

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)

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2021

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT

環境、社會及管治報告



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 unswervingly 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 2021 (“FY2020/2021”), demonstrating the Group’s approach and performance in terms of its ESG management and corporate sustainable development in this reporting period.

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，欣然呈列其截至二零二一年十一月三十日止財政年度(「二零二零/二零二一財年」)的ESG報告(「ESG報告」)，用以展示本集團於二零二零/二零二一財年在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

Adopting the operational control approach, this ESG report primarily covers the environmental and social performance within the operation boundaries of the Group where it has direct control on including the business segments of 1) system integration and development services; 2) IT outsourcing services; 3) maintenance and consultancy services in Malaysia and in the office in Hong Kong. This ESG report covers the performance and management policies of the major operations of the Group in line with the management discussion and analysis of the Group in its 2021 Annual Report.

The reporting period of this ESG report is for FY2020/2021, unless specifically stated otherwise. For the corporate governance section, please refer to pages 36 to 46 of the Group's 2021 Annual Report.

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. More details regarding the process on how the Group identifies material ESG issues can be found in the sections "Stakeholder Engagement" and "Materiality Assessment" below.

Quantitative:

The application of the reporting principle of Quantitative is reflected under the disclosure of Key Performance Indicators ("KPIs") in the corresponding performance tables in the Appendix, with methodologies, assumptions and source of conversion factors used being disclosed as footnotes underneath.

邊界設定

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，與本集團於二零二一年報中的管理層討論和分析保持一致。

除非另有說明，本ESG報告的報告期間為二零二零／二零二一財年，有關企業管治部分，請參閱本集團的二零二一年報第36至46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。有關本集團如何識別重大ESG議題流程的更多詳情，請參閱下文「持份者參與」和「重要性評估」章節。

量化：

量化報告原則的應用反映在附錄中相應績效表中關鍵績效指標（「KPI」）的披露中，當中所用的計算方法、假設和轉換系數的來源皆在表下的註腳中披露。

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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 those of 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, where any changes of them having been clearly explained in the corresponding sections.

Information disclosure

The information in the ESG report was collected through various 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 prepared in both English and Chinese. If there is any conflict or discrepancy, the English version shall prevail.

平衡：

公正地了解本集團的ESG表現對於客觀評估提供給持份者的資訊至關重要。遵循這一原則，本ESG報告既涵蓋了本集團在追求負責任的IT服務方面取得的成就，也涵蓋了本集團在全球經濟發展背景下所面臨的風險，並為此出台的強而有力的政策和應對措施。

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，其中任何的更改都會在相應的部分中明確說明。

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。

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II. BOARD INCLUSIVENESS

The Group is fully aware of the increasingly important role the Board of Directors of the Company (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.

As the top executive of the Company, the Board oversees all ESG-related issues across the Group and is responsible for setting strategies for sustainability affairs including matters related to climate change, and to establish the Group’s business-related ESG goals, as well as the measures for ESG-related risks management. 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 any 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.

II. 董事會參與

本集團充分意識到本公司董事會(「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前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。

作為本公司的最高行政級別，董事會負責監督整個集團的所有ESG相關的事宜，並負責制定可持續發展事務的戰略，包括與氣候變化相關的事務。同時，董事會還負責制定與集團業務相關的ESG目標和措施，以及用於管理ESG相關風險的措施。通過「自上而下」與「自下而上」一體化管理方式的成功應用，董事會在深入了解本集團最新ESG發展的同時，也讓全體員工在業務政策的實施方面與管理層保持良好溝通。通過持續的持份者參與以及年度重要性評估，董事會能確定其主要持份者提出的任何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。

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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.

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 core to its ESG management approach and strategy. To ensure the efficient communication and bring together all colleagues from various divisions of the Group such as operations, finance and compliance departments 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 information regarding ESG news and risks are vital. As such, the Board mainly acquires relevant ESG information through the following channels:

- disclosure of key performance indicators in the Group’s ESG reports;
- oral presentations in the meetings between the Board and the management team of the Group; and
- questionnaires/online surveys completed by the internal and external stakeholders of the Group setting out their concerns regarding corporate sustainable development.

遵循聯交所發佈的「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。

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信息及風險有所了解十分關鍵。因此，董事會主要通過以下渠道獲取ESG相關信息：

- 本集團ESG報告中關鍵績效指標的披露；
- 本集團董事會與管理團隊之間於會議中的口頭匯報；以及
- 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, plans as well as goals and targets;
制定企業可持續發展戰略、計劃以及目標和指標；
- Collecting feedback from the management and reviewing the progress and outcomes of the Group's sustainability performance;
收集管理層的反饋，檢討本集團可持續發展表現的進展和成果；
- Keeping abreast on the significant regulatory updates and other latest changes in the market.
及時了解重要的監管更新和市場的其他最新變化。

MANAGEMENT

管理層

- Implementing and supervising the execution of the proposed sustainability measures;
實施和監督擬議的可持續性措施的執行；
- Monitoring the progress of the execution by setting and measuring specific indicators;
通過設置和測量特定指標來監控執行進度；
- Maintaining the smooth and barrier-free communication within the Group.
保持集團內部溝通順暢、無障礙。

GENERAL EMPLOYEES

一般員工

- Executing the sustainability business plans as instructed;
按照指示執行可持續發展業務計劃；
- Reporting to the management in a timely manner with any issues arising during daily operations;
及時向管理層報告日常運營中出現的任何問題；
- Consolidating the achievements in the practices of ESG-related policies;
鞏固整合ESG相關政策實踐成果；
- Pursuing technological innovation and applying advanced skills in the operations.
追求技術創新，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

This year marks our fourth year of standalone ESG reporting, underscoring our sustained commitment to sustainability leadership, throughout which we have always strived for transparency and authenticity. Accordingly, this report not only presents our latest sustainability results, but also unveils a substantial update to our formulation of voluntary environmental goals. With decades of attention to emerging environmental challenges, we reckon that setting environmental goals, holding ourselves accountable, and communicating our progress with transparency and authenticity are important to both the environment and our business in the long run.

With the COVID-19 pandemic still rampaging around the world, we continued to fight against the global disease, while not losing sight of another environmental threat that deeply afflicted 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.

Our approach in action

By setting clear goals, measuring our progress, and transparently reporting our impact, we are able to provide an account of the differences we are making and also allow us to identify areas of strength or weakness, opportunity or risk. As an integral and key part to our purpose of being a responsible corporate citizen, we are well aware that addressing future environmental and social constraints that generate considerable risks and potential opportunities for businesses is vital to our way 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 align our ESG efforts with the United Nations Sustainable Development Goals ("SDGs"). During this financial year, we additionally identified SDG 5 on top of our three-goal-list identified in previous year (SDG 3, 4 and 11), 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

今年是我們發佈獨立ESG報告的第四年。這強調了我們對可持續發展領導力的持續承諾，而在整個過程中，我們一直致力於追求透明度和真實性。因此，本報告不僅展示了我們最新的可持續發展成果，還揭示了我們制定自願性環境目標的實質性更新。隨著近數十年來對新出現的環境挑戰的關注，我們認為從長遠來看，設定環境目標、對自己負責，以及以透明和真實的方式傳達我們的績效進展對環境和我們的業務來說至關重要。

隨著COVID-19疫情仍在世界各地肆虐，我們繼續與全球疾病作鬥爭，同時沒有忽視另一個同時嚴重困擾我們世界的環境威脅。鑒於當前將ESG理念作為消除業務發展風險的重要管理工具的趨勢，我們始終致力於跟上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。

我們的行動方針

通過設定明確的目標、衡量我們的進展並透明地報告我們的影響，我們能夠說明我們正在做出的改變，並讓我們能夠識別優勢或劣項、機會或風險。作為我們成為負責任的企業公民的目標工作不可或缺的關鍵部分，我們深知，解決給企業帶來巨大風險和潛在機會的未來環境和社會限制對於我們實現可持續發展的方式至關重要。我們相信技術是改變我們的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，並將我們的ESG工作與聯合國可持續發展目標（「SDGs」）保持一致。在本財政年度，我們在上一個確定的三個目標（SDG3、4和11）之上又新確定了一項SDG5。我們對其的影響和行動細節將在下一章節中作出討論。

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Our commitment to impact

We believe that delivering on important ESG goals is not just critical for the society at large, but also for our business. Keeping these goals at the forefront not only makes us stronger in the long run, but also fulfils the increasing demand from our customers, partners, employees, and governments. Most recently, we have been especially focusing on environmental sustainability, which is reflected in our recent commitment to reach specific reduction of emissions and resources consumed as detailed in Section A.3 of this report.

We have always considered environmental leadership to be a long-term strategic imperative regardless of short-term business and economic cycles, and regardless of whether the topic is currently popular or not. 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 impact mitigation and resilience building in tackling climate emergency, in order to set ambitious but proper and feasible goals to move towards sustainability. In consideration of our business characteristics, which is an IT service provider that has been centering its businesses on office operations, we cautiously set short-term carbon emissions and other types of environmental targets for the coming financial year, during which progress and performance will be monitored and reviewed by the Board through regular reporting from the management and frontline staff.

Looking ahead

Despite the unwavering efforts of all parties, the world is not going to be a better place overnight. With the Digital Economy Blueprint unveiled by the Malaysian Government in 2021, we are planning to invest more in the innovation of networking products, cloud storage platform technology, artificial intelligence and big data. While we understand that not all solutions to our sustainability challenges are available today, we see the hope in innovation investment which may enable 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.

