

ZHONGJIN TECHNOLOGY SERVICES GROUP COMPANY LIMITED

中金科技服務集團股份有限公司

(formerly known as ZZ Capital International Limited 前稱中植資本國際有限公司)

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

Stock Code 股份代號 : 08295



2020/  
2021

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

環境、社會及管治報告



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# 1 About the Report

## 關於本報告

### 1.1 Introduction of the Report

Zhongjin Technology Services Group Company Limited 中金科技服務集團股份有限公司 (the "Company") and its subsidiaries (together referred to as the "Group") are pleased to present its fifth Environmental, Social and Governance ("ESG") report (the "Report"). This Report summarizes the environmental and social impacts, policies and initiatives of the Group during the financial year of 2020/2021 which began on 1 April 2020 to 31 March 2021 to demonstrate the Group long-term commitment in ensuring that its business is economically, socially and environmentally sustainable.

In preparing this Report, the Group has complied with the "Comply or Explain" provisions in accordance with the Environment, Social and Governance Reporting Guide (the "Guide") as set out in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (the "Stock Exchange") (the "GEM Listing Rules") and in accordance with the practical circumstances of the Company.

The board (the "Board") of directors ("Directors") of the Company acknowledges its responsibility for ensuring the integrity of the ESG Report and to the best of its knowledge, this Report addresses all material issues in respect of the Group's ESG obligations and fairly presents the ESG performance and commitment of the Company. The Board confirms that it has reviewed and approved the Report.

### 1.2 Business of the Group

Zhongjin Technology Services Group Company Limited 中金科技服務集團股份有限公司 (formerly known as ZZ Capital International Limited 中植資本國際有限公司) (the "Company", together with its subsidiaries, collectively the "Group") (Stock Code: 08295) is an investment holding company with its headquarter based in Hong Kong. It was established in 2010 and is listed on GEM of the Stock Exchange.

The Group has acquired KingNine Holdings Limited ("KingNine") and its subsidiaries (collectively, the "KingNine Group") on 15 October 2020 (the "Acquisition"), which constituted a very substantial acquisition and connected transaction of the Company under GEM Listing Rules.

### 1.1 報告簡介

Zhongjin Technology Services Group Company Limited 中金科技服務集團股份有限公司 ("本公司") 及其附屬公司 (統稱「本集團」) 欣然提呈第五份環境、社會及管治 (「環境、社會及管治」) 報告 (「本報告」)。本報告概述本集團於 2020/2021 年財政年度 (即自 2020 年 4 月 1 日起至 2021 年 3 月 31 日止期間) 的環境、社會影響以及政策及倡議, 以表明本集團確保業務在經濟、社會及環境方面實現可持續發展的長期承諾。

在編製本報告時, 本集團已遵照香港聯合交易所有限公司 (「聯交所」) GEM 證券上市規則 (「GEM 上市規則」) 附錄二十所載之《環境、社會及管治報告指引》(「指引」) 的「不遵守就解釋」條文, 並已結合本公司的實際情況。

本公司董事 (「董事」) 會 (「董事會」) 明白其為確保環境、社會及管治報告的完整性所負有的責任。盡其所知, 本報告包含有關環境、社會及管治責任的所有實質性議題, 並公平展示了本公司於環境、社會及管治方面的表現及承擔。董事會確認其已審閱及批准本報告。

### 1.2 集團業務

Zhongjin Technology Services Group Company Limited 中金科技服務集團股份有限公司 (前稱 ZZ Capital International Limited 中植資本國際有限公司) ("本公司", 連同其附屬公司統稱「本集團」) (股份代號: 08295) 為一家總部設於香港的投資控股公司。其於 2010 年成立, 並在聯交所 GEM 上市。

本集團於 2020 年 10 月 15 日收購 KingNine Holdings Limited (「KingNine」) 及其附屬公司 (統稱「KingNine 集團」) (「收購事項」), 該收購事項根據 GEM 上市規則構成本公司的非常重大收購事項及關連交易。

DaLian Kingwisoft Technology Co., Ltd. \* (大連金慧融智科技股份有限公司) ("DaLian Kingwisoft") and its subsidiaries (collectively referred to as the "DaLian Kingwisoft Group") are one of the entities acquired in the acquisition. The laws of the People's Republic of China (the "PRC") impose restrictions on foreign investors engaged in foreign-invested telecommunications companies that provide value-added telecommunications services. Therefore, it is not practicable for KingNine to directly hold any equity in DaLian Kingwisoft Group. On the contrary, following the general practice of the Chinese industry, which is subject to the restrictions imposed by Chinese laws on the foreign ownership of relevant foreign investors and/or foreign-invested enterprises, KingNine uses Kingwisoft Technology Co., Ltd. \* (金慧融智科技有限公司) ("Wholly Foreign Owned Enterprise", an indirect wholly owned enterprise established by KingNine in China). A series of contractual arrangements entered with DaLian Kingwisoft and its registered shareholders to obtain actual control of DaLian Kingwisoft Group and obtain all the economic benefits generated by DaLian Kingwisoft Group.

The KingNine Group's principal activities include the provision of the following services in the PRC.

- (a) Back-office services (primarily provision of customer service solutions, and setting up of contact service systems and centres);
- (b) Comprehensive marketing services; and
- (c) Data centre services.

The Group's another subsidiary, ZZCI Corporate Finance Limited ("ZZCF"), is licensed with the Securities and Futures Commission of Hong Kong ("SFC") for carrying on type 1 (dealing in securities), type 4 (advising on securities), type 6 (advising on corporate finance) and type 9 (asset management) regulated activities. It provides a diversified range of corporate advisory and assets management services. ZZCF has been disposed on 10 August 2021. For details, please refer the Company's announcement published on 10 August 2021

Moreover, a wholly-owned subsidiary of the Company, ZZCI Credit Limited, holds a money lenders licence, where the Group can complement its financial services capabilities by providing finance against marketable securities.

大連金慧融智科技股份有限公司（「大連金慧」）及其附屬公司（統稱「大連金慧集團」）為收購事項中收購的實體之一，其從事提供增值電信服務業務，並且受有關中華人民共和國（「中國」）法律對從事提供增值電信服務的外商投資電信企業的外國投資者施加的限制。故此，KingNine 直接持有大連金慧集團的任何股權並不切實可行。相反，遵循受中國法律對相關外國投資者及／或外商投資企業的外資所有權施加的限制的中國行業一般慣例，KingNine 透過金慧融智科技有限公司（「外商獨資企業」，KingNine 於中國成立的間接全資附屬公司）與各大連金慧及其登記股東訂立的一系列合約安排取得對大連金慧集團的實際控制權，並獲取大連金慧集團產生的全部經濟利益。

KingNine 集團主要業務包括於中國提供以下服務：

- (a) 後台服務（主要提供客戶服務解決方案及建立聯絡服務系統及中心）
- (b) 全面營銷服務；及
- (c) 數據中心服務。

本集團之另一間附屬公司 – 中植資本企業融資有限公司（「中植資本企業融資」），乃香港證券及期貨事務監察委員會（「證監會」）之持牌法團，可從事第 1 類（證券交易）、第 4 類（就證券提供意見）、第 6 類（就機構融資提供意見）及第 9 類（提供資產管理）受規管活動，從而提供多元化企業顧問及資產管理服務。中植資本企業融資已於 2021 年 8 月 10 日售出。詳情請參閱本公司於 2021 年 8 月 10 日刊登之公告。

再者，本公司全資附屬公司中植資本信貸有限公司持有放債人牌照，本集團可提供有價證券的融資，從而與其金融業務能力相輔相成。

\* for identification purpose only.

### 1.3 Reporting Scope

The scope of this Report includes the environmental and social performance of the main operations of the Group in Mainland China and Hong Kong. All the information in the Report reflects the performance of the Group in environmental management and social responsibility from 1 April 2020 to 31 March 2021.

For details of the Group's corporate governance, please refer to the Corporate Governance Report included in the Company's 2020/2021 Annual Report.

### 1.4 Sources of Information

The information disclosed in this Report is mainly sourced from internal files of the Company and public information in the market. All information contents have been reviewed and confirmed by the Group's management and the departments in charge.

### 1.5 Feedback

This Report is available in English and Traditional Chinese for readers to refer to, and based on environmental protection considerations, we recommend reading the electronic version of the Report, which is available in the "Financial Statements/Environment, Social and Governance Information" category of the SEHK website or on the Group's website. We welcome readers to contact us through the following contact methods. Your comments will assist us in further refining this report and enhancing the group's overall environmental, social and governance performance.

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### 1.3 報告範圍

本報告的範圍包括本集團在國內和香港的主要業務的環境及社會表現。本報告中的所有資訊均反映了本集團在 2020 年 4 月 1 日至 2021 年 3 月 31 日期間在環境管理和社會責任方面的表現。

有關本集團企業管治的詳情，請參閱 2020/2021 本公司年報中的企業管治報告。

### 1.4 資訊來源

本報告內所披露的資訊，主要來源為本集團內部檔案及市場公開資料。所有資訊內容均經過本集團管理層和主管部門審閱及確認。

### 1.5 反饋

本報告提供英文及繁體中文版本供讀者查閱。基於環保理由，我們建議瀏覽本報告的電子版本，而本報告的電子版本可在香港聯交所網站「財務報表 / 環境、社會及管治資料」類別或本集團網站查閱。我們歡迎讀者透過以下途徑與我們聯繫。閣下的意見將可協助我們進一步完善本報告以及提升本集團的整體環境、社會及管治表現。

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## 2 ESG Approach of the Group

### 本集團的環境、社會及管治方法

In response to the impact of COVID-19 pandemic in 2020, we have included epidemic prevention and control into our company's risk management issues, covering all levels of the Company. We have implemented preventive measures to ensure the health and safety of all employees and visitors. The priority is to arrange more frequent cleaning and disinfection, implement a work-from-home policy to reduce social contact, and use of Apps health codes to monitor employees' risk levels. In addition to temperature checks, the wearing of masks and social isolation measures also take effect at the same time. The road to overcoming difficulties is both obstructive and timely. We will continue to uphold the people-oriented principle and protect the health of employees.

In the second quarter of 2020, China has quickly implemented epidemic prevention measures to recover the economy. We are committed to the sustainable development vision of the company. We have seen rapid development of the tertiary industry for the consumer groups. Service industry is steadily improving its market accessibility. A large number of rural laborers have entered the cities. The process of urbanization in China has accelerated. The development of the tertiary industry and the increase in consumer market demand have driven new development momentum into back-end services, marketing services and data centres. Therefore, we acquired KingNine and its subsidiaries. The epidemic has changed the business and life patterns of the public. We can take this opportunity to expand new business, provide customers with back-end service solutions, and help customers improve their marketing capabilities.

In terms of our asset management business, we ensure our investees have an adequate level of governance quality, and mitigate environmental and social risks that can expose us to losses and reputational risks. And the Group is cognizant that ESG risk management can lead to opportunities as well.

We are committed to business growth while maintaining a balance between society and the environment. We foresee that this pandemic is changing the work and life patterns unprecedented. We want to take lead in PRC's customer service software and business process outsourcing sectors. By taking this opportunity, we can build an environmentally friendly smart city with the use of new technology.

