

# FINSOFT FINANCIAL INVESTMENT HOLDINGS LIMITED

匯財金融投資控股有限公司

(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 : 8018

Environmental, Social  
and Governance Report

環境、社會及管治報告

# 2020



# CONTENTS

## 目錄

ABOUT THIS REPORT	關於本報告	2
REPORTING STANDARD	報告準則	2
SCOPE OF THE ESG REPORT	環境、社會及管治報告範圍	3
FEEDBACK	反饋	3
APPROACH TO SUSTAINABLE DEVELOPMENT	可持續發展方針	3
STAKEHOLDER ENGAGEMENT	持份者參與	4
MATERIALITY ASSESSMENT	重要性評估	5
EMPLOYMENT AND LABOUR PRACTICES	僱傭及勞工慣例	7
Recruitment and Benefits	招聘及福利	8
Dismissal	解僱	9
Equal Opportunities and Anti-discrimination	機會平等及反歧視	9
Work-life Balance	工作與生活平衡	9
Training and Development	培訓及發展	10
Health and Safety	健康與安全	11
Labour Standards	勞工準則	12
OPERATING PRACTICES	營運實務	12
Supply Chain Management	供應鏈管理	12
Personal Data Protection	個人資料保護	13
Service Quality Control	服務質素控制	13
Intellectual Property Rights	知識產權	14
Anti-corruption	反貪污	15
ENVIRONMENT	環境	16
Air and Greenhouse Gas Emissions	廢氣及溫室氣體排放	16
Wastes	廢棄物	17
Water Use Management	管理用水	18
Use of Resources	資源使用	18
Policies on the efficient use of resources	提高資源效用的政策	18
Green practices	綠色實踐	18
Policies on waste reduction	減廢政策	19
COMMUNITY INVESTMENT	社區投資	20

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ABOUT THIS REPORT

The Environmental, Social and Governance (“ESG”) Report (“ESG Report”) summarises the initiatives and performance on environmental and social related topics in relation to Finsoft Financial Investment Holdings Limited (“Company”, together with its subsidiaries, “Group”) for the year ended 31 December 2020 (“Year”). The Group is committed to sustainable development. This ESG Report is a valuable opportunity for the Group to show its connection with the stakeholders of the Group, and demonstrate the Group’s ESG performance and business strategies to continuously provide high quality services and products to its stakeholders during the Year.

### REPORTING STANDARD

Throughout the process in compiling this ESG Report for the Year, the Group ensures that this ESG Report was prepared according to the Environmental, Social and Governance Reporting Guide (“ESG Guide”) in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (“GEM Listing Rules”), except those amendments to the ESG Guide which are effective for financial years commencing on or after 1 July 2020.

The content and disclosure of this ESG Report were also prepared based on the principles of materiality, quantitative, balance and consistency to the stakeholders of the Group for reference. Materiality means to include sufficiently important content in order to present meaningful results to investors and other stakeholders to evaluate the Group’s ESG performance. A description of the Group’s materiality assessment process and stakeholder engagement can be found in the sections headed “STAKEHOLDER ENGAGEMENT” and “MATERIALITY ASSESSMENT” in this ESG report. Applying the principle of quantitative, the Group ensures the KPIs in respect of historical data are measurable and provides relevant explanations and comparisons with its ESG performance in the previous year to evaluate the effectiveness of the Group’s ESG related policies. Further details of how the Group quantifies the ESG data in relation to its emissions/energy consumption are stated in the sections headed “Air and Greenhouse Gas Emissions” and “Wastes” below in this ESG Report. The principle of balance requires this ESG Report to be disclosed in an unbiased manner to avoid influencing the judgement of the report reader in an inappropriate way. Lastly, this ESG Report uses consistent methodologies year-to-year to allow for meaningful comparisons of the Group’s ESG performance over time.

Regarding corporate governance of the Group, stakeholders may refer to the section headed “Corporate Governance Report” in the annual report of the Company for the Year (“2020 Annual Report”).

### 關於本報告

本環境、社會及管治（「環境、社會及管治」）報告（「環境、社會及管治報告」）概述匯財金融投資控股有限公司（「本公司」，連同其附屬公司統稱「本集團」）於截至二零二零年十二月三十一日止年度（「本年度」／「年」）在環境及社會相關主題的舉措及表現。本集團致力於可持續發展。環境、社會及管治報告是寶貴的機會，讓本集團展示其與持份者的聯繫，並展示本集團於本年度的環境、社會及管治表現及業務戰略，以持續向持份者提供優質服務及產品。

### 報告準則

在編製本年度環境、社會及管治報告的整個過程中，本集團確保環境、社會及管治報告乃根據香港聯合交易所有限公司GEM證券上市規則（「GEM上市規則」）附錄20所載環境、社會及管治報告指引（「環境、社會及管治報告指引」）版本編製，惟於二零二零年七月一日或之後開始的財政年度生效之環境、社會及管治報告指引修訂除外。

本環境、社會及管治報告的內容及披露亦基於重要性、量化、平衡及一致性的原則編製，供本集團持份者參考。重要性指包含充分重要的內容，以便向投資者及其他持份者呈現有意義的結果，以評估本集團的環境、社會及管治績效。有關本集團重要性評估過程及持份者參與的描述載於本環境、社會及管治報告「持份者參與」及「重要性評估」分節。本集團應用量化原則，確保歷史數據的關鍵績效指標可衡量，並提供相關解釋及與上一年度環境、社會及管治績效的比較，以評估本集團環境、社會及管治相關政策的成效。關於本集團如何量化有關排放/能源消耗的環境、社會及管治數據，見本環境、社會及管治報告下文「廢氣及溫室氣體排放」及「廢棄物」分節。平衡原則要求本環境、社會及管治報告報告以不偏不倚的方式披露，避免以不適當的方式影響報告讀者的判斷。最後，本環境、社會及管治報告採用跨年一致方式，以便就本集團環境、社會及管治表現隨時間進行有意義的比較。

關於本集團的企業管治，持份者可參閱本公司本年度年報（「二零二零年年報」）「企業管治報告」一節。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### SCOPE OF THE ESG REPORT

Unless otherwise specified, the information disclosed in this ESG Report covers the period from 1 January 2020 to 31 December 2020. This ESG Report covers the principal business activities of the Group, which are the provision of financial trading software solutions, provision of other IT and internet financial platform services, money lending business and assets investments in Hong Kong. Compared with last year, as the Company has completed the acquisition of a non-wholly owned subsidiary – Metrotec Limited in September 2020, its environmental and social data has also been included in this ESG Report.

### FEEDBACK

The Group values any feedback on this ESG Report. Feedback can assist the Group to understand the expectations of its stakeholders towards the Group's sustainable development performance, and provide references to the Group in identifying directions to enhance its ESG performance in future.

For any comments or suggestions, please contact the Group at:

Unit Nos. 1209–10, 12/F  
Prosperity Millennia Plaza  
No. 663 King's Road  
North Point, Hong Kong

### APPROACH TO SUSTAINABLE DEVELOPMENT

The Group is devoted to implementing sustainable measures in bringing positive impacts to the environment and society, while promoting economic development at the same time. Therefore, the Group incorporates environmental, social and governance considerations into its operations. The Group aims to transform itself into an environmentally-friendly corporation and fulfil its responsibilities to the environment and community, whilst promoting sustainable business growth.