我們的影響承諾

我們相信，實現重要的ESG目標不僅對整個社會至關重要，對我們的業務亦然。將這些目標放在首位不僅使我們從長遠來說更加強大，而且還滿足了我們的客戶、合作夥伴、員工和政府日益增長的需求。最近，我們特別關注環境可持續性。這反映在我們最近具體減少排放和資源消耗的承諾，詳情請參閱本報告A.3章節。

無論短期商業和經濟週期如何，無論該主題當前是否流行，我們一直認為環境領導力是一項長期戰略要務。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。考慮到我們作為IT服務供應商的業務特點，我們一直以辦公室業務為核心，因此我們謹慎地設定了下一個財政年度的短期碳排放和其他類型的環境目標，並將由董事會通過管理層和前線員工的定期報告來監控和審查相關進展和績效。

展望未來

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。隨著馬來西亞政府於二零二一年出台的數碼經濟藍圖，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可持續性挑戰的解決方案都可用，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碼化和標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。

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I am incredibly proud of all that we have achieved this past year and how our focus on making a positive impact guides the work we do serving our customers, partners, employees, and the local communities. As we entered 2022, 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, 27 April 2022

我為我們在過去一年取得的成就感到自豪。我們對產生正面積極影響的關注，指導著我們為客戶、合作夥伴、員工和當地社區服務的工作。邁進2022年，我們致力於發揮自己的作用，並期待與所有持份者合作，協力加速向經濟上更可行、環境更可持續的未來過渡。

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。

謹啟

鍾宜斌

主席兼行政總裁

香港，二零二二年四月二十七日

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IV. STAKEHOLDER ENGAGEMENT

The Group reckons that input from key stakeholders and conducting comprehensive materiality assessment help the Group formulate its ESG strategies, commitments, and maximize their impact more effectively. As such, to ensure the ongoing analysis can facilitate it to align its business to the ever-changing social and environmental landscape, 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 <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - 投資回報 - 企業管治 - 法律法規合規性

IV. 持份者參與

本集團認為，主要持份者的意見和進行全面的重要性評估有助於本集團更有效地制定ESG戰略、承諾和最大化其正面影響。因此，為確保持續進行的分析能夠促進其業務適應不斷變化的社會和環境格局，本集團通過下表所列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
<ul style="list-style-type: none"> - Supervision on compliance with local laws and regulations - Workshops - Routine reports and tax payments <ul style="list-style-type: none"> - 對當地法律法規合規性的監管 - 專題討論會 - 日常報告與納稅
<ul style="list-style-type: none"> - Regular reports - Announcements - Regular general meetings - Official website <ul style="list-style-type: none"> - 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
Customers 客戶	<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 客戶	<ul style="list-style-type: none"> – Service quality assurance – Protection of the privacy and rights of customers – Customer satisfaction – Slow down in 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
Suppliers 供應商	<ul style="list-style-type: none"> – 服務質量保證 – 客戶私隱和權利保護 – 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 – 客戶服務熱線和電郵
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
Suppliers 供應商	<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

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Stakeholders

持份者

General public

公眾

Expectations and Concerns

期望和關切

- Involvement in the activities of communities
- Conform to business ethics
- 社區活動的參與
- 遵守商業道德

Communication Channels

溝通渠道

- Media conferences and responses to enquiries
- Face-to-face interviews
- 媒體見面會以及對質詢的回應
- 面對面訪談

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. In FY2020/2021, the Group engaged its stakeholders to conduct a materiality assessment survey through step-wise processes. 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). Key stakeholders identified including the professional organisation, general employees, senior management, directors, independent non-executive directors and shareholders, were invited to participate in an online survey to express their views on a list of ESG issues developed through desktop impact assessment. Through mapping the results of the survey to a materiality matrix as shown below, the Group prioritises and identifies its material ESG issues for more targeted and effective ESG management.

重要性評估

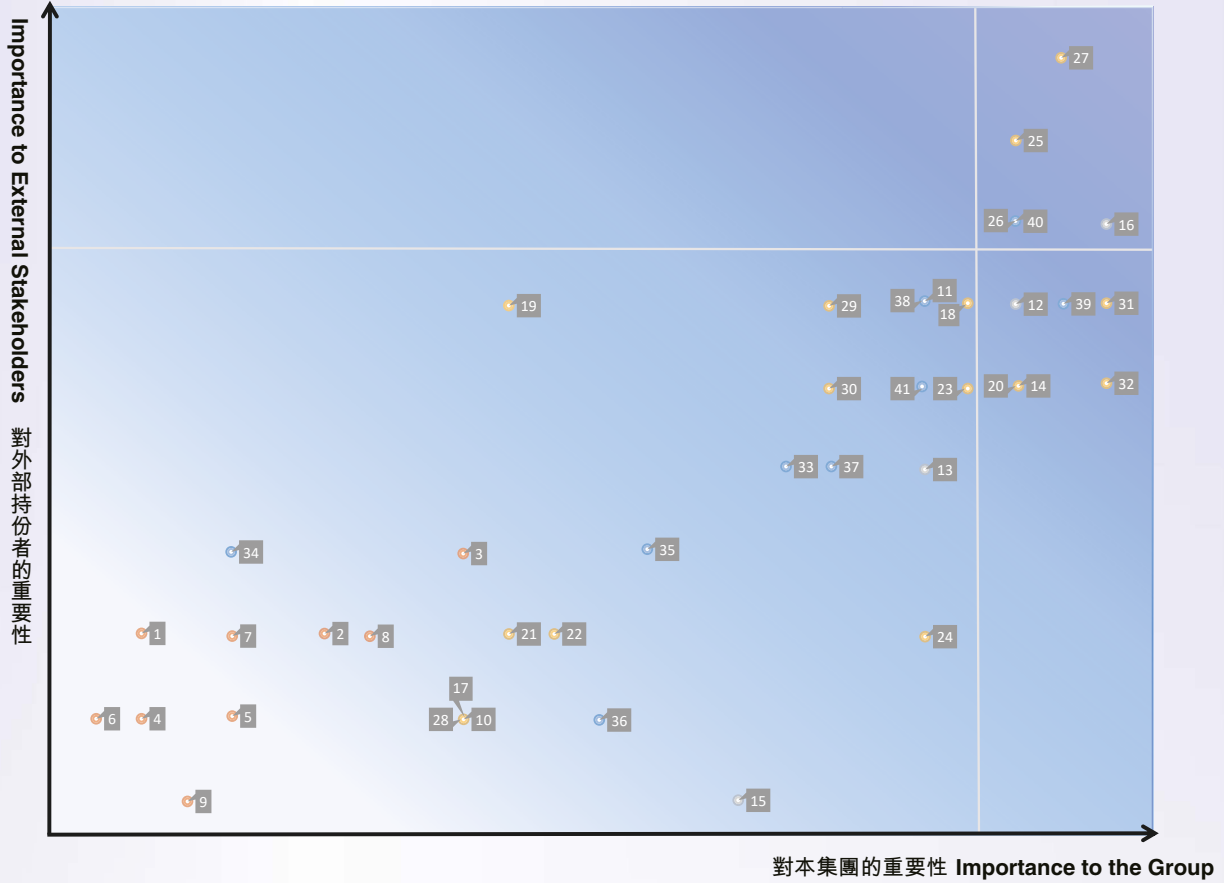
由於ESG相關風險和機會因行業與公司的商業模型而截然不同，因此本集團進行年度審核，以確定其持份者在本集團ESG相關事宜上的主要關注點與重大利益。於二零二零／二零二一財年，本集團邀請其持份者通過逐步過程參與重要性評估調查。具體而言，本集團檢視其持份者群體列表，並根據ISO26000（社會責任指南）中列出的原則，識別被認為受到本集團的業務決策和活動影響或影響本集團的業務決策和活動的持份者，並邀請他們參與網上調查，對一系列經桌面影響評估制定的ESG議題提出看法。主要持份者包括：專業組織、一般員工、高級管理人員、董事、獨立非執行董事和股東。通過將本次調查結果繪製成如下所示的重要性矩陣，本集團優先考慮並識別其重大ESG事宜，以實現更具針對性和有效的ESG管理。

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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 and 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 社絕僱傭童工和強制勞工	29	Product Design and Lifecycle Management 產品設計創新及產品生命週期管理
2	Air Pollution 空氣污染	16	Labour Practices 勞工權益	30	Access and 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 and Anti-corruption 商業道德和反腐敗
4	Water and 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 and 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 and Efficiency (e.g. climate risks) 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 and 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 safety	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 and Equal Opportunity 多元化和平等機遇	25	Intellectual Property Rights 保護知識產權	39	Management of the Legal and 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 “Labour Practices”, “Intellectual Property Rights”, “Product Quality”, “Customer Privacy and Data Security” and “Critical Incident Risk Responsiveness” as its most significant ESG issues, which are then reviewed by the Board and are conducive to enhancing its sustainability decision-making and have been used to inform the content of this report.

Working Towards Sustainable Development Goals (SDGs)

The 17 United Nations Sustainable Development Goals (SDGs) is a framework set forth to build a better world for people and our planet by 2030 and are designed to be applied by governments and organizations worldwide. 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, the products, solutions and services that it offers to clients. Elaboration on the Group's most important ESG issues, strategies, programs, and goals which support the specific SDGs are detailed below.

