

MINDTELL TECHNOLOGY LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號 : 8611

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告 2020



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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I. ABOUT THE REPORT

As an IT service provider based in Malaysia, Mindtell Technology Limited (the “Company”) and its subsidiaries (collectively, the “Group”) have been engaging in the business of providing system integration and computer related services since 2006. With its expansion of business scope to general trading services in relation to IT services and provision of management advice and consultancy services regarding computer software and information technology, the Group provides IT services to both private and public sectors. With diverse business patterns, the Group has been unwaveringly adhering to its corporate vision and committed to delivering and fulfilling its environmental and social responsibilities by actively speeding up its transition towards low-carbon business development and economy. As such, the Group takes into consideration the material environmental, social and governance (collectively referred to as “ESG”) matters alongside financial factors in its decision-making process and operations, and inherently integrates the sustainability mindset into its services and operational models.

In strict compliance with the requirements under Appendix 20 – Environmental, Social and Governance Reporting Guide to the Rules Governing the Listing of Securities on GEM of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”), the Group is pleased to present its ESG report (the “ESG report”) for the year ended 30 November 2020 (“FY2019/2020”), demonstrating the Group’s approach and performance in terms of its ESG management and corporate sustainable development in FY2019/2020.

I. 關於本報告

作為一間紮根於馬來西亞的資訊科技服務供應商，Mindtell Technology Limited (「本公司」)及其子公司(統稱「本集團」)自2006年以來一直從事提供系統整合和電腦相關服務的業務。隨著本集團的業務範圍擴展至與資訊科技(IT)服務相關的一般貿易服務，並提供有關電腦軟件和信息技術的管理建議和諮詢服務，本集團為私營和公共部門提供IT服務。本集團擁有多元化的業務，一直通過積極加速其向低碳發展和經濟模式轉型，持之以恆地堅持其企業願景並履行其環境和社會責任。因此，本集團在決策和營運過程中將重要的環境、社會及管治(統稱為「ESG」)事宜與財務因素一併納入考慮範圍，並將可持續發展理念融入其服務和業務模式。

本集團嚴格遵守香港聯合交易所有限公司(「聯交所」)GEM證券上市規則附錄20《環境、社會及管治報告指引》的規定，欣然呈列其截止至二零二零年十一月三十日的財政年度(「二零一九／二零二零財政年度」)的ESG報告(「ESG報告」)，用以展示本集團於二零一九／二零二零財政年度在ESG管理和企業可持續發展方面的方針及表現。

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Boundary Setting

The Group believes that an appropriate reporting boundary allows the Group to depict the complete picture of the material business activities or operations in which the Group was engaged during the year under review. Taking the operational control approach, this ESG report primarily covers the environmental and social performance within the operation boundaries of the Group including the business segments of 1) system integration and development services; 2) IT outsourcing services; 3) maintenance and consultancy services in Malaysia and office in Hong Kong. The ESG report covers the performance and management policies of the major operations of the Group in line with management discussion and analysis of the Group in its 2020 Annual Report.

The reporting period of this ESG report is for FY2019/2020, unless specifically stated otherwise. For the corporate governance section, please refer to the Group's 2020 Annual Report (Page 40 to 50).

Reporting Principles

As the reporting principles underpin the preparation of the ESG Report, the main content of this ESG Report has been determined, organised and presented under the principles of Materiality, Quantitative, Balance and Consistency.

Materiality:

To highlight the most significant environmental and social performance and impacts of the Group, the Group adopted the principle of Materiality as a common strategic business tool and formulated its material ESG information in this report.

Quantitative:

The application of the reporting principle of Quantitative was reflected under the environmental subject of the ESG report, where the air and greenhouse gas ("GHG") emissions, and the resource consumption were calculated and organised in a standardised and quantifiable format.

邊界設定

本集團認為合理的匯報範圍可讓本集團完整描述其於回顧年度內從事的重大業務活動或營運。本ESG報告採用營運控制方法，主要涵蓋了本集團營運範圍內的環境和社會績效，包括本集團於馬來西亞的業務：1)系統整合及開發服務；2)資訊科技外判服務；3)維修及顧問服務以及位於香港的辦事處。本ESG報告涵蓋了本集團主要業務表現和管理政策，與本集團於二零二零年度報告中的管理層討論和分析保持一致。

除非另有說明，本ESG報告的報告期間為二零一九／二零二零財政年度，有關企業管治部分，請參閱本集團的二零二零年年度報告(第40至50頁)。

報告原則

由於編制ESG報告以報告原則作基礎，本ESG報告的主要內容已根據重要性、量化、平衡和一致性的原則進行確定、整理和呈現。

重要性：

為了突出本集團最重要的環境和社會績效及影響，本集團採納了通用的戰略業務工具—重要性原則，用於整理本報告中重要的ESG信息。

量化：

本ESG報告的環境範疇反映了量化報告原則的應用，其中以標準和可量化的形式計算和整理了廢氣和溫室氣體(「GHG」)的排放量以及資源消耗。

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Balance:

An unbiased picture of the Group's ESG performance is essential to the objective evaluation of the information delivered to the stakeholders. In line with this principle, the ESG report covers both the achievements made by the Group in pursuing responsible IT services and the exposure to the risks faced by the Group in the context of global economic development where its robust policies and countermeasures were introduced.

Consistency:

To ensure that the data and information disclosed in the ESG report can be compared with the Group's previous performance across years and other peers, the Group followed the principle of Consistency and adopted the same calculation methodology, reporting framework and information disclosure technique in the ESG report.

Information disclosure

The information in the ESG report was collected through numerous channels, including official documents and statistics of the Group, the integrated information of supervision, management and operation in accordance with the relevant policy, the internal quantitative and qualitative questionnaires based on the reporting framework, and sustainability practices provided by the subsidiaries of the Group. This ESG report was written in both English and Chinese. If there is any conflict or discrepancy, the English version shall prevail.

II. BOARD PARTICIPATION

The Group is fully aware of the increasingly important role the Board of Directors (the "Board") plays in the implementation of its ESG policies and the leadership of the Board to supervise its daily practices to ensure that the Group is moving towards sustainable development. In order to facilitate the communication of relevant regulatory requirements throughout the entire organisation, and to ensure that the policymakers and executives of the Group can be updated on a timely basis of the hands-on experience of frontline employees in the daily operations, an integrated "Top-down" and "Bottom-up" approach has been adopted and widely implemented in the Group's ESG management.

平衡：

對本集團的ESG表現保持公正的態度，對於客觀評估傳遞給持份者的信息至關重要。遵循這一原則，本ESG報告涵蓋了本集團在追求負責任的IT服務方面取得的成就以及在全球經濟發展背景下所面臨的風險中，本集團採取的有力政策和應對。

一致性：

為確保ESG報告中披露的數據和信息可與本集團過往數年的表現及其他同行進行比較，本集團遵循一致性原則，並在本ESG報告中採用了一致的計算方法、報告框架和信息披露模式。

信息披露

本ESG報告中的信息通過多種渠道收集，包括本集團的正式文件和統計數據、根據相關政策進行監督、管理和營運的綜合信息、基於報告框架的內部定量和定性問卷以及本集團子公司提供的可持續發展實踐。本ESG報告以英文和中文編寫。如有任何衝突或差異，應以英文本為準。

II. 董事會參與

本集團充分意識到董事會（「董事會」）在實施ESG政策、領導對日常實務的監督以及確保本集團朝著可持續發展方向不斷邁進方面所扮演的角色日益重要。因此，為了促進相關監管要求在集團上下的有效傳達，以及讓政策制定者與集團管理層可及時了解到一線僱員在集團每日營運過程中獲取的實踐經驗，本集團在其ESG管理上採用和廣泛實施「自上而下」與「自下而上」的管理方法。

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To ensure the effectiveness of the implementation of ESG policies within the Group, the Board takes the lead and assumes the overall responsibility of the Group's ESG issues, including policy formulation, practice monitoring, target tracking and ESG reporting. With the successful application of the integrated "Top-down" and "Bottom-up" management approach, the Board has gained an in-depth understanding of the latest ESG development in the Group while allowing all employees to maintain sound communication with the management in the implementation of business policies. With an annual materiality assessment through ongoing stakeholder engagement, the Board can identify the serious challenges raised by its key stakeholders on the sustainable development of the Group and make appropriate decisions and plans for business development by putting more efforts on the topics that are believed to be relevant, urgent and material to the Group's long-term competitiveness in the industry.

Following the "Leadership Role and Accountability in ESG" issued by the Stock Exchange, the Board is aware of its role in the Group's sustainability governance and mainly takes leadership for and accountability in:

- Assessing the Group's short term and long term environmental and social impacts;
- Promoting a culture from the top that facilitates the incorporation of ESG concepts into daily business operations; and
- Evaluating the financial implications of the ESG-related and climate-related risks and making informed decisions.

為了確保在本集團內部ESG政策實施的有效性，董事會發揮領導作用並對集團ESG事宜負全部責任，包括政策制定、監管實踐、目標跟踪和ESG匯報。隨著「自上而下」和「自下而上」一體化管理方法的成功實踐，董事會對本集團實時的ESG發展進行深入了解，並確保所有員工在商業政策執行過程中與公司管理層保持良好的溝通。通過持續的持份者參與以及年度重要性評估，董事會確定其主要持份者提出的有關集團可持續發展所面臨嚴峻的挑戰，並通過重點關注被認為對於本集團在行業內長期競爭力密切相關且十分重要和迫切的話題，做出合理決策和規劃。

遵循聯交所發布的「在ESG方面的領導角色和問責性」，董事會意識到其在集團可持續發展治理中的角色，主要在以下方面發揮其領導作用並負責：

- 評估本集團短期和長期環境和社會影響；
- 從高層發起並倡導一種企業文化，促進將ESG概念納入日常業務營運；以及
- 評估ESG和氣候相關風險的財務影響，由此做出知情決策。

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The Group values the mutual understanding among the Board, the management and general staff and believes that effective communication of ESG visions and sustainability principles of the Group throughout the entire organisation is of paramount importance. To ensure the efficient communication and bring together all colleagues from various divisions of the Group such as operations, finance and compliance department to agree on their respective roles in ESG management, the Board believes that the easy and timely access to both internal ESG progress and external market news in the ESG industry is vital. As such, the Board mainly acquires relevant ESG information through the following channels:

- a. disclosure of key performance indicators in the Group's ESG reports;
- b. oral presentations in the meetings between the Board and the management team of the Group;
- c. regular ESG Newsletter that summarises the latest academic research, industry news and regulatory frameworks in the ESG field provided by ESG professionals; and
- d. questionnaires/online surveys filled in by the internal and external stakeholders of the Group setting out their concerns regarding corporate sustainable development.

本集團重視董事會、管理層與一般僱員之間的相互理解，並認為在整個組織內有效傳達本集團的ESG願景和可持續性原則至關重要。為確保有效的溝通以及使集團內包括營運、財務和合規等部門的所有同事齊心協力，明確各自在ESG管理中的角色定位，董事會認為方便且及時地對內部ESG進展和外部ESG行業市場新聞有所了解十分關鍵。因此，董事會主要通過以下渠道獲取ESG相關信息：

- a. 本集團ESG報告中關鍵績效指標的披露；
- b. 本集團董事會與管理團隊之間於會議中的口頭匯報；
- c. 由ESG專家準備的定期ESG新聞速遞，總結了ESG領域的最新學術研究、行業新聞和監管框架；以及
- d. 本集團內部和外部持份者通過填寫問卷／參與在線調查，表達其對企業可持續發展的關注。

ESG MANAGEMENT

ESG管理

BOARD

董事會

- Developing corporate sustainability strategies, guidelines and business plans;
制定公司可持續發展戰略、準則和業務計劃；
- Collecting feedback from the management and reviewing the progress and results;
收集管理層的反饋意見並審查進度和結果；
- Keeping updated on the alert for any significant regulatory and other changes in the market.
隨時更新警惕有關市場上任何重大監管和其他變化。

MANAGEMENT

管理層

- Implementing and supervising the execution of the proposed policies by various business divisions;
實施和監督由各業務部門擬議政策的執行；
- Setting specific measures and indicators to monitor the progress of the execution;
設定具體措施和指標以監測執行進度；
- Maintaining the smooth communication within the Group.
保持集團內部的順暢溝通。

GENERAL EMPLOYEES

一般員工

- Executing the plans and reporting to the management any issues arising regularly;
執行計劃並定期向管理層報告任何問題；
- Consolidating the achievements in the practices of ESG-related policies;
鞏固在與ESG有關的政策實踐中取得的成就；
- Pursuing technology innovation and applying advanced skills in the operations.
追求技術創新並在運營中運用先進技能。

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III. MESSAGE FROM THE BOARD

Dear Valued Stakeholders,

Our year in review

2020 was a challenging year to the Group, the society and the world as a whole. The outbreak of the COVID-19 pandemic, the global economic recession and the persistence of social unrest have brought the world into a crisis.

As we fight against the global disease, we cannot lose sight of the fact that another threat of environmental degradation is imminent and deeply afflicting our world at the same time. In recognition of the current trend of utilising ESG concept as an important management tool to eliminate the risks during business development, we have invariably been dedicated to keeping abreast of the ESG advancement and paying particular attention to finding the feasible ways to incorporate the sustainability elements into its business operations.

The Group is well aware that the prospect of future environmental constraints generates considerable risks and potential opportunities for businesses, and addressing social uncertainties by relentlessly optimising its supply chain management and satisfying the ever-changing requirements of its clients are two essential aspects in the Group's path to sustainability. Believing that technology is a positive force in transforming our world and people's lives, we continue to place sustainability at the heart of our business development and operations and aim to set more appropriate development targets against well-defined ESG criteria that are in alignment with United Nations Sustainable Development Goals ("SDGs"). During this financial year, we identified 3 SDGs that are material to our business through consultation with our stakeholders, of which the implications and details for actions are discussed in the next section.

