

FINSOFT FINANCIAL INVESTMENT HOLDINGS LIMITED

匯財金融投資控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 8018



Environmental, Social
and Governance Report
環境、社會及管治報告

2021



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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



ABOUT THIS REPORT

The Environmental, Social and Governance (“ESG”) Report (“ESG Report”) summarises the initiatives and performance on environmental and social related topics in relation to Finsoft Financial Investment Holdings Limited (“Company”, together with its subsidiaries, “Group” or “We”) for the year ended 31 December 2021 (“Year”). The Group is committed to sustainable development. This ESG Report is a valuable opportunity for the Group to show its connection with the stakeholders of the Group, and demonstrate the Group’s ESG performance and business strategies, in continuously to provide high quality services and products to its stakeholders during the Year.

REPORTING STANDARD

Throughout the process in compiling this ESG Report for the Year, the Group ensures that this ESG Report was prepared according to the Environmental, Social and Governance Reporting Guide (“ESG Guide”) in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (“GEM Listing Rules”). Regarding corporate governance of the Group, stakeholders may refer to the section headed “Corporate Governance Report” in the annual report of the Company for the Year (“2021 Annual Report”).

The content and disclosure of this ESG Report were also prepared based on the principles of materiality, quantitative, balance and consistency to the stakeholders of the Group for reference.

關於本報告

本環境、社會及管治（「環境、社會及管治」）報告（「環境、社會及管治報告」）概述匯財金融投資控股有限公司（「本公司」，連同其附屬公司統稱「本集團」或「我們」）於截至二零二一年十二月三十一日止年度（「本年度」或「年」）在環境及社會相關主題的舉措及表現。本集團致力於可持續發展。環境、社會及管治報告是寶貴的機會，讓本集團展示其與持份者的聯繫，並展示本集團於本年度的環境、社會及管治表現及業務戰略，以持續向持份者提供優質服務及產品。

報告準則

在編製本年度環境、社會及管治報告的整個過程中，本集團確保環境、社會及管治報告乃根據香港聯合交易所有限公司GEM證券上市規則（「GEM上市規則」）附錄20所載環境、社會及管治報告指引（「環境、社會及管治報告指引」）版本編製。關於本集團的企業管治，持份者可參閱本公司本年度年報（「二零二一年年報」）「企業管治報告」一節。

本環境、社會及管治報告的內容及披露亦基於重要性、量化、平衡及一致性的原則編製，供本集團持份者參考。

Principles 原則	Application 應用
Materiality 重要性	This ESG Report includes sufficiently important content for investors and other stakeholders to evaluate the Group’s ESG performance. A description of the Group’s stakeholder engagement and materiality assessment process can be found in the sections headed “STAKEHOLDER ENGAGEMENT” and “MATERIALITY ASSESSMENT” in this ESG Report. 本環境、社會及管治報告包含充分重要的內容，以供投資者及其他持份者評估本集團的環境、社會及管治績效。有關本集團持份者參與及重要性評估過程的描述載於本環境、社會及管治報告「持份者參與」及「重要性評估」分節。
Quantitative 量化	The disclosure of KPIs in respect of historical data are measurable and comparable with its ESG performance in the previous year. Relevant explanation is also provided in this ESG Report to evaluate and validate the effectiveness of ESG policies and management systems of the Group. 披露歷史數據的關鍵績效指標可衡量並可與上一年度環境、社會及管治績效作比較。本環境、社會及管治報告亦包含相關解釋，以評估及確認本集團環境、社會及管治政策及管理制度的成效。
Balance 平衡	This ESG Report is disclosed in an unbiased manner to avoid misleading the decision or judgement of the report reader in an inappropriate way. 本環境、社會及管治報告報告以不偏不倚的方式披露，避免以不適當的方式誤導報告讀者的決定或判斷。
Consistency 一致性	The methodologies used in this ESG Report is consistent with previous year to allow for meaningful comparisons of the Group’s ESG performance over time. 本環境、社會及管治報告採用與上一年度一致的披露統計方式，以便就本集團環境、社會及管治表現隨時間進行有意義的比較。



REPORTING SCOPE

Unless otherwise specified, the information included in this ESG Report covers the period from 1 January 2021 to 31 December 2021. This ESG Report covers the principal business activities of the Group, which are the provision of financial trading software solutions, provision of other IT and internet financial platforms services, money lending business and assets investments in Hong Kong.

FEEDBACK

The Group highly values any feedback from its stakeholders to understand your concerns, expectations and suggestions towards the Group's sustainability performance. Please share your views and comments with us at:

Unit 708, 7th Floor
Capital Centre
151 Gloucester Road
Wanchai, Hong Kong

報告範圍

除另有說明外，本環境、社會及管治報告所載資料涵蓋二零二一年一月一日至二零二一年十二月三十一日止期間。本環境、社會及管治報告涵蓋本集團的主要業務活動，即於香港提供金融交易軟件解決方案、提供其他資訊科技及互聯網金融平台服務、借貸業務及資產投資。

反饋

本集團非常重視持份者的反饋，以了解持份者對本集團可持續發展表現的關注、期望及建議。請通過以下方式與我們分享看法及意見：

香港灣仔
告士打道151號
資本中心
7樓708室



SUSTAINABILITY STRATEGY

Sustainability Governance

The Group understands a robust governance with clearly-defined roles and responsibilities within the Group build up the foundation of ESG management and strengthen the effectiveness on the oversight of ESG strategy. Our sustainability governance structure is summarized as below:

可持續發展策略

可持續發展管治

本集團明白，集團穩健管治，包括明確界定內部的角色和職責，為環境、社會及管治管理奠定基礎，並加強環境、社會及管治策略監督的成效。我們的可持續發展管治架構概述如下：

Board of Directors 董事會

- Bear the ultimate responsibility for the Group's ESG strategy and reporting
對本集團的環境、社會及管治策略及報告承擔最終責任
- Oversee and provide strategic directions and advises the Group's ESG strategy and management approach
監督並提出策略性方向及就本集團的環境、社會及管治策略及管理方針提出建議
- Work with ESG Working Group to identify, evaluate and manage material ESG-related issues (including ESG-related risks)
與環境、社會及管治工作小組合作，識別、評估及管理與環境、社會及管治相關的重大議題（包括環境、社會及管治相關風險）
- Review and approve ESG policies and goals
檢討及批准環境、社會及管治政策及目標
- Review and approve the annual ESG report
檢討及批准年度環境、社會及管治報告



ESG Working Group 環境、社會及管治工作小組

- Drive ESG management and the implementation of ESG strategy, work plans, to achieve the goals and targets of the Group
推動環境、社會及管治管理及環境、社會及管治策略、工作計劃的實施，以實現本集團的目標及方向
- Identify, evaluate, manage and report to the Board on material ESG-related trends, risks and opportunities
識別、評估、管理並向董事會報告與環境、社會及管治相關的重大趨勢、風險及機遇
- Evaluate and report to the Board on the Group's sustainability performance regularly
定期評估並向董事會報告本集團的可持續發展表現
- Collect sufficient information and compile the ESG report
蒐集足夠資料並編製環境、社會及管治報告

During the Year, the Group conducted an ESG risk assessment (including climate change and supply chain management) in order to strengthen its risk mitigation and response. ESG-related risks are identified, evaluated, and prioritized according to their significance and likelihood of affecting the Group. For each identified risk, we have developed corresponding controls and implemented those controls accordingly. Ultimately, the Board is liable for monitoring and managing ESG risks.

於年內，本集團開展了環保、社會及管治風險評估（包括氣候變化及供應鏈管理），以加強風險減緩及應對。本集團對環保、社會及管治相關風險根據其影響本集團的重要性及可能性進行識別、評估及優先排序。我們為每一項已識別的風險制定了相應的控制措施並因應實施了該等控制措施。董事會始終負責監控及管理環保、社會及管治風險。



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



Approach to Sustainable Development

The Group puts great effort to maintain the balance between corporate responsibility, sustainability and economic growth. To demonstrate our determination to pursue sustainability, we incorporate environmental, social and governance considerations into the operations and business initiatives, with the goal of maintaining our accountability and driving positive change to the community. We promise to continue our eco-friendly operation and proactively fulfil our responsibilities to all stakeholders in shaping a more sustainable future for the industry and communities.