SDG 3: Safeguarding the people



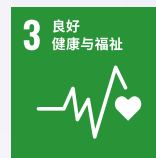
The COVID-19 pandemic presented an unprecedented global health challenge. The Group responded immediately to the government's measures and implemented flexible remote working policy to protect its staff from the risk of infection. The COVID-19 pandemic has revealed the vital nature of technology in today's 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 contributing to the well-being of the local communities.

通過該重要性分析矩陣，本集團確定了「勞工權益」、「保護知識產權」、「產品質量」、「顧客私隱保護和數據安全」和「突發事件應急風險應對能力」為其最重要的ESG議題。該結果隨後由董事會審閱，有助於加強其可持續發展決策能力，並已被用作引導本報告的內容。

邁進可持續發展目標(SDGs)

聯合國的17個可持續發展目標是一個旨在到2030年為人類和地球建設一個更美好的世界的框架，並為世界各國政府和組織所應用。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。下文詳述本集團在支持特定SDG方面的重要ESG事宜、戰略、計劃和目標。

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



The Group's commitment to nurturing talents refers to its endeavours to find, recruit, and develop talents to build a skilled and engaged workforce. The Group strives to provide its employees with professional development opportunities through training and continuous education, engaging employees, and listening to their needs. In FY2020/2021, the Group provided a total of 250 hours of training for its staff with an average training hour of 4.2 per employee.

SDG 5: Empowering the gender equality



The Group endeavours to empowering equality through promoting diversity, inclusion, and equitable opportunities at all levels of the organization with the adoption of relevant policies, training, and engagement. The Group ensures the equality inclusiveness of its human resources decisions that are free from discrimination of gender, age, race, ethnicity, sexual orientation or disability, etc. In FY2020/2021, the ratio of female employees increased from 38% to 43% as compared to that of the previous year.

SDG 4：培育人才



本集團對培育人才的承諾，展現於其尋找、招聘和發展人才，以建立一支精明和敬業的員工隊伍的努力中。本集團致力透過培訓及持續教育、與員工溝通及聆聽他們的需要，為其僱員提供專業的發展機會。於二零二零／二零二一財年，本集團為員工提供合共250小時的培訓，平均每名員工受訓4.2小時。

SDG 5：賦權性別平等



本集團致力於通過在組織的各個層面促進多樣性、包容性和公平機會，並採用相關政策、培訓和參與，努力實現平等。本集團確保其人力資源決策的平等包容性，不因性別、年齡、種族、民族、性取向或殘疾等作出歧視。於二零二零／二零二一財年，女性員工的比例從去年的38%增加到43%。

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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.

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.

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數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。

持份者回饋

為追求卓越，本集團歡迎持份者對於企業 ESG 方法和表現提高的反饋與意見，特別是在本集團重要性評估中列為最重要的 ESG 議題的相關反饋。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。

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V. ENVIRONMENTAL SUSTAINABILITY

Through leveraging on its innovation to help ensure that the increasingly digital future is sustainable, fair, and resilient, the Group is committed to ensuring a sustainable and regenerative future which means protecting the Earth's resources and ensuring a liveable planet, not just today, but for generations to come. During the year under review, the Group was in compliance 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 as well as climate change for FY2020/2021.

A.1. Emissions

In FY2020/2021, the Group was in compliance with the relevant national and local environmental laws on 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 FY2020/2021. 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 FY2020/2021 are summarised in Table E1 in the Appendix.

Given the business nature of the Group, air emissions were mainly generated from the daily operations from various forms of transportation vehicles. In FY2020/2021, the total air emissions of each pollutant declined in varying degrees (SOx: 25%; NOx: 27%; PM: 27%) as compared to that of FY2019/2020 due to the elimination of diesel usage for business commuting.

V. 環境可持續發展

通過利用其創新來幫助確保日漸數碼化的未來是可持續的、公平的和有韌性的，本集團致力於確保一個可持續和可再生的未來。這意味著不僅為當前，也為未來的後代保護地球資源並確保一個宜居的地球。於回顧年度內，本集團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二零二零／二零二一財年有關排放物、資源使用、環境及自然資源，以及氣候變化的政策、常規及進展。

A.1. 排放物

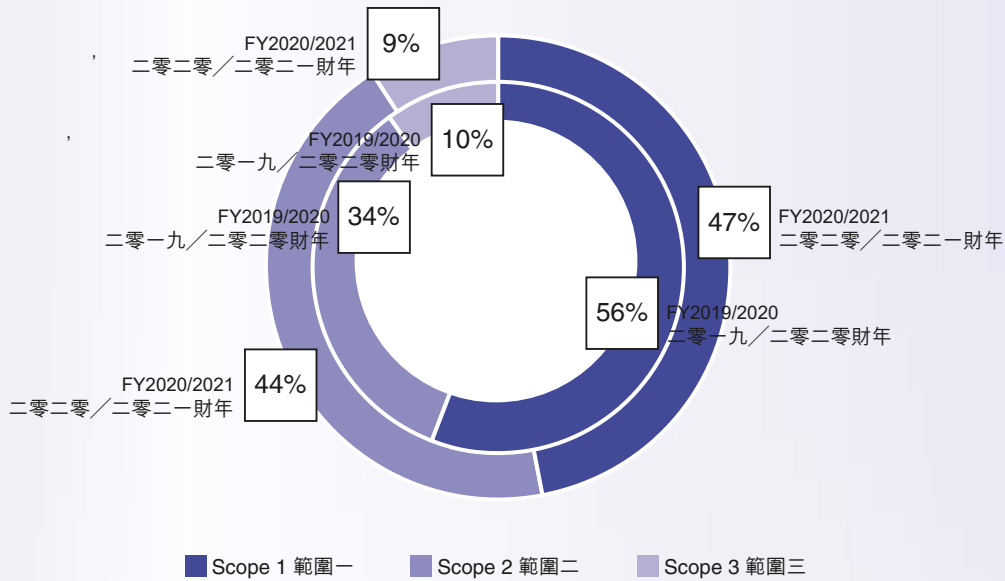
於二零二零／二零二一財年，本集團於日常營運中遵守相關國家和地方有關排放物的法規。由於本集團的主要業務是提供資訊科技相關的服務，本集團的大部分業務均依靠電腦及網絡進行，因此於二零二零／二零二一財年在業務過程中未有產生任何有害廢棄物。本集團的主要排放物為用於交通運輸的車輛所使用的燃料與電力使用中產生的溫室氣體，以及僱員於辦公室產生的商業固體廢棄物和污水。本集團二零二零／二零二一財年的總排放量總結於附錄的表E1。

鑑於本集團的業務性質，廢氣排放主要產生自各種形式交通車輛的日常使用。在二零二零／二零二一財年，由於在商務出行中排除了柴油的使用，與二零一九／二零二零財年相比，各空氣污染物的排放總量均有不同程度下降(硫氧化物：25%；氮氧化物：27%；顆粒物：27%)。

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GHG emissions pattern comparison 溫室氣體排放模式比較



For the Group's GHG emissions in FY2020/2021, its pattern was different from that of FY2019/2020, mainly due to the shift in its elimination of diesel for business commuting, limitation of business air travel amid the pandemic as well as the increasing adaptation of hybrid remote working mode which is not commute-intensive. In particular, the Scope 1 (Direct emission) decreased by 27%, while Scope 3 (Indirect emission) declined by 17% as compared to those recorded in the previous year.

本集團在二零二零/二零二一財年的溫室氣體排放模式與二零一九/二零二零財年有所不同，主要是由於公務通勤淘汰柴油使用的轉變、疫情期間公務航空出行的限制以及對非通勤密集型的混合遠程工作模式適應度不斷提高所致。其中，與去年錄得數據相比，範圍一(直接排放)同比下降了27%，而範圍三(其他間接排放)同比下降了17%。

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To further save energy resources and lower carbon emissions, 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 facilities with high electricity consumption.
- **Sustainability training:** To raise the awareness of employees 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 to perform energy conservation and emissions reduction from small changes around them, such as turning off idle computers in time and switching off 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.

Non-hazardous waste management

In FY2020/2021, the non-hazardous solid waste generated by the Group mainly consisted of domestic and commercial waste from its office operations. The Group's unremitting efforts in controlling its commercial solid waste and sewage paid off with the amount of solid waste and wastewater discharged in FY2020/2021 being recorded to remain the same as that of the previous year.

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，包括保養空調以及替換高耗電量的照明設備。
- **可持續發展培訓：**為加強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及在不使用時關燈等。
- **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隨之而來的排放。

無害廢棄物管理

在二零二零／二零二一財年，本集團產生的無害固體廢棄物主要包括辦公業務產生的生活垃圾和商業垃圾。本集團在控制商業固廢及污水方面的不懈努力漸見成效，二零二零／二零二一財年固廢及污水排放量與去年持平。

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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, the Group:

- Reduces the use of one-off disposable items such as plastic tableware;
- Advocates the reuse of office stationeries; and
- Recycles as much solid wastes as possible through the classification process.

In FY2020/2021, 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.

A.2. Use of Resources

In FY2020/2021, the major resources consumed by the Group were electricity, water, gasoline 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 FY2020/2021.

