



# GET HOLDINGS LIMITED 智易控股有限公司\*

(Incorporated in the Cayman Islands and continued in Bermuda with limited liability)  
(於開曼群島註冊成立及於百慕達存續之有限公司)

Stock code 股份代號: 8100

Environmental, Social and  
Governance Report

# 2021

環境、社會及管治報告

# CONTENTS

## 目錄

<b>About the Group</b>	關於本集團	2
<b>About this ESG Report</b>	關於本環境、社會及管治報告	2
<b>Reporting Scope</b>	報告範疇	2
<b>Reporting Basis</b>	報告基準	3
<b>Reporting Principles</b>	報告原則	3
<b>Information and Feedback</b>	報告發佈及反饋	4
<b>Sustainability Governance</b>	可持續管治	4
<b>Our Sustainability Value</b>	可持續發展價值	5
<b>Stakeholder Engagement</b>	持份者參與	5
<b>Materiality Assessment</b>	重要性評估	8
<b>Environment</b>	環境	10
Greenhouse Gas (“GHG”) Emissions	溫室氣體排放	10
Energy Consumption	能源消耗	11
Non-hazardous Waste	無害廢棄物	12
Water Consumption	水資源使用	13
Environment and Natural Resources	環境及天然資源	13
Climate Change	氣候變化	13
<b>Employment</b>	僱傭	14
Total Workforce and Turnover Rate	僱員總數及流失比率	15
Recruitment, Promotion and Dismissal	招聘、晉升及解僱	16
Benefit and Remuneration	福利及薪酬	17
Work-life Balance	工作與生活平衡	17
<b>Health and Safety</b>	健康及安全	18
COVID-19 Prevention	COVID-19預防措施	19
<b>Training and Development</b>	培訓及發展	19
<b>Labour Standards</b>	勞工準則	20
<b>Supply Chain Management</b>	供應鏈管理	21
<b>Product Responsibility</b>	產品責任	21
Privacy Protection	私隱保護	22
Customer Satisfaction	客戶滿意度	22
Intellectual Property (“IP”) Rights	知識產權	23
Advertisement and Labelling	廣告及標籤	23
<b>Anti-Corruption and Business Ethics</b>	反貪污及商業道德	23
<b>Community Investment</b>	社區投資	24
<b>References to the ESG Reporting Guide</b>	環境、社會及管治報告指引內容索引	25

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ABOUT THE GROUP

GET Holdings Limited (“Company” or “We”) has been listed on GEM of The Stock Exchange of Hong Kong Limited (“Stock Exchange”) with stock code 8100.HK since 2001. The principal activity of the Company is investment holding. The Group is principally engaged in:

- research, development and distribution of personal computer performance software, anti-virus software, mobile phone applications and toolbar advertisement;
- operation of the business-to-customer online sales platform and the business-to-business product trading;
- securities investment; and
- provision of corporate management solutions and information technology (“I.T.”) contract services,

which are collectively known as the “Core Business”.

### ABOUT THIS ESG REPORT

We are pleased to present the Environmental, Social and Governance (“ESG”) Report (“ESG Report” or “Report”) for the year ended 31 December 2021 (“Reporting Year”). The ESG Report presents the policies and activities of the environmental and social aspects, and sustainable development of the Company and its subsidiaries (collectively known as the “Group”) for the Reporting Year.

It is recommended to read the ESG Report in conjunction with the “Corporate Governance Report” contained in the annual report of the Company for the year ended 31 December 2021 (“Annual Report”) to understand our ESG performance throughout the Reporting Year. For detailed information on our corporate governance, please refer to pages 31 to 51 of the Annual Report.

### REPORTING SCOPE

The ESG Report covers the environmental and social performance of the activities of the Core Business located in Hong Kong and Shenzhen in the People’s Republic of China (“PRC”) for the Reporting Year.

### 關於本集團

智易控股有限公司（「本公司」或「我們」）自二零零一年於香港聯合交易所有限公司（「聯交所」）GEM上市（股份代號8100.HK）。本公司的主要業務活動為投資控股。本集團主要從事：

- 研究、開發及分銷個人電腦性能軟件、防毒軟件、流動電話應用程式及工具欄廣告；
- 經營企業對消費者網上銷售平台以及企業對企業產品貿易；
- 投資證券；及
- 提供企業管理解決方案及資訊科技（「資訊科技」）合約服務。

以上統稱「核心業務」。

### 關於本環境、社會及管治報告

我們欣然呈列截至二零二一年十二月三十一日止年度（「報告年度」）的環境、社會及管治（「環境、社會及管治」）報告（「環境、社會及管治報告」或「報告」）。環境、社會及管治報告呈列本公司及其附屬公司（統稱「本集團」）於報告年度關於環境及社會方面以及可持續發展的政策及活動。

建議本環境、社會及管治報告與本公司截至二零二一年十二月三十一日止年度的年報（「年報」）所載的「企業管治報告」一併閱讀，以了解我們於報告年度的環境、社會及管治表現。有關我們企業管治之詳細資料，請參閱年報第31至51頁。

### 報告範疇

本環境、社會及管治報告涵蓋於報告年度在中華人民共和國（「中國」）香港及深圳的核心業務活動的環境及社會表現。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### REPORTING BASIS

The ESG Report has been prepared in accordance with the provisions of “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) in Appendix 20 to the Rules Governing the Listing of Securities on GEM of the Stock Exchange (“GEM Listing Rules”) and Rule 17.103 under Chapter 17 of the GEM Listing Rules.

### 報告基準

本環境、社會及管治報告已根據聯交所GEM證券上市規則（「GEM上市規則」）附錄二十所載「環境、社會及管治報告指引」（「環境、社會及管治報告指引」）條文及GEM上市規則第17章第17.103條編製。

### REPORTING PRINCIPLES

The Group adheres to the reporting principles outlined in the ESG Reporting Guide:

### 報告原則

本集團遵守環境、社會及管治報告指引中的報告原則：

Principles 原則	The Group's response 本集團的回應
Materiality 重要性	<p>The issues covered in the Report have reflected the significant impacts of the Group on the economy, environment and society, or the scopes of assessments and decisions of stakeholders being affected. The Group has collected the views of stakeholders through questionnaires and conducted materiality assessments to identify material topics.</p> <p>本報告所涵蓋的議題已反映本集團對經濟、環境及社會的重大影響，或影響持份者評估及決定的範疇。本集團已透過問卷調查收集持份者的意見並進行實質性評估以確定重大議題。</p>
Quantitative 量化	<p>The Report disclosed the key performance indicators (“KPIs”) in a measurable manner. The KPIs are calculated in accordance with “Appendix 2: Reporting Guidance on Environmental KPIs” and “Appendix 3: Reporting Guidance on Social KPIs” to “How to prepare an ESG Report” published by the Stock Exchange in March 2020.</p> <p>本報告以可計量的方式披露關鍵績效指標（「關鍵績效指標」）。關鍵績效指標按聯交所於二零二零年刊發的「如何編製環境、社會及管治報告」「附錄二：環境關鍵績效指標匯報指引」及「附錄三：社會關鍵績效指標匯報指引」計算。</p>
Balance 平衡	<p>The Report reflected and disclosed fairly on the overall sustainability performance in environmental, social and governance areas of the Group.</p> <p>本報告已不偏不倚地反映及披露本集團環境、社會及管治範疇整體的可持續發展表現。</p>
Consistency 一致性	<p>The Group has used consistent methodologies to allow for meaningful comparisons of ESG data over years. Any changes in the methodologies and reporting scopes are explained in notes for stakeholders' reference.</p> <p>本集團已使用一致的統計方法，務求使環境、社會及管治數據可按年作有意義的比較。若任何的統計方法及報告範圍有變，應在附註中解釋以供持份者參考。</p>

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### INFORMATION AND FEEDBACK

The Report is available in both Chinese and English, which are issued electronically. The electronic version of the Report can be downloaded from the Stock Exchange's website at [www.hkexnews.hk](http://www.hkexnews.hk) or the Company's website at [www.geth.com.hk](http://www.geth.com.hk). In case of any discrepancies between the two languages, the English version shall prevail.