Support to the United Nations Sustainable Development Goals (“UNSDGs”)

The Group committed to establish ESG strategy and initiatives align with a number of the UNSDGs, which is included in the 2030 Agenda for Sustainable Development adopted by all United Nations Member States. To share the United Nations vision for a peaceful and prosperous society, we strive to devote our utmost resources to contribute to achieving these UNSDGs.

可持續發展方針

本集團致力維持企業責任、可持續發展及經濟增長之間的平衡。為了表明我們追求可持續發展的決心，我們將環境、社會及管治考慮因素納入營運及業務倡議中，以保持我們的責任感並推動社區的積極變化。我們承諾將繼續環保營運，並主動履行我們對所有持份者的責任，為行業及社區塑造更加可持續的未來。

支持聯合國可持續發展目標

本集團致力於建立符合聯合國全體會員國通過的《二零三零年可持續發展議程》的多項聯合國可持續發展目標的環境、社會及管治策略及舉措。為了響應聯合國對和平及繁榮社會的願景，我們竭力投入資源為實現聯合國可持續發展目標作出貢獻。

Strategies

To maintain a sustainable performance-oriented culture and value intellectual property rights for the R&D of new system

策略

保持以績效為本的可持續文化，重視新系統研發的知識產權

Operating Practices

營運實務



Strategies

To provide a fair and equal working environment that is free from discrimination, and strive to act as a family-friendly employer

策略

提供公平、平等、不受歧視的工作環境，努力成為家庭友善僱主

Employment and Labour Practices

僱傭及勞工慣例



Strategies

To act as an exemplar in the industry to demonstrate the importance of giving back to the community

策略

成為行業的典範，展示回饋社會的重要性

Community Investment

社區投資



Strategies

To minimize pollution, utilize energy efficiency, and to reduce waste

策略

盡量減少污染、利用能源效益及減少廢物

Environment

環境





STAKEHOLDER ENGAGEMENT

The Group realizes that the success of our ESG strategy relies on our effective engagement with stakeholders to understand the mutually agreed focus on material ESG areas. As such, the Group maintain ongoing and transparent communication with its stakeholders to understand their expectations so as to formulate aligned ESG strategies. The following table outlines the key expectation and diverse engagement channels from its stakeholders:

持份者參與

本集團意識到，我們的環境、社會及管治策略的成功有賴於我們與持份者有效溝通，以了解彼此對重大環境、社會及管治領域的關注。因此，本集團與持份者保持持續及透明的溝通，以了解持份者的期望，從而制定相符的環境、社會及管治策略。下表概述持份者的主要期望及多元化參與渠道：

Stakeholders 持份者	Expectations and concerns 期望及關注	Key communication methods 主要溝通方式
Customers 客戶	<ul style="list-style-type: none"> Product and service quality Technological innovation Information security 產品及服務質素 技術創新 信息安全 	<ul style="list-style-type: none"> Meetings E-mails and service hotline Company website 會議 電郵及服務熱線 公司網站
Employees 僱員	<ul style="list-style-type: none"> Protection of employees' rights and interests Career development Remuneration and welfare 保障僱員的權利及權益 職業發展 薪酬與福利 	<ul style="list-style-type: none"> Training, seminars and briefing sessions Internal meetings E-mails Staff activities Performance review 培訓、研討會及簡報會 內部會議 電郵 員工活動 表現考核
Suppliers and business partners 供應商及業務合作夥伴	<ul style="list-style-type: none"> Corporate reputation Customer satisfaction Communication and cooperation 公司聲譽 客戶滿意度 溝通與合作 	<ul style="list-style-type: none"> Meetings E-mails and service hotline 會議 電郵及服務熱線
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> Information disclosure Corporate governance Financial performance Protection of shareholders' and investors' interests 信息披露 企業管治 財務表現 保障股東及投資者權益 	<ul style="list-style-type: none"> Annual general meeting and other general meetings Announcements and publications Company website 股東週年大會及其他股東大會 公告及刊物 公司網站



Stakeholders 持份者	Expectations and concerns 期望及關注	Key communication methods 主要溝通方式
Government and regulatory bodies 政府及監管機構	<ul style="list-style-type: none"> Relevant laws and regulations Economic development 	<ul style="list-style-type: none"> Ad-hoc enquiries Seminars E-mails 不定時的查詢 研討會 電郵
Community 社區	<ul style="list-style-type: none"> Environmental responsibilities Public welfare Community development support 環境責任 公共福利 支持社區發展 	<ul style="list-style-type: none"> Community services and activities Mailbox Company website 社區服務及活動 郵箱 公司網站

MATERIALITY ASSESSMENT

In a better position to identify and consider the significance of various ESG factors for our stakeholders and the importance to the Group, we conducted a stakeholder engagement survey to prioritise the material sustainability issues during the Year. We adopted the below process to determine material ESG topics.

重要性評估

為了更有效地識別及考慮各種環境、社會及管治因素對持份者的重要性以及對本集團的重要性，我們於年內進行了持份者問卷調查，以確認重大可持續發展議題的優先次序。我們採取以下程序釐定重大環境、社會及管治議題。





ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

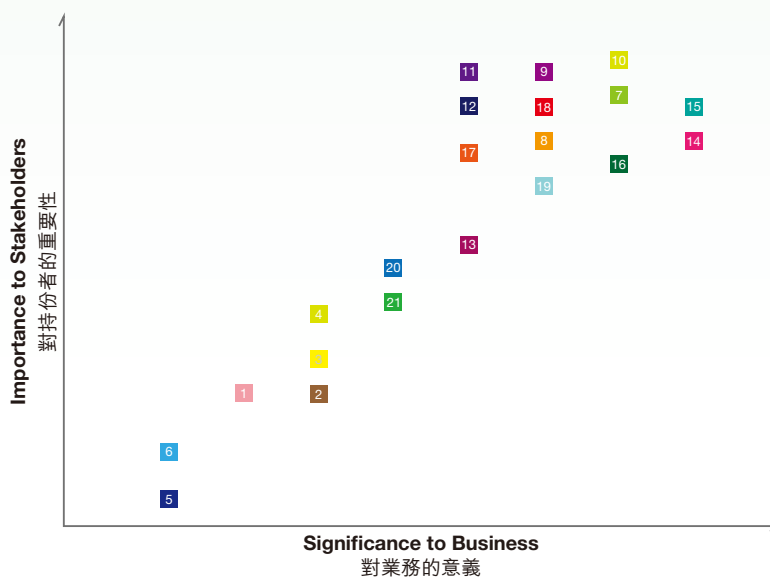


環境、社會及管治報告

The following matrix mapped out and prioritized the ESG issues. With the more important ESG issues shown at the upper right-hand corner of the matrix, the Group is committed to considering of those ESG issues and take necessary actions in its operations in response to its stakeholders' concerns. 13 material issues have been identified and highlighted as below and further elaborated in this ESG Report:

以下矩陣列出環境、社會及管治議題及其優先次序。矩陣右上角顯示的是較重要的環境、社會及管治議題，因此，本集團致力於考慮該等環境、社會及管治議題，並針對持份者所關注的事項於業務過程中採取必要行動。本集團確定 13 個重大議題，於下表中重點顯示，並於本環境、社會及管治報告進一步闡述：

Materiality Matrix
重要性矩陣



ESG Issues

環境、社會及管治議題

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

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



EMPLOYMENT AND LABOUR PRACTICES

Employees are considered the most important asset to the Group. They support the whole business operation as the backbone of the Group. As to show our support, we aim to provide a motivating and harmonious working environment to our employees and attach great importance to their rights and benefits.