III. 董事會致辭

尊敬的持份者：

我們的年度回顧

二零二零年對於本集團、整個社會以及世界來說都是充滿挑戰性的一年。COVID-19疫情的爆發、全球經濟緊縮以及社會的持續動蕩，使全球陷入了危機。

當我們與全球疾病鬥爭的過程中，卻不能忽視環境破壞所帶來的另一種威脅，而這種威脅也在困擾著我們的世界。我們認識到當下使用ESG概念作為一種重要的管理工具，消除業務發展過程中風險的趨勢，因此始終致力於跟上ESG的發展步伐，並特別關注將可持續發展要素納入我們業務營運的可行方法。

本集團深知未來環境方面的制約為集團帶來的潛在風險與機遇，而通過不斷優化其供應鏈管理並滿足客戶不斷變化的要求，解決社會不確定性因素是我們取得全方位可持續發展的兩個基本要素。我們深信技術是改變世界和人們生活的正面力量，將繼續以可持續發展作為其業務發展和營運的核心，並計劃根據定義明確的ESG標準建立符合聯合國可持續發展目標（「SDGs」）的合理發展目標。於本財政年度，通過諮詢持份者，我們確定了三個對我們業務而言至關重要的SDGs，其相關影響和行動細節將在下一部分中進行討論。

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A community of destiny

The experience during the past year gave us a humble reminder that the nature is more powerful than any person and our ability to solve worldwide challenges depends on innovative breakthroughs and collaboration. Though the destructive pandemic may affect the global efforts to fulfil the responsibility for environmental protection, the life threat of climate change will not disappear out of thin air. While vaccines become gradually available for most countries, it is an opportunity for us to not just recover, but to build back smarter by reinforcing our commitment to sound environmental leadership.

As a supporter of the TCFD, i.e. Task Force on Climate-related Financial Disclosures recommendations, we have been reviewing and evaluating our environmental performance, especially the resilience building in tackling climate emergency, in order to set ambitious but proper and feasible goals to move towards sustainability. While carbon emissions and other types of environmental pollution are not a significant concern to us, which is an IT service provider that has been centering its businesses on office operations, we have been committed to escalating sustainability to the top of its business agenda and endeavouring to concentrate on technology innovation that contributes to the convenience and wellbeing of clients as well as brings environmental benefits to the world.

The coming years of action

Despite the unwavering efforts of all parties, the world is not going to be a better place overnight. Standards, policy progress and data digitalisation are essential to move the world beyond current status. Digitalisation of sustainability data systems is fundamental for all parties to ensure transparency, meaningfully inform policy advances and unleash the creativity of markets to help building new solutions. Meanwhile, with the launch of MyDIGITAL national campaign in Malaysia, we are planning to invest more in the innovation of networking products, cloud storage platform technology, artificial intelligence and big data etc. While we understand that not all solutions to our sustainability challenges are available today, we see the hope in innovation investment which may enable

命運共同體

過去這一年的經驗提醒著我們需要以謙卑的姿態面對力量比任何人都要強大的大自然，同時亦告訴我們解決全球性挑戰的能力取決於創新的突破與合作。儘管災難性的疫情可能將全球在履行環境保護責任方面所做的努力進一步細化，但氣候變化所帶來的生存威脅則並不會憑空消失。正值大多數國家逐漸使用疫苗的時候，這對我們來說不僅意味著復蘇，更是一個能夠通過加強我們對健全環境領導力的承諾從而實現有效重塑的時機。

作為氣候相關財務揭露小組（「TCFD」）建議的支持者，我們審查並評估我們的環境表現，尤其是在應對氣候危機方面的適應力建設，以設立遠大而合理的目標邁向可持續發展。作為資訊科技服務供應商，本集團主要於辦公室中營運。儘管碳排放和其他環境污染並不是本集團業務所面臨的重要問題，但我們一直致力於將可持續性提升到其業務議程的首位，專注於技術創新，旨在為客戶帶來便捷和福祉的同時給全世界帶來環境效益。

未來數年的行動

儘管各方作出了不懈的努力，但創造一個更好的世界需要長期的付出。標準、政策以及數字化對於使世界跨越當前的狀態至關重要。可持續發展數據系統的數字化是確保各方透明、有意義地推動政策發展並激活市場創造力以幫助構建新解決方案的基礎。與此同時，隨著在馬來西亞發起的MyDIGITAL全國性活動，我們計劃將更多的投資投放於網絡產品、雲端儲存平台技術、人工智能和大數據等創新方面。我們深知並非所有現有的可持續性挑戰解決方案都可用，但我們從創新投資看到了希望，而這讓我們能夠在一個以數字化和標

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us to operate in a world where digitised and standardised sustainability data is the platform that allows the society to unite together the dimensions of the sustainability landscape from both bottom-up and top-down.

A look ahead

While the past 12 months of the COVID-19 pandemic crisis was unpleasant, the persistency and determination of us and many business enterprises to address the risks prove that we, being human beings, can be adaptable and resilient to any crisis through tremendous scientific and technological innovation. The climate crisis may happen more slowly than the COVID-19 pandemic, but the potential impact on the global economy, livelihoods and human health is of equal or more magnitude. As we entered 2021, we are committed to playing our part and looking forward to working with all our stakeholders to help accelerating the transition to a more economically viable and environmentally sustainable future.

Last but not least, I would like to take this opportunity to express my appreciation to our staff and management teams for their tremendous effort and contribution during the reporting year. I would also like to thank our shareholders, investors and other business partners for their continuous support and trust placed on us.

Yours sincerely,

Chong Yee Ping

Chairman and Chief Executive Officer

Hong Kong, 25 May 2021

準化的可持續發展數據為平台的世界中營運，並使社會能夠通過自下而上和自上而下的方式將可持續發展前景的不同維度連繫在一起。

展望未來

儘管過去十二個月的COVID-19 疫情危機令人不快，但我們和許多商業企業應對風險的堅韌和決心表明，人類可以通過巨大的科技創新適應並抵禦任何危機。氣候危機的爆發速度可能比COVID-19 疫情慢，但對全球經濟、生活和人類健康的潛在影響卻是有過之而無不及。進入二零二一年，我們致力於發揮自身優勢，期待與所有持份者合作，幫助加速向更加經濟可行和環境可持續發展的未來過渡。

最後，本人藉此機會向我們員工和管理層於本回顧年度內之努力及貢獻表示謝意。本人亦謹此向我們的股東、投資者及其他商業夥伴給予之支持及信任致以衷心感謝。

謹啓

鍾宜斌

主席兼行政總裁

香港，二零二一年五月二十五日

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IV. STAKEHOLDER ENGAGEMENT

The Group actively strives to better understand and engage its stakeholders to ensure value creation for all. Strongly believing that both internal and external stakeholders have a pivotal role to play in sustaining the success of its business in the challenging market, the Group fosters a sound relationship with all stakeholders through their preferred communication channels listed in the table below.

Communication with Stakeholders

Stakeholders 持份者	Expectations and Concerns 期望和關切
Government and regulatory authorities 政府和監管機構	<ul style="list-style-type: none"> - Legal and regulatory compliance - Anti-corruption policies - 法律合規性 - 反腐政策
Shareholders 股東	<ul style="list-style-type: none"> - Return on investments - Corporate governance - Legal and regulatory compliance - 投資回報 - 企業管治 - 法律合規性

IV. 持份者的參與

本集團積極致力於更好地理解 and 吸引其持份者，以確保為所有人創造價值。本集團堅信內部和外部持份者均對本集團在充滿挑戰的市場中維持其業務的成功發揮著至關重要的作用，因此通過下表列出的首選溝通渠道與所有持份者建立良好的關係。

與持份者的溝通

Communication Channels 溝通渠道

- Supervision on compliance with local laws and regulations
- Workshops
- Routine reports and tax payments
- 對合規性的監管
- 專題討論會
- 日常報告與納稅
- Regular reports
- Announcements
- Regular general meetings
- Official website
- 常規報告
- 公告
- 常規股東大會
- 官方網站

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Stakeholders 持份者	Expectations and Concerns 期望和關切	Communication Channels 溝通渠道
Employees 僱員	<ul style="list-style-type: none"> - Employees' remuneration and benefits - Career development - Training opportunities - Health and safety in the workplace - Investment in technology upgrade and innovation - Analysis of the latest policies in different industries and the formulation of ESG plans in the Group 	<ul style="list-style-type: none"> - Performance appraisal - Regular meetings and training courses - Workshops - Written comments via emails, notice boards, telephone calls and team building activities with management
僱員	<ul style="list-style-type: none"> - 僱員薪酬和福利 - 職業發展 - 培訓機會 - 工作場所的健康與安全 - 技術升級和創新的投資 - 不同行業最新政策的分析以及本集團ESG計劃的擬定 	<ul style="list-style-type: none"> - 表現評估 - 日常會議和培訓課程 - 專題研討會 - 通過郵件的書面建議、告示板、電話以及與管理層的團隊建設活動
Customers 顧客	<ul style="list-style-type: none"> - Service quality assurance - Protection of the privacy and rights of customers - Customer satisfaction - Slow down the speed of the consumption of natural resources 	<ul style="list-style-type: none"> - Customer satisfaction surveys - Face-to-face meetings and on-site visits - Customer service hotline and emails
顧客	<ul style="list-style-type: none"> - 服務質量保證 - 顧客私隱和權利保障 - 客戶滿意度 - 減緩對自然資源消耗的速度 	<ul style="list-style-type: none"> - 客戶滿意度調查 - 面談和現場考察 - 顧客服務熱線和電郵

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Stakeholders 持份者	Expectations and Concerns 期望和關切	Communication Channels 溝通渠道
Suppliers 供應商	<ul style="list-style-type: none"> - Fair, open and transparent procurement - Win-win upstream and downstream cooperation - Environmental protection - Protection of intellectual property rights 	<ul style="list-style-type: none"> - Open tenders - Suppliers' satisfaction assessments - Telephone conferences, face-to-face meetings and on-site visits - Questionnaires and online engagement - Industry seminars
General public 公眾	<ul style="list-style-type: none"> - 透明公平公開採購 - 與上游和下游的雙贏合作 - 環境保護 - 知識產權的保護 	<ul style="list-style-type: none"> - 公開招標 - 供應商的滿意度評估 - 電話會議、面對面會議和現場調研 - 調查問卷和在線參與 - 行業研討會
	<ul style="list-style-type: none"> - Involvement in the activities of communities - Conform to business ethics 	<ul style="list-style-type: none"> - Media conferences and responses to enquiries - Face-to-face interviews
	<ul style="list-style-type: none"> - 社區活動的參與 - 遵守商業道德 	<ul style="list-style-type: none"> - 媒體見面會以及對質詢的回應 - 面對面訪談

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Materiality Assessment

Since ESG risks and opportunities for companies vary across industries and depend on the companies' business models, the Group undertook an annual review to identify its stakeholders' main concerns and material interests in relation to the ESG issues of the Group. For FY2019/2020, the Group engaged its stakeholders to conduct a materiality assessment survey. Specifically, the Group examined a list of stakeholder groups and identified those that have been reckoned to be impacted by the Group's business decisions and activities and vice versa in accordance with the principles set out in ISO 26000 (Guidance on Social Responsibility) and invited the relevant stakeholders to participate in an online survey to express their views on a list of ESG issues of the Group. The online survey comprised of well-designed questions, which were believed to be material and relevant to the Group's business development and strategies from the stakeholders' standpoint. Such an objective, transparent and decision-useful materiality assessment allowed the Group to prioritise its ESG issues after mapping the results of the survey to a materiality matrix as shown below. The assessment process demonstrated the Group's emphasis on stakeholders' engagement. The results of the survey served as a powerful tool that assisted the Group to develop its action plans for more targeted and effective ESG management.

重要性評估

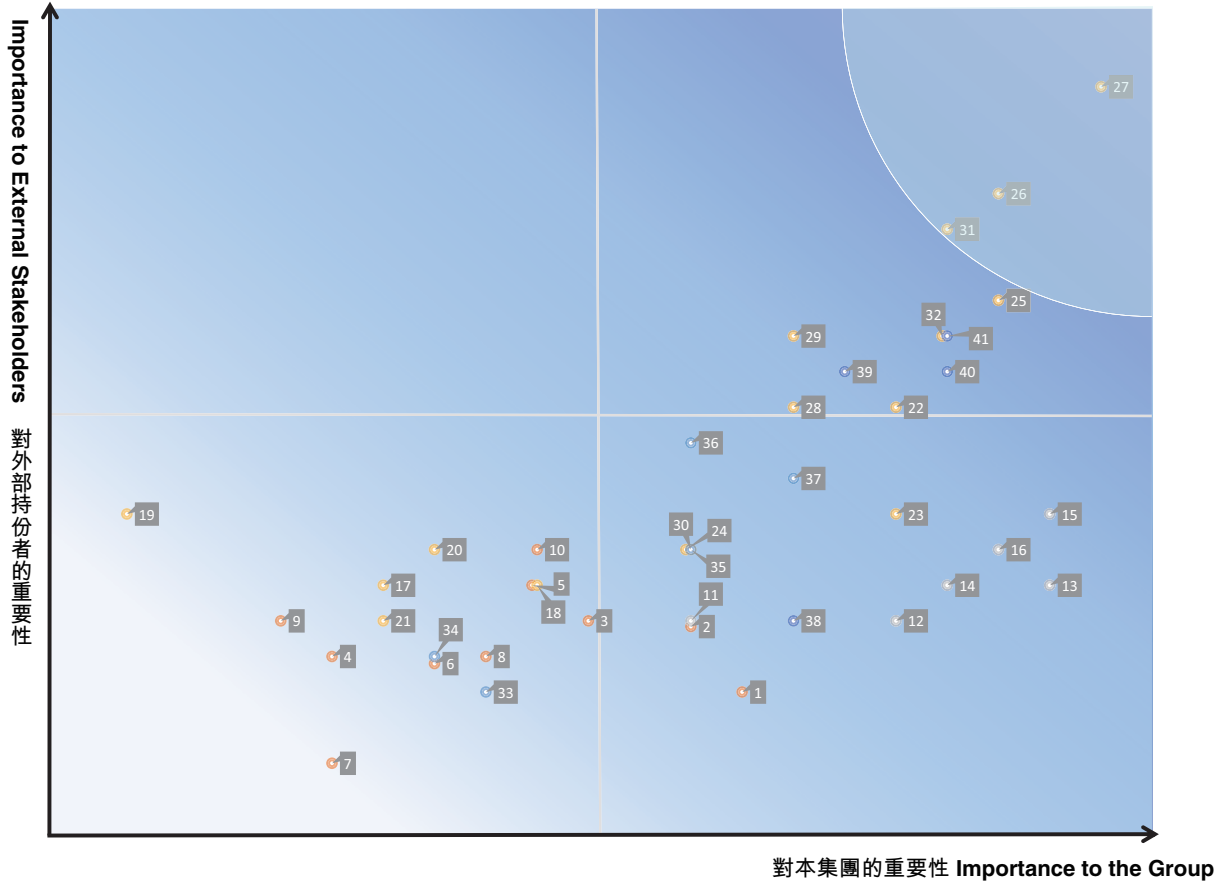
由於ESG相關風險和機會因行業與公司的商業模型而截然不同，因此本集團進行年度審核，以確定其持份者在本集團ESG相關事宜上的主要關注點與重大利益。於二零一九／二零二零財政年度，本集團邀請其持份者參與重要性評估調查。具體而言，本集團檢查其持份者群體列表，並根據ISO26000(社會責任指南)中列出的原則，識別被認為受到本集團的業務決策和活動影響或影響本集團的業務決策和活動的持份者，並邀請相關持份者參與網上調查，對一系列本集團的ESG問題提出看法。從持份者的角度而言，此次在線調查匯集了眾多與集團的業務發展密切相關並且十分重要的問題。通過將本次調查結果繪製成如下所示的重要性矩陣，此次客觀、透明且對決策有幫助的重要性評估讓本集團對一些ESG問題予以重視。該評估過程突顯出本集團對於持份者的參與十分重視。其結果亦成為一個有力的工具，促進本集團不斷實施有針對性且有效的ESG管理行動計劃。