We value and pay active attention to the expectations and demands of the stakeholders for our ESG approach and performance. We welcome your feedback and other enquires on our ESG approach and performance by the following channels:

Email: [info@geth.com.hk](mailto:info@geth.com.hk)  
電郵: [info@geth.com.hk](mailto:info@geth.com.hk)

Address: Room 1204-5, 12/F., Centre Point, 181-185 Gloucester Road, Wan Chai, Hong Kong  
地址: 香港灣仔告士打道181-185號中怡商業大廈12樓1204-5室

### SUSTAINABILITY GOVERNANCE

The board of directors of the Company (the "Board") is principally responsible for directing, overseeing and reviewing the implementation of the Group's overall ESG strategies and reporting. ESG-related risks are taken into account in decision making and maintaining appropriate and effective risk management and internal control systems. An ESG Committee ("Committee") was established in August 2018 with management from different business units, aiming to ensure that the Group's operations comply with the principle of sustainability and to look after the Group's daily operations and risk management matters in relation to our ESG-related risks. The Committee deals with sustainability issues by regular communication with senior management from key business divisions, reviewing the Group's daily operations and feedback from stakeholders, and updating internal policies whenever necessary. The material issues involving the ESG-related risks of the Group are reviewed by the Committee and the Board regularly. We have engaged an independent ESG consultant to assist the Group in providing sustainability and ESG-related consultancy services.

### 報告發佈及反饋

本報告備有中、英文版本，均以電子方式發佈。本報告的電子版本可於聯交所網站[www.hkexnews.hk](http://www.hkexnews.hk)或本公司網站[www.geth.com.hk](http://www.geth.com.hk)下載。雙語版本之間如有歧異，概以英文版本為準。

我們重視並積極關注持份者對我們環境、社會及管治方針及表現的期望與訴求。我們歡迎閣下透過以下渠道就環境、社會及管治方針及表現提供反饋，並對其他有關環境、社會及管治方針及表現進行查詢。

### 可持續管治

本公司董事會（「董事會」）主要負責指示、監察及檢討本集團的環境、社會及管治策略及報告的整體實施情況。在決策及維持恰當有效的風險管理及內部監控系統的過程中，我們會考慮與環境、社會及管治相關的風險。環境、社會及管治委員會（「委員會」）於二零一八年八月成立，由各業務單位的管理層組成，旨在確保本集團的運作符合可持續發展的原則，並監察本集團的日常運作及環境、社會及管治相關風險的風險管理事宜。委員會透過與主要業務分部的高級管理層定期溝通、審視本集團的日常運作及持份者的反饋意見以及在必要時更新內部政策，處理可持續發展的事務。有關本集團環境、社會及管治風險的重大事宜將由委員會及董事會定期檢討。我們已委聘獨立環境、社會及管治顧問，以協助本集團提供可持續發展及環境、社會及管治相關諮詢業務。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### OUR SUSTAINABILITY VALUE

As a responsible enterprise, we established our own ESG Policy, which applies to all levels of the Group, to further achieve business sustainability and enhancement as well as fulfilling our corporate responsibility. The Group believes that sustainable development of the Group is embedded in the operations of the Core Business and our relationship with our shareholders, employees, customers, suppliers, government, and the community surrounding us. We will continuously create sustained value for stakeholders by incorporating up-to-date environmental, social and governance considerations into our operations with an aim to be a positive force in our environment and the community. Details of our management approach in environmental and social aspects towards the Core Business can be found in different sections of the ESG Report.

### STAKEHOLDER ENGAGEMENT

We cherish the views of our stakeholders and believe that it lays a solid foundation for the long-term growth and success of the Group. We have identified our employees, customers, investors and shareholders, suppliers and business partners, government and regulators, and the community at large as our key stakeholders. In daily business activities, we maintain close and effective communication with our stakeholders through multiple channels, shown as below:

### 可持續發展價值




作為負責任的企業，我們已設立適用於本集團各個層級的環境、社會及管治政策，以進一步達致業務的可持續發展及提升以及履行我們的企業責任。本集團相信本集團的可持續發展植根於經營核心業務及我們與股東、僱員、客戶、供應商、政府及附近社區的關係。我們將持續於營運過程中納入最新的環境、社會及管治考慮因素，為持份者締造可持續價值，藉此為環境以至社區作出正面貢獻。我們在核心業務的環境及社會方面的管理方針詳情載於環境、社會及管治報告的各個章節。

### 持份者參與

我們重視持份者的意見並深信其為本集團的長期增長及成功奠定穩固基石。我們將僱員、客戶、投資者及股東、供應商及業務夥伴、政府及監管機構以及廣大社區視作我們的主要持份者。在日常業務活動中，我們透過下列所示各種渠道與持份者保持密切高效的溝通：

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Stakeholders 持份者	Communication Channels 溝通渠道	Objectives and Initiatives 目標及舉措
<b>Employees</b> 僱員  	<ul style="list-style-type: none"> <li>E-mails 電郵</li> <li>Staff performance evaluation 員工表現評估</li> <li>Staff trainings 員工培訓</li> <li>Employee handbook 僱員手冊</li> <li>Staff recreational activities 員工康樂活動</li> </ul>	<ul style="list-style-type: none"> <li>Providing a safe and healthy working environment for our staff 為員工提供安全及健康的工作環境</li> <li>Career development 事業發展</li> <li>Democratic communication 民主溝通</li> <li>Rights, remuneration and welfare of employees 僱員的權利、薪酬及福利</li> </ul>
<b>Customers</b> 客戶  	<ul style="list-style-type: none"> <li>E-mails 電郵</li> <li>Customer service hotline 客戶服務熱線</li> <li>Company website 公司網站</li> <li>Social media platforms 社交媒體平台</li> </ul>	<ul style="list-style-type: none"> <li>Product and service quality 產品及服務質素</li> <li>Technological innovation 技術創新</li> <li>Respect customer privacy and information security 尊重客戶私隱及保障資料安全</li> </ul>
<b>Investors and Shareholders</b> 投資者及股東  	<ul style="list-style-type: none"> <li>E-mails 電郵</li> <li>Annual general meetings 股東週年大會</li> <li>Company website 公司網站</li> <li>Reports, announcements, and other publications 報告、公告及其他刊物</li> </ul>	<ul style="list-style-type: none"> <li>Corporate governance 企業管治</li> <li>Financial performance 財務表現</li> <li>Information disclosure 資料披露</li> <li>Protection of investors' and shareholders' interests 保障投資者及股東權益</li> <li>Improving operational efficiency to generate stable returns in the long run 提升經營效率，長遠創造穩健回報</li> </ul>

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Stakeholders 持份者	Communication Channels 溝通渠道	Objectives and Initiatives 目標及舉措
<b>Suppliers and Business Partners</b> 供應商及業務夥伴 	<ul style="list-style-type: none"> <li>E-mails 電郵</li> <li>Business negotiations 業務磋商</li> <li>Contracts and agreements 合約及協議</li> <li>Company website 公司網站</li> <li>Social media platforms 社交媒體平台</li> <li>Site visits 現場考察</li> </ul>	<ul style="list-style-type: none"> <li>Complying with relevant laws and regulations 遵守相關法律及法規</li> <li>Maintaining sound cooperation relationship for mutual growth 保持良好合作關係，共同成長</li> <li>Formulating stringent procurement system and control risks 制定嚴謹的採購制度，控制風險</li> </ul>
<b>Government and Regulators</b> 政府及監管機構 	<ul style="list-style-type: none"> <li>Official and verbal correspondence 公文及口頭通訊</li> <li>Publications on the websites of the Stock Exchange and the Company 於聯交所及本公司網站刊載</li> <li>Company website 公司網站</li> </ul>	<ul style="list-style-type: none"> <li>Complying with relevant laws and regulations 遵守相關法律及法規</li> <li>Eradicating corruption behaviour 杜絕腐敗行為</li> </ul>
<b>Community</b> 社區 	<ul style="list-style-type: none"> <li>E-mails 電郵</li> <li>Social media platforms 社交媒體平台</li> <li>Company website 公司網站</li> <li>Community activities and/or charitable donations 社區活動及／或慈善捐贈</li> </ul>	<ul style="list-style-type: none"> <li>Community development 社區發展</li> <li>Encouraging employees to make commitment to the society relating to ESG matters 鼓勵僱員就ESG事宜承擔社會責任</li> <li>Enhancing the environmental protection consciousness of staff 提高員工的環保意識</li> <li>Developing innovative products to bring convenience to the society 開發創新產品，為社會帶來便利</li> </ul>



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### MATERIALITY ASSESSMENT

As the concerns and expectations of stakeholders may change over time, we have gone through a materiality assessment process to prioritise the material topics in order to keep abreast of the sustainability trends that shape our business. To effectively present the ESG-related risks and opportunities, we have identified 19 key ESG topics. Since the community attaches great importance to environmental issues, we have included the material topics in relation to environmental protection and green operation.