### 環境、社會及管治報告範圍

除另有說明外，本環境、社會及管治報告所披露的資料涵蓋二零二零年一月一日至二零二零年十二月三十一日止期間。本環境、社會及管治報告涵蓋本集團的主要業務活動，即於香港提供金融交易軟件解決方案、提供其他資訊科技及互聯網金融平台服務、借貸業務及資產投資。與去年相比，由於本公司於二零二零年九月完成收購非全資附屬公司 Metrotec Limited，其環境及社會數據亦已被納入本環境、社會及管治報告。

### 反饋

本集團重視對本環境、社會及管治報告的任何反饋。反饋有助於本集團了解持份者對本集團可持續發展表現的期望，並為本集團確定未來提升環境、社會及管治表現的方向提供參考。

如有任何意見或建議，請通過以下方式與本集團聯繫：

香港北角  
英皇道663號  
泓富產業千禧廣場  
12樓1209-10室

### 可持續發展方針

本集團致力於實施可持續措施，在促進經濟發展的同時，對環境及社會帶來積極影響。因此，本集團於營運時將環境、社會及管治因素納入考慮。本集團旨在轉變為環保企業，在促進可持續業務增長的同時，履行對環境及社區的責任。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### STAKEHOLDER ENGAGEMENT

The Group strives to maintain an open and honest relationship with its stakeholders through constant communications in order to understand their expectations and formulate enhanced ESG strategies for the Group. The Group has set up diverse communication channels for its stakeholders to express their opinions and receive information about the Group's business updates.

### 持份者參與

本集團透過持續溝通，著力與持份者保持開放及坦誠的關係，以了解持份者的期望，並為本集團制定完善的環境、社會及管治策略。本集團已建立多元化溝通渠道，供持份者表達意見及接收本集團的業務最新資訊。

Stakeholders 持份者	Expectations and concerns 期望及關注	Key communication methods 主要溝通方式
Customers 客戶	<ul style="list-style-type: none"> <li>Product and service quality</li> <li>Technological innovation</li> <li>Information security</li> <li>產品及服務質素</li> <li>技術創新</li> <li>信息安全</li> </ul>	<ul style="list-style-type: none"> <li>Meetings</li> <li>E-mails and service hotline</li> <li>Company website</li> <li>會議</li> <li>電郵及服務熱線</li> <li>公司網站</li> </ul>
Employees 僱員	<ul style="list-style-type: none"> <li>Protection of employees' rights and interests</li> <li>Career development</li> <li>Remuneration and welfare</li> <li>保障僱員的權利及權益</li> <li>職業發展</li> <li>薪酬與福利</li> </ul>	<ul style="list-style-type: none"> <li>Training, seminars and briefing sessions</li> <li>Internal meetings</li> <li>E-mails</li> <li>Staff activities</li> <li>Performance review</li> <li>培訓、研討會及簡報會</li> <li>內部會議</li> <li>電郵</li> <li>員工活動</li> <li>表現考核</li> </ul>
Suppliers and business partners 供應商及業務合作夥伴	<ul style="list-style-type: none"> <li>Corporate reputation</li> <li>Customer satisfaction</li> <li>Communication and cooperation</li> <li>公司聲譽</li> <li>客戶滿意度</li> <li>溝通與合作</li> </ul>	<ul style="list-style-type: none"> <li>Meetings</li> <li>E-mails and service hotline</li> <li>會議</li> <li>電郵及服務熱線</li> </ul>

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Stakeholders 持份者	Expectations and concerns 期望及關注	Key communication methods 主要溝通方式
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> <li>Information disclosure</li> <li>Corporate governance</li> <li>Financial performance</li> <li>Protection of shareholders' and investors' interests</li> </ul>	<ul style="list-style-type: none"> <li>Annual general meeting and other general meetings</li> <li>Announcements and publications</li> <li>Company website</li> </ul>
Government and regulatory bodies 政府及監管機構	<ul style="list-style-type: none"> <li>Relevant laws and regulations</li> <li>Economic development</li> </ul>	<ul style="list-style-type: none"> <li>Ad-hoc enquiries</li> <li>Seminars</li> <li>E-mails</li> <li>不定時的查詢</li> <li>研討會</li> <li>電郵</li> </ul>
Community 社區	<ul style="list-style-type: none"> <li>Environmental responsibilities</li> <li>Public welfare</li> <li>Community development support</li> </ul>	<ul style="list-style-type: none"> <li>Community services and activities</li> <li>Mailbox</li> <li>Company website</li> <li>社區服務及活動</li> <li>郵箱</li> <li>公司網站</li> </ul>

### MATERIALITY ASSESSMENT

The Group has conducted a stakeholder engagement survey to prioritise the material sustainability issues during the Year. In the survey, different stakeholders of the Group were invited to rank the twenty-one identified material ESG issues by relative importance and provide their feedback on the Group's ESG performance.

### 重要性評估

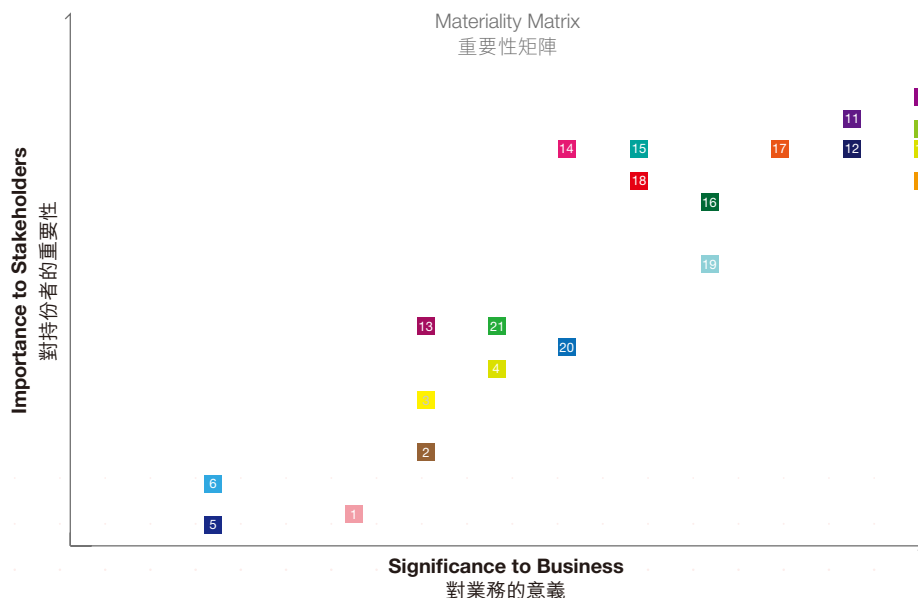
本集團於年內進行了持份者問卷調查，以確認重大可持續發展議題的優先次序。此調查邀請了本集團的不同持份者對21個已識別的重大環境、社會及管治議題就相關重要性進行排序，並就本集團的環境、社會及管治表現提供反饋。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

The following matrix is generated based on the opinions collected through the survey. With the more important ESG issues shown at the upper right-hand corner of the matrix, the Group is committed to considering those ESG issues and taking necessary actions in its operations in response to its stakeholders' concerns. Eleven material issues have been identified and highlighted as below and further elaborated in this ESG Report:

以下矩陣乃根據通過調查收集的意見產生。矩陣右上角顯示的是較重要的環境、社會及管治議題，因此，本集團致力於考慮該等環境、社會及管治議題，並針對持份者所關注的事項於業務過程中採取必要行動。本集團確定11個重大議題，於下表中重點顯示，並於本環境、社會及管治報告進一步闡述：



### ESG Issues

1. Greenhouse gas emission
2. Non-hazardous waste generation
3. Waste recycling
4. Energy use and energy efficiency
5. Wastewater discharge
6. Natural resources
7. **Labour rights**
8. **Diversity and equal opportunity**
9. **Employer-employee relations**
10. **Employee benefits**
11. **Training and development**
12. **Occupational health and safety**
13. Supply chain management
14. Product/service quality and safety
15. **Customer satisfaction**
16. **Complaints handling**
17. **Intellectual property rights**
18. **Consumer data protection and privacy**
19. **Anti-corruption**
20. Charitable donation
21. Participation in voluntary work

### 環境、社會及管治議題

1. 溫室氣體排放
2. 無害廢棄物產生
3. 廢物回收
4. 能源使用及能源效率
5. 廢水排放
6. 天然資源
7. **勞工權益**
8. **多元化及平等機會**
9. **僱主－僱員關係**
10. **僱員福利**
11. **培訓及發展**
12. **職業健康及安全**
13. 供應鏈管理
14. 產品／服務質素及安全
15. **客戶滿意度**
16. **投訴處理**
17. **知識產權**
18. **消費者資料保護及私隱**
19. **反貪污**
20. 慈善捐贈
21. 參與義工工作

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

## EMPLOYMENT AND LABOUR PRACTICES

Employees are a valuable component of the Group in its sustainable development. The Group shows support to its employees by providing a wide range of resources and efforts in creating a motivating and harmonious working environment for their personal development.