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Stakeholder Engagement Materiality Matrix

持份者的參與重要性分析矩陣



- Environmental Impacts 環境影響
- Operating Practices 營運慣例
- Leadership & Governance 領導力和管治
- Employment and Labour Practices 僱傭及勞工常規
- Community Investment 社區投資

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1	GHG Emissions 溫室氣體排放	15	Preventing Child and Forced Labour 杜絕僱傭童工和強制勞工	29	Product Design & Lifecycle Management 產品設計創新&產品生命週期管理
2	Air Pollution 空氣污染	16	Labour Practices 勞工權益	30	Access & Affordability of products/services 產品/服務獲取和可負擔性
3	Energy Management 能源管理	17	Green Procurement 綠色採購	31	Business Ethics & Anti-corruption 商業道德和反腐敗
4	Water & Wastewater Management 水資源和廢水管理	18	Communication and Engagement with Suppliers 與供應商的良好溝通及參與	32	Internal Communication & Grievance Mechanism 內部溝通和申訴機制
5	Solid Waste Stewardship 固體廢棄物管理	19	Environmental Risk (e.g. pollution) Management of Supply Chain 供應鏈的環境風險(如環境污染)	33	Community Engagement 與當地社區的交流和聯繫
6	Materials Management 原材料使用管理	20	Social Risk (e.g. human rights or corruption) Management of Supply Chain 供應鏈的社會風險(如人權和腐敗)	34	Participation in Philanthropy 公益慈善活動的參與
7	Land Use, Ecosystem and Biodiversity 土地使用、生態系統和生物多樣性	21	Supply Chain Materials Sourcing & Efficiency (e.g. climate risks) Management of Supply Chain 供應鏈及其供應材料對外部風險(如氣候風險)的適應性	35	Cultivation of Local Employment 促進當地就業
8	Climate Change Mitigation & Adaptation 氣候變化緩解和適應	22	Health and Safety Relating to Products/Services 產品/服務健康和安全	36	Local Environmental Protection 本地環保
9	Packaging Material Management 包裝材料管理	23	Customers Welfare 顧客福祉	37	Support of Local Economic Development 支持本地經濟發展
10	Renewable and Clean Energy 可再生和清潔能源	24	Marketing and Promotion 營銷和推廣	38	Business Model Adaptation and Resilience to Environmental, Social, Political and Economic Risks and Opportunities 商業模型對環境、社會、政治和經濟風險和機遇的適應性和恢復力
11	Diversity & Equal Opportunity 多完化和平等機遇	25	Intellectual Property Rights 保護知識產權	39	Management of the Legal & Regulatory Environment (regulation-compliance management) 法律監管環境變化的應對和管理(法律合規管理)
12	Employee Remuneration and Benefits 僱員薪酬條件和福利政策	26	Product Quality 產品質量	40	Critical Incident Risk Responsiveness 突發事件應急風險應對能力
13	Occupational Health and Safety 職業健康與安全	27	Customer Privacy and Data Security 顧客私隱保護和數據安全	41	Systemic Risk Management (e.g. Financial Crisis) 系統化風險管理(例如：金融危機)
14	Employee Development and Training 僱員發展及培訓	28	Labelling Relating to Products/Services 與產品/服務相關的標籤問題		

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Through the materiality analysis matrix, the Group identified “Product Quality”, “Customer Privacy and Data Security” and “Business Ethics & Anti-corruption” as its most pressing and significant ESG issues, which are conducive to enhancing its sustainability decision-making and have been used to inform the content of this report.

Sustainable Development Goals (SDGs)

Adopted in 2015, the 17 United Nation SDGs established a framework to build an inclusive and sustainable world and provide an opportunity for the business sector to build upon its collaboration with stakeholders from a cross section of communities, governments and social sector. Reckoning the increasing trend of aligning corporate values with the SDGs, the Group is uniquely positioned to contribute towards the achievement of SDGs through the proactive management of its internal operations, and most importantly, its products, solutions and services that it offers to clients.

SDG 3: Safeguarding the people



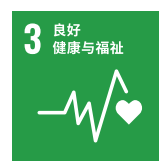
The COVID-19 pandemic presented an unprecedented global health challenge. The Group responded immediately to the government's measures and implemented flexible remote working policy to protect its staff from the risk of infection. The COVID-19 pandemic has revealed the vital nature of technology in today's healthcare landscape especially in times of crisis, and its importance is believed to keep growing over time. As such, the Group has spared no effort in upholding the quality of its IT services and contribute to the well-being of the local communities.

通過該重要性分析矩陣，本集團確定了「產品質量」、「顧客私隱保護和數據安全」以及「商業道德和反腐敗」為其最緊迫和重要的ESG問題。這有助於增強其可持續發展決策能力，並已被用作引導本報告的內容。

可持續發展目標(SDGs)

二零一五年通過的17個聯合國可持續發展目標構建了一個框架，以建立一個具有包容性和可持續性的世界，並為商界提供機會，以為其與社區、政府和社會各界持份者的協作建立基礎。本集團認識到將企業價值與可持續發展目標聯繫的發展趨勢，因此利用其獨特優勢，通過積極管理其內部業務以及更重要的是透過向客戶提供的產品、解決方案與服務，為實現可持續發展目標做出貢獻。

SDG 3：保護人們



COVID-19疫情給全球公共衛生健康帶來了前所未有的挑戰。本集團及時響應政府的措施，並執行了更具靈活性的遠程工作政策，以保護其員工免受感染的風險。COVID-19 疫情揭示了科技在當今健康領域中，尤其在危機時期的重要地位，而這種重要性將會隨著時間的推移而不斷提高。因此，本集團不遺餘力地維持其IT服務的質量，願為當地社區的福祉出一分力。

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SDG 4: Nurturing the talents



Through customised IT services to education institutions, the Group empowers educators and students to enable inclusive, engaging and immersive learning. Realising that information and communication technology (ICT) skills are crucial technical skills for decent employment in the future, the Group supports this goal through building the learning capacity of education providers and students.

Apart from investing in the future generations, the Group is also offering learning pathways for its staff to equip them at every stage of their career with advanced professional skills.

SDG 11: Building the cities



Nowadays, with more than half of the world population living in urban cities, the demand for sustainable human settlements has never been higher. Under the rapid growth of urban population, creating systems and infrastructures for sustainable communities is foreseen to be one of the greatest challenges in the coming decades. In partnership with innovative clients and by collaborating with local government and statutory bodies, the Group endeavours to facilitate a wide range of solutions designed to improve urban lives through its specialisation in designing and maintenance of customised system application for both private and public sectors.

SDG 4：培育人才



通過為教育機構量身定制的IT服務，本集團使教育工作者和學生能夠實現具包容性、參與性和沉浸式的學習。本集團意識到信息和通信技術(ICT)技能是未來體面就業的關鍵技術技能，因此支持通過提高教育提供者和學生的學習潛能實現此目標。

除了培育下一代，本集團還為其員工提供學習途徑，使他們在職業生涯的每個階段均能具備先進專業技能。

SDG 11：建設城市



如今，全球一半以上的人口居住在城市中，對可持續人類住區的需求空前高漲。在城市人口迅速增長的情況下，為可持續社區構建系統和基礎設施預計將是未來幾十年的一項最大挑戰。在與創新客戶的夥伴關係和與當地政府和法定機構的合作中，本集團通過專業的設計和維護，針對私營和公共部門定制系統應用程序，致力於幫助實現旨在改善城市生活的各種解決方案。

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Stakeholders Feedback

Striving for excellence, the Group welcomes its stakeholders' feedback and advice on the improvement of its corporate ESG approach and performance, especially the ESG issues identified as most important in the materiality assessment of the Group. Readers are also welcomed to share their views on the ESG matters with the Group at enquiry@mindtell.com.

V. ENVIRONMENTAL SUSTAINABILITY

The Group is committed to environmental leadership in all of its business activities, from its operation to the design of its products and development of solutions using its technology. To achieve sustainability of the environment and the community where it operates, the Group endeavours to discover more creative management measures in its business operations and has strictly complied with the relevant environmental laws and regulations in Malaysia and Hong Kong in its daily operations, including but not limited to the Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong) and the Environmental Quality ACT 1974 (Malaysia).

The following section primarily discloses the Group's policies, practices, and progress on its emissions, use of resources, the environment and natural resources for FY2019/2020.

A.1. Emissions

For FY2019/2020, the Group was in compliance with the relevant national and local environmental laws in terms of emissions during its daily operations. As the Group's principal business is the provision of IT related services, most of the Group's businesses were operated on computers and internet networks and thus, no hazardous wastes were produced during business in FY2019/2020. The principal emissions from the Group were GHG emissions from the fuels used by the vehicles for transportation and the consumption of electricity, and the generation of commercial solid waste and sewage from the staff at offices. The Group's total emissions for FY2019/2020 are summarised in Table E1 in the Appendix.

持份者的反饋

本集團追求卓越，積極歡迎其持份者對於企業ESG方法和表現提高的反饋與意見，尤其是在本集團重要性評估中列為最重要的ESG問題的相關反饋。本集團亦歡迎讀者透過enquiry@mindtell.com與本集團分享其有關ESG事宜看法。

V. 環境的可持續發展

從營運到產品設計以及使用技術開發解決方案，本集團致力於在所有業務活動中保持環境領先地位。為了達至環境和經營所在社區的可持續性，本集團致力於在其業務營運中發掘更多創造性的管理措施，並於其日常營運過程中嚴格遵守馬來西亞和香港環境相關的法律法規，包括但不限於《廢物處置條例》(香港法例第354章)和《環境品質法令1974》(馬來西亞)。

下面章節主要披露本集團於二零一九／二零二零財政年度有關排放物、資源使用、環境及自然資源的政策、常規及進展。

A.1. 排放物

於二零一九／二零二零財政年度，本集團於日常營運中遵守相關國家和地方有關排放物的法規。由於本集團的主要業務是提供資訊科技相關的服務，本集團的大部分業務均依靠電腦及網絡進行，因此於二零一九／二零二零財政年度在業務過程中不會產生任何有害廢棄物。本集團的主要排放物為用於交通運輸的車輛所使用的燃料與電力使用中產生的溫室氣體，以及僱員於辦公室產生的商業固體廢棄物和污水。本集團二零一九／二零二零財政年度的總排放量總結於附件的表E1。

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Given the business nature of the Group, air emissions were mainly from the daily operations from various forms of transportation vehicles. In FY2019/2020, the total air emissions of each pollutant rose in varying degrees (SO_x: 0.16; NO_x: 6.7; PM: 0.49 Kg) as compared to that of FY2018/2019 due to the increase of business commuting, and the execution of a more detailed data collection method which specified the engine sizes of the vehicles for more scientific results.

For the Group's GHG emissions, its pattern was different from that of the previous year, mainly due to the shift in its business focus from electricity-intensive system integration and development service, to commute-intensive IT outsourcing services. In addition, the wider scope of data collection also contributed to the elevation of total GHG emissions. For instance, the increase in the disclosure of diesel consumption for transportation caused that the Scope 1 (Direct emission) GHG emissions surged by 26.28 tonnes CO₂e, while the inclusion of the energy for freshwater and wastewater treatment, as well as business air travel also resulted in the growth of Scope 3 (Indirect emission) by 4.03 tonnes CO₂e.

Despite the uncertain market environment, the Group's unremitting efforts in controlling its commercial solid waste and sewage still paid off with the amount of solid waste and wastewater discharged in FY2019/2020 being recorded to remain the same as that of the previous year.

To further save energy resources, lower carbon emissions and reduce daily wastes, the Group has implemented the following measures:

- **Retrofit:** The Group keeps optimising its office equipment and systems, including the maintenance of air-conditioning and replacement of lighting fixtures with high electricity consumption.