### 重要性評估

由於持份者的關注事項及期望可能會隨時間而改變，我們通過重要性評估程序以確定重要議題的優先次序，以便了解影響我們業務的可持續性趨勢。為有效呈現環境、社會及管治相關風險及機遇，我們已識別19個主要環境、社會及管治議題。由於社會對環境問題的高度重視，我們已將與環境保護及綠色營運有關的重大議題納入其中。

### List of ESG-related Issues

### 環境、社會及管治相關議題清單

Environmental Protection and Green Operation 環境保護及綠色營運	Operating Practices 營運常規	Product and Services Responsibility 產品及服務責任	Quality of Working Environment 工作環境質素	Community Investment 社區投資
1. Waste management 1. 廢物管理	5. Corporate governance 5. 企業管治	10. Product and service quality 10. 產品及服務質素	13. Providing a safe and healthy working environment for our staff 13. 為員工提供安全及健康的工作環境	17. Community development 17. 社區發展
2. Efficient use of resources 2. 有效使用資源	6. Complying with relevant laws and regulations 6. 遵守相關法律及法規	11. Respect customer privacy and information security 11. 尊重客戶私隱及保障資料安全	14. Rights, remuneration and welfare of employees 14. 僱員的權利、薪酬及福利	18. Encouraging employees to make commitment to the society relating to ESG matters 18. 鼓勵僱員就ESG事宜承擔社會責任
3. Climate Change 3. 氣候變化	7. Eradicating corruption behavior 7. 杜絕腐敗行為	12. Technological innovation 12. 技術創新	15. Democratic communication 15. 民主溝通	19. Developing innovative products to bring convenience to the society 19. 開發創新產品，為社會帶來便利
4. Enhancing the environmental protection consciousness of staff 4. 增強員工的環保意識	8. Formulating stringent procurement system and control risks 8. 制定嚴謹的採購制度，控制風險 9. Maintaining sound cooperation relationship for mutual growth 9. 保持良好合作關係，共同成長		16. Career development 16. 事業發展	

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

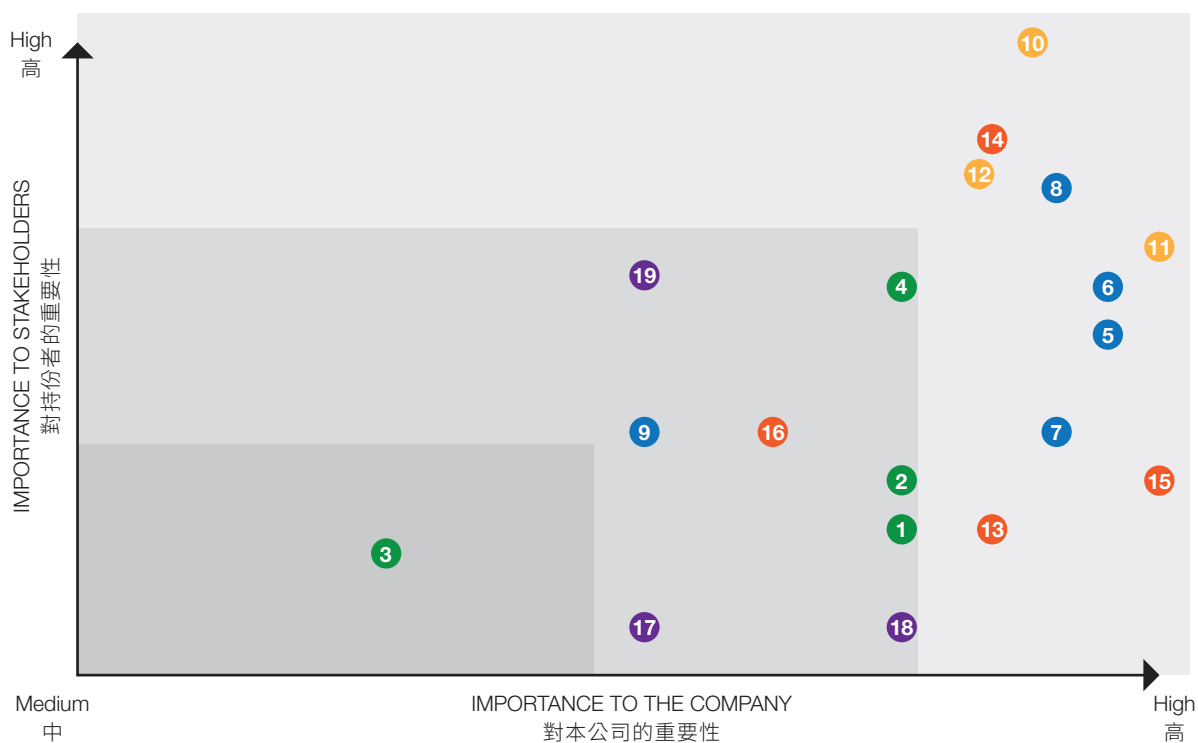
## 環境、社會及管治報告

### Materiality Matrix

### 重要性矩陣

The materiality matrix maps 19 ESG-related topics, with their level of importance to stakeholders against our business as follows:

重要性矩陣排列出19個環境、社會及管治相關議題，其對持份者的重要程度與對我們業務的重要程度對比如下：



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### ENVIRONMENT

The Group endeavours to minimise the environmental impacts derived from its business activities and maintain green operations and green office practices to demonstrate the Group's commitment to sustainable development. As a service-oriented enterprise mainly with office operations, we do not generate material direct emissions, industrial pollutants, sewage, and hazardous waste. We act in compliance with the laws and regulations relating to environmental protection and pollution control, including but not limited to:

- Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong);
- Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong);
- Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong); and
- Environmental Protection Law of the PRC.

During the Reporting Year, we were not aware of any material non-compliance with applicable environmental laws and regulations in Hong Kong and the PRC in relation to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

#### Greenhouse Gas (“GHG”) Emissions

Due to our business nature, we do not contribute to a significant amount of pollutant emissions. The Group's major source of GHG emission is from electricity consumption (Scope 2). The energy-saving measures have been put in place to reduce GHG emissions, and they are discussed in the section on Energy Consumption.

		Unit 單位		2021 二零二一年	2020 二零二零年
Scope 2 GHG Emission	範圍2溫室氣體排放	Tonnes CO <sub>2</sub> e	噸二氧化碳當量	31.42	41.24
Intensity	密度	Tonnes CO <sub>2</sub> e/square feet of gross floor area	噸二氧化碳當量/ 平方呎建築面積	0.007	0.005 <sup>1</sup>

<sup>1</sup> The intensity of 2020 has been restated to provide a more consistent comparison.

### 環境

本集團致力降低其業務活動對環境的影響，維持綠色營運及綠色辦公室常規，以展示本集團對可持續發展的承諾。本集團為以服務為本的企業，主要涉及辦公室營運，故並無產生重大直接排放物、工業污染物、污水及有害廢棄物。我們遵守有關環境保護及污染管治法律及規例，包括但不限於：

- 香港法例第358章《水污染管制條例》；
- 香港法例第311章《空氣污染管制條例》；
- 香港法例第354章《廢物處置條例》；及
- 《中華人民共和國環境保護法》。

於報告年度，我們並不知悉有任何嚴重違反香港及中國適用的環境法律及規例，內容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。

#### 溫室氣體排放

鑒於我們的業務性質，我們並無產生大量污染物排放。本集團溫室氣體排放的主要來源是電力消耗（範圍2）。我們已經採取節能措施以減少溫室氣體排放，有關措施於能源消耗一節詳述。

<sup>1</sup> 已重列二零二零年的密度以提供更貫徹一致的比較。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Energy Consumption

We recognise that consumption of purchased electricity at our workplaces accounts for our major source of indirect greenhouse gas emissions. Our three leased offices in Wan Chai and North Point in Hong Kong; and Shenzhen in the PRC are included in the calculation of total electricity consumption for the Reporting Year.