面對 2020 年新冠疫情的影響，我們將疫情防控納入本公司的風險管理主題，觸及企業各個層面。我們在此基礎上實施了預防措施，以保障全體員工和訪客的健康安全。當中的首務是安排更頻密的清潔和消毒，推行在家工作政策以減少社交接觸，以及採用健康碼來監測員工的風險級別。除體溫檢查外，佩戴口罩和社交隔離措施也同時生效。克服難關的道路既阻且長，我們會繼續秉持以人為本的原則，全心全意保護員工健康。

2020 年第二季度，中國積極迅速的實施防疫措施，讓經濟快速回暖。我們謹守企業的可持續發展願景，我們看到面向廣大消費群體的第三產業得到了高速發展，大批農村勞動力進入城市，中國城市化進程加快，消費型社會逐步形成，外包客戶服務提供商正是適合於面向大眾群體的服務工具，第三產業的發展和消費市場需求的增加，為後台服務、營銷服務和數據中心注入了新的發展動力。因此，我們收購了 KingNine 及其附屬公司。疫情改變了大眾的營商和生活模式。我們可以借此機會，擴充新業務，為客戶提供後台服務解決方案，協助客戶提高營銷能力。

在我們的資產管理業務方面，我們確保投資對象擁有足夠的管治質素，減低因環境及社會表現使我們可能面臨的損失及聲譽風險。我們認為管理環境、社會及管治方面的風險亦可帶來投資計劃。

我們致力於業務增長、同時在社會及環境之間保持平衡。我們預見這股疫情正衍生出前所未見的工作及生活模式。我們希望能引領中國的客戶服務軟件及營運分包進程，把握轉機，以科技建立一個更環保的智慧城市。

## 2.1 ESG Framework

The Group considers good ESG governance as an integral part of the sustainable growth of enterprises. The Board thereby bears the primary responsibilities for formulating the Group's short-term and long-term ESG strategies, and continually oversees and reviews the implementation of the ESG policies, so as to strengthen the Group's ESG system and minimise related risks. The Board has delegated an authority to carry out sustainable development measures and to ensure compliance with the relevant laws and regulations.

The Group has established its internal organizational structure and methodology for ESG work to fully implement ESG management requirements.

During the reporting period, the Group continued to focus on ESG risks in operation. Guided by the Board, the Hong Kong head office was mainly responsible for our ESG performance and reporting, and the functional departments including the newly acquired KingNine and its affiliates have begun to implement ESG measures and data collection.

## 2.1 環境、社會及管治架構

本集團認為良好的環境、社會及管治為企業可持續增長不可或缺的一部分。因此，董事會承擔制定本集團短期和長期環境、社會及管治戰略的主要責任，並不斷監督和審查環境、社會及管治政策的執行情況，以加強本集團的環境、社會及管治系統並最大程度地降低相關風險。董事會已授權執行可持續發展措施並確保遵守相關法律和法規。

本集團已建立其內部組織架構和方法，以全面執行環境、社會及管治管理要求。

報告期內，本集團繼續關注經營中的環境、社會及管治風險。在董事會的指導下，香港總部主要負責我們的環境、社會及管治績效和報告，各職能部門包括新收購的 KingNine 和其附屬公司開始實施環境、社會及管治措施和數據收集。



### 3 Stakeholder Engagement 持份者交流

The Group deeply understands the importance of close communication with stakeholders. The preparation of the ESG Report, which included the participation of different stakeholders, has helped us to review our current management on the environmental and social performance, and has also served as a basis for the formulation of our sustainability strategies. In order to understand the stakeholders' expectations and requirements, the Group has established various channels to collect comments regarding its ESG performance and address their reasonable expectations.

The table below outlines how we meet the needs and expectations of some of our stakeholders.

本集團深明與持份者保持緊密溝通的重要性。環境、社會及管治報告的編製包括了不同持份者的參與，有助我們審視我們現時對環境及社會表現的管理，並為建構可持續發展策略奠定基礎。為瞭解持份者的期望及要求，本集團已設立各種管道收集有關其環境、社會及管治表現的意見並回應彼等的合理期望。

下表概述我們如何滿足部分持份者的需求及期望。

Stakeholder 持份者	Expectation and Requirements 期望和需求	Engagement Method 交流模式	Counteractive Measures 應對措施
<b>Shareholder 股東</b>	<ul style="list-style-type: none"> <li>- Investment returns 收益回報</li> <li>- Operational compliance 合規營運</li> <li>- Growth in corporate value 企業價值提升</li> <li>- Information transparency and effective communication 資訊透明及有效溝通</li> </ul>	<ul style="list-style-type: none"> <li>- General Meetings 股東大會</li> <li>- Announcements 公告</li> <li>- Email, telephone communication and company website 電郵、電話溝通及公司網站</li> </ul>	<ul style="list-style-type: none"> <li>- Explain the latest developments of the Group to shareholders and investors. 向股東及投資者解釋本集團的最新發展。</li> <li>- Obtain support from shareholders and investors for management decisions. 就管理決策取得股東及投資者的支持。</li> <li>- Increase the return of investment for the shareholders. 為股東締造投資回報。</li> </ul>
<b>Customers 客戶</b>	<ul style="list-style-type: none"> <li>- Back-office Service quality 後台服務質量</li> <li>- Data security 數據隱私</li> <li>- Responsible investment 負責任投資</li> <li>- Quality investment product 優質投資產品</li> <li>- Performance of contract 依法履約</li> <li>- Operation with integrity 誠信經營</li> </ul>	<ul style="list-style-type: none"> <li>- Business relationship 業務關係</li> <li>- Account Management 帳戶管理</li> <li>- Conference and events 會議和活動</li> </ul>	<ul style="list-style-type: none"> <li>- Establish and implement a quality management system to ensure service quality. 建立和實施質量管理體系，確保服務質量。</li> <li>- Identify the requirements and expectations of consumers. 識別消費者的要求和期望。</li> <li>- Focus on customer experience and improve back-end support service capabilities. 留意客戶體驗，提升後台支援服務能力。</li> <li>- Responsible investment and inform customers about the risks of financial products. 負責任投資，告知客戶金融產品風險。</li> </ul>
<b>Government and Regulators 政府及監管機構</b>	<ul style="list-style-type: none"> <li>- Compliance with finance policies, laws, and regulations 遵守金融政策、法律及法規</li> <li>- Responsible investment 負責任投資</li> <li>- Personal privacy 個人隱私</li> <li>- Telecommunications business license 電信業務許可</li> <li>- Data protection 數據保護</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings with regulators 定期與監管機構會面</li> <li>- Examinations 政府考核</li> </ul>	<ul style="list-style-type: none"> <li>- Comply with applicable laws and regulations, including industry codes, standards, and related regulations. 遵守適用法律法規，包括行業規範、標準及相關規定。</li> <li>- Obtained license for the businesses. 嚴格執行各個業務許可上的要求。</li> <li>- Pay taxes on time. 按時繳付稅項。</li> </ul>



Stakeholder 持份者	Expectation and Requirements 期望和需求	Engagement Method 交流模式	Counteractive Measures 應對措施
<b>Employees</b> 員工	<ul style="list-style-type: none"> <li>- Remunerations and benefits 薪酬福利</li> <li>- Career development 職業發展</li> <li>- Good working environment 良好的工作環境</li> <li>- Health and safety 健康與安全</li> </ul>	<ul style="list-style-type: none"> <li>- Annual appraisal meetings 年度評估會議</li> <li>- Open-door approach 門戶開放政策</li> <li>- Periodic team events 定期團隊活動</li> </ul>	<ul style="list-style-type: none"> <li>- Strengthen the skill training of employees and establish a good incentive and promotion mechanism. 加強員工的技能培訓, 建立良好的激勵和晉升機制。</li> <li>- Create a healthy corporate culture and good working environment. 營造健康的企業文化, 打造良好的工作環境。</li> </ul>
<b>Business Partners</b> 業務夥伴	<ul style="list-style-type: none"> <li>- Operational with integrity 誠信經營</li> <li>- Fair competition 公平競爭</li> <li>- Mutual benefits 互惠互利</li> </ul>	<ul style="list-style-type: none"> <li>- Business communication 業務溝通</li> <li>- Engagement and cooperation 參與合作</li> </ul>	<ul style="list-style-type: none"> <li>- Establish an atmosphere of mutual trust and cooperation. 建立互相信任的合作氛圍。</li> <li>- Guarantee service quality. 保證服務質量。</li> </ul>
<b>Suppliers</b> 供應商	<ul style="list-style-type: none"> <li>- Operational with integrity 誠信經營</li> <li>- Service Quality 服務質量</li> </ul>	<ul style="list-style-type: none"> <li>- Business communication 業務溝通</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure that suppliers provide products and services that meet the required standards and operate in a manner that complies with applicable laws and regulations. 確保供應商提供符合所需標準的產品及服務, 並以符合適用法律及法規的方式營運。</li> <li>- Establish an atmosphere of mutual trust and cooperation. 建立互相信任的合作氛圍。</li> </ul>
<b>Community</b> 社區	<ul style="list-style-type: none"> <li>- Community Investment 社區投資</li> <li>- Participate in community activities 參與社區活動</li> </ul>	<ul style="list-style-type: none"> <li>- Mail 郵件</li> </ul>	<ul style="list-style-type: none"> <li>- Promote the economic development of the local community. 促進所在社區的經濟發展。</li> <li>- Create social value. 創造社會價值。</li> </ul>

# 4 Materiality Assessment

## 實質性分析

We have conducted a comprehensive stakeholder participation assessment to understand stakeholder perceptions and expectations on ESG methods and performance. In the process, we invited major internal and external stakeholders (including employees, suppliers, customers, and investors) who have a significant impact on the business to communicate with them. Through questionnaire surveys and interviews, the stakeholders provide feedback on ESG issues. In the process of identifying materiality issues, we have included feedback from stakeholders. These issues are drawn on a matrix every year, which forms the basis of the Group's environmental, social and governance report and assists the company in defining ways to deal with new risks and opportunities.

The results of the materiality assessment are shown below.

我們已進行全面的持份者參與評估，以瞭解持份者對環境、社會及管治方法和表現的看法及期望。在過程中，我們邀請了對業務有重大影響的主要內部及外界持份者溝通（包括僱員、供應商、客戶及投資者），透過問卷調查及訪談，持份者就其認為相關程度最高的環境、社會及管治議題提出反饋。在確認重要議題的過程中，我們納入持份者的反饋。這些議題每年都被繪製在一個矩陣上，該矩陣構成了本集團環境、社會及管治報告的基礎，並協助本公司定義應對新的風險和機遇的方法。

實質性評估的結果如下所示：



## 5 Social - Operating Practices

### 社會 – 營運慣例

#### 5.1 Product Responsibility

##### Asset Management Business

The Group is convinced that maximizing value for customers is the only way to gain long-term trust and support. The Group follows the principle of prudent investment and adopts a relatively conservative investment strategy, in order to ensure the healthy development of our investment business.