鑑於本集團的業務性質，廢氣排放主要來自各種形式交通車輛的日常使用。於二零一九／二零二零財政年度，各種廢氣排放物的排放量與二零一八／一九財政年度相比有不同程度的增長(硫氧化物：0.16；氮氧化物：6.7；顆粒物：0.49千克)，而這主要是由於商務通勤的增加以及採用了更詳細的數據收集方法(進一步明確車輛的發動機尺寸)，從而獲得更科學化的結果。

關於本集團的溫室氣體排放，其模式與去年有所不同，主要是因為其業務重點從耗電量高的系統整合及開發服務向通勤密集型的資訊科技外判服務轉移。此外，數據收集範圍的擴大亦導致了溫室氣體總排放量的增加。例如，用於運輸的柴油消耗量的披露增加導致範圍一(直接排放)溫室氣體排放上升26.28噸二氧化碳當量。用於淡水和廢水處理能源的納入，以及公務航空旅行產生的排放亦導致了範圍三(間接排放)的二氧化碳排放量增加了4.03噸二氧化碳當量。

儘管市場環境不確定，但本集團在控制商業固體廢棄物和污水方面的不懈努力仍然取得了回報。二零一九／二零二零財政年度的固體廢棄物和廢水排放量與上一年錄得數據保持一致。

為進一步節約能源、降低碳排放及減少日常廢棄物，本集團實施了以下措施：

- **改造：**本集團不斷優化其辦公設備和系統，包括空調的保養以及對高耗電量照明設備的替換。

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- **Sustainability training:** To raise the awareness of employees at offices on energy conservation and its relationship with environmental impact, the Group has held educational activities to share the knowledge and viable practices for environmental protection in the offices.
- **Details:** The Group believes that details are the key to success and therefore encourages its employees at offices to perform energy conservation and emissions reduction from small changes around them, such as turning off idle computers in time and switching off the lights when they are not in use.
- **Sharing concept:** To start lowering individual carbon footprint of its employees, the Group actively promotes the idea of sharing, especially the use of public transport and car-pooling to reduce travel and the subsequent emissions.

Given the commitment of the Group to Sustainable Waste Management, effective measures to reduce, reuse and recycle materials have been implemented in all offices. In particular:

- Recycle as much solid waste as possible through the classification process;
- Educate all employees of reducing the use of disposable items such as plastic tableware;
- Purchase microwaves in the offices to encourage employees to take their own lunch boxes instead of ordering takeaway food, which could significantly reduce the waste of food packages; and
- Advocate the reuse of office stationeries.

For FY2019/2020, the wastewater generated from offices of the Group was directly discharged into the municipal drainage system and was handled by the property management of buildings. Since the amount of wastewater highly depends on the amount of freshwater used, the Group has taken specific measures, which will be described in the following subsection headed "Water" of this report, to reduce its water consumption in the offices.

- **可持續發展培訓：**為加強辦公室僱員對節能及其與環境影響之間聯繫的認識，本集團舉辦教育活動用以分享在辦公室內的環保知識及可行措施。
- **細節：**本集團相信細節是通往成功的關鍵。因此，本集團鼓勵辦公室僱員從周圍小事開始做起，進行節能減排，例如及時關閉閒置電腦和在不需要時關燈等。
- **共享理念：**為了從其員工開始降低個人碳足跡，本集團積極倡導共享理念，尤其是使用公共交通和拼車的方式以減少差旅及其伴隨著的排放。

鑑於本集團對可持續廢棄物管理的承諾，本集團所有辦公室均採用有效措施減少、再利用和回收材料，具體如下：

- 通過垃圾分類盡可能多地回收固體廢棄物；
- 教育所有僱員減少對塑料餐具等一次性用品的使用；
- 在辦公室購買微波爐，鼓勵僱員自帶飯盒以代替訂購外賣食品，從而大幅減少食品包裝廢棄物的產生；以及
- 倡導重用辦公室文具。

於二零一九／二零二零財政年度，本集團辦公室產生的污水直接排入市政排水系統，並由樓宇物業管理處進行處理。由於污水量很大程度上取決於所用的淡水量，本集團已採取具體措施減少辦公室的用水量，並將在報告下一小節「水」中做說明。

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A.2. Use of Resources

For FY2019/2020, the major resources consumed by the Group were electricity, water, gasoline, diesel and paper. Given the nature of its business, the Group did not consume any packaging material during the year under review. Table E2 in the Appendix illustrates the amount of different resources used by the Group for FY2019/2020.

Electricity

The Group purchased electricity from the local public utilities company for its daily operations in the offices. To further mitigate the consumption of electricity so as to diminish its GHG emissions, the Group has adhered the principle of "Saving Electricity" in its daily operations, and in particular implemented the following practices:

- Switch off all idle lights, air conditioners and other electrical appliances;
- Adjust the use of lights and air-conditioners in non-full house hours;
- Adjust and maintain stable indoor temperature as appropriate;
- Prioritise the procurement of electrical appliances with energy-efficiency labels, such as choosing the equipment with Grade 1 energy label;
- Replace lamps with high electricity consumption in the offices with LED bulbs for office lighting; and
- Encourage all employees to utilise natural sunlight in the offices when possible.

For FY2019/2020, the electricity consumption of the Group slightly increased by 4.43 kWh'000 as compared with that in FY2018/2019. Notwithstanding that, the Group is committed to further monitoring and controlling its electricity consumption pattern and business practices.

A.2. 資源使用

於二零一九／二零二零財政年度，本集團消耗的主要資源為電力、水、汽油、柴油和紙張。鑑於其業務性質，本集團於回顧年度內並未消耗任何包裝材料。附件中的表E2列出了本集團於二零一九／二零二零財政年度不同資源的使用量。

電力

本集團向當地公用事業公司購買電力，並用於辦公室的日常營運。為進一步減少電力消耗以降低溫室氣體排放，本集團已將「節約電力」的口號納入其日常運作，並特別實施了以下措施：

- 關上所有閑置的電燈、空調及其他電器；
- 於非滿員時調整電燈及空調的使用；
- 調整及維持穩定的室內合適溫度；
- 優先選購帶有能源標籤的電器，例如購買貼有一級能效標籤的設備；
- 採用LED燈泡替換耗電量大的燈泡，用於辦公室照明；以及
- 鼓勵所有僱員在可能的情況下利用自然陽光照亮辦公室。

於二零一九／二零二零財政年度，本集團的電力消耗較二零一八／二零一九財政年度略微增加4.43兆瓦時。儘管如此，本集團仍致力進一步監控及控制其用電模式及業務常規。

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Other energy resources

Gasoline and diesel were mainly consumed for business transportation and the Group has laid great emphasis on controlling the fossil fuel consumption during its daily operations. Specifically, the Group has always been committed to optimising its management of business trips by setting up and implementing strict internal policies in its fleet management. The Group also believes that ensuring its access to more eco-friendly alternative energy sources is the key to the mitigation of the Group's environmental impact and the long-term stability of the Group's business.

In addition to the promotion of energy conservation through education among its employees, the Group has particularly focused its efforts on the selection of eco-friendly vehicles for transportation, keeps encouraging all its employees to choose public transport instead of private cars for business and endeavours to reduce the non-essential business trips by utilising advanced technologies such as online conference, in order to move towards "low carbon and low consumption" business models.

For FY2019/2020, the gasoline usage of the Group surged dramatically when compared with that of FY2018/2019. This was primarily caused by the alteration of business focus which might require more business commuting, as well as the suspension of the Group's advocacy of carpooling or taking public transportation due to the social distancing rules with considerations of pandemic prevention and control. To improve the transparency and completeness of its performance disclosure, the Group extended the scope of its data collection to include the data of diesel usage in FY2019/2020.

其他能源

本集團汽油及柴油的消耗主要用於商務差旅。本集團在日常營運中非常重視對化石原料消耗的控制。具體而言，本集團通過建立和實施嚴格的用車管理內部政策，長期致力於優化其對公務差旅的管理。本集團相信確保獲得更環保的能源是減輕本集團環境影響以及保持其業務長期穩定的關鍵。

除了通過教育僱員宣傳節約能源外，本集團特別注重環保型交通工具的選擇，並長期鼓勵其員工在公務差旅時選擇公共交通工具代替私家車，並努力通過利用如在線會議等先進技術減少不必要的差旅，從而進一步走向「低碳低耗」的商業模式。

於二零一九／二零二零財政年度，本集團的汽油使用量與二零一八／二零一九財政年度相比大幅上升。這主要是由於業務重點的改變而引起的通勤需要增加，以及出於對疫情防控社交距離措施的考慮，導致本集團暫停對拼車或乘坐公共交通工具的主張。為提高本集團表現披露的透明度和完整性，本集團擴大了數據收集範圍，於二零一九／二零二零財政年度加入了柴油使用數據。

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Water

The conservation of water resources and the protection of water area are important focus of the Group, whose current water use is primarily associated with the domestic consumption at the workplace. During the year under review, the Group did not face any problem in sourcing water. For FY2019/2020, the Group continued to look for more advanced and effective ways of water conservation in the offices, and strongly advocated the importance of saving water to the global sustainable development. To improve the utilisation efficiency of water resources, the Group has adopted the following practices:

- Conduct regular maintenance of its facilities and fix dripping taps immediately once leakage is found;
- Remind staff to turn off water taps after use through various communication channels such as emails and notices; and
- Place “saving water resources” posters in prominent places at the offices to encourage water conservation.

For FY2019/2020, the water consumption of the Group remained unchanged as compared with that in FY2018/2019.

Paper

Paper is mainly used for administrative purpose in the Group's offices. Dedicated to saving paper in its offices, the Group fully embraces and actively promotes the concept of “paperless office” and “office automation”. For FY2019/2020, the Group purchased and consumed 79 kg of paper for its business operations and recycled 31 kg of paper in total. The paper consumption dropped by around 60% while the amount of paper recycled increased by around 35%.

水

水資源和對水域的保護是本集團關注的重點領域。本集團目前的用水量主要與工作場所的生活用水量有關。於回顧年度內，本集團在求取適用水源方面並無任何問題。於二零一九／二零二零財政年度，本集團繼續對在辦公室節約用水方面更先進及有效的方法開展研究，並大力宣傳節約用水對於全球可持續發展的重要性。為提高用水的效率，本集團進一步採用以下做法：

- 對設備進行定期維護，一旦發現滲漏，及時修理；
- 透過各種通信渠道（如電子郵件和通知）提醒員工在用水後關閉水龍頭；以及
- 於辦公室的顯眼地方張貼「節約用水」的海報，以鼓勵節水。

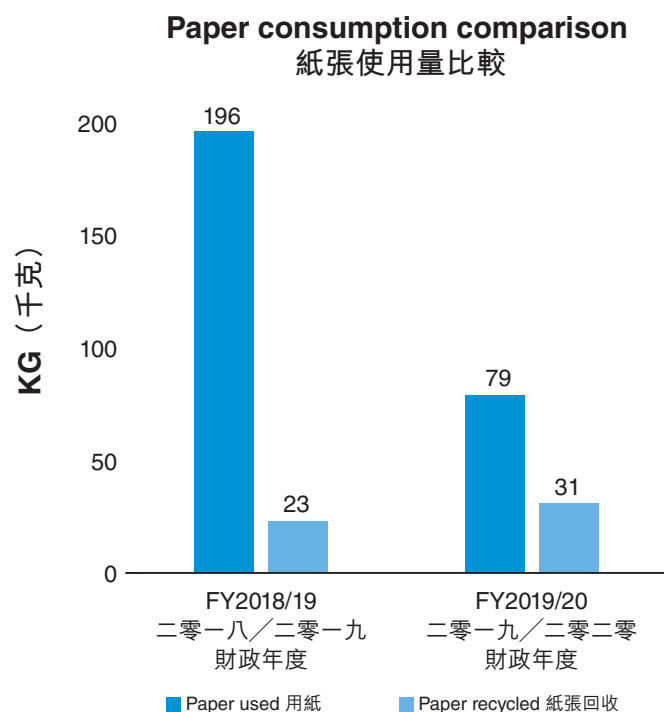
與二零一八／二零一九財政年度相比，本集團二零一九／二零二零財政年度的用水量維持不變。

紙張

紙張主要用於集團辦公室的行政目的。本集團致力於在辦公室中節約用紙，充分擁護及積極推廣「無紙化辦公」和「辦公自動化」的理念。於二零一九／二零二零財政年度，本集團購買並消耗了79千克紙張用於其商業營運，並共回收了31千克紙張。紙張的消耗量下跌了約60%，而紙張回收量提高了35%。

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The Group believes that the best way to prevent pollution is to reduce its generation at the sources. Bearing in mind this basic vision, the Group focuses on preventing the unnecessary consumption of paper through a series of comprehensive management measures. In addition to incorporating the “3R principle – reduce, reuse and recycle” in its business and daily operations, other measures taken by the Group to save paper are highlighted below:

- Promote the concept of “paperless office”, and disseminate information by electronic means (i.e. via email or e-bulletin boards) as much as possible;
- Set double-sided printing as the default mode for most printers when printouts are necessary;
- Prioritise eco-friendly paper as printing paper during procurement;

本集團認為，防止污染的最佳方法是在源頭減少其產生量。秉承這一基本理念，本集團致力於通過一系列綜合管理措施，防止不必要的紙張消耗。除在業務和日常營運中納入的「3R原則-減少、重用和回收」外，本集團還採取了其他節省紙張的措施(如下)：

- 推廣「無紙化辦公」的概念，並盡可能通過電子方式(即通過電子郵件或電子公告板)發放信息；
- 當需要打印時，將雙面打印設置為大多數打印機的預設模式；
- 在購買打印用紙時優先選購環保紙張；

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- Promote the idea of “Think before print” by using posters and stickers in offices to remind the staff of avoiding unnecessary printings;
- Place boxes and trays beside photocopiers to collect single-sided printed paper for reuse;
- Reuse the paper-made office stationery such as envelopes and folders; and
- Use the back of old single-sided documents for printing or as draft paper.

A.3. The Environment and Natural Resources

As an IT service provider, the environmental impacts of business operations of the Group were minimal. However, in line with the corporate vision to be the leading IT solution provider to the development of digitalisation in Malaysia and to constantly provide a diversified range of service offerings to its clients, it has been part of the management’s policy of the Group to show exemplary environmental responsibilities by operating businesses in a manner consistent with best eco-friendly practices. As a responsible enterprise, the Group’s commitment to environmental sustainability is reflected in the continuous exploration of business innovation and optimisation of business model, in order to minimise its potential impacts on the environment and natural resources.