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

As of 31 December 2021, there are 82 employees (2020: 73) worked as full-time in Hong Kong. The Group's employees are outlined as below:

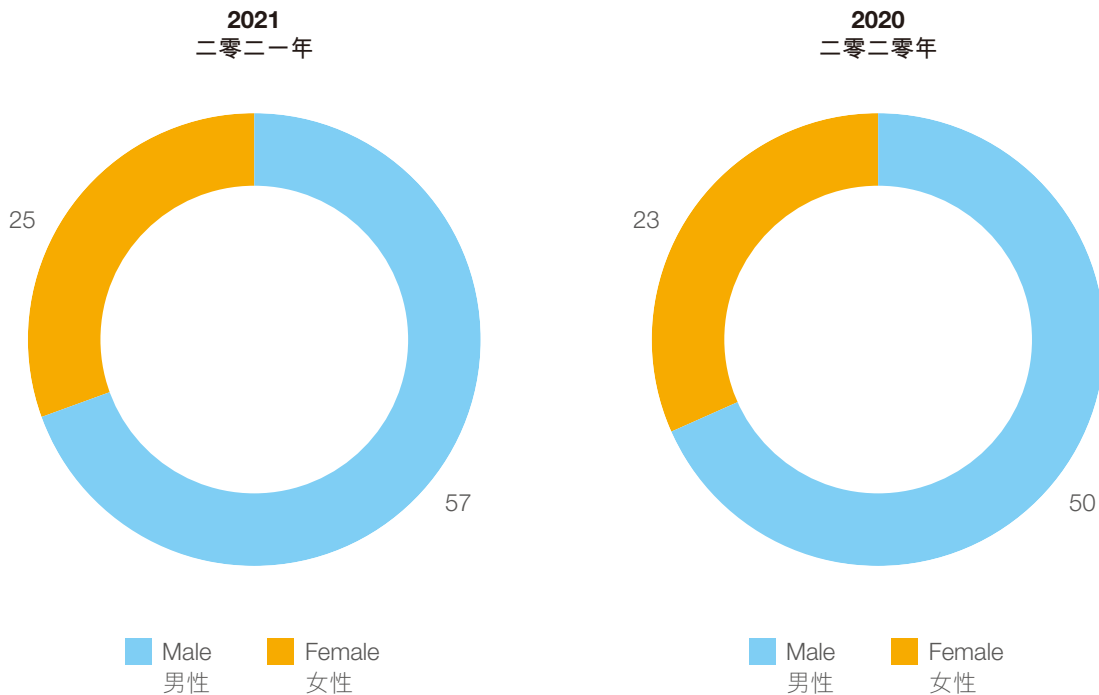
僱傭及勞工慣例

本集團視僱員為最重要的資產。僱員作為本集團的支柱，支持整個業務營運。我們努力為僱員提供激勵及和諧的工作環境，並且十分重視僱員的權利及福利，以示對僱員的支持。

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

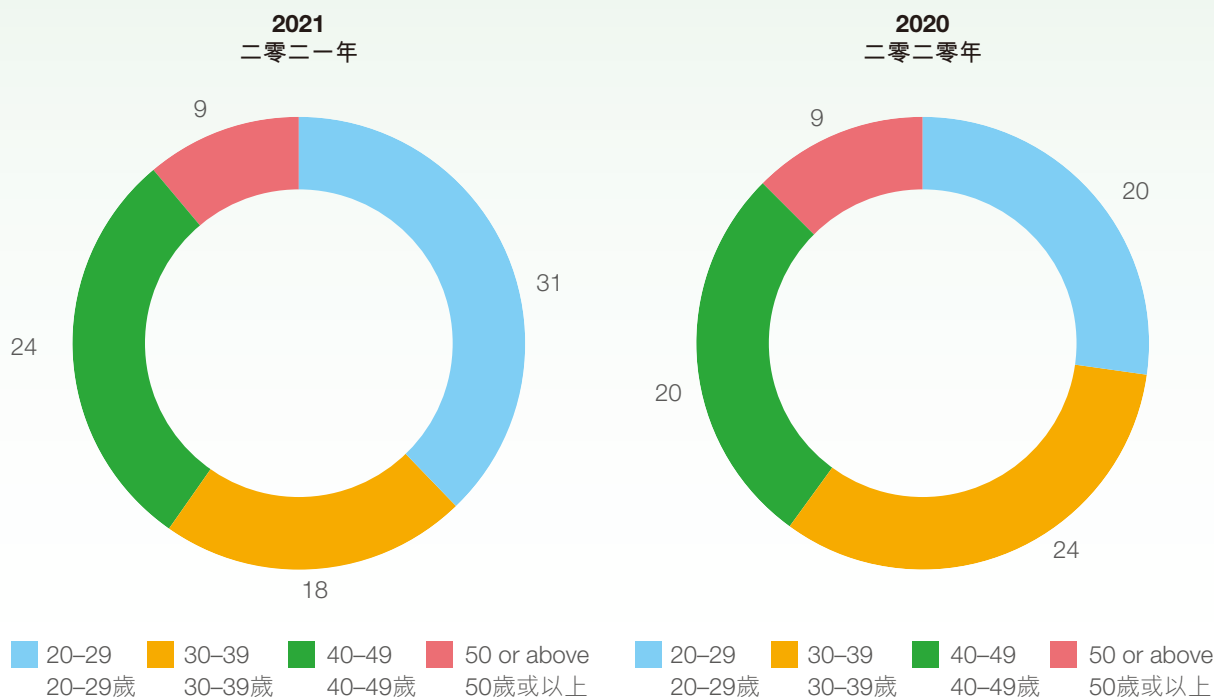
截至二零二一年十二月三十一日，我們有82名（二零二零年：73名）僱員均於香港全職工作。本集團僱員概況如下：

Workforce by gender 按性別劃分的員工





Workforce by Age Group
按年齡組別劃分的員工



Recruitment and Benefits

Throughout the entire recruitment process, we shortlist and assess candidates based on their work experience, skills and abilities and compatibility with the vacancy, regardless of their gender, marital status, pregnancy, disability, age, family status, race, sexual orientation, religion and nationality. Employment contracts will be offered to successful candidates and signed before the commencement of service. The duly signed employment contracts contain clear statements on all rights and benefits offered to employees, including working hours and leave entitlement subjected to local regulations. Employees are encouraged to approach the human resources department for any clarification.

The Group provides competitive remuneration packages, which are regularly reviewed and benchmarked against the prevailing market standards, to employees to secure and retain talent. Our human resources department also performs regular reviews on the compensation and benefits packages to ensure compliance with the Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong). Apart from basic salary, discretionary bonuses may be offered to employees subject to their performance, as well as the business performance of the Group. Employees are also entitled to medical insurance and Mandatory Provident Fund (“MPF”) contributions under the MPF scheme of the Group. Under the share option scheme of the Company, share options may be granted to eligible employees as an alternative way to reward them.

招聘及福利

在整個招聘過程中，我們會根據應徵者的工作經驗、技能及能力以及是否適合填補職位空缺進行篩選及評估，而不論性別、婚姻狀況、懷孕、殘疾、年齡、家庭狀況、種族、性取向、宗教及國籍。僱傭合約將提供予獲聘者，並在開始服務前簽署。正式簽署的僱傭合約明確規定向僱員提供的所有權利及福利，包括工作時間及符合當地法規的休假權利。我們鼓勵僱員向人力資源部門提出任何疑問。

本集團向僱員提供具競爭力的薪酬待遇，並定期予以檢討及以現行市場水平為基準，以吸引及挽留人才。我們的人力資源部亦會定期檢討薪酬及福利方案，以確保符合最低工資條例（香港法例第608章）。除基本工資外，本集團亦有可能因應僱員表現及本集團業務表現向僱員發放酌情花紅。僱員亦享有醫療保險，並根據本集團的強制性公積金（「強積金」）計劃享有強積金供款。作為另一種獎勵方式，亦可能會根據本公司購股權計劃向合資格僱員授出購股權。



Moreover, the Group provides its employees with a formal and clear career ladder. The annual performance appraisal system allows our management to evaluate employees' performance and remuneration periodically, with an aim to reward and motivate the contribution and performance of employees and assist them in their career development within the Group. Such performance appraisal system also allows employees to share their personal and career development with the Company and it is beneficial to the Group in understanding the potential of different employees, collecting feedback from them and making improvements on its future recruitment or training directions.