鑑於本集團對可持續廢物管理的承諾，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，具體而言，本集團：

- 減少塑料餐具等一次性用品的使用；
- 提倡重複使用辦公文具；以及
- 通過垃圾分類，盡可能回收更多固體廢物。

在二零二零／二零二一財年，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，並將在本報告下一小節「水」中做說明。

A.2. 資源使用

在二零二零／二零二一財年，本集團消耗的主要資源為電力、水、汽油和紙張。鑒於其業務性質，本集團於回顧年度內並無消耗任何包裝材料。附錄中的表E2列出了本集團在二零二零／二零二一財年不同資源的使用量。

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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 adheres the principle of "Saving Electricity" in its daily operations, and in particular implemented the following practices:

- Switch off all idling 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;
- Give priority to the procurement of electrical appliances with energy-efficiency labels;
- Replace lamps with high electricity consumption in the offices with LED bulbs for office lighting; and
- Encourage all employees to utilise natural daylight in the offices when possible.

In FY2020/2021, the electricity consumption of the Group slightly increased by 9% as compared with that in FY2019/2020, principally due to the increase in business opportunities, which can be reflected by the 36% drop in electricity consumption intensity. Notwithstanding that, the Group is committed to further monitoring and controlling its electricity consumption pattern and business practices.

Other energy resources

Gasoline was 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.

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；
- 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。

在二零二零／二零二一財年，本集團用電量較二零一九／二零二零財年小幅增加9%。這主要是由於公司業務增加所致，而這可以從用電強度下降36%中體現。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。

其他能源

本集團汽油的消耗主要用於商務差旅，而本集團在日常營運中非常重視對化石能源消耗的控制。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。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

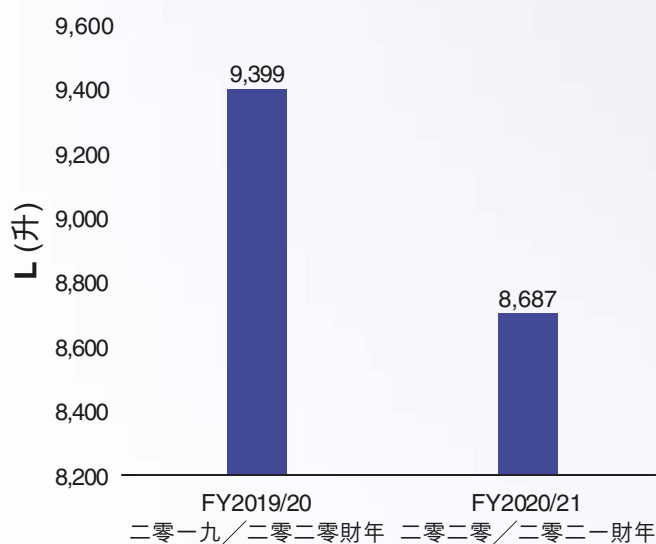
In addition to the promotion of energy conservation through education among its employees, the Group has particularly focused its efforts on the selection of eco-friendly vehicles for transportation, keeps encouraging all its employees to choose public transport instead of private cars for business and 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.

Realising of the relatively more significant environmental impacts caused by the consumption of diesel, the Group eliminated the use of diesel-fuel vehicles in FY2020/2021. Meanwhile, in FY2020/2021, the gasoline usage of the Group declined slightly by 8%, because of the limited transportation during the pandemic prevention and control of the government, as well as the resumption of carpooling or taking public transportation as the pandemic gradually eases.

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。

鑒於柴油的使用對環境的影響相對較大，本集團於二零二零／二零二一財年停止使用柴油車。同時，在二零二零／二零二一財年，本集團的汽油使用量輕微下降8%，主要由於政府在疫情防控期間限制交通出行，以及隨著疫情逐漸緩解而恢復的拼車或公共交通使用倡議所致。

Gasoline consumption comparison
汽油消耗比較



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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 fit for its purpose. In FY2020/2021, 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 adopts the following practices:

- Conduct regular maintenance of its facilities and fix leaking pipes and taps immediately once leakage is found;
- Raise staff's awareness on water conservation through various communication channels; and
- Place "saving water resources" posters in prominent places at the offices.

In FY2020/2021, the water consumption of the Group remained unchanged as compared with that in FY2019/2020, with its intensities dropped by 42% mainly due to the increase in annual revenue.

水

水資源和對水域的保護是本集團關注的重點，而本集團目前的用水量主要與工作場所的生活用水量相關。於回顧年度內，本集團在求取適用水源方面並無任何問題。於二零二零／二零二一財年，本集團繼續尋找在辦公室節約用水方面更先進及有效的方法，並大力宣導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，一旦發現滲漏喉管及水龍頭會及時修理；
- 透過各種溝通渠道提高員工的節水意識；以及
- 於辦公室的顯眼地方張貼鼓勵節約用水的海報。

在二零二零／二零二一財年，本集團用水量與二零一九／二零二零財年相比保持不變，而用水強度則下降42%，主要是由於年收入增加。

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環境、社會及管治報告

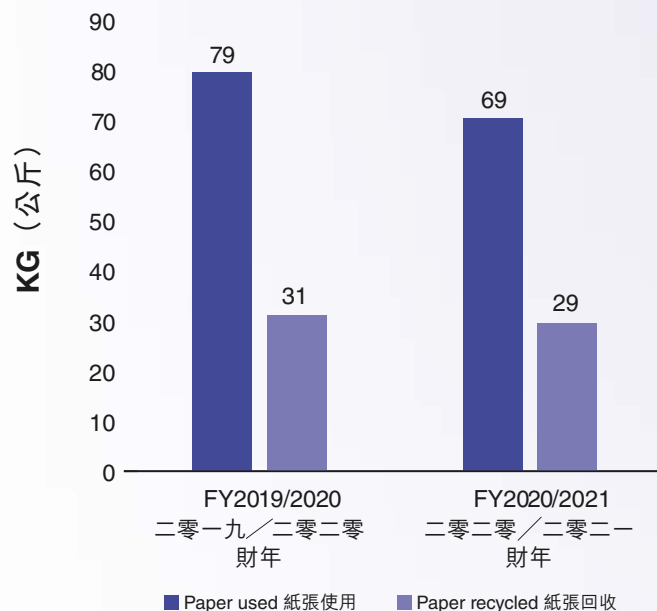
Paper

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". In FY2020/2021, the Group purchased and consumed 69 kg of paper for its business operations and recycled 29 kg of paper in total. The paper consumption dropped by around 13% while the proportion of paper recycled increased from 39% to 42%.

紙張

紙張主要用於本集團辦公室的行政用途。本集團致力於在辦公室節約用紙，全面擁抱並積極推廣「無紙化辦公」和「辦公自動化」的理念。於二零二零／二零二一財年，本集團購入並消耗69公斤紙張用於其商業營運，共回收29公斤紙張。紙張的消耗量下降約13%，而紙張回收率則由39%上升至42%。

Paper consumption comparison
紙張使用量比較



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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 principle, 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 as much as possible;
- Set double-sided printing as the default mode for most printers when printouts are necessary;
- Give priority to eco-friendly paper during procurement;
- Promote the idea of “Think before print” to remind the staff of avoiding unnecessary printings;
- Place recycle boxes and trays beside photocopiers to collect single-sided printed paper for reuse;
- Reuse the paper-made office stationeries such as envelopes and folders; and
- Use the back of obsolete single-sided documents for printing or as draft paper.

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，本集團為節省紙張所採取的其他措施如下：

- 推廣「無紙化辦公」理念，盡可能以電子方式傳播資訊；
- 當需要列印時，將雙面列印設置為大多數印表機的預設模式；
- 採購時優先選擇環保紙張
- 提倡「打印前三思」的理念，提醒員工避免不必要的列印；
- 將回收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；
- 重複使用信封、資料夾等紙質辦公文具；以及
- 使用舊單面文檔的背面列印或用作草稿紙。

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環境、社會及管治報告

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.

In FY2020/2021, the Group mainly consumed two types of energy resources to support its daily operations, namely electricity and gasoline. The use of these resources inevitably caused air and GHG emissions to the environment. As "the most environmentally favourable energy is the energy you do not have to consume in the first place", the Group 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 with specific environmental targets set to act as indicators to track its performance. The Group's internal environmental policies provide a strategic framework by which it addresses the potential environmental risks in its businesses.

In FY2020/2021, due to the difficult business environment under the government policy 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.

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。

在二零二零／二零二一財年，本集團的日常營運主要消耗兩種能源，分別為電力和汽油，而這些資源的使用不可避免地導致向環境排放廢氣和溫室氣體。由於「最環保的能源是你不必消耗的能源」，本集團因此在排放控制和效能管理方面制定了嚴格的政策。同時，本集團在其營運中維持有效的環境管理系統，以盡量減少對環境的潛在影響，並設定特定的環境目標作為追蹤其績效表現的指標。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。

在二零二零／二零二一財年，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。

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環境、社會及管治報告

Targets

In FY2020/2021, the Group took a step further to set specific indicative environmental targets as a means to track and monitor its environmental performance. As the Group's normal business operations has been interrupted during recent years due to pandemic, the Group is cautious on setting ambitious commitments. Meanwhile, since the Group's operations mainly consist of office operations, the Group considered there is limited room for it to achieve material short-term improvements. The table below shows the Group's targets with the corresponding actions elaborated in Section A.1 and A.2 above.