### 能源消耗

我們確認於我們辦公場所消耗的外購電力是我們間接溫室氣體排放的主要來源。報告年度的總耗電量計算包括我們於香港灣仔及北角以及中國深圳的三間租賃辦公室。

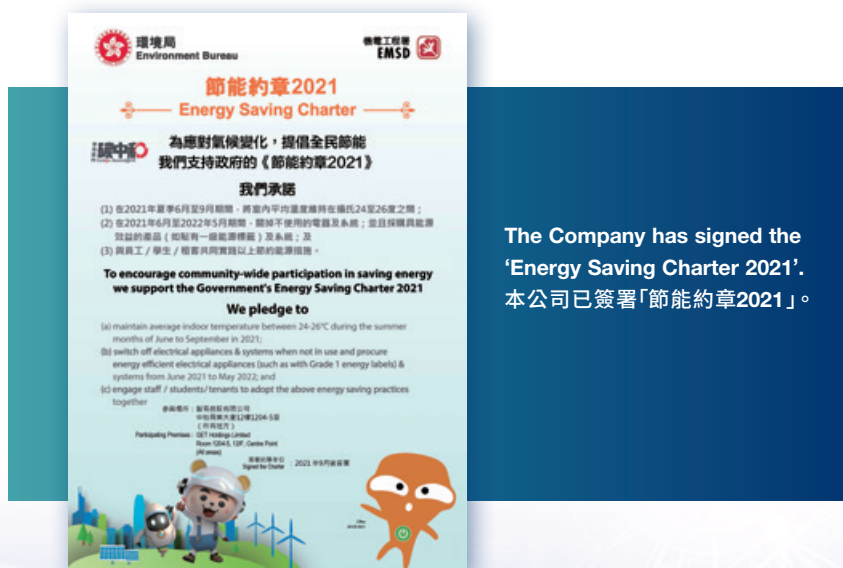
		Unit 單位		2021 二零二一年	2020 二零二零年
Indirect – Electricity	間接—電力	kWh	千瓦時	39,268	51,433
Intensity	密度	kWh/square feet of gross floor area	千瓦時／平方呎建築面積	8.39	5.88 <sup>1</sup>

<sup>1</sup> The intensity of 2020 has been restated to provide a more consistent comparison.

<sup>1</sup> 已重列二零二零年的密度以提供更貫徹一致的比較。

Various measures are implemented to reduce the energy consumption and the amount of carbon emission. We encourage our employees to set the computers to automatic standby or sleep mode and switch off all idle electrical devices or lights before leaving office. We also support 'Energy Saving Charter on Indoor Temperature'. The temperature of air-conditioners is set at an energy-efficient level, best at 24–26°C. Along with the effective implementation of the corresponding policies and measures by employees, the awareness of our staff on saving energy has been enhanced. We expect that our carbon emission could be reduced effectively.

我們採取多項舉措減少能源消耗及碳排放量。我們鼓勵僱員將電腦設定成自動待機或睡眠模式，並於離開辦公室時關閉所有閒置電器設備或電燈。我們亦支持「室內溫度節能約章」計劃，將空調溫度設定於節能水平，攝氏24–26度最為適宜。隨著僱員有效實施相應政策及措施，本集團員工節約能源的意識已有所提升，預計我們的碳排放有望有效減少。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Non-hazardous Waste

The Group believes that our business activities do not have significant impacts on the environment and natural resources. The non-hazardous waste of the Group is mainly paper waste and general waste generated from the daily operating activities in offices. All the non-hazardous waste produced is disposed of properly by the building management company. Since we mainly focus on the provision of software products and I.T. related services and operation of online sales platforms and product trading, we do not involve the handling of material waste, hazardous wastes or packaging materials.

### 無害廢棄物

本集團相信我們的業務活動並無對環境及天然資源造成重大影響。本集團的無害廢棄物主要為辦公室日常經營活動中產生的廢紙及一般廢棄物。產生的所有無害廢棄物均由物業管理公司妥為處置。由於本公司主要集中於提供軟件產品及資訊科技相關服務以及經營網上銷售平台及產品貿易，故我們並無涉及處理重大廢棄物、有害廢棄物或包裝材料。







		Unit 單位		2021 二零二一年	2020 二零二零年
Non-hazardous waste	無害廢棄物	Tonnes	噸	0.185	0.275
Intensity	密度	Tonnes/employee <sup>1</sup>	噸／僱員 <sup>1</sup>	0.006	0.008

Note 1: As at 31 December 2021, there were 29 employees (2020: 35 employees).

附註1：於二零二一年十二月三十一日，共有29名僱員（二零二零年：35名僱員）。

To minimise the production of non-hazardous waste, the following key procedures have been implemented:

為盡量減少無害廢棄物的產生，我們已實施下列主要措施：

	Placing boxes and trays beside photocopiers as containers to collect single-sided paper for reuse and used paper for recycling. 放置紙箱及紙盒於影印機旁，以便收集單面紙作循環再用及回收廢紙。
	Encouraging the use of digital document and double-sided printing and copying. 鼓勵使用數碼文件及雙面打印及複印。
	Recycling areas have been provided in offices to promote paper recycling. 於辦公室提供回收區以促進紙張回收。
	Encouraging employees to use e-mails or notice board for internal communication. 鼓勵僱員使用電郵或告示板作內部通訊。
	Promoting a “think before you copy” attitude: sharing documents with co-workers online and only printing the number of copies required. 推廣「複印前要三思」心態：與同事共享線上文件，僅打印所需數量的文件。
	Avoid using single-use disposable items. 避免使用一次性即棄物品。

With the implementation of the measures above, we believe the objectives of saving energy, reducing non-hazardous waste, and preserving the environment can be achieved.

實施上述措施後，我們深信能夠實現節能、減少無害廢棄物及環境保育的目標。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Water Consumption

The Group makes effort to cherish water resources and focuses on water utilisation efficiency. We are committed to reducing unnecessary water consumption since water is one of the most precious resources. Our key water usage arises from consumption in offices, including toilet flushing, water tap and drinking water. The water supply and discharge facilities are provided and managed by the property management company, which considered the provision of water usage data to the individual occupant is not feasible. In order to promote better utilisation and conservation of water resources, we remind our staff to turn off water taps after use and place posters related to saving water resources in prominent places to encourage water conservation.

The Group does not encounter any issue in sourcing water that is fit for purpose as the Group does not conduct any business relating to manufacturing.

### Environment and Natural Resources

We believe that the environment and natural resources are valuable to the mankind. Given the nature of our business, the Group poses little negative impact to the environment. As a responsible corporation, the Group is committed to continuously improving environmental sustainability and we recognise our responsibility of reducing the impact of the operations and the resources and materials in daily usage.

### Climate Change

With the increasing occurrence of climate change-induced extreme weather events, such as typhoons, torrential rain, and flooding, the international society attaches more importance to climate change issues. We are not significantly affected by climate change-related physical risks. However, we provide flexible work arrangements according to the Code of Practice in Times of Typhoons and Rainstorms to ensure the safety of employees.

### 水資源消耗

本集團竭力珍惜水資源，重視用水效率。由於水是最重要的資源之一，我們致力減少不必要的水資源消耗。我們的用水主要來自辦公室用水，包括沖廁、水龍頭及飲用水。供排水設施由物業管理公司提供及管理，其認為向個別用戶提供用水數據不可行。為更好利用水資源並節約用水，我們提醒員工使用水龍頭後關閉，並在顯眼位置張貼節約用水相關海報，鼓勵節約用水。

由於本集團並無進行任何製造業相關業務，故在獲取適用水源方面並無遇到任何問題。

### 環境及天然資源

我們相信環境及天然資源對人類尤為寶貴。鑒於我們的業務性質，本集團對環境的負面影響甚微。作為一家負責任的企業，本集團致力於不斷促進環境可持續發展，且我們深知我們有責任減少經營及日常所用資源及材料對環境的影響。

### 氣候變化

隨著氣候變化引發的極端天氣事件（如颱風、暴雨及洪水等）日益增加，國際社會對氣候變化問題越加重視。我們並未受氣候變化相關物理風險的重大影響。然而，我們根據《颱風及暴雨情況下的工作守則》作出靈活的工作安排，確保僱員安全。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### EMPLOYMENT

We are committed to retaining talents through offering competitive remuneration packages including salaries and benefits, providing employees with continuous on-the-job training and development, and creating a working environment in which a work-life balance is upheld. During the Reporting Year, the Group complied with all applicable laws and regulations in a material respect, including but not limited to:

- Employment Ordinance (Cap. 57 of the Law of Hong Kong);
- Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Law of Hong Kong);
- Minimum Wage Ordinance (Cap. 608 of the Law of Hong Kong);
- Labour Law of the PRC;
- Labour Contract Law of the PRC;
- Social Insurance Law of the PRC; and
- Regulations on the Administration of Housing Accumulation Funds of the PRC.

The Group was not aware of any material non-compliance with any relevant laws and regulations in relation to compensation and dismissal, recruitment, and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, that have a significant impact on the Group for the Reporting Year.