The Group's investment philosophy includes intensive fundamental research, a thorough understanding of risk versus reward and active management with, what the Group believe, to be superior investment opportunities and trade executions.

The Group's investment manager uses a proprietary active portfolio management system to strategize and blend its capabilities through solutions business that focuses on outcome orientated investment. Investment strategies of different asset classes will be adopted according to the risk appetite and investment experience of different clientele.

The Group has formulated standards for asset management marketing practices, which include the principles of true, clear and accurate information on investment styles and philosophies, which specifies that:

- Employees must not, either by their action or statements, seek to mislead the market or customers.
- When providing financial services to a customer, appropriate action shall be taken to ensure that the customer received information that is necessary.

During the reporting period, the Group didn't find any irregularities cases related to investment products and services.

#### 5.1 產品責任

##### 資產管理業務

本集團深信，最大限度地為客戶創造價值是獲得長期信任和支持的唯一途徑。本集團遵循審慎投資的原則，採取相對保守的投資策略，以確保投資業務的健康發展。

本集團的投資理念包括深入的基礎研究，對風險與回報的透徹理解以及積極的管理。本集團相信，這些都是把握卓越投資機會和交易執行的前期籌備過程。

本集團的投資經理使用專業的投資組合管理系統，通過專注於以結果為導向的投資解決方案來制定戰略並根據不同客戶的風險偏好和投資經驗，採用不同的投資策略。

本集團已制定了資產管理營銷實踐標準，其中包括傳達真實、清晰和準確的投資風格和理念信息的原則，該原則規定：

- 員工不得通過其行為或言論誤導市場或客戶。
- 向客戶提供金融服務時，應採取適當行動，確保客戶收到必要的資訊。

報告期內，本集團未發現與投資產品和服務有關的違規案件。

## Back-office and Business Process Outsource Services

As a major player in back-office and business process outsource service, we provide customers with a full solution. We have applied for a value-added telecommunications business license. This allows our business segment to run telecommunications and information services business. For example, setting up call centres and running the outsource business. With years of industry experience and leading technical capabilities in the business process transfer, implementation, and operation of international projects and various industries, we understand customers needs in improving service quality and efficiency and apply leading big data analysis technology. To retrieve more accurate user behavior profiles, and accurately match the target population from the database, new data analysis technology is used. Along with multi-language, integrated communication technology, full-time outbound marketing solution, business process services and cross-functional service solutions can offer to international and domestic customers. These services can assist customer optimize their business processes, and reduce operational risks, improve user satisfaction, and target into the potential commercial value.

In addition, we also undertake the outsource of large-scale software development projects, covering the entire life cycle of services from design, testing, development to support. Our cloud call centre system adopts advanced IP converged communication technology to integrate customer service and various communication methods, which can provide users with flexible and diverse communication methods, along with safe and convenient customer management methods and flexible and practical business processing tools which can meet a variety of business processes and application scenarios.

To ensure that our products and services maintain high quality standards, we follow international standards such as COPC and ISO to establish a complete service management model and system, and provide with satisfactory services to customers. We have obtained the following management system certifications.

## 後台及業務流程外包服務

作為後台及業務流程外包服務的主要參與者，我們為客戶提供全方位的解決方案。我們申請了增值電信業務許可證。這許可我們的業務板塊增加電信與資訊服務。例如為客戶建設呼叫中心及幫助運營。我們憑藉多年在國際項目及各個行業領域積累的轉移、實施、運營方面的行業經驗和領先的技術能力，關注並充分理解客戶在改進流程和提升效率方面的實際需求，應用領先的大資料分析技術，針對收集的使用者資料庫實現更準確的使用者行為畫像和客戶洞察，更精準的匹配目標人群執行行銷行為，並通過基於資訊技術和資料分析的創新，面向國際市場和國內市場提供獨特而靈活的多語種、融合通信方式的全管道全時外呼行銷、客戶服務、業務流程服務等一系列專項或跨職能的全套大資料運營服務解決方案，說明客戶企業優化業務流程、提升工作效率、降低運營風險、提高用戶滿意度，深挖潛在的商業價值。

除此以外，我們也承接大型軟體發展專案外包，服務範圍從設計、測試、開發到支援的整個生命週期。我們的雲呼叫中心系統採用了先進的 IP 融合通信技術將客戶服務和各種通信手段進行整合，可以為用戶提供靈活多樣的通信方式，同時還具有安全便捷的客戶管理手段和靈活實用的業務處理工具，可以滿足多種業務流程及應用場景。

為確保我們的產品及服務維持高質量標準，我們遵循 COPC, ISO 等國際標準建立完善的服務管理模式和體系，並向客戶提供滿意服務。我們獲得了以下的管理體系認證。

Certification 認證	Description 描述
<b>COPC</b>	<p>COPC is an internationally recognized standard for customer service performance and management. This standard provides guidelines and best practices for managing and improving the performance of customer experience operations. Through this standard, operational excellent in customer experience can be confirmed.</p> <p>COPC 是國際公認的針對客戶服務績效和管理的權威標準。該標準提供了用于管理和改善顧客體驗運營績效的指南和最佳實踐。通過該標準可以確認在提供卓越顧客體驗方面的卓越運營績效。</p>
<b>ISO 9001</b>	<p>ISO9001 is the international standard that specifies requirements for a quality management system. Organizations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.</p> <p>ISO 9001 為具體列明質量管理體系規定的國際標準。有關機構使用該標準以展示提供可持續符合客戶及法規要求的產品及服務的能力。</p>
<b>ISO 14001</b>	<p>ISO14001 standard demands the company to create an environmental management that includes environmental objectives and goals, policies and procedures to reach these goals, defined responsibilities, staff training activities, documentation and a system to control any changes and progress</p> <p>ISO 14001 標準要求公司創建環境管理，涵蓋環境目標、達致該等目標的政策及程式、界定職責範圍、員工培訓活動、文件編製及控制任何變動及進度的系統。</p>
<b>ISO 45001</b>	<p>ISO 45001 standard demands the company to create an environmental management that includes environmental objectives and goals, policies and procedures to reach these goals, defined responsibilities, staff training activities, documentation and a system to control any changes and progress</p> <p>ISO 45001 是國際性安全及衛生管理系統驗證標準。是原職業健康及安全管理體系 (OHSAS18001) 的新版本，目的是通過管理減少及防止因意外而導致生命、財產、時間的損失，以及對環境的破壞。</p>
<b>ISO 27001</b>	<p>ISO 27001 is an international standard regarding the information security management of a company. It is the main standard at the international level regarding information security.</p> <p>ISO 27001 為公司資訊安全管理的國際標準。該標準為資訊安全於國際層面的主要標準。</p>
<b>ISO 20000</b>	<p>ISO 20000 is the Information Technology Service Management System Standard. It is an IT service management standard for organizations.</p> <p>ISO 20000, 即“資訊技術服務管理體系標準”，是面向機構的 IT 服務管理標準。</p>
<b>ISO 22301</b>	<p>The ISO 22301 business continuity management system is a management system standard that specifies requirements to protect against, reduce the likelihood of occurrence, and recover from disruptive incidents when they arise.</p> <p>ISO 22301 業務連續性管理體系，能夠幫助企業制定一套一體化的管理流程計畫，使企業對潛在的災難加以辨別分析，幫助其確定可能發生的衝擊對企業運作造成的威脅，並提供一個有效的管理機制來阻止或抵消這些威脅，減少災難事件給企業帶來損失。</p>

We follow these standards to establish internal business processes to ensure the effective implementation of the quality management system. Our operations department is responsible for quality management objectives, identifying potential risks, formulating preventive and response measures, and supervising quality management procedures.

It is important for us to fully understand the needs, expectations, and concerns of our customers. Therefore, we remain helpful and communicative to our customers throughout the pre-sale, contract-signing and after-sale stages of our products and services. We will conduct regular customer satisfaction surveys and invite customers to evaluate our product performance, customer service, price, and delivery timeliness.

During the reporting period, we strictly abide by the advertising and trademark-related laws and regulations related to the provision of products and services, such as the "Advertising Law of the PRC" and the "Trademark Law of the PRC". When communicating with customers, we ensure the fairness and authenticity of information, and avoid the use of unverified news and irregular pictures and videos.

### 5.1.1 Customer Satisfaction and Services Complaint Handling

In terms of asset management business, the Group positive reputation is built on the trust that customers, investors, employees, and the community have on the Group's integrity. The trust depends on the quality of the Group's product and service, the way the Group informs and advises its customers.

A responsible approach to sales is more likely to lead to customer satisfaction. In turn, satisfied customers are loyal customers and are more willing to recommend the Group's financial services and investment products. Thus, the Group provides newsletters to keep our customers informed about the investment environment and portfolio performance regularly.

The Group measures customer satisfaction through customer feedback. Complaints are another important source of customer feedback, and the Group analyses them closely to identify potential improvements. The Group has adopted a Group-wide quality standards for handling complaints are met and that customers are treated fairly. During the reporting period, no customer complaints were received.

我們遵循這些標準建立內部業務流程，確保質量管理體系的有效執行。我們的營運部負責質量管理目標、識別潛在風險、制定預防和應對措施以及監督質量管理程式。

充分瞭解客戶不斷變化的需求、期望及擔憂對我們而言同等重要。因此，我們在產品及服務的售前、簽約及售後階段一直與客戶提供幫助並保持溝通。我們會定期進行客戶滿意度調查，邀請客戶對我們的產品性能、客戶服務、價格及交貨及時性進行評估。

於報告期內，我們嚴格遵守與提供產品及服務有關的廣告及商標相關法律法規，如《中華人民共和國廣告法》及《中華人民共和國商標法》。在與客戶溝通時，我們確保資訊的公正性及真實性，避免使用未經核實的新聞及不規範的圖片和視頻。

### 5.1.1 顧客滿意度與服務投訴處理

就資產管理業務而言，本集團的聲譽建立在客戶、投資者、員工和社區對本集團誠信的信任之上。信任取決於本集團產品和服務的質量，以及本集團通知和建議客戶的方式上。

一套負責任的銷售方法更有可能令客戶滿意。反過來，滿意的客戶是忠誠的客戶，更願意推薦本集團的金融服務和投資產品。因此，本集團提供時事通訊以使我們的客戶定期瞭解投資環境和投資組合績效。

本集團通過客戶反饋來衡量顧客滿意度。投訴是客戶反饋的另一個重要來源，本集團會對其進行仔細分析，以確定潛在的改進機會。本集團採用了適用於整個集團的質量標準來處理投訴，並公平對待客戶。報告期內，我們的資產管理服務未收到客戶投訴。

For back-office and business process outsource service business, we have developed a “Customer Complaint Handling Procedure” to handle complaints raised by our customers. Upon receiving a complaint, investigation of the complaint case will be promptly initiated, and the compliant issuer will be informed immediately that their complaint is under review. Remedial actions are proposed swiftly and constant communication with the compliant issuer will be maintained to facilitate correction of the issue. Post-complaint analysis is conducted to prevent recurrence of similar issues. During the reporting period, the Group has achieved a customer satisfaction level of over 90%.