For FY2019/2020, the Group mainly consumed three types of energy resources to support its daily operations, namely electricity, gasoline and diesel. The use of these resources inevitably caused air and GHG emissions to the environment. As “the cleanest energy is not to use the energy”, the Group, therefore, has set up stringent policies in its emission control and energy efficiency management. Meanwhile, the Group has maintained a strong environmental management system in its operations to minimise its potential impact on the environment. The Group’s internal environmental policies provide a strategic framework by which it addresses the potential environmental risks in its businesses.

- 通過在辦公室使用海報和貼紙的形式推廣「打印前請思考」的概念，提醒僱員避免不必要的印刷；
- 將箱子和托盤放置複印機旁邊來收集單面打印紙張，以供循環再用；
- 重複利用辦公室紙製用品，包括信封和文件袋；以及
- 使用舊的單面文檔背面進行打印或用作草稿紙。

A.3. 環境及天然資源

作為資訊科技服務供應商，本集團業務營運對環境的影響微乎其微。然而，本集團以成為馬來西亞數碼化發展的主要資訊科技解決方案供應商，以及持續地為客戶提供多元化服務為企業願景，通過以符合最佳環保做法的方式經營企業並履行環保責任，展現其卓越，而這已成為本集團管理政策的一部分。作為負責任的企業，本集團對環境可持續性的承諾體現在對業務創新的不斷探索和業務模式的優化上，旨在降低其對環境和自然資源的潛在影響。

於二零一九／二零二零財政年度，本集團的日常營運主要消耗三種能源，分別為電力、汽油和柴油，而該三種資源的使用不可避免地導致向環境排放廢氣和溫室氣體。「最清潔的能源是不使用能源」，本集團因此在排放控制和能效管理方面制定了嚴格的政策。同時，本集團在營運中保持有效的環境管理體系，以最大程度地降低其對環境的潛在影響。本集團的內部環境政策提供戰略框架，以此來應對其業務中的潛在環境風險。

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In FY2019/2020, due to the difficult business environment under the government instructions of the Movement Control Order and other social distancing rules, safeguarding the health and safety of its people has been prioritised. Looking forward, the Group is committed to unwaveringly stepping up its efforts in standardising its daily operation practices and taking initiatives in mitigating GHG emissions through education and better management of operations in the office so as to improve any unsatisfactory performances.

Climate change

Though climate change does not directly impose significant threat to the Group's business operations, the effects of global climate change jeopardise the wellbeing and stability of countries and people on earth. The Group sees climate change as a defining issue and needs a collective effort by all businesses across the world that is at a pivotal moment. To this end, the Group is committed to leveraging on its resources to reduce carbon footprints and promote "clean" innovation. A transparent and feasible climate strategy and progress is considered by the Group to be an effective way to move towards carbon reduction goals. In addition, the Group will carry out self evaluations on a regular basis through climate-scenario analysis that will help the Group to better understand the physical and transition effects of climate change in the near future.

於二零一九／二零二零財政年度，由於馬來西亞政府的行動管制令和其他社交距離規則下艱難的商業環境，保護人們的健康和安全已成為首要任務。展望未來，本集團致力於堅定不移地加強其日常營運規範的工作，並通過教育和更好地管理辦公室的運作，積極採取措施減少溫室氣體排放，以完善任何不理想的表現。

氣候變化

儘管氣候變化並不會直接對集團的業務營運構成重大威脅，但全球氣候變化的影響危及地球上國家和人們的福祉和穩定。本集團將氣候變化視為決定性問題，需要全球所有企業在關鍵時刻共同努力。為此，本集團致力於利用其資源，減少碳足跡並促進「清潔」創新。本集團認為，透明、可行的氣候戰略和進展是實現碳減排目標的有效途徑。此外，本集團將通過氣候情景分析定期進行自我評估，而這將有助於本集團在不久的將來更好地了解氣候變化的實體和過渡影響。

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VI. SOCIAL SUSTAINABILITY

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

Realising that a sound human resources management and the formulation of appropriate employment policies are fundamental to the long-term stability and competitiveness of the Group, the Group is dedicated to supporting its staff's professional growth and personal well-being. As such, the Group strives to continue to build a welcoming, supportive, diversified and inclusive workforce. For the year ended 30 November 2020, the Group had a total of 58 full-time employees in Hong Kong and Malaysia, with a gender ratio of male 62%: female 38%. More details of the Group's employment breakdown are summarised in the Table S3 in the Appendix.

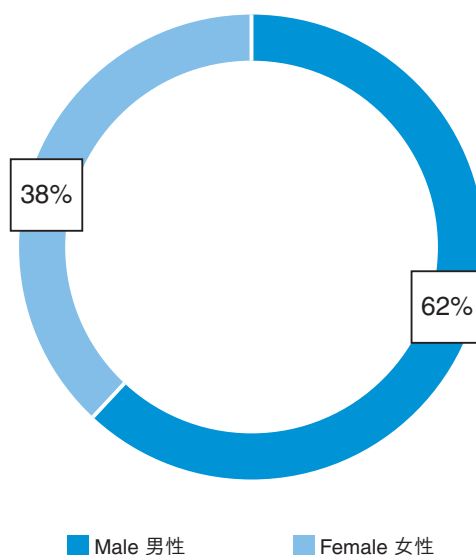
VI. 社會的可持續發展

僱傭及勞工常規

B.1. 僱傭

本集團認識到良好的人力資源管理和制定合理的就業政策對於其長期穩定和競爭力至關重要，因此致力於支持員工的職業發展和個人福祉。本集團努力繼續建立友好與支持、多元化和具有包容性的員工隊伍。截至二零二零年十一月三十日止年度，本集團在香港和馬來西亞共有58名全職僱員，性別比例為男性62%：女性38%。附錄中的表S3匯總了有關本集團就業細分的更多詳細信息。

Gender distribution of employees
員工的性別分佈



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Law and Compliance

The Group's employment policies have been updated and adjusted to cater for social changes since the inception of the Group, and to abide by the applicable laws, regulations and standards in Hong Kong and Malaysia, such as the instructions of SOCSO (PERKESO) and Employment Insurance System (EIS). For FY2019/2020, the Group complied with all the relevant laws and regulations, including but not limited to the following:

- Employment Ordinance (Cap. 57 of the Laws of Hong Kong);
- Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong);
- Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong);
- Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong);
- Employment Act 1955 (Malaysia);
- Employees Provident Fund Act 1991 (Malaysia);
- Employees Social Security Act 1969 (Malaysia); and
- Employment Insurance System Act 2017.

Recruitment and promotion

To standardise the Group's employee management system, the Group has adopted a set of transparent and clear policies and procedures which are clearly stated in the Employee Handbook covering all staff. The Group considers talent acquisition to be essential to maintaining its energy and competitiveness in the market. According to its recruitment policy and procedures, the Group offers fair and competitive remuneration and benefits in accordance with the applicants' educational backgrounds, personal attributes, job experiences and career aspirations to attract high-calibre candidates.

遵守法律

自成立以來，本集團的就業政策為迎合社會變化已經進行不斷更新與調整，並遵守香港和馬來西亞適用的法律法規與標準，包括社會保險機構與就業保險計劃的指引。於二零一九／二零二零財政年度，本集團遵守所有相關法律及法規，包括但不限於以下各項：

- 《僱傭條例》(香港法例第57章)；
- 《強制性公積金計劃條例》(香港法例第485章)；
- 《殘疾歧視條例》(香港法例第487章)；
- 《性別歧視條例》(香港法例第480章)；
- 《僱傭法令1955》(馬來西亞)；
- 《僱員公積金法令1991》(馬來西亞)；
- 《僱員社會保險法令1969》(馬來西亞)；以及
- 《就業保險計劃法令2017》(馬來西亞)。

招聘和晉升

為了規範本集團的員工管理系統，本集團採取了一套透明、清晰的政策和程序，在「僱員手冊」中對所有員工進行了明確規定。本集團認為招賢納士對本集團在市場中保持活力和競爭力而言十分重要。本集團依照其招聘政策和程序，根據申請人的教育背景、個人能力、工作經驗及事業理想，提供公平及具競爭力的薪酬與福利，從而吸引高素質人才。

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An employee performance appraisal is conducted bi-annually. The Group also refers to market benchmarks in relation to staff promotion and provides equal opportunities for promotion and development for eligible employees who have outstanding performance and potential in their positions. With reference to the Employee Handbook of the Group, any promotion within the Group is based on clear and legitimate procedures.

Compensation and dismissal

As talent retention is vital to its business development in the long run, the Group periodically reviews its remuneration packages and performs the probationary and regular evaluations on the capability and performance of its employees, to ensure that all employees can be recognised and rewarded by the Group appropriately with respect to their efforts and contributions. Adjustment of compensation and termination of employment are determined by a number of factors, such as the performance appraisal of employees against well-defined KPIs and the internal policies of the Group, such as the Employee Handbook.

As employees are expected to meet the Group's standards, those who fail to meet the standards will be subject to disciplinary procedures before dismissal. Since the Group strictly prohibits any kind of unfair or illegitimate dismissal, stringent policies regulating the procedures of disciplinary actions and dismissal of employees are in place for employee management. In particular, for employees who have violated the Group's employment policies, verbal warning will be given before issuing written warnings. For employees who continue making the same mistakes repeatedly notwithstanding any prior warnings, the Group would terminate their employment contracts immediately in accordance with the applicable laws and regulations in Hong Kong and Malaysia. The turnover rate in FY2019/2020 of the Group was 11.5%. More details about the Group's turnover data categorised by gender and age group can be found in Table S4 in the Appendix.

員工績效評估每半年進行一次。本集團亦參考與僱員晉升有關的市場標準，為在工作崗位上有著卓越表現和潛力的合資格僱員提供平等晉升及發展機會。根據本集團「僱員手冊」，本集團內的任何晉升均基於明確且合理的程序執行。

薪酬和解僱

由於留住人才對其未來業務發展至關重要，本集團定期審閱其薪酬待遇，並對僱員的能力與表現進行考核及定期評估，以確保僱員的努力及貢獻可得到本集團適當的認可和獎勵。薪酬調整和僱傭合同的終止取決於若干因素，例如根據定義好的關鍵績效指標對僱員進行表現評估以及本集團的內部政策，如「僱員手冊」。

本集團期望員工符合集團的標準，因此，在解僱不符合標準的員工之前會先對其進行紀律處分。由於本集團嚴格禁止任何形式的不公平或不正當解僱，因此制定了嚴格的紀律處分和解僱員工程序的政策，以進行員工管理。特別是，對於違反本集團就業政策的員工，本集團將在發出書面警告之前給予口頭警告。對於已被警告而仍然屢次出現相同錯誤的僱員，本集團將根據香港和馬來西亞適用的法律法規立即終止其僱傭合約。本集團於二零一九／二零二零財政年度的流失率為11.5%，有關按性別和年齡組分類的員工流失數據的更多詳細信息，請參見附錄中的表S4。

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Working hours and rest periods

Maintaining a proper balance between work and leisure can effectively help employees relax while, in return, enhancing the productivity of the Group. As such, the Group has formulated relevant policies and systems, such as attendance monitoring system, in compliance with the applicable local employment laws to determine the working hours and rest periods for its employees. In addition to basic annual leave and statutory holidays, employees of the Group are also entitled to extra leave benefits, such as medical leave, marriage leave, maternity leave, paternity leave, study/training leave and compassionate leave.

Equal opportunity, diversity and anti-discrimination

As the Group positions itself to be an organisation that provides innovative IT solutions in businesses and the society, its work requires a highly skilled, truly diversified workforce and an inclusive working culture that enables people from all backgrounds to thrive, which it believes can lead to greater innovation, agility, performance and engagement. The Group is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. Specifically, hiring, training, promotion opportunities, dismissal and retirement policies are all based on factors irrespective of the applicants' or the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors. Meanwhile, in accordance with the applicable local laws and regulations, the Group's equal opportunity policy allows zero tolerance to any workplace discrimination, harassment or vilification. Employees are vigorously encouraged to report any incidents involving discrimination to the Human Resources Department of the Group, which takes the responsibility for assessing, dealing with, recording and taking any necessary actions on any substantiated cases.

工作時數和假期

在工作與休息之間保持平衡不僅可以有效地幫助僱員得到適當的休整，同時可以提高本公司的生產力。因此，本集團遵循當地適用的就業法，制定並建立了相關政策和系統以擬定僱員的工作和休息時間，例如「考勤系統」。除基本年假和假日外，本集團僱員亦有權享有額外假期福利，例如病假、婚假、產假、侍產假、學習或培訓假及喪假。

平等機會、多元化和反歧視

本集團定位為向企業和社會提供創新IT解決方案的組織，其工作需要一支技能嫻熟、真正多元化的員工隊伍和包容性的工作文化，而使不同背景的人得以蓬勃發展。本集團相信此舉可以為集團帶來更大的創新、敏捷性、更好的績效和參與度。本集團致力於在所有人力資源和就業決策中通過促進反歧視和平等機會，從而營造一個公平競爭、相互尊重及多元化的工作環境。具體而言，招聘、培訓、晉升機會、解僱及退休政策並非以申請者或僱員的年齡、性別、婚姻狀況、懷孕、家庭狀況、殘疾、名族、膚色、血統、種族、國籍、宗教信仰或任何其他非工作相關因素為依據。同時，根據當地適用的法令和法規，本集團的平等機會政策不容許任何工作場所歧視、騷擾或誹謗。本集團積極鼓勵僱員向人力資源部門報告任何涉及歧視的事件。人力資源部門負責評估、處理、記錄以及對於經證實的有關案件採取任何必要的行動。

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Other benefits and welfare

The Group cares about the well-being of its employees and believes that they can help realising the corporate values of the Group. The Group provides employees with medical insurance and medical subsidies in accordance with the requirements under the relevant laws and regulations. In addition, to recognise and express gratitude to the staff who worked for more than 10 years, Long Service Award is also given for commending the loyal staff. During traditional local and national festivals, employees may receive additional bonuses and gifts. In FY2019/2020, the Group organised various entertainment activities, including dinner gatherings and birthday parties, in order to create a positive atmosphere among the employees of the Group.

In FY2019/2020, the Group was in compliance with the relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.