### 僱傭

我們致力透過提供具競爭力的薪酬待遇（包括薪金及福利）、為僱員提供持續在職培訓及發展並營造一個支持工作與生活平衡的工作環境，挽留精英人才。於報告年度，本集團遵守重大層面的所有適用法律法規，包括但不限於：

- 香港法例第57章《僱傭條例》；
- 香港法例第485章《強制性公積金計劃條例》；
- 香港法例第608章《最低工資條例》；
- 《中華人民共和國勞動法》；
- 《中華人民共和國勞動合同法》；
- 《中華人民共和國社會保險法》；及
- 《中國住房公積金管理條例》。

於報告年度，本集團並不知悉有任何嚴重違反涉及補償和解僱、招聘和晉升、工作時數、假期、平等機會、多元性、反歧視及其他待遇和福利方面的任何相關法律及規例而對本集團造成重大影響的情況。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Total Workforce and Turnover Rate

### 僱員總數及流失比率

As at 31 December 2021, the Group had a total of 29 full-time employees (2020: 35 full-time employees) with breakdown as follows:

於二零二一年十二月三十一日，本集團合共有29名全職僱員（二零二零年：35名全職僱員），詳情如下：

		Unit 單位		2021 二零二一年	2020 二零二零年
<b>By Gender</b>	<b>按性別劃分</b>				
Male	男性	Person(s)	人	15	19
Female	女性	Person(s)	人	14	16
<b>By Age Group</b>	<b>按年齡組別劃分</b>				
18 – 30	18–30	Person(s)	人	2	2
31 – 40	31–40	Person(s)	人	14	22
41 – 50	41–50	Person(s)	人	11	8
51 or above	51或以上	Person(s)	人	2	3
<b>By Geographical Location</b>	<b>按地理位置劃分</b>				
Hong Kong	香港	Person(s)	人	28	N/A <sup>1</sup> 不適用 <sup>1</sup>
PRC	中國	Person(s)	人	1	N/A <sup>1</sup> 不適用 <sup>1</sup>

Note 1: The data has been extended to cover 2021 to reflect the geographical location of employees to enhance the completeness of data.

附註1: 數據已擴展至二零二一年，以反映僱員的地理位置，完善數據完整性。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

The employee turnover rate classified by age, gender, and geographical location during the Reporting Year are set forth as follows:

於報告年度，按年齡、性別及地理位置劃分的僱員流失率如下：

		Unit 單位		2021 二零二一年
<b>Total Turnover Rate</b>	<b>總流失率</b>	Percentage	百分比	27.6
<b>By Gender</b>	<b>按性別劃分</b>			
Male	男性	Percentage	百分比	26.7
Female	女性	Percentage	百分比	28.6
<b>By Age Group</b>	<b>按年齡組別劃分</b>			
18 – 30	18–30	Percentage	百分比	0.0
31 – 40	31–40	Percentage	百分比	21.4
41 – 50	41–50	Percentage	百分比	27.3
51 or above	51或以上	Percentage	百分比	100.0
<b>By Geographical Location</b>	<b>按地理位置劃分</b>			
Hong Kong	香港	Percentage	百分比	17.9
PRC	中國	Percentage	百分比	300.0 <sup>1</sup>

Note 1: According to “Appendix 3: Reporting Guidance on Social KPIs” of “How to prepare an ESG Report” published by the Stock Exchange, the calculation method is (the number of employees who left employment) / (the total number of employees as at 31 December 2021) x 100%.

附註1：根據聯交所刊發的「如何編製環境、社會及管治報告」「附錄三：社會關鍵績效指標匯報指引」，計算方法為（離職僱員數量）/（截至二零二一年十二月三十一日的僱員總數）x 100%。

### Recruitment, Promotion and Dismissal

During our recruitment and staff promotion process, we select the candidates based on their qualifications, experience, skills, potential and performance. We provide equal opportunities for all people regardless of age, gender, race, marital status, family status or disability.

Performance appraisal and counselling are offered to employees on an annual basis. The purpose of our performance appraisal does not solely rest on evaluating their abilities to meet the Group’s expectations. More importantly, it acts as an opportunity for us to reward those who exceed our expectations. It also provides the perfect chance for employees to discuss with management their concerns and ideas.

In case of voluntary resignation or dismissal, we follow all requirements regarding the termination of employment as stipulated in the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Labour Law of the PRC and/or other relevant laws and regulations.

### 招聘、晉升及解僱

於招聘及員工晉升過程中，我們根據彼等的資歷、經驗、技術、潛能及表現甄選候選人。我們為所有人士提供公平機會，不論年齡、性別、種族、婚姻狀況、家庭狀況或殘障。

我們每年為僱員提供表現評核及輔導。表現評核的目的並非僅評估其能力是否符合本集團的期望，更重要的是我們可藉此機會嘉許該等超越我們期望的員工，亦為僱員提供最適當的時機，與管理層討論其關注事項及意見。

倘屬於自願辭職或解僱，我們會遵循香港法例第57章《僱傭條例》、《中華人民共和國勞動法》所訂明有關終止僱傭的所有規定及／或其他相關法律及規例。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Benefit and Remuneration

Our employees are valuable assets, and we owe our success to their efforts. The Group's remuneration policy is based on the principle of equality, motivation, performance-oriented and market competitiveness, and in accordance with the statutory requirements of the respective jurisdictions where the employees are engaged. Remuneration packages are normally reviewed on an annual basis. Apart from salary payments, other staff benefits including provident fund contributions, medical insurance, and performance-related bonus are provided to Hong Kong employees and social insurance and housing provident fund are provided to PRC employees. A share option scheme is also established to reward and motivate the employees of the Group.

### Work-life Balance

The Group attaches great importance to the physical and mental well-being of our people. To encourage work-life balance and maintain a harmonious relationship among employees, apart from providing a five-day work arrangement, various social activities and staff development programmes were organised for employees during the Reporting Year. We reinforced team spirit and a stronger sense of belonging through these activities.

### 福利及薪酬

我們的僱員是寶貴的資產，而我們的成功乃源自他們的努力。本集團基於平等、激勵、以表現為導向及市場競爭力的原則，並根據聘用僱員所在相關司法權區的法例規定制定薪酬政策。薪酬待遇通常每年檢討。除薪金付款外，我們亦向香港僱員提供其他員工福利，包括公積金供款、醫療保險及與表現掛鉤的花紅及向中國僱員提供社會保險及住房公積金。本集團亦設有購股權計劃以獎勵及激勵僱員。

### 工作與生活平衡

本集團非常重視員工的身心健康。於報告年度，為鼓勵僱員的工作與生活取得平衡及維持和諧的工作關係，除每週五日工作的安排外，我們亦為僱員組織各類社交活動及員工發展課程。我們透過該等活動加強團隊精神及增強歸屬感。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### HEALTH AND SAFETY

As a people-oriented organisation, the Group places the employees' health and safety on the top priority to sustain the operation and growth of the Group. We strive to provide them with a safe, healthy, and well-protected working environment by complying with relevant laws and regulations, including but not limited to the Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong), the Work Safety Law of the PRC and the Regulations on Work-Related Injury Insurance of the PRC. We implemented the following key measures to ensure the health and safety of employees:

- Ensuring all workplaces under the Group's control are safe and pose no threat to health;
- Encouraging the staff to attend fire drill;
- Providing sufficient first-aid kits at workplaces;
- Carrying out inspection for any unsafe condition and fix it immediately; and
- Prohibition on smoking in all enclosed areas within the offices.

With the above measures, there were no work-related injuries or fatalities recorded and no lost days due to work-related injuries reported for the years ended 31 December 2021, 2020, and 2019. The Group was not aware of any material non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards for the Reporting Year.

### 健康及安全

作為一家以人為本的機構，本集團將僱員的健康及安全視為重中之重，以維持本集團的營運及增長。我們遵守相關法律及規例，包括但不限於香港法例第509章《職業安全及健康條例》、《中華人民共和國安全生產法》及《中華人民共和國工傷保險條例》，致力為僱員提供安全、健康及受到良好保障的工作環境。為確保僱員的健康及安全，我們已實行下列主要措施：

- 確保在本集團監管下的所有工作場所均為安全及不存在健康威脅；
- 鼓勵員工參與消防演習；
- 於工作場所提供足夠的急救箱；
- 檢查是否有任何不安全狀況並立即修正；及
- 嚴禁在辦公室所有室內地方吸煙。

通過上述措施，截至二零二一年、二零二零年及二零一九年十二月三十一日止年度並無錄得任何工作相關傷亡事故或亦無報告因工傷而損失工作天數。本集團於報告年度亦不知悉有任何嚴重違反涉及提供安全工作環境及保護僱員免受職業性危害方面的相關法律及規例而對本集團造成重大影響的情況。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### COVID-19 Prevention

COVID-19 and its impacts on communities around the world have made challenging years for everyone. Throughout the Reporting Year, we made an effort to ensure that our employees remained safe and healthy at work and home. The Group has taken proactive measures to safeguard the health and safety of our people and reduce the risk of infection:

- Requiring all employees and guests to perform temperature checks before entering the offices;
- Distributing pandemic necessities to all employees such as surgical masks and hand sanitisers;
- Providing vaccination leave for employees; and
- Arranging employees to 'Work from Home'.