目標

於二零二零／二零二一財年，本集團更進一步制定了具體的指示性環境目標，作為跟蹤和監控其環境績效的手段。由於近年本集團的正常業務營運因疫情而中斷，本集團對設定壯大的承諾持謹慎態度。同時，由於本集團的經營以辦公業務為主，本集團認為短期內實現重大改善的空間有限。下表闡述了本集團的環境目標，而達到這些目標的相應行動已在上文A.1和A.2章節中詳述。

Target for financial year ending 30 November 2022 截至2022年11月30日財年的目標

Taking FY2020/2021 as the baseline year, the Group aims to: 以二零二零／二零二一財年為基準年，本集團的目標是：

Air and GHG emissions
廢氣和溫室氣體排放

Maintain its air and GHG emissions intensities within the same scope at a stable level with fluctuation of not more than 20%
在相同範圍內將其廢氣和溫室氣體排放強度維持平穩水平，波幅不超過20%

Non-hazardous solid waste and
wastewater
無害固體廢棄物和廢水

Maintain its non-hazardous waste discharge intensities at a stable level with fluctuation of not more than 20%
在相同範圍內將其無害廢棄物排放強度維持平穩水平，波幅不超過20%

Total energy consumption
(including electricity,
gasoline and diesel)
總能耗(包括電力、汽油和柴油)

Maintain its total energy consumption intensities within the same scope at a stable level with fluctuation of not more than 20%
在相同範圍內將其總能耗強度維持平穩水平，波幅不超過20%

Water consumption
耗水量

Maintain its water consumption intensities within the same scope at a stable level with fluctuation of not more than 20%
在相同範圍內將其耗水量強度維持平穩水平，波幅不超過20%

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A.4 Climate change

Around the world, the impacts of extreme weather events and climate change have on business is escalating in severity and frequency, which urges industry leaders to take actions right now to ensure business resilience and enable sustainable operations.

The Group identifies that the acute physical risk, which is the increase in frequency of extreme weather events, may have an impact to its business operations, either because of the spike of market prices of labour, energy, and logistics following a disaster or the increase in operating costs for reconstruction/relocation of workplace after a disaster. Yet, since the Group's major business mainly consist of IT services and office operations, it is considered that climate change is not going to impose significant nor indirect impacts to the Group's business.

Though climate change does not directly constitute significant threat to the Group's business operations, the Group sees climate change as a critical issue and requires 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 preliminary climate-scenario analysis that will help the Group to better understand the physical and transition effects of climate change in the near future.

A.4 氣候變化

在全球範圍內，極端天氣事件和氣候變化對企業的影響的嚴重性和頻率正在升級，而這促使行業領導者立即採取行動，以確保業務韌性並實現可持續營運。

本集團認為急性實體風險，即極端天氣事件頻率的增加，可能對其業務營運產生影響。這可能由於災難後勞動力、能源和物流的市場價格飆升，或由於災後重建／搬遷工作場所的營運成本增加。然而，由於本集團的主要業務主要為資訊科技服務及辦公室營運，因此本集團認為氣候變化不會對本集團的業務產生重大影響，即使是間接影響。

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，但本集團將氣候變化視為關鍵問題，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

To power an inclusive future for all, the Group pays attention to all-round employee experiences. The Group strives to create a working environment where everyone feels welcomed, respected and fully engaged in the businesses.

For the year ended 30 November 2021, the Group had a total of 60 full-time employees in Hong Kong and Malaysia, with a gender ratio of male 57%: female 43%. More details of the Group's employment breakdown are summarised in the Table S3 in the Appendix.

VI. 社會可持續發展

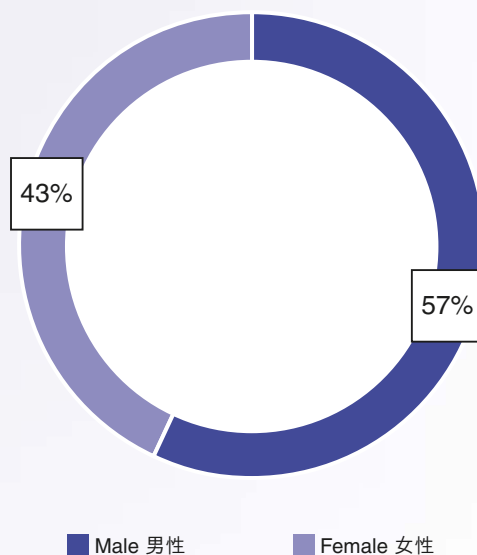
僱傭及勞工常規

B.1. 僱傭

本集團致力於為所有人創造一個具包容性的未來，注重員工全方位的體驗。本集團致力於營造一個工作環境，讓每個人都感到受歡迎、受尊重並充分參與業務。

截至2021年11月30日止年度，本集團在香港及馬來西亞共有60名全職員工，性別比例為男性57%：女性43%。有關本集團僱傭明細分類的更多詳情，請參閱附錄中的表S3。

Gender distribution of employees
員工性別分佈



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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). In FY2020/2021, 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 (Malaysia).

Recruitment and promotion

To standardise the Group's employee management system, the Group adopts a set of transparent and clear policies and procedures which are clearly stated in the Employee Handbook applicable to 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.

法律合規

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。於二零二零／二零二一財年，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，在適用於所有員工的「僱員手冊」中進行了明確規定。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 reviews its remuneration packages and performs the probationary and regular review on the capability and performance of its employees at least twice a year, 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 first 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 FY2020/2021 of the Group was 8%. More details about the Group's turnover data categorised by gender and age group are set out in Table S4 in the Appendix.

員工績效評估每兩年進行一次。本集團在員工晉升方面亦參照市場基準，為在崗位上表現突出、有潛力的合資格員工提供平等的晉升和發展機會。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

長遠而言，人才挽留對本集團業務發展至關重要。因此，本集團定期審閱其薪酬待遇，並每年至少兩次對員工的能力和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，例如根據明確定義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」。

員工須符合本集團的標準，未能達到標準的員工將在解僱前將先受到紀律處分。本集團嚴禁任何形式的 unfair 或不正當解僱，因此就員工管理制定了嚴格的紀律處分和解僱程序政策。具體而言，對於違反本集團僱傭政策的員工，本集團將在發出書面警告前給予口頭警告。對於已被警告而仍然屢次重複相同錯誤的僱員，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。本集團於二零二零／二零二一財年的員工流失率為8%，有關更多按性別和年齡組分類的員工流失數據，請參見附錄中的表S4。

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Working hours and rest periods

Maintaining a suitable balance between work and leisure can effectively help employees relax while, in return, enhancing the productivity of the Group. As such, the Group formulates relevant policies and systems, such as attendance monitoring system, in compliance with the applicable local employment laws and regulations to determine the working hours and rest periods for its employees. Employees who work overtime outside working hours can receive appropriate compensation according to the regulations. 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 understands that everyone sees the world through the lens of their own identities and unique set of experiences, the Group strives to create a more inclusive and diverse workplace by working to understand different views and apply the diverse insights to 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 encouraged to report any incidents involving discrimination to the Human Resources Department of the Group, which is responsible for assessing, dealing with, recording and taking any necessary actions on any substantiated cases.

工作時數和假期

在工作與休閒之間保持適當的平衡，可有效幫助員工放鬆身心，同時提高本集團的生產力。因此，本集團遵循當地適用的僱傭法律法規，制定相關政策及制度，例如「考勤系統」，以擬定僱員的工作和休息時間。在工作時間以外加班的員工，可以按規定獲得適當的補償。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

本集團明白每個人都通過自己的身份和獨特的經驗來看待世界，因此本集團致力於通過理解不同的觀點並運用不同的見解，來創造一個更具包容性和多元化的工作場所，以帶來更優越的創新性、靈活性、績效表現和溝通參與。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個案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 realise 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 have worked for more than 10 year in the Group, Long Service Award is also given for commending the loyal staff. During traditional local and national festivals, employees may receive additional bonuses and gifts. To create a positive atmosphere among the employees of the Group, a maximum of RM50 entertainment allowance per month can be applied for sports and leisure activities among staff.

In FY2020/2021, 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 significant impact on the Group.

B.2. Health and Safety

Staying connected and caring for each other is fundamental to the Group's approach to health and well-being for all. Upholding its commitment to employee health, safety and well-being, the Group integrates its health and safety measures throughout its business. To provide and maintain a safe, clean and eco-friendly working condition for its employees, the Group establishes stringent 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

本集團關心員工的福祉，並相信他們可以幫助實現本集團的企業價值。本集團按照相關法律法規的要求為員工提供醫療保險和醫療補貼。此外，為表揚和感謝辛勤工作10年以上的員工，本集團還頒發長期服務獎，以表揚忠誠的員工。在傳統的地方和國家節日期間，員工可能會收到額外的獎金和禮物。為在本集團員工中營造積極的氛圍，員工每月最多可申請馬幣50元的娛樂津貼，用於員工的運動和休閒活動。

於二零二零／二零二一財年，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

保持聯繫和相互關心是本集團實現所有人健康和福祉的基礎。秉承對員工健康、安全和福祉的承諾，本集團將其健康和安全措施整合到整個業務中。為了給員工提供及維持一個安全、清潔及環保的工作環境，本集團根據香港及馬來西亞的相關法律法規制定嚴格的安全及健康政策，包括但不限於以下各項：

- 《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 guidelines 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, internal policies that regulate the daily practices to prevent occupational hazards and risks in the workplace are established, implemented and monitored by the Human Resources Department of the Group. For instance, smoking and liquor drinking are prohibited in the workplace, while emergency management plans and emergency response drills are arranged and are well in place. First-aid boxes are well stocked while emergency exits are unblocked. In addition, relevant medical and employment injury insurances are provided to its staff in accordance with the requirements under the applicable laws and regulations.