During the Year, the Group was not aware of any material non-compliance with the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong), the Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong) and other relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

The Group had 73 full-time employees as at 31 December 2020. The Group's employees are classified by gender and age group as below:

## 僱傭及勞工慣例

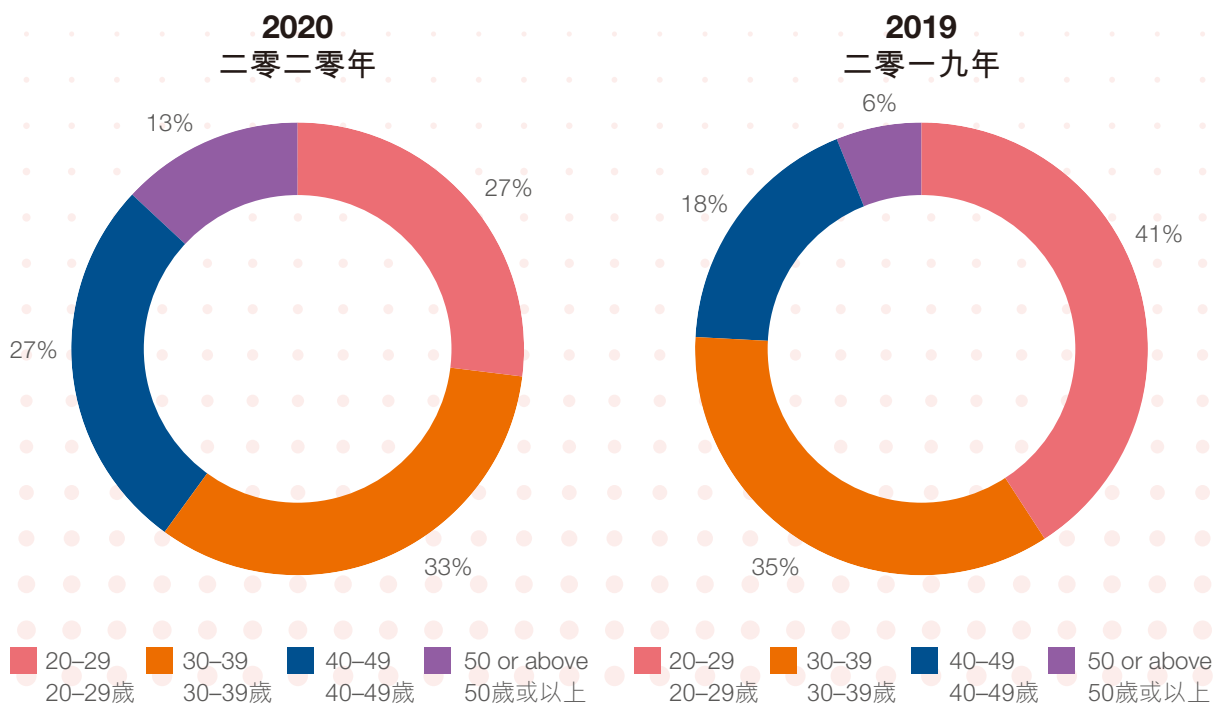
僱員是本集團可持續發展的重要組成部分。本集團提供廣泛的資源，並努力為僱員的個人發展創造激勵及和諧的工作環境，以示對僱員的支持。

於年內，本集團並無知悉任何嚴重違反僱傭條例（香港法例第57條）、最低工資條例（香港法例第608條）、強制性公積金計劃條例（香港法例第485條）以及其他有關賠償及解僱、招聘及晉升、工作時間、休息時間、平等機會、多元化、反歧視及其他福利及待遇的且對本集團有重大影響的相關法律及法規。

本集團於二零二零年十二月三十一日有73名全職僱員。本集團僱員根據性別及年齡組別劃分如下：

Workforce by gender		按性別劃分的員工	2020 二零二零年	2019 二零一九年
Male	男性		50	46
Female	女性		23	22
Total number of employees		僱員總數	73	68

Workforce by Age Group  
按年齡組別劃分的員工





# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Recruitment and Benefits

The Group recognises the importance of a diverse workforce. Fair and equal employment and recruitment procedures are adopted within the Group.

The Group's human resources department is responsible for organising recruitment procedures. The recruitment process includes reviewing job applications, selecting candidates for interviews, interviewing candidates and obtaining approval before offering any employment contracts. While reviewing job applications, the human resources personnel would shortlist candidates based on their work experience, skills and abilities and the job requirements of the vacancies, regardless of their gender, marital status, pregnancy, disability, age, family status, race, sexual orientation, religion and nationality. Any forms of discrimination at any time during the whole recruitment process is prohibited. Employment contracts will be offered to successful candidates and signed before the commencement of service. The employment contracts contain clear statements on all rights and benefits of an employee, including working hours and leave entitlement. It is important to ensure the Group's employees have full understanding of their rights and they are encouraged to approach the human resources department for any clarification.

Competitive remuneration packages are crucial to employees and is also a way to maintain employees' loyalties towards the Group. The Group regularly reviews the competitiveness of its remuneration packages based on the prevailing market practices. The Group's human resources department also reviews remuneration packages to ensure that the Group is in stringent compliance with the Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong). Apart from basic salary, discretionary bonuses may be offered to employees subject to the employee's performance, as well as the business performance of the Group. Employees are also entitled to the Mandatory Provident Fund ("MPF") contributions under the MPF scheme of the Group. Medical insurance is provided to the Group's employees. Under the share option scheme of the Company, share options may be granted to eligible employees.

### 招聘及福利

本集團意識到多元化員工的重要性。本集團採用公平及平等的僱傭及招聘程序。

本集團的人力資源部負責組織招聘程序。招聘過程包括檢視職位申請、遴選面試人選、與應徵者面談及在提供任何僱傭合約前取得批准。人力資源人員在檢視職位申請時，將根據應徵者的工作經驗、技能及能力以及職位空缺的要求篩選人選，而不論性別、婚姻狀況、懷孕、殘疾、年齡、家庭狀況、種族、性取向、宗教及國籍。在整個招聘過程中，禁止任何時候任何形式的歧視。僱傭合約將提供予獲聘者，並在開始服務前簽署。僱傭合約明確規定僱員的所有權利及福利，包括工作時間及休假權利。確保本集團的僱員充分了解自身權利尤其重要，本集團鼓勵僱員向人力資源部提出任何疑問。

具競爭力的薪酬待遇對僱員至關重要，亦是保持僱員對本集團忠誠度的方式。本集團定期根據現行市場慣例審議其薪酬待遇的競爭力。本集團的人力資源部亦會檢討薪酬待遇，以確保本集團嚴格遵守最低工資條例（香港法例第608章）。除基本工資外，本集團亦有可能因應僱員表現及本集團業務表現向僱員發放酌情花紅。根據本集團的強制性公積金（「強積金」）計劃，僱員亦享有強積金供款。本集團向僱員提供醫療保險。根據本公司購股權計劃，購股權可授予合資格僱員。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Moreover, the Group provides its employees with good promotion prospects. The Group has implemented an annual performance appraisal system to evaluate employees' performance and remuneration periodically, with an aim to reward and motivate the contribution and performance of employees and assist them in their career development within the Group. Such performance appraisal system also allows employees to share their personal and career development with the Company and it is beneficial to the Group in understanding the potential of different employees, collecting feedback from them and making improvement on its future recruitment and training directions.