### 5.1.2 Customer Data Privacy

The Group is committed to ensuring the security and protection of all the personal information the Group holds in line with its obligations under the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong).

The Group collects sensitive information where require by law or where the Group has permission to collect it. The Group is committed to good privacy practice and the Group's Privacy policy sets out the approach to privacy management. It includes details regarding the types of personal information collected, and how it may be used and disclosed. No significant complaints regarding breaches of customer privacy or loss of customer data occurred during the reporting period.

The Group aim to ensure that every employee plays an active role in protecting data against loss or unauthorized access. The Group therefore provides training to employees every year regarding data security.

The Group addresses data security risk through a variety of measures, including:

- conducting operational risk coverage reviews across the organization.
- employee and customer due diligence procedures; and
- trainings for employees.

對於後台及業務流程外包服務業務，我們已制定「客戶投訴處理程式」，處理客戶提出的投訴。收到投訴後，我們將立即調查投訴案件，並將即時通知投訴人其投訴正處於受理中。我們迅速建議補救措施，持續與投訴人保持溝通，以便糾正問題。我們亦進行投訴後分析，以防同類問題再發生。於報告期內，本集團的客戶滿意度達到 90% 以上。

### 5.1.2 客戶數據隱私

本集團承諾根據《個人資料(私隱)條例》(第 486 章)所承擔的義務確保本集團所持有的所有個人資料的安全及保護。

本集團在法律要求或本集團有權收集的時候收集敏感資訊。本集團致力於良好的隱私實踐，本集團的隱私政策規定了隱私管理的方法，包括管理收集到的個人資訊類型以及如何使用和披露相關資訊。在本報告所述期間，沒有發生任何關於侵犯客戶隱私或遺失客戶數據的重大投訴。

本集團旨在確保每位員工在防止資料丟失或未經授權獲取資料等方面發揮積極作用。因此，本集團每年都為員工提供資料安全的培訓。

本集團通過各種措施預防資料安全風險，包括：

- 在整個組織內進行操作風險整體審查；
- 建立員工和客戶盡職調查程式；以及
- 員工培訓。

In terms of back-office and business process outsource service business, protecting customer data is a prerequisite for business survival. We are fully aware of the dangers of misuse of customer data or lack of data security and regard the protection of data privacy as a key factor for customers to choose our services. Therefore, we are committed to protecting customer information and strictly complying with relevant PRC's laws and regulations. In addition, multiple office locations of the KingNine Group have obtained ISO 27001 certification with a validity period of three years, which proves that the data management of the KingNine Group is safe and reliable. The scope of certification covers all of our customer outsourcing services from inception to completion, including information, employees, customer information and internal processes.

### 5.1.3 Intellectual Property Right

While pursuing innovation and development, the Group pays high attention to IP and trademark management of itself and its partners. The Group safeguards its own intellectual property rights and respects those of others by strictly conforming to the permitted scope of use. Besides, we strictly require its brands and marketing-related departments to use authorized materials to reduce risks of right infringement.

In terms of back-office and business process outsource service business, in protecting the intellectual property rights of the KingNine Group, we unswervingly abide by relevant applicable laws and regulations (such as the "Patent Law of the PRC", "Detailed Rules for the Implementation of the Patent Law of the PRC", and the "Implementing Rules of the Trademark Law of the PRC", the "Copyright Law of the PRC" and the "Trademark Law of the PRC"). We follow the requirements of intellectual property management and have established an intellectual property management manual. The manual outlines policies covering different intellectual property issues, including but not limited to patents, copyrights, trademarks, undisclosed secret technologies, and industry information. We designate administrative departments to formulate various intellectual property rules and regulations, delegate the scope and responsibilities of intellectual property management, and provide guidance, supervision and inspection of intellectual property work.

During the reporting period, KingNine Group has newly obtained 1 invention patent and 21 software copyrights and has received a total of 134 software copyrights granted by the National Copyright Administration of PRC. It has also obtained double software certification (software product and software enterprise certification).

就後台及業務流程外包服務業務而言，保護客戶資料是業務生存的先決條件。我們深知如客戶數據被濫用或數據安全缺失之危險，並將保障資料私隱作為客戶選擇我們服務之關鍵因素。因此，我們致力保護客戶資料，嚴格遵守中國相關法規。並且，KingNine 集團多個辦公地點已獲得 ISO 27001 認證，有效期為三年，此證明 KingNine 集團之資料管理安全可靠。認證範圍涵蓋我們所有客戶外包服務從開始至完成的工作，包括資料、員工、客戶資料及內部流程。

### 5.1.3 知識產權

本集團在不斷開拓創新的同時，也重視對自身及合作方的知識產權與商標管理。我們一方面明確要求在與協力廠商合作過程中，依法維護自身知識產權利益，並尊重合作方的知識產權，嚴格遵守許可範圍。另一方面，我們嚴格要求尤其是合作夥伴、營銷相關部門須使用授權認可的宣傳物料以降低侵權風險。

就後台及業務流程外包服務業務而言，在保護 KingNine 集團知識產權方面，我們堅定不移地遵守相關適用法律及法規（如《中華人民共和國專利法》、《中華人民共和國專利法實施細則》、《中華人民共和國商標法實施細則》、《中華人民共和國著作權法》及《中華人民共和國商標法》）我們遵循知識產權管理要求，已建立知識產權管理手冊。手冊概述涵蓋不同知識產權問題的政策，包括但不限於專利、版權、商標、未公開技術及行業資訊。我們指定行政部門制定各類知識產權法規，劃分知識產權管理範圍及職責，以及指導、監督及檢查知識產權工作。

KingNine 集團於報告期，新取得發明專利 1 項和 21 項軟體著作權，累計獲得中國國家版權局授予的軟體著作權 134 項，同時亦獲得雙軟認定（軟體產品和軟體企業認證）。



## 5.2 Anti-Corruption

Integrity and honesty are fundamental to building relationships of trust. This means conducting the Group's business with transparency in every single transaction.

The Group has detailed procedures in place to deal with incidents of fraud, corruption, bribery, money laundering and other malpractice. The Group sets out clear rules and guidelines in its Code of Conduct, which applies to all employees. All employees must comply with the requirements as specified in the employee handbook. It is supported by training and communication program available to all employees.

Unethical or fraudulent behavior is generally prohibited. Directors, employees and other representatives are required to adhere to the anti-corruption policy as a condition of their employment and engagement to the Group.

In addition, the Code of Conduct clearly states that employees shall act honestly and professionally with the client's best interests and in line with market expectations on integrity. Conflict of interests will be avoided to the largest extent and potential conflicts with clients will be disclosed if unavoidable.

The Group's guideline complies with various relevant applicable legislation and codes include: Code of Conduct for Persons Licensed by or Registered with the Securities and Futures Commission; Anti-Money Laundering and Counter-Terrorist Financing Ordinance ( "AMLO" ), Guideline on Anti-Money Laundering and Counter-Financing of Terrorism.

For corporate gift and hospitality, employees are required to comply with specific procedures and gain appropriate approval prior to giving and receiving corporate gifts and hospitality.

The Group encourage employees to report known or suspected misconduct under the Group's Code of Conduct. Employees can make the report directly to the assigned compliance officers or escalated the matter to the senior management. Reports can also be made anonymously through a whistle-blower mechanism by mail, electronic mail or phone.

During the reporting period, the Group complied with relevant laws and regulations relating to bribery, extortion, fraud and money laundering. And there were no confirmed incidents or public legal cases regarding corruption in relation to the Group.

## 5.2 反貪污

正直和誠信是建立信任關係的基礎。這意味著本集團在每一筆業務交易中都要透明地開展。

本集團制定了詳細的程序，以處理欺詐、腐敗、賄賂、洗錢和其他舞弊事件。本集團在其行為準則中制定了明確的適用於所有員工的規則和準則。所有員工必須遵守員工手冊中規定的要求，並可通過培訓和溝通計劃獲得支持。

不道德或欺詐行為是被禁止的。董事、員工和其他代表必須遵守本政策，作為其受僱和參與本集團的條件。

此外，行為準則還明確規定，員工應為實現客戶最大利益和滿足市場對誠信的期望，誠實及專業地行事。員工應最大限度地避免利益衝突，如不可避免，應披露與客戶的潛在衝突。

本集團的指引符合各項相關適用法律及守則，包括《證券及期貨事務監察委員會持牌人或註冊人操守準則》、《打擊洗錢及恐怖分子資金籌集條例》、《反洗錢及反恐融資指引》等。

對於公司禮品和招待，員工在贈予和接受公司禮品和招待之前，必須遵守特定流程並獲得批准。

本集團鼓勵員工根據本集團行為準則舉報已知或可疑的不當行為。員工可以直接向指定的監察主任提交報告，或將問題上報給高級管理層，也可以通過信件、電子郵件或電話的舉報機制匿名舉報。

報告期內，本集團遵守了有關賄賂、敲詐勒索、欺詐和洗錢的法律法規，而且沒有與本集團有關的腐敗事件或公共法律案件。

### 5.3 Supply Chain Management

The Group's supply chain is mainly related to products and services that support operations. This includes facilities services, IT systems, business travel, marketing and communications support, and other professional services.

To ensure compliance with the Group's procurement policy, the Group requires procurement which amount to over certain thresholds to provide at least two sources of quotation in a fair and open manner for selection. The group evaluates suppliers through the following criteria:

- Reliability: supplier' s financial stability and years of experience, it should be reliable in terms of servicing.
- Professionalism/good working knowledge: The supplier has good business practices and good working knowledge and can provide the right advice at the right time to support our business growth.
- Delivery time: It is related to the speed of delivery and the accuracy of meeting the promised delivery time.
- Quality: Suppliers consistently provide high-quality services or goods.
- Value for money: Suppliers provide goods or services at reasonable prices, and the product or service quality needs to be comparable to the cost paid by the company.

In addition, in order to maintain the quality of goods and services procured, the list of approved vendors is reviewed annually and will be placed against competitive bids if vendor performance or quality falls short of the requirements set out by the Group.

In terms of back-office and business process outsource service business, KingNine Group generally purchases products from PRC manufacturers and distributors and has established a comprehensive supplier system. KingNine Group selects suppliers by evaluating reliability, pricing, output and technical service capabilities and other criteria, and regularly reviews supplier qualification, and combines on-site inspections or sampling methods to evaluate the quality of products or services provided by suppliers.

During the reporting period, the Group's qualified supplier list has a total of more than 300 suppliers, all of which were Hong Kong and Chinese suppliers.