During the past three years (including the year under review), there were zero work-related fatalities or injuries among employees in the Group and thus zero lost days due to work injury. The Group was in compliance with the relevant laws and regulations in relation to the provision of a safe working environment and protection of the employees from occupational hazards that have a significant impact on the Group in the reporting year.

Response to the COVID-19 pandemic

During the year 2020 and 2021, as the COVID-19 pandemic was rampant, the health and safety of its people continued to be the top priority for the Group. 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.

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)的指引。此外，本集團人力資源部負責制定、實施和監控日常工作場所預防職業危害和風險的內部政策。例如，本集團禁止在工作場所吸煙和飲酒，同時亦將应急管理預案和應急演練安排到位，並確保急救箱儲備充足，以及緊急出口暢通無阻。此外，根據適用法律法規的要求，本集團也為其員工提供相關的醫療和工傷保險。

於過去三年(包括回顧年度)，本集團員工因工死亡或受傷數目為零，因工傷損失天數為零。本集團於報告年度內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。

應對COVID-19疫情

在二零二零年和二零二一年，隨著COVID-19疫情的持續猖獗，本集團員工的健康和安全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。

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To cope with the ongoing situation of the COVID-19 pandemic, the Group put in place numerous precautionary measures and procured essential protective supplies to ensure the health and safety of all its employees in different regions in a timely manner. At the same time, the Group implemented various flexible working arrangements for its staff such as work from home, remote working as well as online conference, and strictly implemented the precautionary and control measures imposed by the Malaysian Government, including the Standard Operating Procedures (SOP) 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;
- 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;

為應對 COVID-19 疫情的持續發展，本集團採取了多項預防措施，並及時採購了必要的防護用品，以確保不同地區所有員工的健康和安全。同時，本集團對員工實行居家辦公、遠程辦公、線上會議等多種彈性工作安排，並嚴格落實馬來西亞政府頒佈的防控措施，包括有條件行動管制令 (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；
- 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；

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- 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.

The Group has used, and will continue to use, its best endeavours to mitigate the adverse impact of the COVID-19 pandemic on the Group.

B.3. Development and Training

The Group has always been committed to offering its staff various training and professional development opportunities at all job levels that empower them to take charge of their own growth. As a human-oriented enterprise, the Group designs and provides differentiated training programmes that are fit for purpose in accordance with its internal policies. To enhance the onboarding experience of new hires, a complete induction training package is designed to give them an introduction of various aspects of the Group, such as corporate culture, organisational structure, and occupational health and safety, while other job-related courses such as Transfer Pricing are offered to the existing employees to enhance their technical skills according to both corporate and individual needs.

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 FY2020/2021, a total of 11 staff received a total of 250 hours of trainings, with the average training time of each employee being 4.2 hours. Further breakdown of the training data can be found in Table S5 and S6 in the Appendix.

- 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。

本集團已經並將繼續盡最大努力減輕COVID-19疫情對本集團的不利影響。

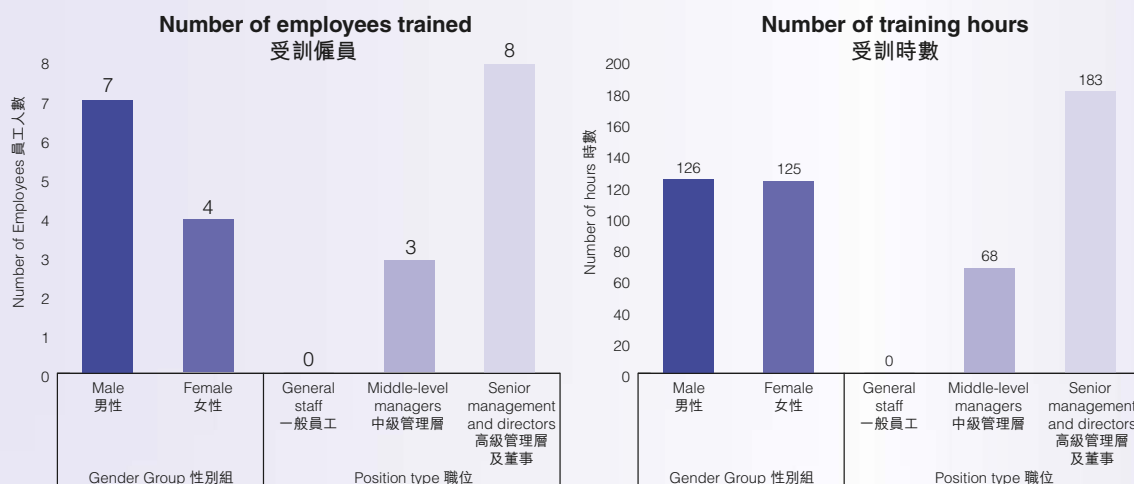
B.3. 發展及培訓

本集團一直致力為員工提供各種不同職位級別的培訓和專業發展機會，讓他們能夠把握自己的職業發展。作為一家以人為本的企業，本集團根據內部政策，設計並提供切合實際的差異化培訓項目。為了提升新員工的入職體驗，本集團設計了一套完整的入職培訓項目，讓他們了解本集團的各個方面，例如企業文化、組織架構、職業健康和 safety，而其他與工作相關的課程，例如「轉讓定價」，則提供給現有員工，以根據公司和個人的需要提高他們的技術技能。

為進一步提升專業技能以實現本集團的發展目標，本集團大力鼓勵員工參加專業資格考試及參加外部培訓課程。參加職業資格考試並取得職業資格證書的員工將獲得本集團的報銷費用。於二零二零／二零二一財年，本集團共有11名員工接受了總計250小時的培訓，平均每位員工的受訓時數為4.2小時。培訓資料的進一步細分可以在附錄中的表S5和S6中找到。

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B.4. Labour Standards

In FY2020/2021, 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.

In FY2020/2021, 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.

B.4. 勞工準則

於二零二零／二零二一財年，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守則，要求所有求職者提供有效的身份證件，以在確認僱傭前確保其可合法受僱。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。

於二零二零／二零二一財年，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。

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OPERATING PRACTICES

B.5. Supply Chain Management

The Group has long been committed to doing business with suppliers who conduct themselves with high standards of ethical, environmental and social responsibility. The Group supports its commitment not only by setting standards and specifications for suppliers, but also by communicating and partnering with them to drive continual improvement.

The major suppliers of the Group include 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.

The Group is committed to keeping the social and environmental risks associated with its supply chain under control according to the Quality Management System (ISO 9001:2015). During the supplier selection process, the Procurement Department of the Group is responsible for performing comprehensive investigations to assess the background of the eligible candidate based on criteria including the reputation, credit rating, technical capacity, financial stability and economic disputes history with the Group. To ensure suppliers adhere to their corporate ethics, regulatory compliance is one of the basic requirements that the Group takes into account.

Meanwhile, to ensure the quality of products supplied meets the clients' requirements, the Group conducts procurement activity according to a standardised procedure. For instance, after assessment of the supplier's company profile, the Group requests for quotation, conducts quotations comparison and confirms the product/service description, price, delivery terms and payment methods before placing any purchase order. Product/service samples are required in advance so as to verify the qualification and competence of the suppliers.

營運慣例

B.5. 供應鏈管理

長期以來，本集團一直致力於與以高標準的道德、環境和社會責任為標準的供應商合作開展業務。本集團不僅通過為供應商制定標準和規範來實現其承諾，還通過與供應商們溝通和合作來推動持續改進。

本集團的主要供應商包括軟件及硬件分銷商。本集團一般根據專案需要採購相關軟件及硬件，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。

本集團根據質量管理體系 (ISO9001:2015)，致力於控制與其供應鏈相關的社會和環境風險。在供應商選擇過程中，本集團採購部負責進行全面調查，根據聲譽、信用等級、技術能力、財務穩定性和與本集團的經濟糾紛歷史等標準評估合格候選人的背景。為確保供應商遵守其企業道德，合規是本集團關注的基本要求之一。

同時，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。

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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. 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.

In FY2020/2021, the Group had business relationships with 28 product and service suppliers, including 17 in Malaysia and 11 in Hong Kong. Given the solid and stable relationships with its suppliers, the Group has 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 dynamic communication and mutual respect are vital to maintaining a sustainable business relationship with its business partners. As such the Procurement Department of the Group regularly communicates with its suppliers through email and online conferences. The aforementioned practices relating to engaging suppliers are applicable to 100% of the Group's major suppliers.

As an environmentally conscious enterprise, the Group pays attention to its environmental impacts along its supply chain and strive for collective effort in environmental protection through supplier management policies including valuing local business partners during supplier selection and giving priority to suppliers with products containing "green" elements. The Procurement Department of the Group is responsible for the implementation and monitoring of the "Green Procurement" policy, which has been adopted in collaboration with some suppliers of the Group.