### Dismissal

Sufficient notice period is required for staff dismissal as stated in individual employment contracts. The Group's human resources personnel would conduct exit interviews with the individual employee to understand the reasons of resignation. The Group ensures that its dismissal procedures strictly comply with the relevant employment laws and regulations in Hong Kong.

### Equal Opportunities and Anti-discrimination

The Group is committed to providing a working environment that is free from discrimination on the basis of gender, age, family status, ethnicity, religion, nationality or disability. The Group treats all job applicants and employees equally and fairly throughout transfer, recruitment, training and promotion.

### Work-life Balance

Being a family-friendly employer, the Group is committed to increasing its employees' sense of belonging and helping them achieve the goal of work-life balance, by implementing various family-oriented measures. As an office-based company, the Group adopts five-day work week and its employees are entitled to statutory holidays and special leaves such as maternity leave, paternity leave and compassionate leave. Unfortunately, due to the outbreak of the coronavirus disease 2019 ("COVID-19"), the majority of the Group's recreational activities including sports events and lunch gatherings were suspended during the Year to prevent spreading of the disease. The Group is looking forward to resuming all employee activities when the pandemic is over, so that more varieties of activities can be arranged for its employees to participate in.

此外，本集團為其僱員提供良好的晉升機會。本集團已實施年度表現考核制度，以定期評估僱員表現及薪酬，旨在獎勵及激勵其僱員的貢獻及表現，並協助彼等於本集團內實現職業發展。表現考核制度亦讓僱員與本公司分享個人及職業發展，有利於本集團瞭解不同僱員的潛力，收集僱員的反饋意見，並改進未來的招聘及培訓方向。

### 解僱

根據個人僱傭合約的規定，解僱員工必須予以足夠的通知期。為了解僱員辭職的原因，本集團的人力資源人員會與個別僱員進行離職面談。本集團確保解僱程序嚴格遵守香港相關的僱傭法律法規。

### 機會平等及反歧視

本集團致力於提供不受性別、年齡、家庭狀況、種族、宗教、國籍或殘疾歧視的工作環境。本集團在調職、招聘、培訓及晉升過程對所有求職者及僱員一視同仁，公平對待。

### 工作與生活平衡

作為家庭友善僱主，本集團致力通過採取各種關顧家庭的措施，提高僱員的歸屬感，助其達致工作與生活平衡。作為於辦公室辦公的公司，本集團採用五天工作週，其僱員亦享有法定假日，以及產假、侍產假及恩恤假等特別假期。不幸的是，由於2019冠狀病毒病（「COVID-19」）爆發，為防止疾病傳播，本集團於年內暫停大部分娛樂活動（包括體育活動及午餐聚會）。本集團期望在疫情結束後恢復所有僱員活動，以便安排更多種類的活動供僱員參加。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Training and Development

Regular employee trainings assist the Group to build sustainable growth in the long run. The Group is committed to providing an environment that is conducive to the development of its staff. The Group motivates employees to attend different varieties of trainings according to their area of interests and skills required for career development within the Group.

During the Year, the Group focused on providing internal trainings, topics of which included information technologies, operation management, technical updates and market trends, GEM Listing Rules, accounting standards, law and compliance, to polish the skills and knowledge of its employees. The Group also supports and encourages self-initiated personal development of its employees through financial sponsorship subject to management approval.

The details of training hours completed by the Group's employees are illustrated in the table below:

Average training hours completed (hours per employee)	已完成的平均培訓時間 (小時/每名僱員)	2020 (hour) 二零二零年 (小時)	2019 (hour) <sup>1</sup> 二零一九年 (小時) <sup>1</sup>
Male	男性	0.47	8.62
Female	女性	0.56	9.68
All employees	全體僱員	0.50	8.99

<sup>1</sup> Our reporting on social KPIs mainly follows the calculation methodologies stated in "How to prepare an ESG report" published by The Stock Exchange of Hong Kong Limited. KPIs for development and trainings in 2019 have also been restated.

The outbreak of COVID-19 at the beginning of the Year seriously affected the normal practice for the Group in providing internal employee trainings but the Group offered minimal trainings during the Year to maintain the service quality and product knowledge of its employees. The Group aims to resume regular training activities or seek other training methods such as online courses or conferences for its employees to participate in when the pandemic is over.

### 培訓及發展

定期僱員培訓有助於本集團建立長期可持續發展。本集團致力於提供有利於員工發展的環境。本集團鼓勵僱員根據自身的興趣領域及集團內職業發展所需的技能參加不同類型的培訓。

於年內，本集團專注於提供內部培訓，包括有關資訊科技、營運管理、技術更新和市場趨勢、GEM上市規則、會計準則、法律與合規的主題，以提高僱員的技能及知識。本集團亦通過財務贊助支持及鼓勵其僱員之個人自發性發展，惟須獲得管理層批准。

本集團僱員已完成的培訓時數詳情載於下表：

Average training hours completed (hours per employee)	已完成的平均培訓時間 (小時/每名僱員)	2020 (hour) 二零二零年 (小時)	2019 (hour) <sup>1</sup> 二零一九年 (小時) <sup>1</sup>
Male	男性	0.47	8.62
Female	女性	0.56	9.68
All employees	全體僱員	0.50	8.99

<sup>1</sup> 我們遵照了香港聯交所刊發的《如何準備環境、社會及管治報告》中所訂明的社會關鍵績效指標的計算方式，並對我們2019年度有關發展及培訓的數據作重新計算。

本年度初爆發的COVID-19疫情嚴重影響了本集團提供內部僱員培訓的常規做法，本集團於本年度僅提供了最低限度的培訓，以維持其僱員的服務質素及產品知識。本集團的目標是在疫情結束後，恢復定期培訓活動或尋求其他培訓方法（如網上課程或會議）供員工參加。

### Health and Safety

Protecting the health and safety of employees is one of the Group's top concern, especially with the unexpected COVID-19 happening during the Year. The Group closely monitors the updates of the pandemic and adjusts working arrangements accordingly. Below are the Group's extra measures arranged during the pandemic together with its regular measures implemented to protect the health and safety of all employees:

- First-aids kits are checked and replenished regularly to ensure necessary items are in place;
- Smoking is strictly prohibited at all enclosed areas within its offices;
- Regular checking and maintenance are performed on machines, equipment and fire extinguishers;
- Employees are encouraged to attend annual fire drills arranged by respective building management companies, helping them to get familiar with the escaping routes in case of fire;
- Regular safety inspections are carried out to locate any working conditions which contain potential hazards and corrective measures are implemented to solve any potential hazards;
- Work from home arrangement can be made followed by approval from the relevant department heads;
- Employees are reminded to wear face masks at the office area; and
- Disinfectant sprays and hand sanitizers are provided at offices to maintain good hygiene at work.

During the Year, the Group did not have any lost days due to work injury (2019: Nil) or record any work-related fatalities (2019: Nil). The Group was not aware of any material non-compliance with the Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong) and relevant laws and regulations that have a significant impact on the Group in relation to providing a safe working environment and protecting employees from occupational hazards during the Year.