### TRAINING AND DEVELOPMENT

Through providing development and training opportunities to our employees, we believe it not only helps the professional development of employees but also, in return, supports the growth of the Group. The following table demonstrates the training and development data in the Reporting Year:

		Percentage of employees trained 受培訓僱員百分比	Average training hours completed per employee 每名僱員完成的平均培訓時數
<b>By Gender</b>	<b>按性別劃分</b>		
Male	男性	93.3%	0.6
Female	女性	71.4%	0.4
<b>By Employment Level</b>	<b>按僱傭類別劃分</b>		
General Staff	一般員工	77.8%	0.4
Middle Management	中級管理層	90.9%	0.7
Senior Management	高級管理層	77.8%	0.2

### COVID-19預防措施

COVID-19疫情肆虐，為全球社區帶來種種影響，令每一個人都面臨挑戰。於整個報告年度，我們努力不懈，希望確保僱員不論是在工作場所還是在家中都能保持安全健康。本集團已採取積極措施保障我們員工的健康與安全，減少感染風險：

- 要求全體僱員及客人進入辦公室前進行體溫檢測；
- 向所有僱員派發疫情必需品，如外科口罩及手部消毒劑；
- 為僱員提供接種疫苗假期；及
- 安排僱員居家辦公。

### 培訓及發展

我們認為，向僱員提供發展及培訓機會不僅有助僱員的專業發展，同時亦支持本集團發展壯大。下表展示於報告年度內的培訓及發展數據：

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Internal trainings have been provided to employees to ensure that they are equipped with relevant skills for their work. Besides, we encourage our employees to participate in external work-related seminars and workshops about regulatory compliance and corporate governance to enrich their knowledge in discharging their duties at work. During the Reporting Year, employees of the Group attended various trainings in relation to updates of IT solutions and systems, and corporate regulatory requirements in Hong Kong.

### LABOUR STANDARDS

The Group fully understands that the exploitation of child and forced labour is universally prohibited. We have zero-tolerance on child and forced labour. The Group complies with relevant laws and regulations, including but not limited to the Employment of Children Regulations (Cap. 57B of the Laws of Hong Kong), the Labour Law of the PRC, the Labour Contract Law of the PRC, and the Provisions on the Prohibition of Using Child Labour of the PRC.

The human resources department is responsible for monitoring and ensuring compliance of all relevant laws and regulations that prohibit child labour and forced labour. To combat against illegal employment of child labour, underage workers and forced labour, prior to confirmation of employment, the human resources department of the Group requires job applicants to provide valid identity documents to ensure that the applicants are lawfully employable. If the Group discovers such case, the employment will be immediately terminated. The Group will not engage any suppliers which are known to have engaged employee who is younger than the minimum employment age of the relevant country or the maximum age of compulsory education.

The Group was not aware of any non-compliance with the relevant laws and regulations relating to the prevention of use of child or forced labour, that have a significant impact on the Group for the Reporting Year.

我們已向僱員提供內部培訓，確保彼等具備相關工作技能。此外，我們鼓勵僱員參加與對外工作相關的講座及有關監管合規及企業管治的工作坊，豐富其知識，幫助彼等履行工作職責。於報告年度，本集團僱員已參與多個有關資訊技術解決方案與系統及香港公司監管規定最新發展的培訓。

### 勞工準則

本集團深明僱用童工及強制勞工乃普遍禁止的情況。我們嚴格禁止僱用童工及強制勞工。本集團遵守相關法律及規例，包括但不限於香港法例第57B章《僱用兒童規例》、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中國禁止使用童工規定》。

人力資源部負責監管和確保遵守禁止童工及強制勞工的所有相關法律及規例。為打擊非法僱用童工、未成年工人及強制勞工現象，於確認僱傭關係前，本集團人力資源部要求應聘者提供有效身份證文件以確保申請人可合法受聘。倘本集團發現有關情況，則僱傭關係將立即終止。本集團將不委聘任何已知聘用年齡低於相關國家最低僱傭年齡或最高強制教育年齡員工的供應商。

於報告年度，本集團並不知悉有任何違反涉及防止使用童工或強制勞工的相關法律及規例而對本集團造成重大影響的情況。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### SUPPLY CHAIN MANAGEMENT

The Group's major business suppliers include providers of I.T. products, cloud services, legal, audit, and other business services. They are not considered to pose significant environmental and social risks to the Group's business operations. During the Reporting Year, the Group engaged a total of 22 suppliers, as illustrated as below:

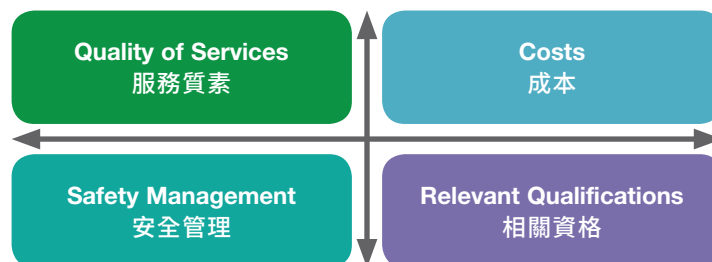
### 供應鏈管理

本集團的主要業務供應商包括資訊技術產品、雲服務、法律、審計及其他業務服務供應商。彼等對於本集團的業務營運並不構成重大環境及社會風險。於報告年度，本集團合共聘用22名供應商，如下表所示：

		2021 二零二一年
<b>By Geographical Location</b>	<b>按地理位置劃分</b>	
Hong Kong	香港	15
The PRC	中國	4
Other	其他	3

The Group has maintained a high level of ethical standards in choosing the right suppliers through careful selection and continuous measurement. We apply the same assessment procedures when engaging our suppliers, which involve considerations of, including but not limited to, the following criteria:

本集團已維持高水平的道德標準，透過審慎甄選及持續考量，挑選合適的供應商。我們委聘供應商時，均使用相同的評估程序並考慮以下標準，包括但不限於：



We require our suppliers to maintain a high standard of quality for the services provided, and to comply with and have in place adequate occupational health and safety and environmental protection procedures (if applicable) in accordance with all applicable laws and regulations.

我們要求供應商就所提供服務維持高水平的質量，並按照所有適用法律及規例遵守和設立足夠的職業健康及安全以及環境保護程序(如適用)。

### PRODUCT RESPONSIBILITY

The Group is committed to abiding by all applicable laws and regulations, including but not limited to the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong), the Law of the PRC on the Protection of Consumer Rights and Interests and other relevant laws and regulations.

### 產品責任

本集團承諾遵守所有適用法律及規例，包括但不限於香港法例第486章《個人資料(私隱)條例》、《中華人民共和國消費者權益保護法》以及其他相關法律及規例。

During the Reporting Year, the Group was not aware of any material non-compliance with relevant laws and regulations relating to health and safety, advertising, labelling, and privacy matters relating to products and services provided and method of redress that have a significant impact on the Group.

於報告年度，本集團並不知悉有任何嚴重違反涉及所提供的產品與服務及補救方法在健康和 safety、廣告、標籤及私隱事宜方面的相關法律及規例而對本集團造成重大影響的情況。

During the Reporting Year, we had no products sold or shipped subject to recalls for safety and health reasons.

於報告年度，我們並無已售或已運送產品因安全與健康理由而須回收的情況。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Privacy Protection

The Group emphasises the importance of privacy and is committed to protecting the rights and interests of our customers at all times in collection, use and handling of client information. Due to our business nature, the Group has easier access to customers' personal or corporate sensitive information. The Group prohibits the provision of customer information to a third party without authorisation from the clients.

During the Reporting Year, the Group neither suffered any loss of customer arising from leakage of customer privacy or other service/product problems, nor received any material complaints and claims from customers due to inferior product or service quality.

### Customer Satisfaction

The Group values every customer and always works hard to provide customers with satisfactory products and services. In order to provide our customers with good personal computer experience through our software products, we practise ongoing maintenance, updates, upgrades as well as debugging exercises. The development team also generates a demo version for testing, internal review, and optimisation before launching a new product in the market.