### 5.3 供應鏈管理

本集團的供應鏈主要與支持運營的產品和服務相關。這包括設施服務、IT 系統、商務旅行、行銷和通信支持以及其他專業服務。

為確保符合採購政策，本集團要求當採購金額超過一定額度時，採購人員應以公平、公開的管道提供至少兩個報價來源供選擇。本集團通過以下的幾點來評估供應商：

- 可靠性：與供應商的財務穩定性、經驗年限有關，在服務方面應該是高度可靠的
- 專業性 / 良好的工作知識：供應商具有良好的商業實踐和良好的工作知識，能夠在正確的時間提供正確的建議以支援我們的業務增長。
- 交貨時間：關係到交貨的迅速和滿足承諾交貨時間的準確性。
- 質量：供應商始終如一地提供優質的服務或商品。
- 物有所值：供應商以合理的價格和服務質量提供商品或服務，服務質量需要與公司支付的成本相當。

此外，為了保證採購的貨物和服務的質量，本集團每年都要對核實過的供應商名單進行審查。如果供應商的表現或質量達不到本集團規定的要求，本集團將通過競爭性投標替換該供應商。

就後台及業務流程外包服務業務而言，KingNine 集團一般向中國的產品生產商和分銷上進行採購，且已建立全面的供應商系統。KingNine 集團通過綜合評估可靠性、定價、產量及技術服務能力等多方面因素來甄選供應商，並定期審核供應商資料，並結合現場檢查或抽樣方式評估供應商提供的產品或服務品質。

報告期內，本集團合格供應商清單共有超過三百家供應商，均為香港和中國供應商。

## 6 Employment and Labour Practices

### 社會 – 僱傭及勞工慣例

#### 6.1 Employment

The Group is committed to providing a rewarding work environment that encourages collaborations and offer its employees opportunities to learn, grow and succeed at work and in life.

The Group adheres to the principles of fairness in the provision of employment opportunities, remuneration, training, performance evaluation and promotion without any forms of discrimination such as gender, age, ethnicity, religion and culture. The Group is committed to creating a fair and harmonious working environment.

The Group has formulated a human resource strategy to retain and recruit talents in a competitive market. The HR department of the Group develops recruitment plans in accordance with the recruitment needs of various departments, and continuously introduce talents to join the Group through social recruitment, campus recruitment, internal referral, and other channels. The HR department of the Group strictly implements the recruitment evaluation program, adheres to the selection principle of fairness and selection of high calibre, and provides equal job opportunities in accordance with their competence and abilities.

The working hours of the employees of the Group comply with the relevant requirements of the PRC Labour Law and the Hong Kong Employment Ordinance. Most employees work 5 days a week. If employees work overtime, the Group will provide them with corresponding compensation in accordance with laws and regulations.

The Group makes contributions in accordance with the “Social Insurance Law of the PRC” and the “Regulations on Housing Provident Fund”, covering pension insurance, medical insurance, work-related injury insurance, unemployment insurance, maternity insurance and housing fund for its employees in China. For Hong Kong employees, the Group makes mandatory provident fund contributions in accordance with Hong Kong laws.

The Group is committed to implementing the remuneration distribution principals based on performance, efficiency, and fairness. On top of employee's basic salary, the Group may pay performance bonuses in accordance with employees' performance and the Group's business performance. In order to maintain a competitive remuneration package, the Group carries out evaluation and adjustment on remuneration every year with reference to the social average wage, the consumption level and the industry rate, so as to attract and retain talents.

During the reporting period, the Group has not discovered any material non-compliance or any violation of employment laws and regulations.

#### 6.1 僱傭

本集團致力為員工提供一個具有推動力及滿足感的工作環境，鼓勵員工彼此合作，讓員工在工作及生活中學習及成長，達成成功。

本集團在提供就業機會、薪酬、培訓、業績評估和晉升方面堅持公平原則，不存在性別、年齡、族裔、宗教和文化等任何形式的歧視。本集團致力於創造公平和諧的工作環境。

本集團制定了人力資源方案，以在競爭激烈的市場上留住和招聘人才。本集團的人力資源部根據各部門招聘需求制定招聘計劃，通過社會招聘、校園招聘、內部推薦等渠道不斷引進人才加入本集團。本集團的人力資源部嚴格執行招聘評估程式，堅持公平擇優的原則，根據候選人的能力提供平等的工作機會。

本集團僱員的工作時數符合中國《勞動法》及香港《僱傭條例》之相關規定。大部分僱員每週工作 5 天。倘僱員加班，本集團將根據法律及法規向其提供相應補償。

本集團按照《中華人民共和國社會保險法》及《住房公積金條例》，為其於中國的僱員的養老保險、醫療保險、工傷保險、失業保險、生育保險及住房基金供款。就香港僱員而言，本集團根據香港法例作出強制性公積金供款。

本集團承諾執行基於績效、效率和公平的薪酬分配原則。在員工基本工資的基礎上，本集團可根據員工的表現和本集團的經營業績發放績效獎金。為保持有競爭力的薪酬待遇，本集團每年參照社會平均工資、消費水準和行業薪酬水準，對員工薪酬進行評估和調整，以吸引和留住人才。

在本報告期間，本集團未發現任何重大違規或違反僱傭法律及法規的情況。

### 6.1.1 Employee Profile and Employee Turnover

The Group commitment is to support the local community by hiring local employees. The vast majority of the Group's employees are local. The Group is committed to fair employment practice and equal opportunities. We respect the religious beliefs, political stances, ethnicity or sexual orientation of all our employees and candidates and ensure that they will not be discriminated against because of differences in race, disability, gender, marital status and age.

During the reporting period, the distribution of gender, age, employment type, job level and geographic location of employees of the Group is as follows:

### 6.2 僱員概況

本集團的承諾是通過僱用當地員工來支持當地就業。絕大部分的僱用員工為本地人。本集團矢志履行公平僱傭慣例及平等機會。我們尊重全體僱員及應聘者之宗教信仰、政治立場、種族及性取向，亦確保彼等不會因種族、殘障、性別、婚姻狀況及年齡之差異而受歧視。

報告期內，本集團僱員的性別、年齡、僱傭類型、工作級別及地理位置的分配如下：

	Asset Management 資產管理	Back-office and Business Process Outsource Service Business 後台及業務流程外包服務	Total 合計
<b>Total Employees</b> 員工總數	32	4404	4436
<b>By Gender</b> 按性別			
Total Male Employees 男員工	23	1707	1730
Total Female Employees 女員工	9	2697	2706
<b>By Age</b> 按年齡			
Below 25 years old 小於 25 歲	0	2364	2364
25 - 34 years old 25 - 34 歲之間	11	1834	1845
35 - 44 years old 35 - 44 歲之間	10	139	149
45 - 54 years old 45 - 54 歲之間	4	46	50
Above 55 years old 大與 55 歲	7	21	28
<b>By Employment Mode</b> 按僱傭模式			
Full time 全職	32	3913	3945
Part-time 兼職	0	491	491
<b>By Location</b> 按地區			
Hong Kong 香港	22	0	22
P.R.C 中國	10	4404	4414

In response to the impact of the COVID-19 epidemic in 2020, our asset management staff turnover rate was 15.79%, while PRC back-office and business process outsource service, due to PRC's economic recovery, the turnover rate of full-time staff was 7.5%

## 6.2 Health and Safety

The Group depends on a healthy workforce, and the Group supports its employees through a range of initiatives that create a productive and health-promoting workplace. The Group offers a variety of activities and resources that support employees to prioritize health and safety. The Group believes all accidents and injuries are preventable and the Group is driving a culture where safety is an integral part of its decision making across the Group.

The Group focuses on two major areas to minimize health hazards:

- Occupational health management; and
- Work safety at the office, including fire protection measures.

Although the nature of jobs in the Group are low-danger positions, the Group does not take this lightly. The Group evaluates and identifies the risk of safety in its premises and precautionary measures are recommended accordingly. For example, regular checks will be conducted on first aid kits and fire services equipment to ensure they are placed in a prominent position and are checked regularly and restocked if any items are damaged or are out of date.

For fire prevention, the Group participates in fire drills organized on regular basis by the building management every year.

For the asset management business located in the Central District of Hong Kong, the Group provides employees with flexible working hours and work-from-home arrangements, so that employees can avoid going to work during peak hours and avoid crowd during the COVID-19 pandemic.

Other measures imposed by the Group to minimise the chance of staff being infected by COVID-19 in office area:

- Provide adequate hand hygiene facilities, such as 70 to 80% alcohol-based hand-rub to staff and in public areas, for example at the reception counter.
- Take the temperature of employees every day and provide mask,

面對 2020 年新型冠狀病毒疫情的影響，我們的資產管理員工流失率為 15.79%，而中國後台及業務流程外包服務，由於中國經濟回暖，全職員工的流失率為 7.5%

## 6.2 健康與安全

為確保全體員工能夠享有健康及安全的工作場所，本集團透過一系列的舉措，建設一個具效力及安全的工作間。本集團相信所有事故及傷害均可預防的，我們積極推廣職場安全，亦為整個集團作決策時非常重視的部份。

本集團專注於兩個主要領域，以盡量減少健康危害：

- 職業健康管理；和
- 辦公室的工作安全，包括防火措施。

雖然本集團的工作性質屬於低風險職位，但本集團並未輕視這一點。本集團評估及識別其處所的安全風險，並據此建議採取預防措施。例如，將對急救箱和消防設備進行定期檢查，以確保將它們放置在顯眼位置，並定期檢查並在任何物品損壞或過期時進行補貨。

防火方面，本集團每年參與由樓宇管理人員定期舉辦的消防演習。

就位於香港中區的資產管理業務而言，本集團為員工提供彈性上班時間及在家工作安排，讓員工可避免在繁忙時段上班以及在新冠疫情期間避開人流。

為了盡量減少員工在辦公室區域被新型冠狀病毒感染的機會，本集團採取了如下的措施：

- 在公共區域，如前台接待處和為每位工作人員處提供足夠的帶有 70% 和 80% 的酒精洗手液。
- 每天為員工測量體溫及每天提供一個口罩。

In terms of occupational health and safety of back-office and business process outsource service business, KingNine Group complies with laws, administrative regulations, and national regulations of PRC such as the "Safety Production Law", "Occupational Disease Prevention Law", and "Notice on Issuing Management Measures for Heatstroke Prevention and Cooling Measures" and the relevant rules and standard. The Group has also obtained ISO45001 occupational health and safety management system certification. The management certification identifies major occupational health safety issues in the operation process and monitor and measure them to ensure that the management system is systematic and effective.

The business carried out by KingNine Group is a customer service business, and the occupational diseases risk is relatively low. However, due to the need to work with computers all year round, it is necessary to focus on the health of employees and the safety of the workplace. We regularly carry out safety work, publishes and educate employees about the importance of health, and arrange annual physical medical check-up for special occupational groups. Besides that, the Group invest funds to improve on-site working conditions, set up maternal and infant rooms and psychology rooms, and take care the occupational health and safety of employees.

Based on the business nature of the service industry and the relevant standards and requirements of workplace condition, which include ventilation, lighting, partitioning, noise, per capita area, colour etc. The working environment must meet the ergonomics and health requirements. Therefore, the Group provides working environment, which was properly layout, equipment ready, clean and comes with greenery, and comfortable, people-oriented zoning and smoke-free environment. The Group promotes a total ban on indoor smoking through the advertising signs and putting up rules and regulations.

In order to ensure the safety of drinking water, the Group bought large barrels of purified drinking water from manufacturers that meet the national standards requirement. And required the manufacturer to sanitize the office' s water machine regularly, and this term was put in the purchase agreement.