### 健康與安全

保護僱員的健康及安全是本集團最關注問題之一，尤其是針對年內突如其來的COVID-19疫情。本集團密切監察疫情的最新進展，並相應調整工作安排。以下為本集團就保護所有僱員的健康及安全，除常規措施外於疫情期間所安排的額外措施：

- 定期檢查及補充急救箱，確保存放必要用品；
- 嚴禁在辦公室內所有封閉區域吸煙；
- 定期檢查並保養機器、設備及滅火器；
- 鼓勵僱員參加相關大廈管理公司舉辦的年度消防演習，助其熟習火災發生時的逃生路線；
- 定期進行安全檢查，以找出任何存在潛在危害的工作狀況，一旦發現潛在危害即採取糾正措施；
- 可申請在家工作，經由相關部門負責人批准；
- 提醒僱員在辦公室區域佩戴口罩；及
- 於辦公室提供消毒噴霧劑及洗手液，以保持良好的工作衛生。

於年內，本集團並無任何因工傷而損失的工作天數（二零一九年：無），且並無任何工作致命事故的記錄（二零一九年：無）。於年內，本集團並無知悉任何嚴重違反職業安全及健康條例（香港法例第509章）及相關法律法規而對本集團就提供安全工作環境及保障僱員免受職業危害的情況構成嚴重影響。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Labour Standards

As the Group's operations take place in offices, the Group is exposed to a lower risk in employing any child or forced labour. However, the Group is committed to prohibiting the use of child or forced labour. The human resources personnel of the Group follow the Group's human resources policies during the recruitment process and verify the age and identities of successful candidates before signing employment contracts with them. The Group also monitors relevant regulations to ensure compliance with the requirements of minimum wage for all employees. It is important to prevent any kind of abuse at the workplace. The Group is devoted to promoting a harmonious working environment and expects its suppliers to follow similar labour practices.

During the Year, no incident about child and forced labour was identified and the Group complied with the Employment Ordinance and other relevant laws and regulations relating to preventing child and forced labour. If any child labour or forced labour is found, the relevant employee will be dismissed immediately and the human resources personnel will be responsible for conducting investigation and implementing new measures to prevent re-occurrence.

## OPERATING PRACTICES

### Supply Chain Management

Since the reputation of suppliers will also influence the Group's brand image, the Group has a high level of expectations on its suppliers to protect the environment, cherish resources, comply with local laws and regulation, as well as treat employees fairly.

During the Year, the Group's major suppliers included (i) hardware vendors who supplied hardware such as servers, for the Group's sale of hardware; and (ii) data centre operators and network system providers who leased out rack space in data centres and network systems respectively for the Group's hosting services.

In the process of selecting suppliers, it is important to consider their product quality, costs, scale of business and reputation. Suppliers with consideration of applying green practices in their business operations and manufacturing processes would be preferred. The Group would evaluate the suppliers' performances regularly. For suppliers who had made significant negative impacts to the environment and society, the Group may consider terminating its cooperation with them and seek better suppliers.

### 勞工準則

由於本集團的業務於辦公室進行，本集團僱用任何童工或強制勞工的風險較低。然而，本集團承諾禁止使用童工或強制勞工。本集團的人力資源人員在招聘過程中會遵循本集團的人力資源政策，在與獲聘者簽訂僱傭合約前，會先核實其年齡及身份。本集團亦會監察相關規定，以確保符合所有僱員的最低工資要求。防止在工作場所任何形式的職場欺凌尤其重要。本集團致力於促進和諧的工作環境，並期望供應商遵循類似的勞工慣例。

於年內，概無發現有關童工及強制勞工的事件，本集團一直遵守僱傭條例及其他有關防止童工及強制勞工的法律及法規。如發現任何童工或強制勞工，相關僱員將被立即解僱，而人力資源人員將負責進行調查並採取新措施以防止事件再次發生。

## 營運實務

### 供應鏈管理

由於供應商的聲譽亦會影響本集團的品牌形象，因此本集團對其供應商寄予厚望，要求供應商保護環境、珍惜資源、遵守當地法律法規及公平對待員工。

於年內，本集團的主要供應商包括(i)為本集團硬件銷售供應硬件(例如是伺服器)的硬件供應商；及(ii)為本集團伺服器寄存服務出租數據中心機架空間的數據中心營運商及出租網絡系統的網絡系統提供商。

在選擇供應商的過程中，考慮其產品質量、成本、業務規模及聲譽尤其重要。若供應商考慮在業務營運及製造過程中採用綠色措施，則更為可取。本集團將定期評估供應商的表現。倘供應商對環境及社會造成重大負面影響，本集團會考慮終止與彼等的合作，並尋求更好的供應商。

### Personal Data Protection

The business operation of the Group involves a significant amount of personal data. In view of this, the Group pays a lot of attention in protecting data privacy of its employees, customers and business partners. The Group adheres to the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) and other relevant laws and regulations that have a significant impact on the Group relating to privacy matters.

The Group collects and uses confidential information in a careful manner and only retrieves data according to the terms as stated in its contracts with its customers and business partners. The Company imposed strict control over employees in accessing sensitive personal information. No employees should have access to, copy or reproduce any content of the customer profiles without proper authorisation. Furthermore, regular updates of system firewalls and anti-virus software are also installed to prevent hackers from retrieving any information from the Group's systems.

### Service Quality Control

As a leading financial trading software solutions provider, the Group continuously offers flexible, scalable and cost-effective online front-end trading and back-office systems in trading global financial products, to banks and brokerage firms in Hong Kong.

As the Group's customers have high expectations on the Group's service quality, the Group has established a quality assurance team which is dedicated to maintaining a sustainable performance-oriented culture in promoting continuous development. To ensure that the Group's systems meet its customers' requirements without deficiency, the quality assurance team performs various tests on the Securities Back Office System and Futures Back Office System following a standard checklist.

For the Securities Front Office System and Futures Front Office System, the Group assists its customers in the market rehearsal arranged by the Hong Kong Exchanges and Clearing Limited to conduct testing on server and system connectivity. For modification/customisation of the Securities Front Office System and Futures Front Office System, testing works are handled by the Group's development team. Firstly, the Group conducts tests on an individual basis. Then the Group may conduct an integration test of software systems in case the modification/customisation works affect parts of the software systems. Whereas for systems such as the Forex and Bullion Front and Back Office Systems that are not connected to any exchange, products are tested internally before delivering them to the Group's customers. Products with defects during the testing process are returned to the development team for rectification.

### 個人資料保護

本集團的業務經營涉及大量個人資料。有鑑於此，本集團相當重視保護僱員、客戶及業務合作夥伴的資料私隱。本集團遵守個人資料(私隱)條例(香港法律第486章)及其他對本集團有重大影響的有關私隱問題之相關法律及法規。

本集團秉持謹慎的原則收集和使用機密資料，並僅根據客戶及業務合作夥伴的合約條款檢索數據。本公司嚴格控制僱員工取得敏感的個人資料。在未經適當授權情況下，僱員不得取得、複製或複印任何客戶資料內容。此外，本集團亦定期更新系統防火牆及防毒軟件，以防止黑客從本集團的系統中獲取任何資料。

### 服務質素控制

作為領先的金融交易軟件解決方案供應商，本集團持續提供靈活、可擴展且具成本效益的以買賣環球金融產品的線上前端交易及後台系統予香港銀行及經紀行。

由於本集團的客戶對於本集團的服務質素寄予厚望，本集團已成立質素保證團隊，致力於維持注重可持續表現的文化，以促進持續發展。為確保本集團的系統符合客戶的要求，質素保證團隊按照標準清單對後台證券交易系統及後台期貨交易系統進行各種測試。

對於前台證券交易系統及前台期貨交易系統，本集團協助客戶在香港交易及結算所有有限公司的市場演習中進行伺服器及系統連接測試。若需要進行修改/客製化前台證券交易系統及前台期貨交易系統，則由本集團的開發團隊處理測試工作。首先，本集團進行個別測試。之後本集團可能會進行軟件系統集成測試，以防有關修改/客製化調整影響軟件系統的其他部分。對於不連接任何交易所的系統，例如前台及後台外匯及貴金屬交易系統，產品將在交付予本集團客戶之前會進行內部測試。若測試過程中發現任何缺陷，產品會退回開發團隊進行修正。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

After the installation of products by the Group's customers, user acceptance tests are performed to ensure that the products are performing according to their expectations. Customers are required to sign a user acceptance test form to acknowledge their acceptance that the software system met their functional specifications and performance requirements. The Group offers comprehensive coverage on its customer service. For any bugs identified after the installation, the customer service department of the Group is responsible for recording such complaints and problems and ensuring that these problems are properly fixed by the product development team of the Group, so as to avoid reoccurrence. The Group treasures suggestions provided by its customers for continuous improvement on its products and services.