Technical supports are provided to the customers of our software products on an as-needed basis to enhance our product performance. In order to provide good after-sales services to our customers of the software business, besides responding to customers' enquiries and requests via e-mails, technical support acquired from an external service provider is also available to all of them. If there are complaints from users, we will work out specific solutions and make prompt replies to the users. We concern about complaints from customers as it can improve our product and service quality, which in turn helps our business to maintain competitiveness in the market.

In addition, refund policy is in place for most of our software products, such as Advanced SystemCare, Advanced SystemCare Ultimate, IObit Malware Fighter and Driver Booster. A 60-day money-back guarantee has been provided to ensure that all customers have enough time to evaluate whether the purchased software product and service meet their needs. For products we sell on the online sales platforms, our customers could return in accordance with relevant policies of the respective online sales platforms where customers basically enjoy a full refund before the shipment of products.

During the Reporting Year, the Group did not receive any material complaints in relation to products and services.

### 私隱保護

本集團強調私隱的重要性，致力在收集、使用及處理客戶資料時始終保護客戶的權利及權益。由於我們的業務性質，本集團可輕易查閱客戶個人或企業的敏感資料。本集團嚴禁未經客戶授權向第三方提供客戶資料。

於報告年度，本集團並無因洩露客戶私隱或其他服務／產品問題而流失任何客戶，亦無因產品或服務質素欠佳而收到客戶的任何重大投訴及索償。

### 客戶滿意度

本集團重視每名客戶，一直致力為客戶提供令人滿意的產品及服務。為藉軟件產品向客戶提供良好的個人電腦體驗，我們會對軟件產品進行持續維護、更新、升級及除錯工作。於市場上推出新產品前，開發團隊亦將製作演示版本以作測試、內部檢討及優化。

我們按需要為客戶提供軟件產品的技術支援，以增強我們的產品性能。為了向軟件業務的客戶提供優質的售後服務，除使用電子郵件回覆客戶問題及要求外，亦為全體客戶提供從外部服務供應商購入的技術支援。倘用戶提出投訴，我們將制定具體解決方案，並且盡快回覆用戶。我們重視客戶的投訴，因為投訴可改善我們的產品及服務質素，從而有助我們的業務維持市場的競爭力。

此外，我們大部分軟件產品（如Advanced SystemCare、Advanced SystemCare Ultimate、IObit Malware Fighter和Driver Booster）設有退貨政策。為確保全體客戶均有足夠時間評估所購買的軟件產品和服務是否滿足其需求，我們提供60日退款保證。對於我們在網上銷售平台銷售的產品，我們的客戶可以按照各網上銷售平台的相關政策進行退貨，客戶在送還產品前基本上可享有全額退款。

於報告年度，本集團並無收到任何有關產品及服務的重大投訴。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### Intellectual Property (“IP”) Rights

The Group strives to protect IP rights during the development of software. We are committed to complying with relevant laws and regulations, including but not limited to the Trade Marks Ordinance (Cap. 559 of the Law of Hong Kong) and the Copyright Law of the People’s Republic of China. We continuously maintain and renew our trademark for additional periods to prevent the cancellation of trademark registration. We also adopt a practice of irregular checks online to search for unpermitted use of our trademarks.

### Advertisement and Labelling

The Group is committed to providing product or service information, which is true, accurate and not misleading to comply with the relevant laws and regulations. Advertisements and/or product labelling relating to the products or services we provide do not include any statement, promise, or forecast which is false, misleading, or deceptive to our customers.

### ANTI-CORRUPTION AND BUSINESS ETHICS

The Group strictly follows a set of ethical standards to ensure integrity in our business and takes a zero-tolerance approach to any unethical business conduct including corruption, bribery, extortion, fraud, and money laundering. We are committed to abiding by relevant laws and regulations, including but not limited to the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong), the Criminal Law of the PRC and the Anti-Money Laundering Law of the PRC.

We strictly monitor the conduct of the Group to ensure compliance with the related laws and regulations, and regularly update our internal policies in relation to anti-bribery and anti-corruption. A code of conduct is stipulated in the employee handbook with rules on how employees should behave when conducting business to prohibit employees from receiving gifts or benefits and to prevent any conflict of interest and bribery in the daily work of employees. Whistle-blowing channels are set up for employees to report anonymously for any violation on the ethical standards that our Group pursue. Any form of corruption is prohibited within the Group. To foster the understanding of anti-corruption, trainings related to anti-corruption have been held for our employees and management. Educational materials from Independent Commission Against Corruption (“ICAC”) have also been provided to our staff.

### 知識產權

於開發軟件的過程中，本集團致力於保護知識產權。我們致力於遵守相關法律及規例，包括但不限於香港法例第559章《商標條例》及《中華人民共和國著作權法》。我們持續維持我們的商標並進行續展，避免商標註冊被撤銷。我們亦不定期進行線上查詢，以查看未經許可使用我們商標的情況。

### 廣告及標籤

本集團致力於提供真實、準確及並無誤導的產品或服務資料，以符合相關法律及規例。有關我們所提供產品或服務的廣告及／或產品標籤並未包含任何對客戶有錯誤、誤導或欺騙性質的陳述、承諾或預測。

### 反貪污及商業道德

本集團嚴格遵守一套道德準則，以確保我們的商業誠信，並對貪污、賄賂、勒索、欺詐及洗黑錢等任何不合道德的商業行為採取零容忍政策。我們致力於遵守相關法律法規，包括但不限於香港法例第201章《防止賄賂條例》、《中華人民共和國刑法》及《中華人民共和國反洗錢法》。

我們嚴格監察本集團行為，確保遵循相關法律及規例，並定期更新有關反賄賂及反貪污的內部政策。行為守則亦於僱員手冊內明文規定僱員於開展業務過程中應該如何行事的規則，禁止僱員收取禮物或利益及防止僱員日常工作中發生任何利益衝突及賄賂的情況。我們為僱員設立舉報渠道，供其以匿名形式舉報任何違反本集團所奉行道德準則的情況。本集團禁止一切形式的貪污。我們為僱員及管理層舉行了反貪污的相關培訓以加深彼等對反貪污的了解。我們亦向我們的員工提供由廉政公署制作的反貪污教材。



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

During the Reporting Year, the Group was not aware of any material non-compliance with the relevant laws and regulations relating to bribery, extortion, fraud, and money laundering that have a significant impact on the Group. There was no concluded legal case regarding corruption brought against the Group or our employees during the Reporting Year.

### COMMUNITY INVESTMENT

Community investment is a crucial element in fulfilling our corporate social responsibility. The Group emphasises the sustainability of the communities we operate in. We showed our care to the community around us through donations in a total amount of HK\$100,000 to three charity organisations in Hong Kong during the Reporting Year, including Association for the Rights of Industrial Accident Victims Limited, St. James's Settlement and The Society for Community Organisation Ltd. ("SoCO"). Association for the Rights of Industrial Accident Victims was established in 1981, which is committed to supporting the industrial accident victims by providing support services related to vocational rehabilitation, compensation claims after work injury and lifestyle support. St. James's Settlement was founded in 1949, and the target beneficiaries include children, teenagers, families, the elderly, and disabilities. It provides services ranging from community support to residential care. The SoCO was established in 1972 and aims to provide timely and appropriate social services and schemes to help the disadvantaged groups in the community. The Group is committed to conducting business by taking into consideration the communities' interests and performing its work in an environmental-friendly and sustainable way.