Dismissal

Appropriate notice period and handover procedures are required for staff dismissal as stated in individual employment contracts and dismissal policy. The Group's human resources personnel would conduct exit interviews with the individual employee to understand the reasons for resignation.

此外，本集團為其僱員提供正式及清晰的職業階梯。本集團已實施年度表現考核制度，讓管理層定期評估僱員表現及薪酬，旨在獎勵及激勵其僱員的貢獻及表現，並協助彼等於本集團內實現職業發展。表現考核制度亦讓僱員與本公司分享個人及職業發展，有利於本集團瞭解不同僱員的潛力，收集僱員的反饋意見，並改進未來的招聘或培訓方向。

解僱

根據個人僱傭合約及解僱政策的規定，解僱員工須予以適當的通知期及交接程序。為了解僱員辭職的原因，本集團的人力資源人員會與個別僱員進行離職面談。

Turnover rate ¹ 流失率 ¹	2021 二零二一年	2020 ² 二零二零年 ²	Unit 單位
Total turnover rate 總流失率	28	N/A 不適用	%
By gender 按性別劃分			
Male 男性	19	N/A 不適用	%
Female 女性	48	N/A 不適用	%
By age 按年齡劃分			
20-29	39	N/A 不適用	%
20-29 歲	28	N/A 不適用	%
30-39	25	N/A 不適用	%
30-39 歲	25	N/A 不適用	%
40-49	25	N/A 不適用	%
40-49 歲	25	N/A 不適用	%
50 or above 50 歲或以上	-	N/A 不適用	%
By geographical location 按地區劃分			
Hong Kong 香港	28	N/A 不適用	%

¹ The employee turnover rate is calculated by the number of employees at the end of the Year.

² Due to enhancement of data collection system, we started to disclose the turnover rate in the Year and will provide comparable data in the following years.

¹ 僱員流失率乃按年末僱員人數計算得出。

² 由於數據收集制度的改進，我們於本年度開始披露流失率，並將於往後年度提供可資比較數據。



Equal Opportunities and Anti-discrimination

The Group is committed to provide fair treatment and equal opportunities to our employees and job candidate throughout hiring, transfer, training and promotion. We try our best to prohibit any form of reprisals, harassment and discrimination on the grounds of gender, age, family status, ethnicity, religion, nationality, or disability. Any such improper action will be treated as serious misconduct and will be dealt with under the Company's disciplinary procedures.

Work-life Balance

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

Training and Development

We understand that training and development help our employees to thrive in the fast-changing business environment, thus also benefit the business development. As such, the Group is committed to providing an environment that is conducive to the development of its staff. We encourage employees to attend different varieties of training according to their interests and skills required for career development.

During the Year, the Group provided internal trainings with topics, included "Basic Operations of Securities and Futures", "Cyber Security" and "Introduction to Jira & Wiki", to polish the skills and knowledge of its employees. To encourage continuous education and competence building, we offer a training sponsorship scheme for full-time employees to participate in external and job-oriented training courses, seminars, conferences and professional qualification programmes under management approval.

機會平等及反歧視

本集團致力於在僱用、調職、培訓及晉升的整個過程中為僱員及求職者提供公平待遇及平等機會。我們盡最大努力禁止基於性別、年齡、家庭狀況、種族、宗教、國籍或殘疾的任何形式的報復、騷擾及歧視行為。任何此類不當行為將被視為嚴重失當，並將根據本公司的紀律程序予以處理。

工作與生活平衡

作為家庭友善僱主，本集團努力推行多項以僱員為本的措施，以促進僱員對工作場所的歸屬感及工作與生活的平衡。本集團實行五天工作週，並為僱員提供法定假期，以及產假、侍產假及恩恤假等特別假期。不幸的是，由於2019冠狀病毒病（「COVID-19」）爆發，為防止疾病傳播，本集團於年內暫停大部分娛樂活動（包括體育活動及午餐聚會）。本集團期望在疫情結束後恢復所有僱員活動，以便安排更多種類的活動供僱員參加。

培訓及發展

我們明白，培訓及發展有助僱員在瞬息萬變的商業環境中茁壯成長，從而有利於業務發展。因此，本集團致力提供有利於僱員發展的環境。我們鼓勵僱員按自身興趣及職業發展所需的技能參加不同類型的培訓。

年內，本集團提供了包括「證券及期貨基本操作」、「網絡安全」及「Jira及Wiki簡介」等主題的內部培訓，以提高僱員的技能及知識。為了鼓勵持續教育及能力建設，我們為全職僱員提供培訓資助計劃，讓僱員在管理層批准的情況下參加外部及以工作為導向的培訓課程、研討會、會議及專業資格課程。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



The details of training hours provided to the Group's employees are illustrated in the table below³:

本集團為僱員提供的培訓時數詳情如下表所示³：

Percentage of employees trained 受訓僱員百分比	2021 二零二一年	2020 ⁴ 二零二零年 ⁴	Unit 單位
By gender 按性別劃分			
Male 男性	55	N/A 不適用	%
Female 女性	45	N/A 不適用	%
By employee category 按僱員類別劃分			
General and technical employees 一般及技術人員	74	N/A 不適用	%
Middle level management 中級管理層	–	N/A 不適用	%
Senior management 高級管理層	26	N/A 不適用	%

³ Our reporting on social KPIs mainly reference to the calculation methodologies stated in "How to prepare an ESG report" published by The Stock Exchange of Hong Kong Limited. The calculation of the percentage of employees trained and average training hours completed during the Year included the relevant training data on those who left the Group during the Year to accurately reflect the training resources invested by the Group.

³ 我們參考香港聯交所刊發的《如何編備環境、社會及管治報告》中所訂明的社會關鍵績效指標的計算方式。年內受訓僱員百分比及已完成的平均培訓時間的計算包括年內離職僱員的相關培訓數據，以準確反映本集團投入的培訓資源。

⁴ Due to enhancement of data collection system, we started to disclose the employee training ratio in the Year and will provide comparable data in the following years.

⁴ 由於數據收集制度的改進，我們於本年度開始披露僱員培訓比率，並將於往後年度提供可資比較數據。

Average training hours completed 已完成的平均培訓時間	2021 二零二一年	2020 二零二零年	Unit 單位
By gender 按性別劃分			
Male 男性	0.79	0.47	hour per employee 小時／每名僱員
Female 女性	2.11	0.56	hour per employee 小時／每名僱員
By employee category 按僱員類別劃分			
General and technical employees 一般及技術人員	0.60	N/A ⁵ 不適用 ⁵	hour per employee 小時／每名僱員
Middle level management 中級管理層	–	N/A ⁵ 不適用 ⁵	hour per employee 小時／每名僱員
Senior management 高級管理層	5.93	N/A ⁵ 不適用 ⁵	hour per employee 小時／每名僱員
All employees 全體僱員	1.26	0.50	hour per employee 小時／每名僱員

⁵ Due to enhancement of data collection system, we started to disclose the average training hours completed in the Year and will provide comparable data in the following years.

⁵ 由於數據收集制度的改進，我們於本年度開始披露已完成的平均培訓時間，並將於往後年度提供可資比較數據。



Health and Safety

Safeguarding our employees' health and safety is one of our core concerns, especially with the continuous pandemic of COVID-19 during the Year. The Group closely monitors the updates of the pandemic and makes flexible working arrangements accordingly. Below are the Group's regular measures and additional policies adopted during the pandemic to create a healthy and safe workplace:

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

During the Year, the Group did not have any lost days due to work injury (2020: Nil) or record any work-related fatalities in past three years, including the Year. The Group was not aware of any material non-compliance with the Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong) and relevant laws and regulations that had caused any significant impact on the Group in relation to providing a safe working environment and protecting employees from occupational hazards during the Year.