Since the products and services provided by the Group did not involve a significant concern over the aspects of health and safety, advertising and labelling, the related policies would not be disclosed in this ESG Report for the Year. Moreover, the Group was not aware of any violation of related laws and regulations in relation to health and safety, advertising and labelling of the services and products and methods of redress that have a material impact on the Group's business performance during the Year.

### Intellectual Property Rights

The Group understands the importance of, and is committed to, protecting intellectual property rights since they are one of the most valuable assets of the Group and the Group highly appreciates the research and innovative effort of the Group's product development team in developing new financial trading software systems.

According to the Copyright Ordinance (Cap. 528 of the Laws of Hong Kong), copyright is defined as the right given to the owner of an original work. The copyright owner has the right to reproduce its work in any form or issue copies of its work. However, it constitutes as infringement if a third party conducts these acts without the consent of the copyright owner. If an infringement of intellectual property rights is found, the copyright owner can bring an action seeking damages or an injunction to restrain the unauthorised copying.

Currently, in order to properly protect the valuable assets of the Group and reward the efforts of its software programmers, the Group has executed the following key policies and procedures:

- The Group's customers only have access to software files encoded in a computer-readable form for the sole purpose of installation but have no access to human-readable source codes of the software written and developed by the Group in order to protect creators' effort;
- Most of the customers who purchase the Group's software systems are required to execute a standard sales contract, which contains a clause stating that all elements and components in the software systems, relevant documentation, and all intellectual property rights and other proprietary rights embodied thereof shall remain as the Group's property;

本集團的客戶安裝產品後，會進行用戶驗收測試，確保產品表現符合期望。客戶須簽署用戶驗收測試表，確認軟件系統符合其功能規格及性能要求。本集團提供全面的客戶服務。倘於安裝後發現任何漏洞，本集團客戶服務部會負責將投訴及問題記錄在案，確保本集團的產品開發團隊修正漏洞，以避免漏洞再次出現。本集團非常重視客戶提供的建議，以持續改善產品及服務。

由於本集團提供的產品和服務並不涉及對健康與安全、廣告及標籤方面的重大關注問題，因此相關政策將不會在本年度的環境、社會及管治報告中披露。此外，於年內，本集團並不知悉違反有關產品和服務的健康與安全、廣告及標籤及補救方法的相關法律及法規，且對本集團業務表現構成重大影響的情況。

### 知識產權

鑑於知識產權是本集團最寶貴的資產之一，本集團明白保護知識產權的重要性，並致力於保護知識產權，本集團亦高度讚賞本集團產品開發團隊在開發新的金融交易軟件系統方面的研究及創新工作。

根據版權條例（香港法例第528章），版權界定為給予原創作品擁有人的權利。版權擁有人有權以任何形式複製或發佈作品複本。然而，倘第三方在未經版權擁有人同意下進行該等行為，即構成侵權。一經發現侵犯知識產權，版權擁有人可經訴訟追討賠償，或申請禁制令以禁止未經授權的複製。

目前，為了妥善保護本集團的寶貴資產及回報軟件程式編製員的努力，本集團已實行以下關鍵政策及程序：

- 本集團客戶僅有權使用以電腦可讀形式編碼的軟件文件，僅供安裝用途，惟無權使用本集團編寫及開發的人類可讀軟件源代碼，以保障創作者的心血；
- 大部分向本集團購買軟件系統的客戶須簽立標準銷售合約，當中載有訂明軟件系統中的所有元素及組件、相關文檔以及一切知識產權及其他產權仍屬於本集團財產的條款；

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

- The Group has drawn its employees' attention to the Group's policies on business conduct, confidentiality and restrictions in the course of employment in the standard employment contract, which contains a clause stipulating that the intellectual property rights for the works or materials created by the employees of the Group during the period of employment shall vest in and remain the sole and exclusive property of the Group;
  - Employees of the Group are strictly prohibited from using, divulging or exchanging with any third parties confidential information which they may have come to possess during their employment with the Group. Exposing confidential information relating to the business operation of the Group and its customers may result in a violation of business conduct and legal actions; and
  - In order to ensure that only employees who are responsible for the development of the Group's software systems may have access to the source codes, the source codes are protected by a source code management tool with permission setting controls for each user such that access to the source codes by the employees of the Group is limited.
- 本集團已在標準僱傭合約中提醒僱員注意有關本集團業務操守、保密及受聘過程中的限制的政策，而該合約中亦載有條款訂明本集團僱員於受聘期間創作的作品或資料的知識產權歸屬於本集團，並仍為本集團專有及獨有的財產；
  - 本集團的僱員嚴禁使用、向任何第三方洩露或交流任何於其與本集團之僱傭合約期間內可能獲得的機密資料。洩露有關本集團業務經營及其客戶的機密資料可導致違反業務操守及招致法律行動；及
  - 為確保僅有負責開發本集團軟件系統的僱員可取得源代碼，源代碼以源代碼管理工具保護，針對每名用戶設定授權控制，從而限制本集團僱員取得源代碼的途徑。

During the Year, the Group was not aware of any material non-compliance with the Copyright Ordinance (Cap. 528 of the Laws of Hong Kong), the Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong) and other applicable local laws for intellectual property rights.

於年內，本集團並無知悉任何嚴重違反版權條例（香港法例第528章）及商標條例（香港法例第559章）以及其他有關知識產權的適用地方法例。

### Anti-corruption

Upholding a fair and honest working environment has always been one of the Group's core values. The Group is in full commitment to zero-tolerance towards any corruption, bribery, extortion, fraud and money laundering. The Group has established anti-bribery and whistle-blowing policies, together with an employee handbook and code of conduct to inform employees on the procedures in reporting any suspected cases.

### 反貪污

維護公平、誠實的工作環境一直是本集團的核心價值觀之一。本集團全力以赴，對貪污、賄賂、勒索、欺詐及洗錢行為抱零容忍態度。本集團已制定反賄賂及舉報政策，以及僱員手冊和行為守則，知會僱員舉報可疑案件的程序。

Whistle-blowers are encouraged to report any cases related to malpractices or improprieties to the management. The Group strives to protect the legitimate rights and interests of these whistle-blowers without their identities being disclosed. The content they submitted is kept in strict confidentiality, thereby encouraging employees to report violation and creating a good business environment. Any proven cases would be treated as misconduct and the involved parties would need to face disciplinary action, dismissal or be reported to the Independent Commission Against Corruption or relevant agencies.

本集團鼓勵舉報人向管理層舉報任何與舞弊或不當行為有關的情況。本集團著力保護舉報人的合法權益，而不泄露其身份，並對其舉報的內容嚴格保密，從而鼓勵僱員舉報違規行為，營造良好的營商環境。任何經證實的案件將被視為不當行為，涉案人員會面臨紀律處分、解僱或遭向廉政公署或有關機構舉報。

During the Year, the Group was not aware of any material non-compliance with the laws and regulations in connection with the prevention of bribery, extortion, fraud and money laundering including the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong).

於年內，本集團並不知悉任何嚴重違反防止賄賂、勒索、欺詐及洗錢相關法律及法規的情況，包括防止賄賂條例（香港法例第201章）。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ENVIRONMENT

Although the Group is principally engaged in the service industry which has a lesser impact on the natural environment, the Group has placed its best effort in maintaining its business operations with considerations given to minimising pollution, utilising energy efficiently and reducing waste.

During the Year, the Group was not involved in any discharge of wastewater, discharge into land and generation of hazardous waste. The air emissions of the Group during the Year solely came from a motor vehicle newly acquired by the Group which emitted nitrogen oxides, sulphur oxides and particulate matter. Apart from these air emissions and direct greenhouse gases ("GHG") emissions generated from the motor vehicle, the Group did not have any other sources of significant air pollutants and GHG emissions.