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。

在二零二零／二零二一財年，本集團與馬來西亞（17家）和香港（11家）的共28家產品和服務供應商保持合作關係。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。因此，本集團採購部定期通過電子郵件和線上會議與其供應商溝通。上述有關供應商溝通的做法適用於本集團100%的主要供應商。

作為一家具有環保意識的企業，本集團關注其供應鏈上的環境影響，並通過供應商管理政策，包括在選擇供應商時優先選擇與本地業務夥伴合作，並優先考慮供應含有「綠色」元素的供應商。本集團採購部負責與本集團部分供應商合作實施的「綠色採購」政策的實施和監督。

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B.6. Product Responsibility

Adhering to its service motto – “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 FY2020/2021, 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).

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

B.6. 產品責任

本集團秉承「您的一站式資訊科技解決方案」的服務宗旨，致力為客戶提供一流的產品和服務。本集團在二零二零／二零二一財年已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)。

本集團遵循其內部政策，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

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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. During the year under review, the Group did not recall any products due to health and safety reason.

To minimise the risks along its value chain, 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. During the year under review, the Group did not receive any substantial complaint from its customers.

Data security is a critical part of the Group's risk management. Abided by the applicable laws and regulations in relation to customer privacy, the Group formulates and maintains 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 IT and operating departments of the Group monitor the data collection

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。於回顧年度內，本集團並無因健康及安全原因召回任何產品。

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。於回顧年度內，本集團並無收到任何來自客戶的實質性投訴。

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於收集時承諾的目的。本集團資訊科技及營運部門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

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process from all collection points including websites, application forms, in-bound and outbound 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 FY2020/2021, 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.

In the meantime, the Group respects intellectual property rights and ensure only properly licensed software and IT products are used during operations. The legal counsel team is responsible for reviewing and monitoring the Group's business practices so as to prevent any infringement of intellectual property rights.

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

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。在二零二零／二零二一財年，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。

同時，本集團尊重知識產權，並確保在營運過程中僅使用獲得適當許可的軟體和資訊科技產品。法律顧問團隊負責檢討及監察本集團的商業慣例，以防止任何侵犯知識產權的行為。

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，標籤及產品召回相關事宜並不適用於本集團，因此本ESG報告中未提及與標籤及產品回收相關的政策與法規。

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B.7. Anti-corruption

Grounded in its conscious culture, the Group strives to uphold its trustworthiness and ethical conduct as expected and supported among its customers, employees and business partners. 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. In FY2020/2021, 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 formulates and strictly enforces 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 comply with 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.

Whistle-blowers can report to the audit committee of the Group for any suspected misconduct with full details of the incidents and supporting evidence through a designated email. The audit committee of the Group will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group establishes an effective 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. With the above preventive and whistle-blowing measures effectively implemented and monitored by the Group's senior management, during the year under review, there were zero concluded legal cases regarding corrupt practices brought against the Group or its employees.

B.7. 反貪污

本集團以意識文化為基礎，本集團努力維護其客戶、員工和業務合作夥伴所期望和支持的誠信和道德行為。本集團不僅力求遵守有關商業道德的相關法律法規，而且在道德商業的道德問題上發揮領導作用。在二零二零／二零二一財年，本集團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。

舉報人可以通過指定的電子郵件向本集團審計委員會報告任何可疑的不當行為，並提供事件的全部細節和證據。本集團的審核委員會將對任何可疑或非法行為進行調查，以保護本集團的利益。本集團建立有效機制，保護舉報人免遭不公平解僱或受害。若發現任何涉嫌犯罪行為，本集團將在管理層認為有必要時，及時向有關監管機構或執法機關提交報告。上述防範及舉報措施得到本集團高級管理層的有效實施和監督，於回顧年度內，針對本集團或其員工提出並已審結的貪污訴訟案件為零。

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Realising that continuous training are critical for the promotion of anti-corruption awareness, in FY2020/2021, the Group circulated a one-hour anti-corruption-related training materials to 23 middle and senior management including Directors to enhance their sensitivity towards inappropriate business behaviours.

In FY2020/2021, 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

Recognising its corporate social responsibility, 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 in recent years. The Group believes that continuous investment in communities is critical to trust and business success.

Due to the social distancing requirements and the national Movement Control Order, the Group did not organise or participate in any charitable activities which suited its vision. As it looks to the future, the Group is exploring virtual ways to create community impact through remote contribution, and give-back in the different aspects, e.g. education, health, harmony and wellbeing of local communities.

意識到持續培訓對提升反貪污意識至關重要，本集團於二零二零／二零二一財年向包括董事在內的23名中高層管理人員分發了一小時的反貪污相關培訓材料，以提高他們對不當商業行為的敏感性。

於二零二零／二零二一財年，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. 社區投資

本集團深明其企業社會責任，近年來，本集團一直發揮技術創新優勢，與致力於解決當地社區真正需求的組織合作，為支持社區成員的健康成長做出不懈努力。本集團認為，對社區的持續投資對於信任和業務成功至關重要。

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，本集團正在探索通過遠端貢獻創造社區影響的虛擬方式，並回饋於當地社區的不同方面，例如教育、健康、和諧與福祉。

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VII. APPENDIX

Table E1. The Group's Total Emissions by Category in FY2020/2021 and FY2019/2020⁸

Emission Category	Key Performance Indicator (KPI)	Unit	Intensity ¹		Intensity ²	
			Amount in (Unit/RM'000) in FY2020/2021	Amount in (Unit/RM'000) in FY2020/2021	Amount in (Unit/RM'000) in FY2019/2020 ²	Amount in (Unit/RM'000) in FY2019/2020
			二零二零/二零二一財年強度 ¹	二零二零/二零二一財年強度 ¹	二零一九/二零二零財年強度 ²	二零一九/二零二零財年強度 ²
排放物類型	關鍵績效指標	單位	財年排放量 (單位/馬幣千元)	財年排放量 (單位/馬幣千元)	財年排放量 ² (單位/馬幣千元)	財年排放量 ² (單位/馬幣千元)
Air Emissions 廢氣排放	SO _x 硫氧化物	Kg 千克	0.1	7.43 x 10 ⁻⁶	0.17	1.72 x 10 ⁻⁵
	NO _x 氮氧化物	Kg 千克	5.3	3.06 x 10 ⁻⁴	7.19	7.19 x 10 ⁻⁴
	PM 顆粒物	Kg 千克	0.4	2.25 x 10 ⁻⁵	0.53	5.29 x 10 ⁻⁵
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) ³ 範圍一(直接排放) ³	Tonnes of CO ₂ e 噸二氧化碳當量	20.5	1.2 x 10 ⁻³	28.04	2.80 x 10 ⁻³
	Scope 2 (Energy Indirect Emissions) ⁴ 範圍二(能源間接排放) ⁴	Tonnes of CO ₂ e 噸二氧化碳當量	19.0	1.10 x 10 ⁻³	17.35	1.73 x 10 ⁻³
	Scope 3 (Other Indirect Emissions) ⁵ 範圍三(其他間接排放) ⁵	Tonnes of CO ₂ e 噸二氧化碳當量	4.0	2.35 x 10 ⁻⁴	4.86	4.85 x 10 ⁻⁴
	Total (Scope 1, 2 & 3) 總排放(範圍一、二及三)	Tonnes of CO ₂ e 噸二氧化碳當量	43.5	2.53 x 10 ⁻³	50.25	5.02 x 10 ⁻³
Non-hazardous Waste 無害廢棄物	Solid Wastes ⁶ 固體廢棄物 ⁶	Tonnes 噸	1	5.82 x 10 ⁻⁵	1	9.99 x 10 ⁻⁵
	Wastewater ⁷ 廢水 ⁷	m ³ 立方米	6,000	0.35	6,000	0.60

VII. 附錄

表E1. 二零二零/二零二一財年和二零一九/二零二零財年本集團的總排放量⁸

Emission Category	Key Performance Indicator (KPI)	Unit	Intensity ¹		Intensity ²	
			Amount in (Unit/RM'000) in FY2020/2021	Amount in (Unit/RM'000) in FY2020/2021	Amount in (Unit/RM'000) in FY2019/2020 ²	Amount in (Unit/RM'000) in FY2019/2020
			二零二零/二零二一財年強度 ¹	二零二零/二零二一財年強度 ¹	二零一九/二零二零財年強度 ²	二零一九/二零二零財年強度 ²
排放物類型	關鍵績效指標	單位	財年排放量 (單位/馬幣千元)	財年排放量 (單位/馬幣千元)	財年排放量 ² (單位/馬幣千元)	財年排放量 ² (單位/馬幣千元)
Air Emissions 廢氣排放	SO _x 硫氧化物	Kg 千克	0.1	7.43 x 10 ⁻⁶	0.17	1.72 x 10 ⁻⁵
	NO _x 氮氧化物	Kg 千克	5.3	3.06 x 10 ⁻⁴	7.19	7.19 x 10 ⁻⁴
	PM 顆粒物	Kg 千克	0.4	2.25 x 10 ⁻⁵	0.53	5.29 x 10 ⁻⁵
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) ³ 範圍一(直接排放) ³	Tonnes of CO ₂ e 噸二氧化碳當量	20.5	1.2 x 10 ⁻³	28.04	2.80 x 10 ⁻³
	Scope 2 (Energy Indirect Emissions) ⁴ 範圍二(能源間接排放) ⁴	Tonnes of CO ₂ e 噸二氧化碳當量	19.0	1.10 x 10 ⁻³	17.35	1.73 x 10 ⁻³
	Scope 3 (Other Indirect Emissions) ⁵ 範圍三(其他間接排放) ⁵	Tonnes of CO ₂ e 噸二氧化碳當量	4.0	2.35 x 10 ⁻⁴	4.86	4.85 x 10 ⁻⁴
	Total (Scope 1, 2 & 3) 總排放(範圍一、二及三)	Tonnes of CO ₂ e 噸二氧化碳當量	43.5	2.53 x 10 ⁻³	50.25	5.02 x 10 ⁻³
Non-hazardous Waste 無害廢棄物	Solid Wastes ⁶ 固體廢棄物 ⁶	Tonnes 噸	1	5.82 x 10 ⁻⁵	1	9.99 x 10 ⁻⁵
	Wastewater ⁷ 廢水 ⁷	m ³ 立方米	6,000	0.35	6,000	0.60