於報告年度，本集團並不知悉任何嚴重違反涉及賄賂、勒索、欺詐及洗黑錢等方面的相關法律及規例而對本集團造成重大影響的情況。於報告年度，概無發現針對本集團或其僱員提出有關貪污的已審結法律案件。

### 社區投資

社區投資是履行我們企業社會責任的一大關鍵元素。本集團強調我們經營所在社區的可持續發展。於報告年度，我們向三個香港慈善機構（包括工業傷亡權益會有限公司、聖雅各福群會及社區組織協會有限公司（「社區組織協會」））捐款合共港幣100,000元，藉此表達我們對周遭社區的關心。工業傷亡權益會成立於一九八一年，致力於支持工業事故受害者，提供與職業康復、工傷後賠償申索以及生活援助有關的支持服務。聖雅各福群會成立於一九四九年，目標受益者包括兒童、青少年、家庭、老人及殘疾人，提供的服務涵蓋社區支援至居民關懷。社區組織協會成立於一九七二年，旨在提供及時及適當的社會服務及計劃，幫助社區中的弱勢群體。本集團致力於開展業務時考慮社區利益，並以環保及可持續發展的方式開展工作。

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

### REFERENCES TO THE ESG REPORTING GUIDE

### 環境、社會及管治報告指引內容索引

Subject area 主要範疇	Content 目錄	Chapter/Disclosure 章節／披露	Page 頁數
<b>Mandatory Disclosure Requirements</b> 強制披露規定			
<b>Governance Structure</b> 管治架構	<p>A statement from the board containing the following elements: 由董事會發出的聲明，當中載有下列內容：</p> <p>(a) a disclosure of the board's oversight of ESG issues; 披露董事會對環境、社會及管治事宜的監管；</p> <p>(b) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's business); and 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及</p> <p>(c) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's business. 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。</p>	Sustainability Governance 可持續管治	4
<b>Reporting Principles</b> 匯報原則	<p>A description of, or an explanation on, the application of the reporting principles (materiality, quantitative and consistency) in the preparation of the ESG report. 描述或解釋在編製環境、社會及管治報告時如何應用匯報原則（重要性、量化及一致性）。</p>	Reporting Principles 匯報原則	3
<b>Reporting Boundary</b> 匯報範圍	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. 解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。</p>	Reporting Scope 匯報範疇	2

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Subject area 主要範疇	Content 目錄	Chapter/Disclosure 章節／披露	Page 頁數
<b>“Comply or explain” Provisions</b> 「不遵守就解釋」條文			
<b>A. Environmental</b> A. 環境			
<b>A1 Emissions</b> A1 排放物			
<b>General Disclosure</b> 一般披露	Information on: 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) the policies; and (a) 政策；及  (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, generation of hazardous and non-hazardous waste. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Environment 環境	10
<b>KPI A1.1</b> 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。	N/A 不適用	N/A 不適用
<b>KPI A1.2</b> 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity. 直接（範圍1）及能源間接（範圍2）溫室氣體排放量及密度。	Greenhouse Gas （“GHG”） Emissions 溫室氣體排放	10
<b>KPI A1.3</b> 關鍵績效指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	N/A 不適用	N/A 不適用
<b>KPI A1.4</b> 關鍵績效指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	Non-hazardous Waste 無害廢棄物	12
<b>KPI A1.5</b> 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。	Environment 環境	10
<b>KPI A1.6</b> 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，以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。	Non-hazardous Waste 無害廢棄物	12

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Subject area 主要範疇	Content 目錄	Chapter/Disclosure 章節／披露	Page 頁數
<b>A2 Use of Resources</b> <b>A2 資源使用</b>			
<b>General Disclosure</b> 一般披露	Policies on the efficient use of resources, including energy, water, and other raw materials. 有效使用資源 (包括能源、水及其他原材料) 的政策。	Energy Consumption; Water Consumption 能源消耗； 水資源使用	11; 13
<b>KPI A2.1</b> 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Energy Consumption 能源消耗	11
<b>KPI A2.2</b> 關鍵績效指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	Water Consumption 水資源使用	13
<b>KPI A2.3</b> 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達到這些目標所採取的步驟。	Energy Consumption 能源消耗	11
<b>KPI A2.4</b> 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是否有任何問題，以及所訂立用水效益目標及達到這些目標所採取的步驟。	Water Consumption 水資源使用	13
<b>KPI A2.5</b> 關鍵績效指標A2.5	Total packaging materials used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位估量 (如適用)。	N/A 不適用	N/A 不適用
<b>A3 The Environment and Natural Resources</b> <b>A3 環境及天然資源</b>			
<b>General Disclosure</b> 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environment and Natural Resources 環境及天然資源	13
<b>KPI A3.1</b> 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。	Environment and Natural Resources 環境及天然資源	13
<b>A4 Climate Change</b> <b>A4 氣候變化</b>			
<b>General Disclosure</b> 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及緩解已經及可能對發行人造成影響的重大氣候相關問題的政策。	Climate Change 氣候變化	13
<b>KPI A4.1</b> 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. 描述已經及可能對發行人造成影響的重大氣候相關問題及應對行動。	Climate Change 氣候變化	13

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Subject area 主要範疇	Content 目錄	Chapter/Disclosure 章節／披露	Page 頁數
<b>B. Social</b> <b>B.社會</b>			
<b>B1 Employment and labour practices</b> <b>B1僱傭及勞工常規</b>			
<b>General Disclosure</b> 一般披露	Information on: 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) the policies; and (a) 政策；及  (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. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment 僱傭	14
<b>KPI B1.1</b> 關鍵績效指標B1.1	Total workforce by gender, employment type, age group, and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Total Workforce and Turnover Rate 僱員總數及流失比率	15
<b>KPI B1.2</b> 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。	Total Workforce and Turnover Rate 僱員總數及流失比率	16
<b>B2 Health and Safety</b> <b>B2健康及安全</b>			
<b>General Disclosure</b> 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的：  (a) the policies; and (a) 政策；及  (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. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Health and Safety; COVID-19 Prevention 健康及安全； COVID-19預防措施	18; 19
<b>KPI B2.1</b> 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。	Health and Safety 健康及安全	18
<b>KPI B2.2</b> 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	Health and Safety 健康及安全	18
<b>KPI B2.3</b> 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。	Health and Safety 健康及安全	18

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Subject area 主要範疇	Content 目錄	Chapter/Disclosure 章節／披露	Page 頁數
<b>B3 Development and Training</b> <b>B3 發展及培訓</b>			
<b>General Disclosure</b> 一般披露	Policy on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Training and Development 培訓及發展	19
<b>KPI B3.1</b> 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g., senior management, middle management). 按性別及僱員類別 (如高級管理層、中級管理層等) 劃分的受訓僱員百分比。	Training and Development 培訓及發展	19
<b>KPI B3.2</b> 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。	Training and Development 培訓及發展	19
<b>B4 Labour Standards</b> <b>B4 勞工準則</b>			
<b>General Disclosure</b> 一般披露	Information on: 有關防止童工及強制勞工的：  (a) the policies; and (a) 政策；及  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Labour Standards 勞工準則	20
<b>KPI B4.1</b> 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。	Labour Standards 勞工準則	20
<b>KPI B4.2</b> 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。	Labour Standards 勞工準則	20
<b>B5 Supply Chain Management</b> <b>B5 供應鏈管理</b>			
<b>General Disclosure</b> 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。	Supply Chain Management 供應鏈管理	21
<b>KPI B5.1</b> 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數量。	Supply Chain Management 供應鏈管理	21
<b>KPI B5.2</b> 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。	Supply Chain Management 供應鏈管理	21

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Subject area 主要範疇	Content 目錄	Chapter/Disclosure 章節／披露	Page 頁數
<b>KPI B5.3</b> 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。	Supply Chain Management 供應鏈管理	21
<b>KPI B5.4</b> 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. 描述在甄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。	Supply Chain Management 供應鏈管理	21
<b>B6 Product Responsibility</b> <b>B6 產品責任</b>			
<b>General Disclosure</b> 一般披露	Information on: 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) the policies; and (a) 政策；及  (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. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Product Responsibility; Advertisement and Labelling 產品責任； 廣告及標籤	21; 23
<b>KPI B6.1</b> 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。	Product Responsibility 產品責任	21
<b>KPI B6.2</b> 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。	Customer Satisfaction 客戶滿意度	22
<b>KPI B6.3</b> 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。	Intellectual Property (“IP”) Rights 知識產權	23
<b>KPI B6.4</b> 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。	Customer Satisfaction 客戶滿意度	22
<b>KPI B6.5</b> 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。	Privacy Protection 私隱保護	22

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

Subject area 主要範疇	Content 目錄	Chapter/Disclosure 章節／披露	Page 頁數
<b>B7 Anti-corruption</b> <b>B7 反貪污</b>			
<b>General Disclosure</b> 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的：  (a) the policies; and (a) 政策；及  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud, and money laundering. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Anti-corruption and Business Ethics 反貪污及商業道德	23
<b>KPI B7.1</b> 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。	Anti-corruption and Business Ethics 反貪污及商業道德	23
<b>KPI B7.2</b> 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。	Anti-corruption and Business Ethics 反貪污及商業道德	23
<b>KPI B7.3</b> 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。	Anti-corruption and Business Ethics 反貪污及商業道德	23
<b>B8 Community Investment</b> <b>B8 社區投資</b>			
<b>General Disclosure</b> 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發行人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。	Community Investment 社區投資	24
<b>KPI B8.1</b> 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)。	Community Investment 社區投資	24
<b>KPI B8.2</b> 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)。	Community Investment 社區投資	24