To minimise the air pollutants and GHG emission, regular check-up and maintenance are carried out on the company's motor vehicle to ensure that it is well-tuned to prevent excess emissions.

#### Air and Greenhouse Gas Emissions

Under an office-based operation, the main source of energy consumption of the Group came from the electricity usage in daily operating activities, such as lighting, office equipment and other miscellaneous items.

Apart from the practices as stated in the section headed "Use of Resources" of this ESG Report, the Group has also signed the Carbon Reduction Charter issued by the Environment Bureau of the Government of Hong Kong Special Administrative Region under which the Group has undertaken to implement measures to mitigate the amount of GHG emissions, increase energy efficiency, conserve energy usage and raise the public awareness in relation to the importance of environmental protection.

The table below shows the comparison figures of GHG and air emissions and energy consumption of the Group for the years ended 31 December 2019 and 2020:

GHG and air emissions 溫室氣體及廢氣排放	2020 二零二零年	2019 二零一九年	Unit 單位
<b>Scope 1 – Direct GHG emissions</b> 範圍1 – 溫室氣體直接排放	<b>3.96<sup>2</sup></b>	–	Tonnes of CO <sub>2</sub> e 以噸二氧化碳當量計
<b>Scope 2 – Indirect GHG emissions</b> 範圍2 – 溫室氣體間接排放	<b>54.09</b>	53.85	Tonnes of CO <sub>2</sub> e 以噸二氧化碳當量計
<b>Scope 3 – Business travel</b> 範圍3 – 差旅	<b>–<sup>3</sup></b>	0.84	Tonnes of CO <sub>2</sub> e 以噸二氧化碳當量計
<b>Total GHG emissions</b> 溫室氣體總排放量	<b>58.05</b>	54.69	Tonnes of CO <sub>2</sub> e 以噸二氧化碳當量計
<b>Total GHG emissions intensity</b> 溫室氣體總排放密度	<b>0.80</b>	0.80	Tonnes of CO <sub>2</sub> e/employee 二氧化碳排放噸數／僱員
<b>Nitrogen oxides (NO<sub>x</sub>)</b> 氮氧化物 (NO <sub>x</sub> )	<b>0.90</b>	–	Kg 千克
<b>Sulphur oxides (SO<sub>x</sub>)</b> 硫氧化物 (SO <sub>x</sub> )	<b>0.02</b>	–	Kg 千克
<b>Particulate matter (PM)</b> 懸浮粒子 (PM)	<b>0.07</b>	–	Kg 千克

<sup>2</sup> Direct GHG were emitted from a motor vehicle newly acquired by the Group during the Year.

<sup>3</sup> Due to the pandemic of COVID-19, the Group did not have any business travel by airplanes during the Year.

### 環境

儘管本集團主要從事服務行業，對自然環境的影響較少，但本集團仍盡最大努力在維持業務運作的同時對減低污染、有效利用能源及減少浪費加以考慮。

於年內，本集團並無涉及任何污水排放，向土地排污及有害廢棄物的產生。本集團於年內產生的廢氣排放僅來自本集團擁有的一輛新汽車，該汽車排放氮氧化物、硫氧化物及懸浮粒子。除了本公司車輛產生的該等廢氣排放及直接溫室氣體（「溫室氣體」）排放外，本集團並無任何其他重大廢氣污染物及溫室氣體排放源。

為盡量減少大氣污染物及溫室氣體排放，本公司定期檢查及維護汽車，以確保汽車性能良好，防止過量排放。

#### 廢氣及溫室氣體排放

在辦公室內進行業務的情況下，本集團消耗的能源主要來自日常營運活動，例如照明、辦公設備及其他物品。

除了本環境、社會及管治報告「資源使用」一節所述的常規外，本集團亦已簽署香港特別行政區政府環境局發出的《減碳約章》，其中本集團已承諾實施措施減少溫室氣體排放、提高能源效率及節約能源使用的措施，並提高公眾對環保重要性的意識。

下表列示本集團於截至二零一九年及二零二零年十二月三十一日止年度的溫室氣體及廢氣排放及能源消耗的比較數字：

<sup>2</sup> 直接溫室氣體排放乃來自本集團於年內新購買的汽車。

<sup>3</sup> 受 COVID-19 疫情影響，本集團於本年度內並無乘坐飛機出差。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Energy consumption 能源消耗	2020 二零二零年	2019 二零一九年	Unit 單位
<b>Purchased electricity</b> 外購電	<b>101,006.00</b>	102,494.00	kWh 千瓦時
<b>Unleaded petrol</b> 無鉛汽油	<b>13,548.35<sup>4</sup></b>	–	kWh 千瓦時
<b>Total energy consumption</b> 能源消耗總量	<b>114,554.35</b>	102,494.00	kWh 千瓦時
<b>Energy consumption intensity</b> 能源消耗密度	<b>1,569.24</b>	1,507.26	kWh/employee 千瓦時／僱員

<sup>4</sup> Unleaded petrol was used as fuel in a motor vehicle newly acquired by the Group during the Year.

<sup>4</sup> 無鉛汽油乃用作本集團於年內新購買的汽車的燃料。

During the Year, the Group was not aware of any non-compliance with the relevant laws and regulations relating to air and GHG emissions which had a significant impact on the Group.

於年內，本集團並不知悉任何違反有關廢氣及溫室氣體排放且對本集團有重大影響的相關法律及法規。

### Wastes

Due to the nature of its business, the Group did not make any significant impact on the environment and natural resources and no significant hazardous wastes or packaging materials were generated during the Year.

### 廢棄物

由於本集團的業務性質，其對環境及天然資源並無任何重大影響，於年內並無產生重大有害廢棄物或包裝材料。

The main non-hazardous wastes produced by the Group during the Year were paper wastes. Paper wastes were recycled through the 3-coloured waste separation bins located at the office area and electronic wastes were handled by eligible third parties who participated in the Producer Responsibility Scheme on Waste Electrical and Electronic Equipment implemented by the Government of Hong Kong Special Administrative Region. Although the Group did not produce any electronic wastes during the Year, the Group is aware of the necessity to handle these wastes responsibly.

本集團於年內產生的主要無害廢棄物為廢紙。辦公室區域放置三色廢物分類回收桶以回收廢紙，而電子廢物由參加香港特別行政區政府實施的廢電器電子產品生產者責任計劃的合格第三方處理。儘管本集團並無於年內產生任何電子廢物，但本集團知道有必要以負責任的方式處理該等電子廢物。

The amount of non-hazardous wastes produced by the Group during the years ended 31 December 2019 and 2020 are as follows:

本集團於截至二零一九年及二零二零年十二月三十一日止年度產生的無害廢棄物數量如下：

Non-hazardous wastes 無害廢棄物	2020 二零二零年	2019 二零一九年	Unit 單位
<b>Paper wastes</b> 廢紙	<b>0.33</b>	0.36	Tonnes 噸
<b>Electronic wastes</b> 電子廢物	– <sup>5</sup>	0.16	Tonnes 噸
<b>Total non-hazardous wastes produced</b> 已產生無害廢棄物總量	<b>0.33</b>	0.52	Tonnes 噸
<b>Non-hazardous wastes intensity</b> 無害廢棄物密度	<b>0.005</b>	0.01	Tonnes/employee 噸／僱員

<sup>5</sup> The Group did not produce any electronic wastes during the Year.

<sup>5</sup> 年內，本集團並無生產任何電子廢物。

During the Year, the Group was not aware of any material non-compliance with the Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong) and other applicable laws and regulations in relation to discharges into water and land, and generation of hazardous and non-hazardous wastes.

於年內，本集團並不知悉任何嚴重違反廢物處置條例（香港法例第354章）及其他有關向水及土地排污以及有害及無害廢棄物的產生的適用法例法規的情況。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Water Use Management

As the water supply and discharge is fully controlled and managed by the property management company, it is not feasible for the Group to install an independent water sub-meter to measure its individual water consumption. The Group did not encounter any issues in sourcing water during the Year.