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| <p>[1] Intensity for FY2020/2021 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue of approximately RM17,177,000 in FY2020/2021;</p> | <p>[1] 二零二零／二零二一財年的強度通過將廢氣、溫室氣體和其他排放量分別除以本集團在二零二零／二零二一財年的收入約馬幣17,177,000元得出；</p> |
| <p>[2] The amount and intensity in FY2019/2020 were extracted from the data in the ESG report set out in the Company's ESG report for FY2019/2020;</p> | <p>[2] 二零一九／二零二零財年的數值和強度採用本集團二零一九／二零二零財年ESG報告中的數據；</p> |
| <p>[3] The Group's Scope 1 (Direct Emissions) included only the consumption of gasoline and diesel in motor vehicles;</p> | <p>[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；</p> |
| <p>[4] The Group's Scope 2 (Energy Indirect Emissions) included only electricity consumption;</p> | <p>[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；</p> |
| <p>[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;</p> | <p>[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、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；</p> |
| <p>[6] The solid wastes included domestic and commercial wastes;</p> | <p>[6] 固體廢棄物包括生活和商業廢棄物；</p> |
| <p>[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</p> | <p>[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</p> |
| <p>[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.</p> | <p>[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。</p> |

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Table E2. Total Resource Consumption in FY2020/2021 and FY2019/2020

表E2. 二零二零／二零二一財年和二零一九／二零二零財年資源使用總量

Use of Resources	Key Performance Indicator (KPI)	Unit	Intensity ¹		Intensity ²		
			Amount in FY2020/2021	(Unit/RM'000) in FY2020/2021	Amount in FY2019/2020 ²	(Unit/RM'000) in FY2019/2020	
資源使用	關鍵績效指標	單位	財年總量	(單位／馬幣千元)	財年總量 ²	(單位／馬幣千元)	
Energy 能源	Electricity 電力	kWh'000 千個千瓦時	28.4	1.65 x 10 ⁻³	26.0	2.59 x 10 ⁻³	
	Gasoline 汽油	L 升	8,687	0.51	9,399	0.94	
	Diesel 柴油	L 升	-	-	2,142	0.21	
	Total Energy Consumed after Energy Conversion³ 能量轉換後的總能量消耗 ³		kWh'000 千個千瓦時	112.6	6.55 x 10 ⁻³	140.0	0.01
	Water 水	Water 水	m ³ 立方米	6,000	0.35	6,000	0.6
Paper 紙張	Paper used 紙張	Kg 千克	69	4.02 x 10 ⁻³	79	7.89 x 10 ⁻³	
	Paper recycled 回收紙張	Kg 千克	29	1.69 x 10 ⁻³	31	3.1 x 10 ⁻³	

[1] Intensity for FY2020/2021 was calculated by dividing the amount of resources the Group has consumed in FY2020/2021 by the Group's revenue of approximately RM17,177,000 for FY2020/2021;

[2] The amount and intensity in FY2019/2020 were extracted from the data in the ESG report set out in the Company's ESG report for FY2019/2020; and

[3] The energy conversion of resources consumed was based on the energy coefficient set out in "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange".

[1] 二零二零／二零二一財年的強度是按本集團於二零二零／二零二一財年所消耗的資源量除以本集團二零二零／二零二一財年的收入約馬幣17,177,000元所得；

[2] 二零一九／二零二零財年的總量和強度採用本集團二零一九／二零二零財年ESG報告中的數據；以及

[3] 所耗能源的轉換是根據聯交所發佈的《如何編製環境、社會及管治報告—附錄二：環境關鍵績效指標報告指引》所載的能源系數計算得出。

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Table S3. Number of Employees by Age Group, Gender, Employment Type, Position Type, Geographical Locations in FY2020/2021¹

表S3. 二零二零／二零二一財年按年齡組、性別、僱傭類型、職位和地理位置劃分的員工人數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	14	7	8	5	34	
Female 女性	9	10	7	–	26	
Total 總數	23	17	15	5	60	
Employment type 僱傭類型						
	Full time 全職	Part time 兼職		Total 總數		
	60	0		60		
Position Level 職位						
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		Total 總數		
	26	10		24	60	
Geographical location 地理位置						
Locations 地點	Number of employees 員工人數					
Malaysia 馬來西亞	52					
Hong Kong 香港	8					
Total 總數	60					

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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 FY2020/2021¹

Unit: Number of employees
單位：員工人數

Gender 性別	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	
Male 男性	2	1	0	0	3
Employee turnover rate 員工流失率	14%	14%	0%	0%	9%
Female 女性	2	0	0	0	2
Employee turnover rate 員工流失率	22%	0%	0%	—	8%
Total 總數	4	1	0	0	5
Total employee turnover rate 員工流失率	17%	6%	0%	0%	8%

表S4. 二零二零／二零二一財年按年齡組、性別和地理位置劃分的員工流失率¹

Geographical locations

地理位置

Locations 地點	Employee turnover 員工離職人數	Employee turnover rate 員工流失率
Malaysia 馬來西亞	5	10%
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 left in FY2020/2021 by the number of employees in FY2020/2021. 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。流失比率是通過二零二零／二零二一財年內員工離職數除以二零二零／二零二一財年的員工數計算得出。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 FY2020/2021¹

表S5. 二零二零／二零二一財年本集團按性別和職位劃分接受培訓的人數及比例¹

Total number of employees 員工總數	60
Total number of employees trained 受訓員工總數	11
Percentage of employees trained 受訓員工百分比	18%

Gender 性別	Position Type 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	
Male 男	0	0	7	7
Percentage of employees trained 受訓員工百分比	0%	0%	64%	64%
Female 女	0	3	1	4
Percentage of employees trained 受訓員工百分比	0%	27%	9%	36%
Total 總數	0	3	8	
Percentage of employees trained 受訓員工百分比	0%	27%	73%	

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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 FY2020/2021. 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二零二零/二零二一財年參加的職業培訓。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 FY2020/2021¹

表S6. 二零二零/二零二一財年本集團按性別和職位劃分的受訓時數¹

Unit: Training Hours 單位：培訓時數	Position Type 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	
Gender 性別				
Male 男	0	0	126	126
Average training hours 平均培訓時數	0	0	8.4	3.7
Female 女	0	68	57	125
Average training hours 平均培訓時數	0	16.9	6.3	4.8
Total 總數	0	68	183	250
Average training hours 平均培訓時數	0	6.8	7.6	4.2

[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 ESG指標	Description 描述	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. Note: Air emissions include NO _x , SO _x , and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations 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。 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。有害廢棄物指國家規例所界定者。	19
	KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	19
	KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	47
	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(如以每產量單位、每項設施計算)。	19

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
A. Environmental (continued)			
A. 環境(續)			
	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(如以每產量單位、每項設施計算)。	47
	KPI A1.5 關鍵績效指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	29
	KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	29
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. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 有效使用資源(包括能源、水及其他原材料)的政策。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	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(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	49
	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(如以每產量單位、每項設施計算)。	49

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A. Environmental (continued)			
A. 環境(續)			
	KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	29
	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 target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	25,29
	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(以噸計算)及(如適用)每生產單位估量。	22
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 impacts 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。	28
	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。	28
A4: Climate Change A4: 氣候變化	General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	30
	KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	30

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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： (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。	31
	KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	50
	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。	51
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的資料。	35

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B. Social (continued)			
B. 社會(續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規(續)			
	KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年(包括匯報年度)每年因工亡故的人數及比率。	36
	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。	36
	KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and 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。	36
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. Note: Training refers to vocational training. It may include internal and external courses paid by the employer 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。 註：培訓指職業培訓，可包括由僱主付費的內外部課程。	38
	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)劃分的受訓僱員百分比。	52
	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。	53

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B. Social (continued) B. 社會(續)			
Operating Practices 營運慣例			
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的資料。	39
	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。	39
	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。	39
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。	40
	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。	41
	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, and 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。	41
	KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	40
	KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	41

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B. Social (continued)			
B. 社會(續)			
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的資料。	42
	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。	43
	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應對方法。	43
	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。	44
	KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	42
	KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	43

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B. Social (continued) B. 社會(續)			
Operating Practices (continued) 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的資料。	45
	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。	45
	KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and 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。	45
	KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	46
Community 社區			
B8: Community Investment B8: 社區投資	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. 有關以社區參與來了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。	46
	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)。	46
	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)。	46

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