健康與安全

保護僱員的健康及安全是我們的核心關注點之一，尤其是針對年內持續不斷的COVID-19疫情。本集團密切監察疫情的最新進展，並相應採用彈性工作安排。以下為本集團為締造健康、安全的工作環境而採取的定期措施及於疫情期間之額外政策：

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

於年內，本集團並無任何因工傷而損失的工作天數（二零二零年：無），且於過去三年（包括本年度）並無任何工作致命事故的記錄。於年內，本集團並無知悉任何嚴重違反職業安全及健康條例（香港法例第509章）及相關法律法規而對本集團就提供安全工作環境及保障僱員免受職業危害的情況構成嚴重影響。



Labour Standards

As an office-based business, the Group is exposed to lower risk in employing any child or forced labour. During the Year, no incident about child and forced labour was identified. Nevertheless, the Group strictly abide by the Employment Ordinance and other relevant laws and regulations relating to preventing child and forced labour and is committed to prohibiting the use of child or forced labour. To avoid child or forced labour, our human resources department follows the Group's policies to verify the age and identities of successful candidates before signing employment contracts. If any child labour or forced labour is found, the relevant employee will be dismissed immediately and the human resources personnel is responsible for conducting an investigation and implementing new measures to prevent re-occurrence. The Group is devoted to promoting a harmonious working environment and expects its suppliers to follow similar labour practices.

OPERATING PRACTICES

Supply Chain Management

The Group's major suppliers include hardware vendors, who supplied hardware such as servers, data centre operators and network system providers, who leased out rack space in data centres and network systems for the hosting services. During the Year, the Group engaged with 16 suppliers, with all of them were located in Hong Kong and required to be implemented practices relating to engaging suppliers.

During the selection process of major suppliers, it is important to consider their product quality, costs, scale of business and reputation. Suppliers with good reputation and consideration of applying green practices in their business operations and manufacturing processes would be preferred, for example, prioritising electrical appliances with high energy efficiency. Besides, the Group perform regular evaluation to the major suppliers to ensure that their performance maintained in satisfied level. For suppliers who had made significant negative impacts to the environment and society, the Group may consider terminating its cooperation with them and seek better suppliers.

The Group realizes that the reputation of suppliers will also influence our brand image, therefore, we have a high level of expectations on their policies and measures to emphasize protection of the environment, reservation of resources, compliance with local laws and regulations, as well as employment practices. To identify and continuously assess the environmental and social risks along the supply chain, we had included such risk factors in our enterprise-level risk assessment record and always monitor any abnormalities or negative news during regular supplier review and risk assessment assignments.

勞工準則

由於本集團的業務於辦公室進行，本集團僱用任何童工或強制勞工的風險較低。於年內，概無發現有關童工及強制勞工的事件。儘管如此，本集團嚴格遵守僱傭條例及其他有關防止童工及強制勞工的法律及法規，並承諾禁止使用童工或強制勞工。為避免使用童工或強制勞工，我們的人力資源部門遵循本集團的政策，在簽訂僱傭合約前核實獲聘者的年齡及身份。如發現任何童工或強制勞工，相關僱員將被立即解僱，而人力資源人員負責進行調查並採取新措施以防止事件再次發生。本集團致力於促進和諧的工作環境，並期望供應商遵循類似的勞工慣例。

營運實務

供應鏈管理

本集團的主要供應商包括供應硬件（例如是伺服器）的硬件供應商，以及為寄存服務出租數據中心機架空間的數據中心營運商及出租網絡系統的網絡系統提供商。於年內，本集團與16名供應商合作，該等供應商全部位於香港，並須實施有關供應商合作的慣例。

在選擇主要供應商的過程中，考慮其產品質量、成本、業務規模及聲譽尤其重要。本集團優先考慮具有良好聲譽並考慮在其業務營運及製造過程中應用綠色實踐的供應商，例如優先選擇高能源效益的電器。此外，本集團對主要供應商進行定期評估，以確保其表現維持在滿意的水平。本集團可能考慮終止與對環境及社會造成重大負面影響的供應商合作，並尋找更好的供應商。

本集團意識到，供應商的聲譽亦會影響我們的品牌形象，因此，我們對供應商強調保護環境、節約資源、遵守當地法律及法規及僱傭實踐的政策及措施抱持高水平的期望。為了識別及持續評估供應鏈中的環境及社會風險，我們已將該等風險因素納入企業層面的風險評估記錄，並在定期進行的供應商審查及風險評估工作中監察任何異常情況或負面消息。



Data Protection

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

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

Service Quality Control

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

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

For the Securities and Futures Front Office System, the Group assists its customers in the market rehearsal arranged by the Hong Kong Exchanges and Clearing Limited to conduct testing on server and system connectivity. For modification/customisation of the Securities and Futures Front Office System, testing works are handled by the development team. Firstly, the Group conducts tests on an individual basis. Then the Group may conduct an integration test of software systems in case the modification/customisation works affect parts of the software systems. Whereas for systems such as the Forex and Bullion Front and Back Office Systems that are not connected to any exchange, products are tested internally before delivering them to the Group's customers. Products with defects during the testing process are returned to the development team for rectification. After the installation of products by the Group's customers, user acceptance tests are performed to ensure that the products are performing according to their expectations. Customers are required to sign a user acceptance test form to acknowledge their acceptance that the software system met their functional specifications and performance requirements.

資料保護

本集團在業務經營過程中處理大量機密資料及數據。有鑑於此，本集團相當重視保護僱員、客戶及業務合作夥伴的資料私隱。本集團遵守個人資料(私隱)條例(香港法例第486章)及其他對本集團有重大影響的有關私隱問題之相關法律及法規。

本集團以安全的方式收集和使用機密資料，並僅根據客戶及業務合作夥伴的合約條款檢索數據。本公司嚴格控制敏感個人資料的存取。在未經適當授權情況下，僱員不得取得、複製或複印任何客戶資料內容。此外，本集團亦已安裝系統防火牆及防毒軟件並保持更新，以防止黑客從本集團的系統中獲取任何資料。

服務質素控制

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

為了達到客戶對服務質素的高度期望，我們已成立質素保證團隊，致力於維持注重可持續表現的文化，以促進持續發展。為確保本集團的系統無缺陷及符合客戶的要求，質素保證團隊按照標準清單對後台證券及期貨交易系統進行各種測試。

對於前台證券及期貨交易系統，本集團協助客戶在香港交易及結算所有限公司的市場演習中進行伺服器及系統連接測試。若需要進行修改／客製化前台證券及期貨交易系統，則由開發團隊處理測試工作。首先，本集團進行個別測試。之後本集團可能會進行軟件系統集成測試，以防有關修改／客製化調整影響軟件系統的其他部分。對於不連接任何交易所的系統，例如前台及後台外匯及貴金屬交易系統，產品將在交付予本集團客戶之前會進行內部測試。若測試過程中發現任何缺陷，產品會退回開發團隊進行修正。本集團的客戶安裝產品後，會進行用戶驗收測試，確保產品表現符合期望。客戶須簽署用戶驗收測試表，確認軟件系統符合其功能規格及性能要求。



The Group offers comprehensive coverage on its customer service and treasures suggestions provided by its customers for continuous improvement on its products and services. During the Year, customers did not file any significant complaints and we did not recall products for safety and health reasons. For any bugs identified after the installation, the customer service department of the Group is responsible for recording such complaints and problems. They follow up with each complaint to ensure that the problems are properly fixed by the product development team so as to avoid reoccurrence.

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

Intellectual Property Rights

As a software developer, we demonstrate high respect for the intellectual property rights of both the Group and other third parties. The Group highly appreciates the research and innovative effort of our product development team in developing new financial trading software systems and is committed to safeguarding our intellectual property rights.

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

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

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

本集團提供全面的客戶服務，並非常重視客戶提供的建議，以持續改善產品及服務。於年內，客戶並無提出任何重大投訴，我們亦無因安全及健康原因召回產品。倘於安裝後發現任何漏洞，本集團客戶服務部會負責將投訴及問題記錄在案，跟進每宗投訴，確保產品開發團隊修正漏洞，以避免漏洞再次出現。

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

知識產權

作為軟件開發商，我們高度尊重本集團及其他第三方的知識產權。本集團高度讚賞我們的產品開發團隊在開發新的金融交易軟件系統方面的研究及創新工作，並致力於保護我們的知識產權。

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

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

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



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

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

Anti-corruption

Promoting integrity and honest company culture has always been a vital part for the sustainable development of the Group. We adopted a zero-tolerance attitude towards any corruption, bribery, extortion, fraud and money laundering. The Group has established anti-bribery and whistle-blowing policies, together with the employee handbook and code of conduct to inform employees on the procedures in reporting any suspected cases.