The employees of the Group do not consume a high volume of water in the Group's daily business operations as the Group encourages its employees to conserve water in the office, and remind them to always turn water taps off tightly and give priority to water-saving products.

### Use of Resources

#### *Policies on the efficient use of resources*

The Group has followed along the 4R (reduce, reuse, recycle and replace) principles in the Environmental Management Model, and has carried out the following measures to ensure resources are used efficiently:

- The Group shall comply with all relevant and applicable environmental protection laws, regulations, standards and guidelines;
- The Group would regularly review and enhance the current practices of its business operations to reduce the pollution made to the environment;
- Energy and water are consumed efficiently to optimise the use of these precious resources;
- Employees are encouraged to apply the 4R principles in their daily lives to promote a sustainable living and working environment; and
- The Group encourages employees to provide feedback on the efficiency in implementing the 4Rs at work and suggest new solutions to put them into practice.

#### *Green practices*

The Group has applied the following practices to further reduce the impact of its business activities on the environment and natural resources:

- The temperature of air conditioners at the Group's offices are set at 24°C–26°C;
- Regular maintenance is conducted to clean the filter screens of air conditioners thoroughly to increase their cooling efficiency;
- When purchasing new electrical appliances, preference is given to those with top energy efficiency ratings;

### 管理用水

由於用水供應及排放均完全由物業管理公司控制及管理，故本集團無法安裝獨立的用水分錶以計量其用水消耗。於年內，本集團於求取水源上並無遇到任何問題。

本集團的僱員在進行本集團的日常業務時不會消耗大量用水，因本集團鼓勵僱員在辦公室節約用水，並提醒僱員時刻緊記關上水喉及優先使用節水產品。

### 資源使用

#### *提高資源效用的政策*

本集團遵循環保管理模式的4R原則（即Reduce減少使用、Reuse物盡其用、Recycle循環再用及Replace替代使用），並已採取下列措施以確保有效使用資源：

- 本集團應遵守所有相關及適用環保法例、規例、標準及指引；
- 本集團定期檢討及改善其業務營運的現行做法，以減少對環境的污染；
- 有效地耗用能源及水源，以優化該等寶貴資源的利用；
- 鼓勵僱員在日常生活中應用4R原則，以促進可持續的生活和工作環境；及
- 本集團鼓勵僱員對在工作中實施4Rs環保管理模式的效率提出反饋，並提出新的解決方案，付諸實踐。

#### *綠色實踐*

本集團已採取以下措施，以進一步減少其業務活動對環境及天然資源的影響：

- 本集團辦公室的空調溫度設置為24°C至26°C；
- 進行定期維護，徹底清洗空調過濾網，提高其冷卻效率；
- 購買新的電器時，優先選擇具有頂級節能功能的新電器；

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

- Employees should switch off all photocopying machines, printers and computers when they are idle or can turn the machines into sleeping mode if they will not be used temporarily;
- As employees are restricted from travelling overseas for business trips in light of the outbreak of the COVID-19 pandemic, business trips are substituted by teleconferences or other means of electronic communications, which can reduce carbon footprint from travelling by airplanes; and
- Energy saving lightbulbs, LED lightings and other energy saving electrical appliances are used at the Group's offices.
- 僱員應關掉所有閒置的影印機、打印機及電腦，如暫時不使用，則可切換為睡眠模式；
- 由於COVID-19疫情爆發，僱員出國出差受到限制，因此改用電話會議或其他電子通訊方式代替出差，亦可減少乘坐飛機所造成的碳足跡；及
- 本集團辦公室使用節能燈泡、LED照明及其他節能電器。

Apart from the above measures adopted by the Group, the Group also encourages its employees to take the initiative to save resources and cultivate good habits in producing fewer wastes and properly recycle wastes accordingly.

除了上述措施外，本集團亦鼓勵僱員主動節約資源，養成減少產生廢棄物的良好習慣，並適當回收廢棄物。

### **Policies on waste reduction**

The Group has adopted the following practices to reduce wastes:

### **減廢政策**

本集團已採取以下措施減少廢物：

- Announcements, event reporting, soliciting recommendation and feedback are communicated through the use of electronic means if possible;
- Environmentally friendly paper materials such as the elemental chlorine-free papers are widely promoted within the Group;
- Double-sided printing/copying is used whenever possible;
- The attitude of "think before you copy" is encouraged, such as sharing documents with co-workers or printing only the number of copies required;
- Employees should separate their recyclable wastes according to the 3-coloured waste separation bins;
- Toner cartridges from printers are collected by authorised recycling company for proper handling; and
- Office stationeries such as envelopes, document clips and paper bags are encouraged to be reused if possible.
- 以電子方式發佈公告、活動報告、徵求建議及反饋(倘可能)；
- 本集團廣泛推廣環保紙，例如無氯紙；
- 盡可能使用雙面打印/複印；
- 鼓勵「打印前思考」的態度，例如與同事共享文件或僅打印所需的份數；
- 僱員應按三色廢物分類箱將可回收廢物分類；
- 打印機的碳粉盒交由認可回收公司收集，以便妥善處理；及
- 鼓勵於可行的情況下重複使用辦公文具，例如信封、文件夾及紙袋。

The Group believes the above practices can contribute to saving energy, reducing wastes and promoting a green office in the long run. Apart from the Group taking the initiative in evaluating current practices and carrying out new measures to reduce GHG emissions and energy consumption, employees' commitment also plays a significant role in assisting the Group to build sustainable business development in future.

本集團相信，長遠而言，上述做法可有助於節約能源，減少浪費，並推廣綠色辦公室。除了本集團主動評估當前做法及針對減少溫室氣體排放和能源消耗採取新措施外，僱員的承諾在協助本集團未來建立可持續業務發展方面亦發揮著重要作用。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### COMMUNITY INVESTMENT

Given the pandemic of COVID-19 has prevented the community from gathering and holding large-scale events, the Group is devoted to making a significant contribution to the community for relief of the pandemic. During the Year, the Group made a charitable donation of HK\$241,000 (2019: HK\$220,000). For instance, the Group sponsored the 8th Charity Walk organised by the Society of Rehabilitation and Crime Prevention in Hong Kong (“SRACP”) by making a donation of HK\$170,000 to support crime prevention education services in society.

In addition, the Group realised elderly are at a higher risk of being infected by COVID-19. As a result, the Group sponsored the Epidemic Prevention Day (“興民防疫日”), a charity event organised by Bright Services Company Limited (a social enterprise of SRACP) to distribute shopping coupons and sanitizing packages to the elderly who are 65 years old or above, by making a donation of HK\$20,000.

The Group is honoured to receive another year of the “Caring Company” award from the Hong Kong Council of Social Service in recognition of its contributions to the social community.

The Group aims to act as an exemplar in the industry to demonstrate the importance of giving back to the community and its determination in overcoming the pandemic together with society during this unprecedented time.

### 社區投資

鑑於 COVID-19 疫情使社區無法舉辦大規模聚會及活動，本集團致力於為社區貢獻重要力量，以緩解疫情。於年內，本集團作出慈善捐款 241,000 港元（二零一九年：220,000 港元）。例如，本集團贊助由香港善導會（「善導會」）組織的第八屆慈善步行活動，捐贈 170,000 港元以支持社會上的預防犯罪教育服務。

此外，本集團意識到，長者感染 COVID-19 的風險較高。因此，本集團贊助了明朗服務有限公司的（善導會旗下的社會企業）的慈善活動「興民防疫日」，發放總金額為 20,000 港元的購物券及消毒包予 65 歲或以上的長者。

本集團很榮幸再次獲香港社會服務聯會頒發「商界展關懷」獎項，以表揚其對社會群體所作出的貢獻。

本集團旨在成為業界的典範，展示回饋社會的重要性，並表明於本年度前所未有的時刻，與社會一同戰勝疫情的決心。