就後台及業務流程外包服務業務而言，在職業健康與安全方面，KingNine 集團依據《安全生產法》、《職業病防治法》、《關於印發防暑降溫措施管理辦法的通知》等法律、行政法規和國家規定的有關標準制度，並已通過 ISO45001 職業健康安全體系認證，識別運營過程中的重大職業健康因素，並予以監控與測量，確保管理體系的系統和有效。

KingNine 集團所開展的業務為客戶服務業務，無職業病的隱憂，但由於工作需要常年與電腦為伍，需要重點關注員工身體健康和和工作場所安全。我們廣泛開展定期安全生產和健康宣傳教育，堅持每年對特殊重點人群體檢，投入資金改善現場作業條件，設立母嬰室和心理健康室，關注並保障員工的職業健康及安全。

我們根據客戶服務行業的業務特點和職場建設的相關的標準和要求，包括通風、採光、功能分區、噪音、人均面積、色彩等，工作及作業環境、設備設施符合工效學要求和健康需求，為員工提供了佈局合理、設施完善、整潔衛生、綠色環保且舒適優美和人性化的工作生產環境，無衛生死角。全面開展控煙工作，打造無煙環境。通過設置顯著標識、規章制度、室內無煙草廣告和促銷等手段積極推進全面禁煙。

為確保生活飲用水安全，公司職場全部採用符合國家標準要求的飲用水生產廠家的大桶水，並在採購協議中約束定期消毒條款。

In terms of working environment safety, there are potential risk such as fire, short circuit, and information security. We have formulated various safety emergency plans and regularly carry out emergency drills to improve employees' safety awareness and emergency response skills. We continuously strengthen the safety awareness of employees, and conduct safety education and training for new employees, especially information security education. We strengthen the daily work safety supervision of employees, eliminate potential safety hazards in a timely manner, and protect the physical and mental health and safety of employees, and ensure the information security of the Group.

We have organised the mandatory fire safety training, and the measures taken include fire drills and evacuation training with the local fire department. Through fire drill training, employees were informed about the fire risks at work, the installation location of the fire protection system, the equipment that can be used to prevent fires in the facility, the method of using such equipment, and the method of evacuation.

During the COVID-19 epidemic, an emergency command centre was set up to prepare emergency supplies, including but not limited to masks, thermometers, disinfectants, alcohol, protective clothing, etc. This is to ensure that the work site is regularly ventilated to ensure the safety of employees. At the same time, the Group has strengthened communication channel with the epidemic prevention centre and related professional consulting agencies to access up-to-date virus prevention methods and other information. The Group regularly monitor the physical condition of employees and recorded all necessary information and report to the government epidemic prevention and control centre daily. All on-site meetings were cancelled and change to tele-conferencing, posters were used for company announcement.

We have also established relevant and feasible drill plans to ensure that when emergencies occur, we can response according to the plan to mitigate risk and reduce hazards and ensure the continuity of operations. In carrying out emergency rescue work, employee health and safety is our top priority.

During the reporting period, there was no work-related fatalities involving employees of the Group. The Group did not discover any material violation of occupational health and safety related laws and regulation.

## Occupational Health and Safety Data

Work related fatality 與工作有關的死亡人數	0
Lost days due to work injury 工傷所致缺勤天數	0

在安全生產方面存在火災、觸電和資訊安全等重大事故隱憂。我們制定了各種安全應急預案，定期開展應急演練，提高員工安全意識及應急技能。不斷加強員工安全意識，新員工入職先進行安全教育培訓，特別是資訊安全教育。日常加強職工安全生產監督力度，及時消除安全隱患，切實保障員工身心健康和生命安全，保障集團的資訊安全。

我們已就強制性消防安全培訓進行統籌和規劃，所採取的措施包括與當地消防部門進行消防演習和疏散培訓。通過活動讓員工瞭解工作中的火災風險，消防系統的安裝地點，設施中可用於防止火災的設備，使用此類設備的方法，以及有組織的疏散方法。

在新冠疫情期間，成立應急指揮機構，進行應急物資準備，包括不限於口罩，測溫儀，消毒液，酒精，防護服等，保證工作現場消殺和定時通風，以確保員工身體安全。同時，加強與防疫中心及相關專業諮詢機構的資訊溝通，便於及時獲得專業的、最新的病毒防範的標準、方法等資訊。掌握員工身體情況和動態，整理預防工作所有記錄資訊，每日上報政府防控部門。取消所有人員集中方式的會議，改用視頻和電話會議，或使用壁報通報資訊。

我們已建立相關可行的演練計畫，以確保突發事件發生時，能夠啟動應急預案規避風險，減少危害，在保證健康安全的環境前提下，確保運營的連續性。在開展應急救援工作，把人的生命和身體健康放在救援工作的首位。

於報告期間本集團僱員並無出現因工傷亡的事故，本集團並未發現任何嚴重違反職業健康與安全相關法律及法規的情況。

### 6.3 Development and Training

In the face of a rapidly changing context, ensuring that the employees continuously develop their skills and have the opportunity to reach their full potential are the key to our sustainable business growth. Therefore, the Group provides regular training to employees at all levels. Topics covered sales skills, investment restrictions, insider dealing, AML, market manipulation, counter-terrorism financing, project management and coaching etc.

For the new joiners, they will take up orientation in their first working day to equip them with necessary information about the Group. Continuing educations were also encouraged by the Group, all employees are entitled study leaves to participate in the seminars, workshops or short-courses that are relevant to their job duties in order to obtain latest market info and up-to-date skills. The Group's licensed individual (Licensed Representatives and Responsible Officers) must adhere to Securities and Futures Commission CPT Training requirement to undertake a minimum of 5 CPT hours per year on the relevant topics relating to their regulated activities.

Employees are offered the opportunity to be involved in a wide range of activities and situations which develop knowledge, skills and experience. This environment enables employees to build and grow capabilities across functions and teams.

In addition, the Group keeps employees up to date on company strategy, internal news and events via email and bulletin. Through this sharing, the Group promote best practices. The Group also assess how effective employees are and whether they are making the best use of their skills in their current role.

During the reporting period, 28% of employees in the asset management business received training. Average training hours per employee is 6.8 hours annually. Male employees completed an average of 4.29 hours of training annually, and female employees completed an average of 7.67 hours of training annually.

In terms of back-office and business process outsource service business, employee promotion is based on the appraisal results. The company regulates the training and selection of talents, establishes a smooth dual-mode career development channel, and promotes employees to learn and improve continuously, and encourage employees continue to improve their job competencies and form the company's core competitiveness to improve the company's ability to continue operating.

### 6.3 發展和培訓

面對瞬息萬變的環境，深信員工發展對本集團的可持續業務發展至為關鍵，我們推動員工持續不斷的發展自己的技能，以提升工作上的表現。因此，本集團針對資產管理部各級員工定期進行培訓。培訓主題涵蓋銷售技巧、投資限制、內幕交易、反洗錢、市場操控、反恐融資、項目管理及輔導等。

新入職的員工將在第一個工作日接受新員工入職培訓，以獲取有關本集團的必要資訊。本集團還鼓勵持續進修，所有員工都享有學習假期的福利，參加與其工作職責相關的研討會、工作坊或短期課程，以獲得最新市場資訊及技能。本集團的持牌人（持牌代表及持牌負責人）必須遵守證券及期貨事務監察委員會 CPT 培訓要求，每年最少花 5 個 CPT 小時在有關規管活動的主題培訓上。

員工有機會參與不同類型的活動，以增進其個人知識、技能和經驗，這都能讓員工具備多元的能力，同時亦培養跨職能的工作團隊。

此外，本集團通過電子郵件和公告向員工提供公司戰略、內部最新資訊。通過這種分享，本集團可推廣最佳實踐。本集團還會評估員工的工作效率，以及他們是否在當前的崗位上充分利用了自己的技能。

於報告期內，28% 資產管理部的員工得到了培訓。平均每年完成 6.8 小時的培訓。男性員工平均完成培訓 4.29 小時，女性員工平均完成培訓 7.67 小時。

就後台及業務流程外包服務業務而言，員工晉升建立在考核結果的基礎上，公司規範人才的培養和選拔，建立暢通的雙模式的職業發展通道，促進員工不斷學習，激勵員工不斷提高其職位勝任能力，形成公司的核心競爭力，以提高企業的持續經營能力。內部員工晉升，旨在有利於提高員工的綜合素質，量才適用，使人才儘量發揮自身優勢，有利於增強員工的凝聚力和歸屬感，減少員工流動率。



The promotion of internal employees is designed to help improve the overall quality of employees, putting the best candidate at the right position, enable talents to maximize their advantages, and help enhance the cohesion and sense of belonging of employees, and reduce employee turnover.

The Group promotes communication between management and employees through training. The training enhanced centripetal force and cohesion and shapes organisation culture. The training courses are based on the job competency model and include four-dimensional courses of general competence, leadership, professional knowledge, and core competence.

Online self-learning is carried out through the internal learning system, and employees of different training projects can check in and learn according to the corresponding online course package. Through the digital management system, employees were rated based on the length of taking up the online course, test scores, and the completing of course.

During the reporting period, all employees have received training. The middle and high-level employees who receive training complete an average of 48 hours of training annually. Junior managers complete an average of 32 hours of training annually. The average employee completes an average of 40 hours of training annually.

## 6.4 Labour Standards

The Group strictly abides by the relevant employment and labour laws and regulations, we are committed not to engage in the use of child labour and forced labour. The Group ensures that all employees have reached the minimum statutory age for employments, provide their services willingly and enjoy their fundamental rights related to labour. The Group has insisted on monitoring the recruitment process frequently to prevent the occurrence of illegal conduct.

The Group's Code of Conduct and employment contract sets out its general approach regarding labour standards. In addition to the Code of Conduct, the human resource policy also covers the labour standard. The policy provides the framework of rules applicable to all HR activities within its operations.

During the reporting period, the Group did not discover any material non-compliance of labour rights and labour related laws and regulations.

本集團通過培訓促進企業與員工、管理層與員工層的雙向溝通，增強向心力和凝聚力，塑造優秀的文化。培訓課程以崗位勝任力模型為基礎，包含通用能力、領導力、專業知識、核心素質四個維度課程。

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通過內部學習系統進行線上自主學習，不同培養專案的學員按照相應電子課程包打卡學習。通過線上聽課時長、考試成績、課程包完成率等培訓資料對學員進行數位化管理。

報告期內，所有員工都接受過培訓。接受培訓的中高層員工平均每年完成 48 小時的培訓。初級管理者平均每年完成 32 小時的培訓。一般員工平均每年完成 40 小時的培訓。

## 6.4 僱傭準則

本集團嚴格遵守相關僱傭條例及勞工慣例，堅決不使用童工及強制勞工。本集團確保所有僱員符合受僱之最低法定年齡，且均為自願提供服務，保障員工享有與僱傭條例相關的基本權利，並堅持密切監察招聘流程，防止出現違法行為。

本集團的行為準則和僱傭合同列出了有關集團的僱傭標準的一般條文。除了行為準則之外，本集團的人力資源政策也涵蓋了僱傭標準。該政策提供適用於本集團業務活動內所有人力資源的規則框架。

報告期內，本集團沒有發現任何有關僱傭權利及僱傭相關法律法規的重大不合規情況。

## 7 Environmental 環境

The core business of the Group is asset management and back-office services outsourcing business during the reporting period. The daily operation site of the businesses is in the office. The direct environmental impact mainly involves the operation of computer systems, the use of backup generators, air travel, resources consumed by business activities, and waste disposal. Through the implementation of energy-saving plans, the Group strives to integrate resource efficiency and sustainability into the daily operations of the Group's.