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

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

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

反貪污

弘揚正直誠信的企業文化一直是本集團可持續發展的重要一環。我們對貪污、賄賂、勒索、欺詐及洗錢行為抱零容忍態度。本集團已制定反賄賂及舉報政策，以及僱員手冊和行為守則，知會僱員舉報可疑案件的程序。

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

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



In the following year, we will take proactive steps to educate the directors and employees on the importance of anti-corruption.

於下年度，我們將積極採取措施，教育董事及僱員認識反貪污的重要性。

ENVIRONMENT

環境

As a business principally engaged in the service industry which has a minimal impact on the environment aspect, the Group has placed its best effort in maintaining its business operations with consideration given to minimising pollution, utilising energy efficiently and reducing waste. During the Year, the Group was not involved in any discharge into water and land, generation of hazardous waste and packaging materials.

本集團主要從事服務行業，對環境的影響較少，本集團盡最大努力在維持業務運作的同時對減少污染、有效利用能源及減少浪費加以考慮。於年內，本集團並無任何向水及土地排污、產生有害廢棄物及包裝材料。

Air and Greenhouse Gas Emissions

廢氣及溫室氣體排放

Under an office-based operation, the main source of air emissions and energy consumption of the Group came from the motor vehicle owned by the Group and electricity consumption in daily operating activities, such as lighting, office equipment and other miscellaneous items, respectively.

在辦公室內進行業務的情況下，本集團廢氣排放及能源消耗的主要來源為本集團擁有的汽車及日常營運活動的電力消耗，例如照明、辦公設備及其他物品。

To demonstrate our commitment to minimize our carbon footprint, the Group has signed the Carbon Reduction Charter issued by the Environment Bureau of the Government of Hong Kong Special Administrative Region in implementing measures which could mitigate the amount of GHG emissions, increase the efficiency in managing energy while conserving energy usage and raise the public awareness in relation to the importance of environmental protection.

為了表明我們對盡量減少碳足跡的承諾，本集團亦已簽署香港特別行政區政府環境局發出的《減碳約章》，實施措施，以減少溫室氣體排放、提高能源管理效率及節約能源使用，並提高公眾對環保重要性的意識。

The table below shows the comparison figures of air and GHG emissions, and energy consumption of the Group for the years ended 31 December 2020 and 2021:

下表列示本集團於截至二零二零年及二零二一年十二月三十一日止年度的廢氣及溫室氣體排放及能源消耗的比較數字：

Air and GHG emissions ⁶ 廢氣及溫室氣體排放 ⁶	2021 二零二一年	2020 二零二零年	Unit 單位
Air emissions 廢氣排放			
Nitrogen oxides (NO _x) 氮氧化物(NO _x)	— ⁷	0.90	kg 千克
Sulphur oxides (SO _x) 硫氧化物(SO _x)	— ⁷	0.02	kg 千克
Particulate matter (PM) 懸浮粒子(PM)	— ⁷	0.07	kg 千克
GHG emissions 溫室氣體排放			
Scope 1 – Direct GHG emissions 範圍1 – 溫室氣體直接排放	— ⁷	3.96	Tonnes of CO ₂ e 以噸二氧化碳當量計
Scope 2 – Indirect GHG emissions 範圍2 – 溫室氣體間接排放	38.63⁸	54.09	Tonnes of CO ₂ e 以噸二氧化碳當量計
Total GHG emissions for Scope 1 and Scope 2 範圍1及範圍2溫室氣體總排放量	38.63	58.05	Tonnes of CO ₂ e 以噸二氧化碳當量計
GHG emissions intensity 溫室氣體排放密度	0.47	0.80	Tonnes of CO ₂ e/employee 以噸二氧化碳當量計／僱員



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



環境、社會及管治報告

- ⁶ Our reporting on air and greenhouse gases (GHG) emissions mainly base on the requirements in “How to prepare an ESG report” published by The Stock Exchange of Hong Kong Limited and “GHG Protocol Corporate Accounting and Reporting Standard (revised edition)” published by the World Business Council for Sustainable Development and World Resources Institute. Operational control approach is adopted when defining organisational boundary for the purpose of GHG accounting and reporting. GHG emissions is presented in carbon dioxide equivalent (CO₂e). Our scope 1 direct emissions cover GHG emissions directly produced by businesses owned or controlled by the Group, while scope 2 indirect emissions cover GHG emissions of indirect energy resulted from purchased electricity internally consumed by the Group.
- ⁷ As the Group has not used the motor vehicle during the Year, no air emissions, Scope 1 GHG emission and unleaded petrol has been presented.
- ⁸ During the Year, the Group relocated one of its offices. The electricity consumption of the new office is included in the monthly rental and managed by the property management company. Therefore, no consumption data is available.
- ⁶ 我們對廢氣及溫室氣體排放的報告主要基於香港聯合交易所有限公司刊發的《如何編備環境、社會及管治報告》及世界可持續發展工商理事會和世界資源研究所刊發的《溫室氣體核算體系：企業核算與報告標準》(修訂版)的規定。已採納營運控制法定義就溫室氣體會計及報告而言的組織邊界。溫室氣體排放以二氧化碳當量呈列。我們的範圍1直接排放涵蓋由本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍2間接排放則涵蓋來自本集團內部消耗的外購電力。
- ⁷ 由於本集團於年內未使用汽車，故未列報廢氣排放、範圍1溫室氣體排放及無鉛汽油。
- ⁸ 年內，本集團搬遷其中一間辦公室。新辦公室的用電包含在每月租金中，由物業管理公司管理。因此，無法取得用電數據。

Energy consumption ⁹ 能源消耗 ⁹	2021 二零二一年	2020 二零二零年	Unit 單位
Purchased electricity 外購電力	97,366.87	101,006.00	kWh 千瓦時
Unleaded petrol 無鉛汽油	— ⁷	13,548.35	kWh 千瓦時
Total energy consumption 能源消耗總量	97,366.87	114,554.35	kWh 千瓦時
Energy consumption intensity 能源消耗密度	1,187.40	1,569.24	kWh/employee 千瓦時／僱員

- ⁹ Our total energy consumption includes purchased electricity and fuels (non-renewable) consumed and the relevant conversion factors reference from “Technical Note: Conversion of fuel data to MWh” published by CDP.
- ⁹ 我們的總能源消耗包括所消耗的外購電力及可再生燃料以及來自CDP刊發的《技術說明：將燃料數據轉換為兆瓦時》的相關轉換因子參考。

During the Year, the Group was not aware of any non-compliance with the relevant laws and regulations relating to air and GHG emissions which had a significant impact on the Group. In order to effectively enhance and evaluate our social responsibility to protect the environment, our initial target is to strictly implement the measures as described in section “USE OF RESOURCES” to gradually minimize the air and GHG emission and improve energy efficiency in the future.

於年內，本集團並不知悉任何違反有關廢氣及溫室氣體排放且對本集團有重大影響的相關法律及法規。為了有效地加強及評估我們保護環境的社會責任，我們的初步目標是嚴格執行「資源使用」一節所述的措施，在未來逐步減少廢氣及溫室氣體排放，提高能源效率。



Wastes

Due to the nature of its business, the Group did not make any significant impact on the environment and natural resources during the Year. The major non-hazardous wastes generated by the Group during the Year were paper wastes and electronic wastes. Paper wastes were recycled through the 3-coloured waste separation bins located at the office area and electronic wastes were handled by eligible third parties who participated in the Producer Responsibility Scheme on Waste Electrical and Electronic Equipment implemented by the Government of Hong Kong Special Administrative Region. Although the Group did not produce a substantial amount of electronic wastes, the Group is aware of the necessity to handle these wastes responsibly.