B.2. Health and Safety

The Group's commitment to employee health, safety and well-being is integrated throughout its business and implemented with programmes built on evidence-based strategies, real-time insights and innovative solutions, which promote the business and organisational resilience underpinned by risk management, compliance and innovation. To provide and maintain a safe, clean and eco-friendly working condition for its employees, the Group has established strict safety and health policies in line with the relevant laws and regulations in Hong Kong and Malaysia, including but not limited to the following:

- Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong);
- Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong); and
- Occupational Safety and Health Act 1994 (OSHA) (Malaysia).

其他待遇和福利

本集團關注僱員的福祉，並相信其能夠有助於實現集團的企業價值。本集團按照相關法律法規的要求為僱員提供醫療保險和補貼。與此同時，本集團向為集團工作超過10年的員工表達認可和感謝。長期服務獎項用於獎勵忠誠的僱員。在傳統的當地和國家節日期間，僱員可能會收到額外的獎金和禮物。為了給集團僱員營造積極向上的氛圍，本集團於二零一九／二零二零財政年度組織了很多娛樂活動，包括晚宴和生日派對。

於二零一九／二零二零財政年度內，本集團已遵守對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法律及規例。

B.2. 健康與安全

本集團對員工健康、安全和福祉的承諾已在其整個業務中得到融合，並通過基於事實的戰略、實時的洞察力和創新的解決方案構建的計劃得以實施，從而通過風險管理、合規性和創新來增強業務和組織的韌性。為了給本集團僱員提供並維持安全、整潔及環境友好的工作條件，本集團已根據香港及馬來西亞相關法律法規制定了嚴格的安全及健康政策，包括但不限於：

- 《職業安全及健康條例》(香港法例第509章)；
- 《僱員補償條例》(香港法例第282章)；以及
- 《職業安全及衛生法令1994》(馬來西亞)。

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The Group strictly follows the instructions of the Quality Management Systems (ISO 9001:2015) and the Occupational Health and Safety Management Systems (ISO 45001: 2018) during its daily operations. In addition, the Group has established internal policies that regulate the daily practice to prevent occupational hazards and risks in the workplace. For instance, the policy prohibits smoking and liquor drinking in the workplace and relevant medical and employment injury insurances are provided to its staff in accordance with the requirements under the applicable laws and regulations. Responsible for monitoring the occupational health and safety measures of the organisation, the Human Resources Department of the Group has also arranged emergency response drills occasionally to enhance its emergency management capability and employees' preparedness.

During the past three years (including the year under review), there were no work-related fatalities or injuries among employees in the Group and the Group was in compliance with the relevant laws and regulations in relation to the provision of a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

Response to the COVID-19 pandemic

Health and safety has continued to be the top priority for the Group as the world is still fighting against the COVID-19 pandemic. The Group is committed not only to protecting its staff but also assisting the prevention of the spread of the virus in the local community. The Group's pandemic prevention and control plan and response are based on the principles of treating employees' health as the top priority, focusing on business continuity and complying with all government requirements.

本集團在其營運過程中嚴格遵循質量管理體系(ISO 9001 : 2015)和職業健康與安全管理體系(ISO 45001 : 2018)。此外，本集團已建立內部政策，規範日常行為從而防止工作場所內的職業危害。例如，本集團禁止在工作場所吸煙和飲酒，以及根據適用的法律法規的要求為其僱員提供相關的醫療和工傷保險。本集團人力資源部負責監督本組織的職業健康和安全措施，並階段性安排應急演練，以增強其應急管理能力和員工的防範能力。

於過去三年(包括回顧年度內)，本集團未發生任何與工作有關的傷亡情況，並遵守對本集團有重大影響的提供安全工作環境及保障僱員避免職業性危害方面的相關法律及規例。

對COVID-19疫情的應對

當世界仍在應對COVID-19疫情時，健康和 safety 仍然是本集團的重中之重。本集團不僅致力於保護其員工，而且致力於幫助防止病毒在當地社區的傳播。本集團的疫情防控計劃和響應基於將員工健康作為重中之重的原則，著眼於業務的連續性並遵守所有政府要求。

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During the early stage of the outbreak of the COVID-19 pandemic, the Group has implemented flexible working arrangement such as online remote working and working from home to reduce unnecessary commuting. Preventive measures such as increasing the frequency of the disinfection of public areas including tables and doorknobs, as well as limiting the number of employees coming to the workplace were taken effectively. To relieve the financial stress of its staff, the Group provided RM50/month per staff to support their purchase of pandemic prevention materials including masks and hand sanitisers. Meanwhile, the Group also strictly followed the Standard Operating Procedures (SOP) from Malaysian National Security Council during the conditional MCO (CMCO) and the instructions of the Movement Control Order (MCO):

- Workplace protocols that cover disease surveillance and prevention of the spread of infection should be prepared in accordance with the standards set by the Ministry of Health of Malaysia;
- Screening of thermal and COVID-19 related symptoms such as fever, cough, sore throat or shortness of breath should be done daily at the entrance of the premises;
- Anyone with body temperature above 37.5°C should not be allowed to enter the office premises and be referred to the nearby health clinic;
- If more than 5% of employees are absent due to fever or COVID-related symptoms, the employer entity should report to the nearest Health Office;
- Hand sanitiser should be provided at all entrances and common areas within the premises, while sanitisation of public areas such as lobby, elevator, meeting rooms and toilets should be carried out each time before a shift begins and at least twice a day;

在COVID-19疫情爆發的初期，本集團已實施了靈活的工作安排，例如在線遠程工作和在家辦公，以減少不必要的通勤。本集團亦有效地採取預防措施，例如增加了對公共場所（包括桌子和門把手）進行消毒的頻率，並限制了進入工作場所的員工人數。為減輕員工的財務壓力，本集團向每位員工每月提供50令吉，以支持其購買防疫物資，包括口罩和搓手消毒劑。同時，本集團還嚴格遵守有條件行動管制令(CMCO)下馬來西亞國家安全委員會的標準作業程序(SOP)以及行動管制令(MCO)的指示：

- 根據馬來西亞衛生部制定的標準，應制定涵蓋疾病監測和預防感染擴散的工作場所規程；
- 每天應在場所入口處進行體溫和COVID-19相關症狀篩查，例如發燒、咳嗽、喉嚨痛或呼吸急促；
- 任何體溫高於37.5°C的人均不得進入辦公室場所並轉介至附近的健康診所；
- 如果由於發燒或COVID-19相關症狀而導致缺勤的員工超過5%，僱主應向最近的衛生辦公室報告；
- 應在工作場所的所有入口和公共區域提供手部消毒劑，而每次輪班開始前均應對公共區域（如大廳、電梯、會議室和衛生間）進行消毒，每天至少兩次；

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- All employees are required to wear face masks properly in public areas while the social distancing rules of 1m distance should be maintained, especially in areas such as canteens and meeting rooms;
 - Only prepacked food and drinks should be provided while meal breaks should be organised in different time slots to prevent any gathering of people; and
 - An emergency response team should be established for the preparation of managing any emergency cases and the subsequent screening and quarantine issues.
- 要求所有員工在公共區域正確佩戴口罩，同時應保持1米的社交距離規則，尤其是在食堂和會議室等區域；
 - 應只提供預先包裝的食品和飲料，亦應安排錯峰用餐時間以防止人員聚集；以及
 - 應成立應急小組，以為處理任何緊急情況及隨後的篩選和檢疫事宜做準備。

B.3. Development and Training

The Group has always been committed to helping its staff to accelerate their learning journeys. As a deeply human-centred enterprise, the Group designed and provided suitable training programmes to its employees and organised a multitude of training programmes covering numerous subjects during the year under review in accordance with its internal policies. A complete induction training package was provided to new staff, which gave the new staff an introduction of various aspects of the Group, such as corporate culture, organisational structure, and occupational health and safety, while other job-related courses were offered to the existing employees to enhance their technical skills according to both corporate and individual needs.

B.3. 發展及培訓

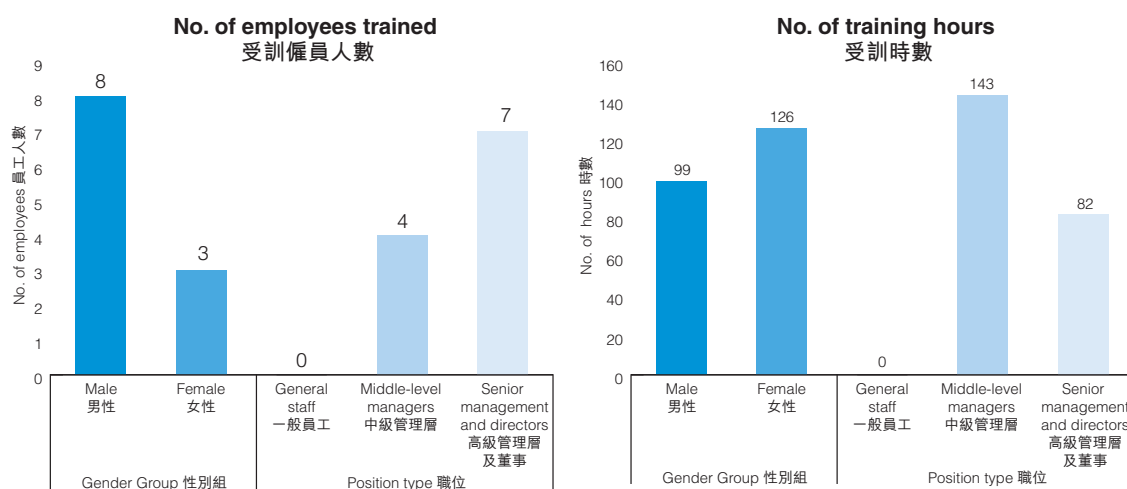
本集團一直致力於幫助其員工提高其學習進程。作為一家以人為本的企業，本集團根據內部政策設計並向員工提供了合適的培訓計劃，並在回顧年度內組織了涵蓋眾多學科的一系列培訓計劃。本集團為新入職的僱員提供完整的入職培訓，對企業文化、組織結構以及職業健康與安全等集團各個方面進行介紹，同時根據企業與個人需求為現有僱員提供其他工作相關的課程，提高其技能。

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To further enhance their professional skills so as to meet the Group's development goals, the employees of the Group are highly encouraged to take professional qualification examinations and attend external training courses. Employees who have taken professional qualification examinations and obtained vocational qualification certificates will receive reimbursements from the Group. In FY2019/2020, a total of 11 staff received a total of 225 hours of trainings. The average training time of each employee was 20.45 hours, which was 87% higher than that in FY2018/2019. Further breakdown of the training data can be referred to Table S5 and S6 in the Appendix.

為進一步提升僱員的專業技能從而實現本集團的發展目標，本集團鼓勵其僱員參加專業資格考試與外部培訓課程。對通過專業資格考試並取得職業資格證書的僱員，其所花費用將得到本集團的報銷。在二零一九／二零二零財政年度，共有11名員工接受了合共225小時的培訓。每位員工的培訓時間平均為20.45小時，比二零一八／二零一九財政年度提高87%。訓練數據的進一步細分可以參考附錄中的表S5和S6。



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B.4. Labour Standards

For FY2019/2020, the Group abided by the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Employment Act 1955 (Malaysia) and other applicable labour laws and regulations in Hong Kong and Malaysia to prohibit any child and forced labour. To combat illegal employment on child labour, underage workers and forced labour, the Human Resources Department of the Group requires all job applicants to provide valid identity documents to ensure that they can be lawfully employed prior to the confirmation of employment according to corporate requirements. The Human Resources Department is also responsible for monitoring and ensuring the compliance of corporate policies and practice with relevant laws that prohibit child labour and forced labour. Once the Group finds any case against labour standards, the employment will be immediately terminated, while the responsible personnel will be disciplined accordingly.

For FY2019/2020, the Group was not in violation of any major laws and regulations in relation to the prevention of child and forced labour that have a significant impact on the Group.

OPERATING PRACTICES

B.5. Supply Chain Management

To manage the Group's supply chain in a responsible manner, the Group has engaged and collaborated with suppliers to establish requirements, communicate the effective means to address challenges, and assess the compliance with the relevant laws and regulations in relation to the quality of supplies as well as the Group's own standards and specifications.

The major suppliers of the Group are distributors of software and hardware. The Group normally purchases relevant software and hardware according to the requirements of projects and therefore it has no inventory. The Group retains several IT service firms as its subcontractors to provide system integration and development services.

B.4. 勞工準則

於二零一九／二零二零財政年度，本集團遵守《僱傭條例》(香港法例第57章)、《僱傭法令1955》(馬來西亞)及香港和馬來西亞其他適用的勞工法律及法規，禁止任何童工和強制勞工。為打擊童工、未成年勞工和強制勞工等非法僱傭，本集團人力資源部根據公司要求需要所有求職者提供有效的身份證件，以確保其在僱傭確認前均可合法受僱。人力資源部亦負責監管公司政策和實踐，確保其遵守禁止童工和強迫勞工的相關法律法規。一旦本集團發現任何違反勞工準則的情況，相關僱傭關係會被立即終止，而負責人員也會被相應處分。

於二零一九／二零二零財政年度內，本集團並無違反任何對本集團有重大影響的有關防止童工或強制勞工方面的相關重要法律及規例。

營運慣例

B.5. 供應鏈管理

為了負責任地管理本集團的供應鏈，本集團與供應商進行合作並共同制定要求、就有效方法應對挑戰進行溝通、並評估其對有關供應貨品質量的相關法律法規以及本集團標準和規格的合規性。

本集團的主要供應商為軟件及硬件分銷商。本集團通常根據項目需求購買相關軟件和硬件，因此並無庫存。本集團聘請幾家資訊科技服務公司作為其分包商，提供系統整合及開發服務。

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The Group performs comprehensive investigations to assess the background of the eligible candidate as subcontractor based on several factors, including the reputation, credit rating, technical capacity, financial stability, economic disputes history with the Group and regulatory compliance. To ensure that the products of its suppliers meet the quality requirements of its clients, the Group conducts its supplier selection and procurement in a standard manner. Specifically, the Group requests for a quotation from the supplier and confirms the product/service description, price, delivery terms and payment methods before placing any purchase order. Meanwhile, the Group normally requires its supplier to provide product/service samples in advance in order to verify its qualification and competence. To stabilise its supply chain, the Group proactively maintains good relationships with the major suppliers for each type of services it needs. An approved list of qualified suppliers and sub-contractors is generated and used for the Group's internal supplier management and the Group carries out an evaluation of the qualification of suppliers in the list on a regular basis.