Therefore, the Group intends to formulate a sustainable environmental policy and reduce the environment impact of existing facilities. The Group has implemented a number of measures to reduce environmental impact. During the reporting period, the Group carried out measures to promote the conservation of electricity, energy, water and paper. We enthusiastically shoulder the responsibility of protecting the environment. In addition to complying with all applicable local environmental laws and regulations, we will also continue to strive to improve energy efficiency and reduce carbon emissions in the workplace.

In terms of back-office and business process outsource service business, the number of self-operated call centres increased from 12 to 13, and the number of computer workstations increased to 6,693, an increase of 352 compared to March 31, 2020, which consumes a lot of energy. For its back-end operation and maintenance centre and office, it has obtained the ISO14001 environmental management system certificate. The ISO14001 standard provides a framework that a company can follow to set up an effective environmental management system. It gives management and employees of the Company as well as external stakeholders an assurance that environmental impact is being measured and improved.

As a wholly-owned subsidiary of a Hong Kong listed company, KingNine is well aware of its own environmental responsibility and complies with all relevant environmental rules and regulations in Hong Kong and PRC. It has incorporated and implemented the 3Rs (Reduce, Reuse and Recycle) principle in its daily operations. The principles aimed at reducing energy consumption, waste emissions and increasing paper reuse rate.

The main resources consumed during the daily operation of KingNine Group are paper, energy and water. To reduce paper consumption, we encourage employees to minimize the number of printing and photocopy and use double-sided printing as much as possible. Waste paper collection boxes are also placed in the office to collect non-reusable waste paper for recycling. In terms of energy saving, our electrical appliances meet the national energy saving requirements. All office lighting adopts LED energy-saving lights. The air conditioning in the office building adopts the VRV central multi-connection air conditioning system.

報告期間，本集團的核心業務為資產管理和外包客戶服務，日常營運場所為辦公室，直接的環境影響主要涉及電腦系統的運營、備用發電機使用、航空旅行、商務活動所消耗的資源以及廢棄物丟棄。通過實施節能計劃，本集團努力將資源效率和可持續性融入本集團各辦事處和企業的日常運營中。

因此，本集團擬制定可持續的環境政策並減少現有設施對環境產生的影響。本集團已實施多項舉措以降低環境影響。於報告期間，本集團開展推廣節約電力、能源、用水及紙張的舉措。我們熱心肩負保護環境的責任。除遵守所有適用的當地環境法律及法規外，我們亦將繼續努力在工作場所提高能源效益及減少碳排放。

就後台及業務流程外包服務業務而言，自營聯絡服務中心從 12 個增加至 13 個，電腦工作站增加至 6693 個，較 2020 年 3 月 31 日增加了 352 個，耗能較大。就其後台運維中心及辦公室管理進一步獲得 ISO14001 環境管理體系證書。ISO14001 劃定了 KingNine 集團可遵守的體系框架，從而建立有效的環境管理體系。該體系為 KingNine 集團管理層及僱員以及外部利益相關方提供計量及改善環境影響的保證。

作為香港上市公司全資附屬集團，KingNine 集團深知其自身的環保責任及遵循香港和中國所有相關環境規則及法規，已將 3Rs（減少，再利用及再循環）原則納入並實施於日常運作中，旨在減少能源消耗、減少廢物排放並提高紙的再使用率。

KingNine 集團日常運營期間消耗的主要資源是紙張、能源和水。為減少用紙，我們鼓勵員工儘量減少列印和複印數量，並盡可能採用雙面列印。廢紙收集箱也放置在辦公室中，以收集不可重複使用的廢紙以進行回收。在節能方面，我們的電器設備均符合國家節能環保要求，辦公場所的全部燈光採用 LED 節能燈光，辦公樓內空調採用中央空調 VRV 多連線系統，

The monitoring centre sets unified all appliances and centrally controls the air conditioners. In addition, we promote water and energy conservation by putting up poster and encourage employees to turn off lighting and air conditioners when not in use. We can contribute to the resource-saving society by effectively control the electricity consumption and GHG emissions.

Due to the nature of our business and industry, we do not use any packaging materials in our operations. KingNine Group introduced a software platform to handle internal operations and approval procedures, and also set up servers for file storage to reduce paper usage. Compared with other industries, KingNine Group's business uses relatively less water and has less impact on its environment. However, the management of the group recognizes that water resources are becoming an increasingly important issue, and local workplace offices will work with their property management companies to promote water conservation.

During the reporting period, the Group was not aware of any material non-compliance or any violation with relevant environmental laws and regulations.

## 7.1 Type of Emissions

The working environment of the Group's asset management business and back-office and business process outsource service business is indoor offices located in China and Hong Kong, and no production plants are involved. Therefore, the types of emissions of the Group are only greenhouse gas ("GHG") emissions, non-hazardous waste and waste-water emissions.

### 7.1.1 Greenhouse Gas Emission

The Group responds to the challenges posed by climate change through ongoing efforts to reduce its GHG emissions. Accurate measurement based on GHG protocol gives us an accurate picture of our direct and indirect contribution to greenhouse gas emissions.

The consumption of electricity at offices and call centres is the primary source of GHG emission. The second primary source of GHG emission is the fuel consumption of backup generators in data centers.

During the reporting period, the Group's GHG emissions equated to a total of approximately 2,878.87 tonnes of CO<sub>2</sub> equivalent ( "tCO<sub>2</sub>e" ) and the detailed summary of the GHG emissions is shown as below.

監控中心統一設定和集中控制空調開放許可權，並通過在公司內各用水、用電的地方都張貼顯著提醒標識，加大節約用水、節約用電宣傳力度，鼓勵員工在不使用時關閉照明和空調，通過有效控制用電量和碳排放量，為建設資源節約型社會貢獻力量。

由於我們業務和行業的性質，我們在運營過程中不使用任何包裝材料。KingNine 集團引入電子平台以處理內部營運及審批流程，更設有伺服器用於檔存儲，以減少紙質檔存儲。KingNine 集團業務與其他行業相比用水相對較少，對其環境影響較小。但是，集團管理層認識到水資源正成為日益重要的議題，各地職場辦公室會與所在的物業管理公司共同促進節約用水。

報告期內，本集團沒有發生重大環境違法違規行為。

## 7.1 排放

本集團資產管理部及後台及業務流程外包服務業務的工作環境為位於中國、香港的室內辦公室，並無涉及任何工業廠房。因此，本集團的排放物類型僅為溫室氣體（「GHG」）排放、無害廢棄物及污水排放。

### 7.1.1 溫室氣體排放

本集團不斷致力減少溫室氣體排放，以回應氣候變化帶來的挑戰。按照溫室氣體核算體系準確計量，使我們能夠準確了解我們直接及間接帶來的溫室氣體排放。

辦公室及呼叫中心的電力消耗是溫室氣體排放的主要來源。溫室氣體排放的第二個主要來源是數據中心後備發電機的燃料消耗。

報告期內，本集團的溫室氣體排放總量為 2,878.87 噸二氧化碳當量（“tCO<sub>2</sub>e”），溫室氣體排放的詳細匯總如下。

	2017/2018	2018/2019	2019/2020	2020/2021
Total GHG Emission (tCO <sub>2</sub> e) 總溫室氣體排放 (每噸二氧化碳當量)	68.47	47.481	19.20	2,878.87
GHG Emission Intensity (tCO <sub>2</sub> e / employee) 溫室氣體排放強度 (每噸二氧化碳當量 / 員工)	6.85	2.374	1.06	0.64

The reason for the significant increase in greenhouse gas emissions during the reporting period is due to the group has included the energy consumption of the newly acquired KingNine back-office service outsource business. KingNine Group has a large number of computers and servers, as well as backup generators to ensure that operations will not be interrupted.

### 7.1.2 Waste

During our office operations, we generate a limited amount of hazardous waste, such as fluorescent tubes, toner and batteries, and non-hazardous waste such as paper and general household garbage. Our solid waste management policy regulates waste treatment and disposal and ensures compliance with applicable environmental laws and regulations. The waste generated in our operations can be divided into four categories: recyclable waste, non-recyclable waste, hazardous waste and domestic waste. To ensure effective recycling of all types of waste, we have installed multiple waste collection bins with designated colours for employees to separate daily waste. We also educate and promote the recycling theme by posting guidelines, posters and reminders in the office.

During the reporting period, the Group recycled 25,303 empty distilled water bottles.

For sensitive material, the Group used burn bag for special disposal. The burn bag is filled with documents containing sensitive information, sealed shut, and then pick up by hired vendor for tossed.

For non-disclosure of data of general waste and intensity, the relevant data was not available as the respective building management offices handled the waste disposal of the head office.

報告期內，溫室氣體排放量大幅增加的原因是集團已將新收購的 KingNine 集團外包客戶服務提供商的能耗納入。KingNine 集團擁有大量電腦和伺服器，及備用發電機，已保證運營不被中斷。

### 7.1.2 廢棄物

在我們的辦公室營運期間，我們會產生數量有限的有害廢物，例如熒光燈管、墨粉及電池，以及紙張及一般生活垃圾等無害廢物。我們的固體廢物管理政策規範廢物的處理和處置，並確保遵守適用的環境法律法規。我們運營中產生的廢物可分為四大類：可回收廢物、不可回收廢物、有害廢物及生活垃圾。為確保有效地回收各類廢物，我們已安裝多個具有指定顏色的廢物收集箱，以便僱員分類日常廢物。我們亦通過在辦公室張貼指引、海報及提示進行有關回收主題的教育及宣傳。

報告期內，本集團回收了 25,303 瓶蒸餾空水瓶。

對於包含敏感資訊的資料，本集團使用紅袋進行特殊處理。紅袋裏裝滿了包含敏感資訊的檔案，密封好，然後由所聘用的供應商收集處理。

本集團所產生的廢棄物是由辦公大樓物業管理處處理的，故沒有披露相關廢棄物的總量和強度等數據。

### 7.1.3 Wastewater

The water consumption of the Group is mainly attributed to general office use which is mainly from toilets and wastewater generated from the pantry. The office building management has installed dual flush toilets and sensor taps to reduce water consumption. The domestic sewage from our offices is directly discharged to the municipal drainage system.

## 7.2 Use of Resources

The main resources consumed during the Group's operation are paper, energy and water. To reduce paper use, the Group encourages employees to minimise the number of photocopies and adopt double-sided printing whenever possible. Waste paper collection boxes are also placed in the office to collect non-reusable waste paper for recycling. In terms of energy saving, the Group has selected energy-efficient printer models and encouraged employees to switch off the lighting and air conditioning when not in use to avoid energy wastage and minimise carbon emissions.