The following table outlines the amount of non-hazardous wastes produced by the Group during the Year:

Non-hazardous wastes 無害廢棄物	2021 二零二一年	2020 二零二零年	Unit 單位
Paper wastes 廢紙	0.39	0.33	Tonnes 噸
Electronic wastes 電子廢物	- ¹⁰	- ¹⁰	Tonnes 噸
Total non-hazardous wastes produced 已產生無害廢棄物總量	0.39	0.33	Tonnes 噸
Non-hazardous wastes intensity 無害廢棄物密度	0.005	0.005	Tonnes/employee 噸／僱員

¹⁰ The Group did not dispose any electronic wastes during the Year (2020: Nil).

During the Year, the Group was not aware of any material non-compliance with the Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong) and other applicable laws and regulations in relation to discharges into water and land, and generation of hazardous and non-hazardous wastes. In the next few years, we aim to implement management digitization and continuously reduce the waste and paper consumption.

廢棄物

由於本集團的業務性質，其對環境及天然資源並無任何重大影響。本集團於年內產生的主要無害廢棄物為廢紙及電子廢物。辦公室區域放置三色廢物分類回收桶以回收廢紙，而電子廢物由參加香港特別行政區政府實施的廢電器電子產品生產者責任計劃的合格第三方處理。儘管本集團並無產生大量電子廢物，但本集團知道有必要以負責任的方式處理該等電子廢物。

下表概述本集團於年內產生的無害廢棄物數量：

¹⁰ 本集團於年內並無處置任何電子廢物（二零二零年：無）。

於年內，本集團並不知悉任何嚴重違反廢物處置條例（香港法例第354章）及其他有關向水及土地排污以及有害及無害廢棄物的產生的適用法例法規的情況。未來幾年，我們的目標是實施管理數碼化，持續減少廢棄物及紙張的消耗。



Water Use Management

As the water supply and discharge is fully controlled and managed by the property management company, it is not feasible for the Group to install an independent water sub-meter to measure its individual water consumption. The Group did not encounter any issues in sourcing water during the Year. The employees of the Group do not consume a high volume of water in the Group's daily business operations as the Group encourages its employees to conserve water in the office, and remind them to always turn water taps off tightly and give priority to water-saving products. As we only have the minimal ability to control the water consumption and are unable to quantify the water usage, the water efficiency target is currently unlikely to be set. However, we would review the availability when there is any change to the circumstances of the water supply.

Use of Resources

Policies on the efficient use of resources

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

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

管理用水

由於用水供應及排放均完全由物業管理公司控制及管理，故本集團無法安裝獨立的用水分錶以計量其用水消耗。於年內，本集團於求取水源上並無遇到任何問題。本集團的僱員在進行本集團的日常業務時不會消耗大量用水，因本集團鼓勵僱員在辦公室節約用水，並提醒僱員時刻緊記關上水喉及優先使用節水產品。由於我們控制用水量的能力有限，且無法量化用水量，因此目前不太可能設定用水效率目標。然而，我們會在供水情況出現變化時審閱其可用性。

資源使用

提高資源效用的政策

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

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



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



Green practices

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

- The temperature of air conditioners at the Group's offices are set at 24°C–26°C;
- Regular check-ups and maintenance are conducted to air conditioners and motor vehicle to increase the energy efficiency and prevent from excess emissions;
- When purchasing new electrical appliances, preference is given to those with top energy efficient functions;
- Employees should switch off all photocopying machines, printers and computers when they are idle or can turn the machines into sleeping modes if they will not be used temporarily;
- Business trips and client face-to-face meetings are substituted by teleconferences or other means of electronic communications, if possible;
- Energy saving lightbulbs, LED lightings and other energy saving electrical appliances are used at the Group's offices; and
- Employees are encouraged to take public transportation or by walking rather than driving private vehicles when travelling to work or having meetings with client.

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

綠色實踐

本集團已採取以下措施，以進一步減少其業務活動對環境及天然資源的影響：

- 本集團辦公室的空調溫度設置為24°C至26°C；
- 定期檢查及維護空調及汽車，以提高能源效率，防止超標排放；
- 購買新的電器時，優先選擇具有頂級節能功能的新電器；
- 僱員應關掉所有閒置的影印機、打印機及電腦，如暫時不使用，則可切換為睡眠模式；
- 在可行情況下改用電話會議或其他電子通訊方式代替出差及客戶面對面會議；
- 本集團辦公室使用節能燈泡、LED照明及其他節能電器；及
- 鼓勵僱員在通勤或與客戶會面時乘坐公共交通工具或步行而非駕駛私家車。

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



Policies on waste reduction

The Group has adopted the following practices to reduce waste:

- Announcements, event reporting, soliciting recommendation and feedbacks are communicated through the use of electronic means if possible;
- Environmentally friendly paper materials such as the elemental chlorine-free papers are widely promoted within the Group;
- Double-sided printing/copying is used whenever possible;
- The attitude of “think before you copy” is encouraged, such as sharing documents with co-workers or printing only the number of copies required;
- Employees should separate their recyclable wastes according to the 3-coloured waste separation bins;
- Toner cartridges from printers are collected by authorised recycling company for proper handling; and
- Office stationeries such as envelopes, document clips and paper bags are encouraged to be reused if possible.

The Group believes the above practices can contribute to saving energy, reducing wastes and promoting a green office in the long run.

減廢政策

本集團已採取以下措施減少廢物：

- 以電子方式發佈公告、活動報告、徵求建議及反饋（倘可能）；
- 本集團廣泛推廣環保紙，例如無氯紙；
- 盡可能使用雙面打印／複印；
- 鼓勵「打印前思考」的態度，例如與同事共享文件或僅打印所需的份數；
- 僱員應按三色廢物分類箱將可回收廢物分類；
- 打印機的碳粉盒交由認可回收公司收集，以便妥善處理；及
- 鼓勵於可行的情況下重複使用辦公文具，例如信封、文件夾及紙袋。

本集團相信，長遠而言，上述做法可有助於節約能源，減少浪費，並推廣綠色辦公室。



Climate Change

In view of the increasing frequency of extreme climate events around the globe, we started our focus on the climate risk identification and assessment work in the Year to reduce the vulnerability to climate change. Through the enterprise risk assessment, we consider the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”) to include climate risk factor during the risk identification process. In addition, we regularly assess the effectiveness of mitigation measures and possible areas of improvement, which further strengthens our business’s climate resilience. Below are the significant climate-related issues identified and the corresponding actions taken to minimize the impact of the risks:

氣候變化

鑑於全球極端氣候事件日益頻繁，我們在本年度開始重點開展氣候風險識別和評估工作，以提高對氣候變化的抵禦能力。通過企業風險評估，我們考慮了氣候相關財務信息披露工作組（「TCFD」）的建議，將氣候風險因素納入風險識別過程。此外，我們定期評估減緩措施的成效及可改善之處，這進一步加強了我們業務抵禦氣候變化影響的能力。以下為所識別的極重大氣候相關議題以及為盡量降低風險影響而採取的相應行動：

Climate risks

氣候風險

Actions taken to manage the risks

為管理風險而採取的行動

Transition risks – Increased operating cost

過渡風險－經營成本增加

Increased energy cost due to rising need for cooling, maintenance of computer system and server and shortage in the supply of energy.

由於對冷卻、電腦系統及伺服器的維護的需求增加以及能源供應短缺，能源成本增加。

- Adopt energy conservation measures as mentioned in “Green practices”.

- 採取「綠色實踐」中提及的節能措施

Transition risks – Tighten environmental rules and regulations

過渡風險－環保規則及規定收緊

Unable to adapt to stricter environmental rules and reporting regulations.

無法適應更嚴格的环境規則及報告規定。

- Continues to monitor the regulatory environment to ensure that the Group meets the expectations of regulatory authority and complied with the environmental-related law and regulations.