The Group is committed to keeping the social and environmental risks associated with its suppliers under control according to the Quality Management System (ISO 9001:2015). Cooperation surveys with its suppliers are conducted by the Group regularly to minimise potential risks and to address any problem that may affect the business relationship between the Group and its suppliers. Given the solid and stable relationships with its suppliers, the Group had not experienced any material delays, conflicts or other significant issues with its suppliers in the past. The Group values mutual understanding with its suppliers and believes that mutual respect is vital to maintaining a sustainable and robust business relationship with its business partners. As an environmentally conscious enterprise, the Group has laid emphasis on its environmental impacts in its supply chain management and gives priority to local business partners in the selection of suppliers. Also, the "Green Procurement" policy has been adopted in collaboration with some suppliers of the Group.

本集團基於若干因素，包括供應商的聲譽、信用評級、技術能力、財務穩定性、與本集團的經濟糾紛歷史及監管合規性等，對供應商進行全面審查，以評估合格候選人作為分包商的背景資料。為確保供應商提供的產品符合客戶提出的質量要求，本集團以標準形式進行供應商的選擇和採購。具體而言，本集團要求供應商報價並在發出採購訂單之前確認產品／服務說明、價格、交貨條款和付款方式。同時，本集團通常需要其供應商提前提供產品／服務的樣品，以審核其資質和能力。為保持供應鏈的穩定，本集團積極與為其提供所需的各類服務的主要供應商維持良好的關係。本集團制定合格供應商和分包商清單，將其用於本集團的內部供應商管理並且對清單中的供應商資質定期進行評估。

本集團根據質量管理體系（ISO 9001：2015），致力於控制與供應商相關的社會和環境風險。本集團定期與供應商進行合作調查，以將潛在風險降至最低，並解決可能影響本集團與其供應商之間業務關係的任何問題。鑑於與供應商的穩固關係，本集團過去並未與供應商發生任何重大延誤、衝突或其他重要問題。本集團重視與供應商的相互理解，並相信彼此相互尊重對於與商業合作夥伴維持可持續且良好的業務關係至關重要。作為一家環保意識很強的企業，本集團在供應鏈管理中重視其環境影響並在選擇供應商時優先考慮與本地業務夥伴合作。此外，本集團在與一些供應商合作中採用了「綠色採購」政策。

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For FY2019/2020, the Group had business relationships with 39 product and service providers in Malaysia (28) and Hong Kong (11), with its supplier management policies covering over 80% of its suppliers.

B.6. Product Responsibility

Adhering to its service principle – “Your One-Stop IT Solution”, the Group has been dedicated to delivering the top-notch products and services to its clients and was in compliance with the relevant laws, rules, regulations and standards in Hong Kong and Malaysia that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters with respect to its products and services and methods of redress for FY2019/2020, including the following:

- Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong);
- Consumer Council Ordinance (Cap. 216 of the Laws of Hong Kong);
- Personal Data Protection Act 2010 (Malaysia);
- Consumer Protection Act 1999 (Malaysia);
- Intellectual Property Corporation of Malaysia Act 2002; and
- Copyright Act 1987 (Malaysia).

於二零一九／二零二零財政年度，本集團與馬來西亞(28家)和香港(11家)的共39家產品和服務供應商保持合作關係，其供應商管理政策覆蓋其80%以上的供應商。

B.6. 產品責任

本集團堅持其「您的一站式資訊科技解決方案」的服務宗旨，致力於為其客戶提供一流的產品和服務。於二零一九／二零二零財政年度，本集團遵守香港和馬來西亞有關其產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的對本集團有重大影響的相關法律條例、法規和標準，包括：

- 《個人資料(私隱)條例》(香港法例第486章)；
- 《消費者委員會條例》(香港法例第216章)；
- 《個人資料保護法令2010》(馬來西亞)；
- 《消費人保護法令1999》(馬來西亞)；
- 《馬來西亞知識產權機構法令2002》(馬來西亞)；以及
- 《版權法令1987》(馬來西亞)。

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In accordance with the industry standards, such as the Quality Management System (ISO 9001:2015), the Group acts in conformity with its internal policies to maintain a sound working environment and ensures that reliable, secure and high-quality IT-related services can be delivered to its clients. The Group's strategy for product quality assurance is set at the Group's level and supervised by the Board, which oversees the identification, evaluation and testing on the design and operating effectiveness of the products and services at least annually. Specifically, the projects are normally initiated by the executive supervisor and project manager who leads the project team that is responsible to perform the research and experiment. The results and relevant information are submitted to the management for evaluation, which needs to make sure that the quality meets the requirements stated in the agreement with the client. The project manager also prepares a testing report with supporting statistical information and hands it over to the executive supervisor for further discussion. The project manager is responsible for recording the results and safeguarding the data from unauthorised access. Once the testing results are accepted and approved by the executive supervisor, the final results will be provided to the clients according to the agreed terms in the contract.

To minimise the risks in procurement and supply chain management, the management of the Group performs annual risk assessment by surveying its employees, customers and suppliers, to identify any risks in business processes and keep a record. The management also needs to take into consideration the external factors including economic conditions, market competition, industry development, regulatory and political environment, technology innovation, supply sources and customer demand, in order to ensure that the quality products and services are supported by robust business operations based on a comprehensive analysis of internal and external risks and opportunities.

The customer service department of the Group is responsible for handling customers' complaints and following up the entire investigation to ensure that substantiated complaints can be dealt with effectively.

本集團根據質量管理體系(ISO 9001:2015)等行業標準並遵循其內部政策，以維持良好的工作環境，並確保能夠把可靠、安全且高質量的資訊科技相關服務帶給客戶。本集團從集團層面制定其產品質量保證策略，由董事會負責監督並對產品和服務設計和營運的有效性至少保證每年進行一次識別、評估和檢測。具體而言，執行總監和項目經理通常發起項目，並領導項目團隊負責開展研究和實驗。測試結果和相關信息提交給管理層進行評估，以確保質量滿足與客戶協議中規定的要求。項目經理亦須準備一份含有相關統計信息的測試報告，並將其提交給執行總監作進一步討論。項目經理負責記錄結果並保護數據免遭未經授權的訪問。測試結果經執行總監同意並批准後，將根據合同中規定的條款提供給客戶。

為盡可能減少採購和供應鏈管理中的風險，本集團管理層通過對員工、客戶和供應商開展問卷調查來進行年度風險評估，以識別和記錄業務流程中的任何風險。管理層亦須對外部因素，包括經濟狀況、市場競爭、行業發展、監管和政治環境、技術創新、供應來源和客戶需求等進行考量，以確保在對內外外部風險與機遇進行全面分析的基礎上，通過強而有力的業務營運為優質產品和服務提供支持。

本集團的客戶服務部門負責處理客戶的投訴並跟進整個調查，以確保可以有效地處理屬實的相關投訴。

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Data security is a critical part of the Group's risk management. Abiding by the applicable laws and regulations in relation to customer privacy, the Group has formulated and maintained comprehensive corporate directives authorising and regulating information security activities, including the formulation and implementation of standards, processes and procedures to ensure that its customers' rights and privacy are strictly protected. Specifically, the information collected by the Group from its customers can only be used for the purposes for which it has been collected. The Group monitors the data collection process from all collection points including websites, application forms, in-bound and out-bound telephone calls, emails and attendance at events and both internal and external access to its customers' information. The Group has formulated and distributed the Data Protection Notice that sets out all purposes for data processing and disclosure requirements. Meanwhile, the Group has strengthened its training of all staff who has the access to confidential information and installed advanced IT systems that enhances data security. For FY2019/2020, there were no substantiated complaints received by the Group concerning the breach of customer privacy or the loss of customer's data.

The Group ensures that the precise service descriptions and information that comply with the relevant local laws and regulations are provided to its customers. Any misrepresentation in marketing materials or exaggeration of services offerings is strictly prohibited. The Group has engaged a legal counsel to review the sales and marketing materials before disseminating to potential customers in order to prevent the violation of any relevant advertising-related laws and regulations.

Adhering to the principle of Materiality, labelling-related measures and regulations are not mentioned in this ESG report since it is not applicable to the Group's major business which is the provision of IT services.

數據安全性是本集團風險管理的關鍵部分。本集團遵守與客戶隱私有關的適用法律法規，制定並維護全面的企業指令，以授權和規範信息安全活動，包括制定和實施標準、流程和程序，以確保其客戶的權利和私隱得到嚴格保護。具體而言，本集團從收集的客戶信息僅用於收集時承諾的目的。本集團對所有收集點的數據收集過程進行監管，包括網站、申請表、電話通話、電子郵件、活動出席以及內部和外部對客戶信息的訪問。本集團已制定並分發了「數據保護通知」，其中羅列出所有數據處理的目的和披露要求。同時，本集團加強對所有接觸機密信息的員工進行培訓，並安裝先進的資訊科技系統以增強數據安全性。在二零一九／二零二零財政年度，本集團未收到有關侵犯客戶私隱或丟失客戶數據的實質性投訴。

本集團確保向客戶提供符合當地相關法律法規且準確的服務說明及資料。本集團嚴禁營銷材料的任何失實陳述或誇大的服務宣傳。本集團聘用法律顧問在公佈於潛在客戶前審閱銷售及營銷材料，以防止違反任何與廣告相關的法律及規例。

秉承重要性原則，鑑於本集團的主要業務為資訊科技類服務，標籤事宜並不適用於本集團，因此本ESG報告中未提及與標籤相關的政策與法規。

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B.7. Anti-corruption

Trust and transparency have always been essential to the Group's success and the Group seeks not merely to comply with the relevant laws and regulations in relation to business ethics but to lead on the moral issues of ethical business.

Creating and maintaining a sustainable culture of ethics and integrity has long been part of the Group's DNA. It starts within the Group and aims to be extended to its business partners and suppliers. In FY2019/2020, the Group abided by the applicable laws and regulations relating to anti-corruption and bribery, irrespective of the region in which the Group operated, including the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and Malaysian Anti-Corruption Commission Act 2009 (Malaysia).

The Group has formulated and strictly enforced its trade and transaction policies to prevent any illegal practices, including corruption, extortion and money-laundering within the Group. The Group prohibits all forms of bribery and corruption and requires all its employees to follow the relevant codes of professional ethics. All employees are expected to discharge their duties with integrity, to act fairly and professionally, and to forbear from engaging in bribery or any activities which might exploit their positions against the Group's interests. During the year under review, no legal cases regarding corrupt practices were brought against the Group or any of its employees.

Whistle-blowers can report verbally or in writing to the audit committee of the Group for any suspected misconduct with full details of the incidents and supporting evidence. The audit committee of the Group will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group has established an effective grievance mechanism to protect the whistle-blowers from unfair dismissal or victimisation. Where any crime is suspected by the Group, a report will be submitted promptly to the relevant regulators or law enforcement authorities when the management of the Group considers necessary.

B.7. 反貪污

信任和透明度一直是本集團成功的關鍵。本集團不僅尋求遵守與商業道德有關的法律法規，而且在道德商業問題上發揮領導作用。

長期以來，創建和維護道德與正直文化一直在本集團的基因裡並始於本集團內部，旨在擴展到其業務合作夥伴和供應商。本集團於二零一九／二零二零財政年度恪守有關反貪污及賄賂適用的法律及法規（不因本集團經營業務所處地區而異），包括《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章）、《防止賄賂條例》（香港法例第201章）、以及《馬來西亞反貪污法案2009》。

本集團已制定並嚴格執行其商業交易政策，以杜絕本集團內部的任何違法行為，包括貪污、勒索及洗黑錢。本集團禁止一切形式的賄賂和腐敗，並要求其所有僱員遵守相關的職業道德準則。本集團期望所有僱員正直地履行其職責，公平和專業地行事，並避免從事賄賂或任何可能利用其職位違背本集團利益的活動。於回顧年度內，概無就本集團或其任何僱員提起有關貪污腐敗的法律案件。

舉報者可以口頭或書面向本集團審核委員會報告任何可疑的不當行為，並提供事件的詳情及證據。審核委員會將就任何可疑或非法行為進行調查，以保障本集團的利益。本集團已建立有效的申訴機制，以避免舉報者遭遇不公平的解僱或傷害。若發現任何涉嫌犯罪行為，本集團將在集團管理層認為必要時及時向相關監管或執法機關提交報告。

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For FY2019/2020, the Group was not in violation of any relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

COMMUNITY

B.8. Community Investment

As a socially responsible enterprise, the Group recognises its strong commitment to driving its social impact and helping local communities to overcome challenges, while maintaining momentum in achieving good financial results. In recent years, the Group has been leveraging on its strength in technology innovation and collaborating with the organisations dedicated to addressing the genuine needs of local communities, making unremitting efforts in supporting the healthy growth of community members. The Group believes that the ongoing community engagement and meaningful dialogue with local people are key to understand its business impact and its sustainability missions.

Due to the social distancing requirements and the national MCO, the Group did not organise or participate in any charitable activities which suited its vision. Looking ahead, the Group will invest more from its economic returns back in the education, health, harmony and wellbeing of local communities and keep building the trust with community groups.