The Group's employees are also reminded of the importance of water conservation and encouraged to adopt water-saving measures, such as turning off faucets tightly after use, in order to avoid water wastage. The Group will keep on enhancing energy and water usage efficiencies, and hence to consume resources in a reasonable manner.

Due to the nature of our business and the industry, no packaging materials are used during our operations.

### 7.2.1 Energy Consumption

Due to the nature of the business of the Group, and the inclusion of the KingNine Group's back-office and business process outsource service business, it has more than 6000 computer workstations. Energy use is relatively high. Electricity consumption is the largest source of greenhouse gas emissions of the Group.

During the reporting period, the Group's consumption of electricity was as below:

	2017/2018	2018/2019	2019/2020	2020/2021
Electricity Consumed 電力消耗	86,669 kWh	60,103 kWh	24,306 kWh	2,991,362 kWh
Intensity (kwh/staff) 電力消耗強度 (kWh / 員工)	8,667 kWh	3,163 kWh	1,350.33 kWh	674.33 kWh

### 7.1.3 廢水

本集團的用水量主要歸於一般辦公室用途，主要來自廁所和食品儲藏室產生的廢水。辦公樓管理部門已安裝雙抽水馬桶和感應水龍頭，以減少用水量。我們辦公室的生活污水直接排入市政排水系統。

## 7.2 資源使用

本集團運營期間消耗的主要資源是紙張、能源和水。為減少用紙，本集團鼓勵員工盡量減少影印數量，並儘可能採用雙面列印。廢紙收集箱也放置在辦公室中，以收集不可重複使用的廢紙以進行回收。在節能方面，本集團選擇了節能列印機，並鼓勵員工在不使用時關閉照明和空調，以免浪費能源並減少碳排放。

本集團還提醒員工節水的重要性，並採取節水措施，例如在使用後關緊水龍頭，以免浪費水。本集團將繼續提高能源和水的使用效率，從而合理地消耗資源。

由於我們業務和行業的性質，我們在運營過程中不使用任何包裝材料。

### 7.2.1 能耗

由於本集團的業務性質，加上 KingNine 集團後台及業務流程外包服務業務，擁有超過 6000 多台電腦工作站。能源使用相對較高。電力消耗是本集團溫室氣體排放的最大來源。

報告期內，本集團的電力消耗如下：

Compared with the previous reporting period, due to the inclusion of KingNine Group's back-office service outsource business, the Group's electricity consumption has increased significantly, but in terms of intensity, the electricity consumption per employees has decrease. This show that the energy efficiency has improved.

In addition to electricity consumption, our back-office service outsource business has 5 backup generators. During the reporting period, the backup generator used a total of 640 liters of diesel.

### 7.2.2 Water

The Group's operations use relatively little water compared with other industries and the Group does not consider this to be material to its environmental impact. However, the Group recognizes that water is becoming an increasingly important issue. The property management where the Group office located has promote water conservation and discuss to tenants in the building about water saving initiatives.

### 7.2.3 Paper Usage

The Group encourages to use electronic documents to replace hardcopies and printing with double-sided paper. The used single-sided paper is collected for reuse. By these measures, the paper usage of the Group was approximately 1,635 reams A4 paper during the reporting period.

## 7.3 The Environment and Natural Resources

The Group is aware of its own environmental protection obligations. The Group has incorporated and implemented the 3Rs (Reduce, Reuse, and Recycle) principle into its daily operation, aiming to reduce the energy consumption, minimize the waste emission and improve the reuse rate of the A4 paper.

The Group introduced the electronic platform to process internal operations and approvals. An archiving server is also in place for documents storage to reduce the storage of documentation in paper format.

During the reporting year, the Group is not aware of any significant environmental impacts. The Group complied with all relevant environmental rules and regulation in Hong Kong.

與上一報告期相比，由於納入了 KingNine 集團外包客戶服務業務，本集團的電量大量增加了，但從強度而言，我們每個員工的人均電力大大降低，提高了能源效率。

除了電力，我們的外包客戶服務業務擁有 5 台備用發電機。報告期間，備用發電機一共使用了 640 公升的柴油。

### 7.2.2 水資源

本集團的業務與其他行業相比用水相對較少，本集團認為這對其環境影響不重大。但是，本集團認識到水正在成為越來越重要的議題。本集團辦公室所在地的物業管理公司促進節水，並與大樓內的租戶討論節水措施。

### 7.2.3 用紙量

本集團鼓勵使用電子檔取代紙質檔及使用雙面紙張列印。我們收集使用過的單面紙張以重複使用。透過該等措施，本集團於報告期間的用紙量約為 1,635 包 A4 紙。

## 7.3 環境和天然資源

本集團深知其自身的環保責任。本集團已將 3Rs (減少，再利用及再循環) 原則納入並實施於日常運作中，旨在減少能源消耗、減少廢物排放並提高 A4 紙的再使用率。

本集團引入電子平台以處理內部營運及審批流程。本集團更設有伺服器用於文件存儲，以減少紙質文件存儲。

於報告年度，本集團並未發現任何重大環境影響。本集團遵守香港所有相關環境規則及法規。

# 8 Social - Community

## 社會 - 社區

### 8.1 Community Investment

The Group believes that the healthy development of the community is beneficial to the community and the group. In order to establish a positive corporate culture and fulfill the Group's corporate social responsibilities, the Group believes that the interests of the communities where it operates should be the top priority, and this is where the work can begin to realize the Group's sustainable development.

The Group's Hong Kong headquarters and its PRC office enthusiastically participate in various charitable activities. Beside monetary donations and materials donations to the poor and elderly communities in the society, the Group also provided support to individuals in need through various channels. For example, the Group has focused on education and volunteer activities aspects by provide job opportunities to young people. We encourage employees to volunteer, and help disadvantaged peoples, and taking care people in need in the society.

The Group received awards from a number of organizations last year. The awards won include the "Good Employer Charter" awarded by the Hong Kong Labour Department, the "Caring Company" awarded by the Hong Kong Council of Social Service and, the "Heart to Heart Company" awarded by the Hong Kong Federation of Youth Groups and, the "Happy Workplace" issued by the Hong Kong Enhance Happiness Index Fund and the Hong Kong Productivity Council, "Good MPF Employer", "Electronic Contribution Award" and "MPF Support Award" awarded by Hong Kong Mandatory Provident Fund Schemes Authority. The Group also awarded the "Wastesi\$e Certificate" and "Energywi\$e Certificate" from Hong Kong Green Organization Certification.

### 8.1 社區投資

本集團認為，社區的健康發展有利於社區團體和集團本身。為了建立積極的企業文化並履行集團的企業社會責任，本集團認為，應將經營所在社區的利益放在首位，這是其實現可持續發展道路上的基本任務之一。

本集團香港總部及其中國辦事處熱心參與各項慈善活動，除了捐款及捐贈物資予社會上弱勢社群，並通過各種渠道為有需要的個人提供支援。特別是，本集團在教育及志願者活動方面做出了努力，向年輕人提供了工作機會，鼓勵員工自願幫助弱勢社區，關懷及探訪社會上有需要的人。

本集團於去年更獲得多間機構頒發獎項予以肯定，當中榮獲的獎項包括：香港勞工處頒發「好僱主約章」、香港社會服務聯會頒發「商界展關懷」、香港青年協會頒發「有心企業」、香港提升快樂指數基金及香港生產力促進局頒發的「開心工作間」、香港強制性公積金計劃管理局評為「積金好僱主」及榮獲「電子供款獎」及「積金推廣獎」。「香港綠色機構認證」中的「減廢證書」及「節能證書」。



In terms of back-office service outsource business, the management of KingNine Group and all employees actively fulfilled their social responsibilities during the COVID-19 epidemic. The Group actively responded to the national epidemic prevention measures and policy requirements. All employees doing their part in self-protection, engaged with the community, and made donations to help up the local community to combat the COVID-19 epidemic.

In addition, KingNine Group actively responded to the Ministry of Education's implementation of the "National Medium and Long-term Education Reform and Development Plan Outline", which promoted industry-university cooperation, and encourage the talent training of universities. We have donated RMB1 million to Liaoning Normal University in 2021. The university has established the "Kingwisoft Technology Inspirational Fund \*(金慧科技勵志基金)" to reward Liaoning Normal University students with excellent academic performance, The fund will subsidize poor students, and support students to carry out social practice activities. We support youth employment plans, continually cooperate with education authorities and universities every year. We provide students and graduates with internships positions by organizing various training activities. We are a talent training and internship base for many universities. Through various training activities for college students, it provides a platform for college students to apply theory to practice, which has played a better role in promoting the cultivation of information service talents and e-commerce talents.

The Group has been working hard to fulfill its social responsibilities. While ensuring continuous operation and stable development, it does not forget its original intention and actively fulfills its corporate obligations. The Group has used the artificial intelligence, big data and other technological advantages to help the disabled find employment, promote the employment for the poor, and participate the targeted poverty alleviation work sponsored by the government. The work is carried out in many aspects such as helping people to return to their home and find job in their hometown. And this result can bring social cohesion. The group will also create higher value to give back to society.

In addition to actively participating in social welfare undertakings, the Group also encourages all employees to actively give back to the society and participate in various forms of donations, volunteers, and charity activities to support various public welfare undertakings. In this regard, the Group has formed a good culture and atmosphere from top to bottom.

就外包客戶服務業務而言,在2020年新型冠狀病毒疫情爆發之後,KingNine集團管理層及全體員工積極履行自身的社會責任,積極回應國家防疫措施政策要求,認真做好自我防護,與社區聯動,通過捐款、捐物等途徑積極參與應對新型冠狀病毒疫情防

除此以外,KingNine集團積極回應教育部落實《國家中長期教育改革和發展規劃綱要》,推進產學合作、協同育人,創新高校人才培養機制,我們於2021年捐資人民幣100萬元在遼寧師範大學設立了“金慧科技勵志基金”,用於獎勵遼寧師範大學品學兼優的學生、資助貧困學生以及支持學生開展社會實踐活動。我們支持青年就業計畫,堅持每年與教育主管部門、高校合作,向在校學生和畢業生提供實習和見習職位,舉辦各類實訓活動,是諸多高校的人才實訓和見習基地。通過各類在校大學生實訓活動,為廣大在校大學生提供了一個將理論運用到實踐的平台,為資訊化服務人才和電子商務人才的培養起到了較好的推動作用。

本集團一直努力踐行社會責任,在保證持續經營、穩健發展的同時,不忘初心積極地履行企業義務,結合人工智慧、大數據等技術優勢,通過幫助殘障人士就業、推動貧困人口就業、促進人口回流等多方面開展精準扶貧工作,更好地與社會共用企業經營成果,集團也將創造更高價值回饋社會。

集團除了積極參與社會公益事業外,還鼓勵全體員工主動回饋社會,參與各種形式的捐助、義工、便民活動,以支持各項公益慈善事業。對此,本集團自上而下形成了良好的文化和氛圍。

\* for identification purpose only.



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ZHONGJIN TECHNOLOGY SERVICES GROUP COMPANY LIMITED  
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2020/2021  
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT  
環境、社會及管治報告