- 繼續監察監管環境，確保本集團符合監管機構的期望並遵守與環境相關的法律及法規。

Physical risks – Increased severity of extreme weather events

物理風險－極端天氣事件的嚴重性增加

The increase in natural disasters including typhoons and floods resulting from climate change may have an impact on the operation of the Company (such as suspension of server and system service) and cause economic losses and client data lost. 氣候變化導致颱風、洪水等自然災害增多，可能對本公司的營運產生影響（如伺服器及系統服務暫停），並造成經濟損失及客戶數據丟失。

- Review the impact of extreme weather on business and formulate “Disaster Recovery Plan” to deal with emergency.
- Backup the database on daily basis to ensure the data could be retrieved.

- 審視極端天氣對業務的影響，制定「災後恢復計劃」以應對緊急情況。
- 每天備份數據庫，以確保可以檢索數據。



COMMUNITY INVESTMENT

To demonstrate our corporate social responsibilities, we are committed to bringing positive value to our community along with our business operations. The Group aims to act as an exemplar in the industry to demonstrate the importance of giving back to the community and promote the well-being of the society during this unprecedented time. During the Year, the Group sponsored the Hong Kong Sea Cadet Corps Flag Day in support of the organization, made donation to the Tung Wah Group of Hospitals for free medical services in support of the well-being of the society, and sponsored the Go Green Charity Yoga Day organised by the Society of Rehabilitation and Crime Prevention that promote the physical and mental health during the epidemic. As a whole, the Group made a total charitable donation of HK\$70,000 in the Year (2020: HK\$241,000).

社區投資

為了展示我們的企業社會責任，我們致力於在業務營運的同時為社區帶來積極的價值。本集團旨在成為業界的典範，展示回饋社會的重要性，並於本年度前所未有的時刻促進社會福祉。於年內，本集團贊助香港海事青年團賣旗日以支持該組織，並向東華三院捐贈免費醫療服務以支持社會福祉，以及贊助香港善導會舉辦的Go Green慈善瑜伽日以於疫情期間促進身心健康。整體而言，本集團於年內作出慈善捐款總額70,000港元（二零二零年：241,000港元）。



ESG REPORTING GUIDE INDEX

環境、社會及管治報告指引索引

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Aspect A1: Emissions 層面A1：排放物			
<i>General Disclosure</i> 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. <i>一般披露</i> 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。		Environment 環境	P. 19 第19頁
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。	Air and Greenhouse Gas Emissions 廢氣及溫室氣體排放	P. 19 第19頁
KPI A1.2 關鍵績效 指標A1.2	Direct and energy indirect greenhouse gas emissions and intensity. 直接及能源間接溫室氣體排放量及密度。		
KPI A1.3 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。	The Group does not generate material hazardous waste 本集團並無產生重大有害廢棄物。	N/A 不適用
KPI A1.4 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。	Wastes 廢棄物	P. 21 第21頁
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。	Air and Greenhouse Gas Emissions 廢氣及溫室氣體排放	P. 19 第19頁
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。	Wastes 廢棄物	P. 21 第21頁



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Aspect A2: Use of Resources 層面 A2：資源使用			
<i>General Disclosure</i> 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. 一般披露 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。		Environment 環境	P. 19 第 19 頁
KPI A2.1 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。	Air and Greenhouse Gas Emissions 廢氣及溫室氣體排放	P. 20 第 20 頁
KPI A2.2 關鍵績效 指標 A2.2	Water consumption in total and intensity. 總耗水量及密度。	Water Use Management 管理用水	P. 22 第 22 頁
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。	Air and Greenhouse Gas Emissions 廢氣及溫室氣體排放	P. 19 第 19 頁
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) 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。	Water Use Management 管理用水	P. 22 第 22 頁
KPI A2.5 關鍵績效 指標 A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	The operation of the Group did not involve in any packaging material. 本集團的營運並無涉及任何包裝材料。	N/A 不適用



Subject Areas, aspects, general disclosure and key performance indicators (“KPIs”) 主要範疇、層面、一般披露及關鍵績效指標		Section 章節	Page Number 頁次
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Aspect A3: Environmental and Natural Resources 層面 A3：環境及天然資源			
<i>General Disclosure</i> Policies on minimizing the issuer’s significant impact on the environment and natural resources. <i>一般披露</i> 減低發行人對環境及天然資源造成重大影響的政策。		Environment 環境	P. 19 第 19 頁
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。	Environment 環境	P. 19 第 19 頁
Aspect A4: Climate Change 層面 A4：氣候變化			
<i>General Disclosure</i> Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. <i>一般披露</i> 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。		Climate Change 氣候變化	P. 25 第 25 頁
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。	Climate Change 氣候變化	P. 25 第 25 頁



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Employment and Labour Practices / 僱傭及勞工常規			
Aspect B1: Employment / 層面 B1 : 僱傭			
<i>General Disclosure</i> 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. <i>一般披露</i> 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：		Employment and Labour Practices / 僱傭及勞工慣例	P. 9 / 第9頁
KPI B1.1 / 關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	Employment and Labour Practices / 僱傭及勞工慣例	P. 9 / 第9頁
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。	Employment and Labour Practices / 僱傭及勞工慣例	P. 11 / 第11頁



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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。	Health and Safety 健康與安全	P. 14 第 14 頁
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。	Health and Safety 健康與安全	P. 14 第 14 頁
KPI B2.3 關鍵績效 指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Health and Safety 健康與安全	P. 14 第 14 頁



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Aspect B3: Development and Training / 層面 B3：發展及培訓			
<i>General Disclosure</i> Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities. <i>一般披露</i> 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	P. 12 / 第 12 頁
KPI B3.1 / 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Training and Development / 培訓及發展	P. 13 / 第 13 頁
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。	Training and Development / 培訓及發展	P. 13 / 第 13 頁
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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。	Labour Standards / 勞工準則	P. 15 / 第 15 頁
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。	Labour Standards / 勞工準則	P. 15 / 第 15 頁



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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。	Supply Chain Management 供應鏈管理	P. 15 第 15 頁
KPI B5.2 關鍵績效 指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	P. 15 第 15 頁
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。	Supply Chain Management 供應鏈管理	P. 15 第 15 頁
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。	Supply Chain Management 供應鏈管理	P. 15 第 15 頁



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B. Social B. 社會			
Operating Practices 營運慣例			
Aspect B6: Product Responsibility 層面 B6：產品責任			
<i>General Disclosure</i> 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. <i>一般披露</i> 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：		Service Quality Control 服務質素控制	P. 16 第 16 頁
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。	Service Quality Control 服務質素控制	P. 17 第 17 頁
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。	Service Quality Control 服務質素控制	P. 17 第 17 頁
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。	Intellectual Property Rights 知識產權	P. 17 第 17 頁
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。	Service Quality Control 服務質素控制	P. 16 第 16 頁
KPI B6.5 關鍵績效指標 B6.5	Description of customer data protection and privacy policies, how they are implemented and monitored. 描述客戶資料保障及私隱政策，以及相關執行及監察方法。	Data Protection 資料保護	P. 16 第 16 頁



Subject Areas, aspects, general disclosure and key performance indicators (“KPIs”) 主要範疇、層面、一般披露及關鍵績效指標		Section 章節	Page Number 頁次
B. Social B. 社會			
Operating Practices 營運慣例			
Aspect B7: Anti-Corruption 層面 B7：反貪污			
<i>General Disclosure</i> 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. <i>一般披露</i> 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。		Anti-corruption 反貪污	P. 18 第 18 頁
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。	Anti-corruption 反貪污	P. 18 第 18 頁
KPI B7.2 關鍵績效 指標 B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Anti-corruption 反貪污	P. 18 第 18 頁
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。	Anti-corruption 反貪污	P. 18 第 18 頁



Subject Areas, aspects, general disclosure and key performance indicators (“KPIs”) 主要範疇、層面、一般披露及關鍵績效指標		Section 章節	Page Number 頁次
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Community 社區			
Aspect B8: Community Investment 層面 B8：社區投資			
<i>General Disclosure</i> 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. <i>一般披露</i> 有關以社區參與來了解運營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	P. 26 第 26 頁
KPI B8.1 關鍵績效 指標 B8.1	Focus areas of contribution. 專注貢獻範疇。	Community Investment 社區投資	P. 26 第 26 頁
KPI B8.2 關鍵績效 指標 B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Community Investment 社區投資	P. 26 第 26 頁