於二零一九／二零二零財政年度內，本集團並無違反任何對本集團有重大影響的防止賄賂、勒索、欺詐及洗黑錢方面的相關法律及規例。

社區

B.8. 社區投入

作為一家負責任的企業，本集團秉承其對保持良好財務業績勢頭的同時，推動其社會影響並幫助當地社區克服挑戰的堅定承諾。近年來，本集團一直利用技術創新的力量，並與致力於滿足當地社區真正需求的組織合作，為支持社區成員的健康發展做出不懈的努力。本集團認為，持續的社區參與和與當地人開展有意義的對話對於理解其業務影響和其可持續發展使命而言至關重要。

由於社交距離的要求和全國行動管制令的影響，本集團未組織或參與任何符合其願景的慈善活動。展望未來，本集團將進一步利用其經濟收入回報當地社區，支持社區教育、健康、和諧與福祉，並堅持與社區團體建立信任夥伴關係。

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VII. APPENDIX

Table E1. The Group's Total Emissions by Category in FY2019/2020 and FY2018/2019⁸

Emission Category	Key Performance Indicator (KPI)	Unit	Intensity ¹		Intensity ²	
			Amount in FY2019/2020	(Unit/RM'000) in FY2019/2020	Amount in FY2018/2019 ²	(Unit/RM'000) in FY2018/2019
排放物類型	關鍵績效指標	單位	二零一九/ 二零二零財政 年度排放量	二零一九/ 二零二零強度 ¹ (單位/馬幣千元)	二零一八/ 二零一九財政 年度排放量 ²	二零一八/ 二零一九強度 ² (單位/馬幣千元)
Air Emissions 廢氣排放	SO _x 硫氧化物	Kg 千克	0.17	1.72 x 10 ⁻⁵	0.01	5.15 x 10 ⁻⁷
	NO _x 氮氧化物	Kg 千克	7.19	7.19 x 10 ⁻⁴	0.48	2.47 x 10 ⁻⁵
	PM 顆粒物	Kg 千克	0.53	5.29 x 10 ⁻⁵	0.04	2.06 x 10 ⁻⁶
	GHG Emissions 溫室氣體排放					
	Scope 1 (Direct Emissions) ³ 範圍一(直接排放) ³	Tonnes of CO _{2e} 噸二氧化碳當量	28.04	-	1.76	-
	Scope 2 (Energy Indirect Emissions) ⁴ 範圍二(能源間接排放) ⁴	Tonnes of CO _{2e} 噸二氧化碳當量	17.35	-	12.28	-
	Scope 3 (Other Indirect Emissions) ⁵ 範圍三(其他間接排放) ⁵	Tonnes of CO _{2e} 噸二氧化碳當量	4.86	-	0.83	-
	Total (Scope 1, 2 & 3) 總排放(範圍一、二及三)	Tonnes of CO _{2e} 噸二氧化碳當量	50.25	5.02 x 10 ⁻³	14.87	7.65 x 10 ⁻⁴
Non-hazardous Waste 無害廢棄物	Solid Wastes ⁶ 固體廢棄物 ⁶	Tonnes 噸	1	9.99 x 10 ⁻⁵	1	5.15 x 10 ⁻⁵
	Wastewater ⁷ 廢水 ⁷	m ³ 立方米	6,000	0.60	6,000	0.31

VII. 附錄

表E1. 二零一九/二零二零財政年度和二零一八/二零一九財政年度本集團的總排放量⁸

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- [1] Intensity for FY2019/2020 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue of approximately RM10,011,000 in FY2019/2020;
- [2] The amount and intensity in FY2018/2019 were extracted from the data in the ESG report set out in the Company's ESG report for FY2018/2019;
- [3] The Group's Scope 1 (Direct Emissions) included only the consumption of gasoline and diesel in motor vehicles;
- [4] The Group's Scope 2 (Energy Indirect Emissions) included only electricity consumption;
- [5] The Group's Scope 3 (Other Indirect Emissions) included other indirect emissions from paper waste disposed at landfills, electricity used for processing fresh water and sewage by government departments and business air travels;
- [6] The solid wastes included domestic and commercial wastes;
- [7] The total amount of wastewater generated by the Group was primarily based on the direct measurement together with appropriate estimations assuming 100% of the fresh water consumed by the Group will enter the sewage system in areas where an accurate recording of the amount of wastewater was hard to obtain; and
- [8] The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, The GHG Protocol Corporate Accounting and Reporting Standard and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories.
- [1] 二零一九／二零二零財政年度的強度通過將廢氣、溫室氣體和其他排放量分別除以本集團在二零一九／二零二零財政年度的收入約10,011,000馬幣得出；
- [2] 二零一八／二零一九財政年度的數值和強度採用本集團二零一八／二零一九財政年度年報所載ESG報告中的數據；
- [3] 本集團的範圍一（直接排放）僅包括用於運輸車輛的汽油和柴油燃料消耗；
- [4] 本集團的範圍二（能源間接排放）僅包括電力消耗所產生的排放物；
- [5] 本集團的範圍三（其他間接排放）僅包括於堆填區處置之廢紙，以及政府部門使用電力處理食水及廢水以及商務飛機差旅所引致的溫室氣體排放；
- [6] 固體廢棄物包括生活和商業廢棄物；
- [7] 本集團產生的廢水總量主要基於直接測量以及對難以準確記錄廢水量的區域進行假設消耗的淡水將全部進入污水系統的合理估算；以及
- [8] 上述溫室氣體排放報告採用的方法基於由香港交易及結算所有限公司發行的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》、溫室氣體核算體系企業核算與報告標準以及2006年政府間氣候變化專門委員會國家溫室氣體清單指南。

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Table E2. Total Resource Consumption in FY2019/2020

表E2. 二零一九／二零二零財政年度資源使用總量

Use of Resources	Key Performance Indicator (KPI)	Unit	Amount in FY2019/2020	Intensity ¹	Amount in FY2018/2019 ²	Intensity ²
				(Unit/RM'000) in FY2019/2020		(Unit/RM'000) in FY2018/2019
				二零一九／二零二零		二零一八／二零一九
			二零一九／二零二零財政年度總量	財政年度強度 ¹	二零一八／二零一九財政年度總量 ²	財政年度強度 ²
資源使用	關鍵績效指標	單位	年度總量	(單位／馬幣千元)	年度總量 ²	(單位／馬幣千元)
Energy 能源	Electricity 電力	kWh'000 兆瓦時	25.97	2.59 x 10 ⁻³	21.54	1.1 x 10 ⁻³
	Gasoline 汽油	L 升	9,399	0.94	742	3.8 x 10 ⁻²
	Diesel 柴油	L 升	2,142	0.21	-	-
	TOTAL 總數	GJ 吉焦	490.61	4.9 x 10 ⁻²	102.42	5.27 x 10 ⁻³
	Water 水	Water 水	m ³ 立方米	6,000	0.6	6,000
Paper 紙張	Paper used 紙張	Kg 千克	79	7.89 x 10 ⁻³	196	1.0 x 10 ⁻²
	Paper recycled 回收紙張	Kg 千克	31	3.1 x 10 ⁻³	23	1.2 x 10 ⁻³

[1] Intensity for FY2019/2020 was calculated by dividing the amount of resources the Group has consumed in FY2019/2020 by the Group's revenue of approximately RM 10,011,000 for FY2019/2020; and

[2] The amount and intensity in FY2018/2019 were extracted from the data in the ESG report set out in the Company's ESG report for FY2018/2019.

[1] 二零一九／二零二零財政年度的強度是按本集團於二零一九／二零二零財政年度所消耗的資源量除以本集團二零一九／二零二零財政年度的收入約10,011,000馬幣所得；以及

[2] 二零一八／二零一九財政年度的排放量和強度採用本集團二零一八／二零一九財政年度年報所載ESG報告中的數據。

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Table S3. Number of Employees by Age Group, Gender, Employment Type, Position Type, Geographical Locations of The Group in FY2019/2020¹

表S3. 二零一九／二零二零財政年度按年齡組、性別、僱傭類型、職位和地理位置劃分的本集團員工人數¹

Unit: Number of employees 單位：員工人數		Age group 年齡組				
Gender 性別	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上	Total 總數	
	Male 男性	11	13	8		4
Female 女性	6	11	5	0	22	
Total 總數	17	24	13	4	58	

Employment type 僱傭類型			Total 總數
Full time 全職	Part time 兼職		
58	0		58

Position Level 職位			Total 總數
General staff 一般僱員	Middle-level managers 中級管理層	Senior management and directors 高級管理層及董事	
26	23	9	58

Geographical location 地理位置		
Locations 地點	Number of employees 員工人數	
Malaysia 馬來西亞	48	
Hong Kong 香港	10	
Total 總數	58	

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[1] The employment data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The data covered employees engaged in a direct employment relationship with the Group according to relevant local laws and workers whose work and/or workplace was controlled by the Group. The methodology adopted for reporting on employment data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 職工數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。此數據涵蓋根據當地有關法律與本集團有直接僱傭關係的僱員以及其工作和／或工作場所受本集團控制的員工。上述報告職工數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告－附錄三：社會關鍵績效指標匯報指引》。

Table S4. Employee Turnover Rate by Age Group, Gender and Geographical Locations in FY2019/2020¹

表S4. 二零一九／二零二零財政年度按年齡組、性別和地理位置劃分的員工流失率¹

Unit: Number of employees 單位：員工人數	Age group 年齡組				Total 總數
	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上	
Gender 性別					
Male 男性	3	0	1	0	4
Employee turnover rate 員工流失率	4.9%	0%	1.6%	0%	6.5%
Female 女性	1	2	0	0	3
Employee turnover rate 員工流失率	1.6%	3.3%	0%	0%	4.9%
Total 總數	4	2	1	0	7
Total employee turnover rate 員工流失率	6.5%	3.3%	1.6%	0%	11.5%

Locations 地點	Geographical locations 地理位置	
	Employee turnover 員工離職人數	Employee turnover rate 員工流失率
Malaysia 馬來西亞	7	11.5%
Hong Kong 香港	0	0%

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[1] The turnover data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. Turnover rate was calculated by dividing the number of employees who resigned in FY2019/2020 by the number of employees on average in FY2019/2020. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 員工流失數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。流失比率是通過二零一九／二零二零財政年度內員工離職數除以二零一九／二零二零財政年度的員工平均數計算得出。上述報告員工流失數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》。

Table S5. Number and Percentage of Employees Trained in the Group by Gender and Position Type in FY2019/2020¹

Unit: Number of employees

單位：員工人數

Gender	Position Type			Total
	General staff	Middle-level managers	Senior management and directors	
性別	一般僱員	中級管理層	高級管理層及董事	總數
Male	0	2	6	8
男性				
Percentage of employees trained	0%	15.4%	75%	22.2%
培訓員工比例				
Female	0	2	1	3
女性				
Percentage of employees trained	0%	20%	100%	13.6%
培訓員工比例				
Total	0	4	7	11
總數				
Percentage of employees trained	0%	17.4%	77.8%	19.0%
培訓員工比例				

表S5. 二零一九／二零二零財政年度本集團按性別和職位劃分接受培訓的人數及比例¹

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[1] The training information was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees attended in FY2019/2020. The methodology adopted for reporting on the number and percentage of employees trained set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 培訓數據從本集團的人力資源部獲得。培訓是指本集團員工在二零一九／二零二零財政年度參加的職業培訓。上述報告員工受訓人數和百分比數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》。

Table S6. Training Hours Received by the Employees of the Group by Gender and Position Type in FY2019/2020¹

Unit: Training Hours

單位：培訓時數

Gender

性別

Male

男性

Average training hours

平均培訓時數

Female

女性

Average training hours

平均培訓時數

Total

總數

Average training hours

平均培訓時數

Position Type

職位

Middle-level

managers

中級管理層

Senior

management

and directors

高級管理層

及董事

Total

總數

0

32

67

99

0

16

11.2

12.4

0

111

15

126

0

55.5

15

42

0

143

82

225

0

35.8

11.7

20.5

表S6. 二零一九／二零二零財政年度本集團按性別和職位劃分的受訓時數¹

[1] The training information was obtained from the Group's Human Resources Department. The methodology adopted for reporting training hours set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 培訓數據從本集團的人力資源部獲得。上述報告員工受訓時數所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》。

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VIII. REPORT DISCLOSURE INDEX

VIII. 報告披露索引

Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
A. Environmental			
A. 環境			
A1: Emissions A1: 排放物	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	19
	KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emission data. 排放物種類及相關排放數據。	44
	KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量(以噸計算)及(如適用)密度。	44
	KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	19
	KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	44
	KPI A1.5 關鍵績效指標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。	20
	KPI A1.6 關鍵績效指標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成果。	20

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A. Environmental <i>(continued)</i>			
A. 環境 <i>(續)</i>			
A2: Use of Resources A2: 資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	22
	KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源總耗量及密度。	46
	KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度。	46
	KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計畫及所得成果。	22
	KPI A2.4 關鍵績效指標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畫及所得成果。	24
	KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位占量。	22

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
A. Environmental (continued)			
A. 環境(續)			
A3: The Environment and Natural Resources A3: 環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	26
	KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment 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。	26
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
B1: Employment B1: 僱傭	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	28
	KPI B1.1 關鍵績效指標B1.1	Total workforce 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。	47
	KPI B1.2 關鍵績效指標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。	48

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
B. Social (continued)			
B. 社會(續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規(續)			
B2: Health and Safety B2: 健康與安全	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	32
	KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	33
	KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	N/A
	KPI B2.3 關鍵績效指標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。	32
B3: Development and Training B3: 發展及培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	35
	KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	49
	KPI B3.2 關鍵績效指標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。	50

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
B. Social (continued)			
B. 社會(續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規(續)			
B4: Labour Standards B4: 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	37
	KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment 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。	37
	KPI B4.2 關鍵績效指標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。	37
Operating Practices			
營運慣例			
B5: Supply Chain Management B5: 供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	37
	KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	39
	KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging 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、以及相關執行及監察方法。	37

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
Operating Practices (continued)			
營運慣例(續)			
B6: Product Responsibility B6: 產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	39
	KPI B6.1 關鍵績效指標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。	N/A
	KPI B6.2 關鍵績效指標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對應方法。	41
	KPI B6.3 關鍵績效指標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。	N/A
	KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量鑒定過程及產品回收程序。	40
	KPI B6.5 關鍵績效指標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隱私政策，以及相關執行及監察方法。	41

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
Operating Practices <i>(continued)</i>			
營運慣例(續)			
B7: Anti-corruption B7: 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	42
	KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 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。	42
	KPI B7.2 關鍵績效指標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。	42
Community			
社區			
B8: Community Investment B8: 社區活動投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	43
	KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	43
	KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	43

MINDTELL TECHNOLOGY LIMITED