company's own growth by contributing sustainable and healthy tax revenue to the local government and creating growing employment opportunities for local community through the continuous growth of main business scale and a good level of governance.

Taking into account various ESG factors, the management of the Company is also constantly discussing and exploring the possibility and the combination of its business and community investment, in the hope of creating greater value for the community in more ways in the future. Currently, infrastructure construction, environmental protection and poverty alleviation are the areas of community participation that the Company is actively considering.

### 社區投資

本公司感謝當地社區對公司業務的支持，我們相信，沒有當地社區對公司發展的支持，我們並不能真正地做到可持續發展。我們認為對社區最好的回饋，就是通過不斷成長的主營業務規模，以及良好的管治水平，為當地政府帶來持續穩健的稅收收入、為當地社區創造不斷增長的就業機會，以本公司自身的成長為社區的發展帶來更多的正面效應。

本公司管理層也在不斷討論和探索自身業務與社區投資的可能性和結合點，綜合考慮環境、社會及管治等各方面的因素，希望在未來能夠在更多的方面為社會創造更大的價值。目前，基礎設施建設、環境保護、扶貧濟困等都是本公司正在積極考慮的社區參與領域。





Dafeng Port Heshun Technology  
Company Limited  
大豐港和順科技股份有限公司