



中國唐商控股有限公司
CHINA TANGSHANG HOLDINGS LIMITED

(formerly known as Culture Landmark Investment Limited)

(Incorporated in Bermuda with limited liability)

(Stock Code: 00674)

2017

Environmental, Social and Governance Report



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關於本報告 ABOUT THIS REPORT

China Tangshang Holdings Limited (formerly known as Culture Landmark Investment Limited) (the “Company” together with its subsidiaries as the “Group”) is pleased to present the first Environmental, Social and Governance Report (the “Report”) to provide an overview of the Group’s management of significant issues affecting the operation, including environmental and social issues. The Report is prepared by the Group with the professional assistance of APAC Compliance Consultancy and Internal Control Services Limited.

PREPARATION BASIS AND SCOPE

The Report is prepared in accordance with Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Hong Kong Stock Exchange”) (the “Listing Rules”) – “Environmental, Social and Governance Reporting Guide” and has complied with “comply or explain” provision in the Listing Rules.

The Report summarizes the performance of the Group in respect of corporate social responsibility, covering its operation which is considered as material by the Group – namely (i) licence fee collection and provision of intellectual property enforcement services business in the PRC, (ii) exhibition related business in Hong Kong and the PRC; (iii) property sub-leasing business, property development and investment in the PRC and (iv) money lending business in Hong Kong.

In view of the first time of publish of the Report, only general disclosure of required aspects is disclosed. The Group will continue to optimize and improve according to the disclosure requirements. This Report shall be published in both Chinese and English. Should there be any discrepancy between the Chinese and the English versions, the English version shall prevail.

中國唐商控股有限公司(前稱文化地標投資有限公司)(「本公司」, 連同其附屬公司統稱「本集團」)欣然提呈首份環境、社會及管治報告(「本報告」), 以提供本集團管理影響營運之重大事宜(包括環境及社會問題)之概覽。本集團在亞太合規顧問及內控服務有限公司提供專業協助下編製本報告。

編製基準及範圍

本報告乃根據香港聯合交易所有限公司(「香港聯交所」)證券上市規則(「上市規則」)附錄27 —《環境、社會及管治報告指引》而編製, 並已遵守上市規則所載之「不遵守就解釋」條文。

本報告概述本集團於企業社會責任方面之表現, 涵蓋本集團認為重大之經營層面, 即(i)於中國之特許權費用收集及提供知識產權維權服務業務; (ii)於香港及中國展覽相關業務; (iii)於中國之物業分租業務、物業發展及投資; 及(iv)於香港之放債業務。

鑑於首次刊發本報告, 因此僅大致披露所規定須披露之事宜。本集團將根據披露規定不斷作出優化及改進。本報告備有中英文版。中英文版如有任何歧義, 概以英文版為準。



REPORTING PERIOD

This Report demonstrates our sustainability initiatives during the reporting period from 1 April 2016 to 31 March 2017.

CONTACT INFORMATION

The Group welcomes your feedback on this Report for our sustainability initiatives. Please contact us by email to enquiry@ts674.com.

報告期間

本報告列載於二零一六年四月一日至二零一七年三月三十一日之報告期間之可持續發展計劃。

聯絡資料

本集團歡迎閣下對本報告任何可持續發展計劃提出意見，請電郵至 enquiry@ts674.com。



緒言 INTRODUCTION

The Group mainly engages in four business sectors, including licence fee collection and provision of intellectual property enforcement services business, exhibition-related business, property sub-leasing, development and investment business and money lending.

In the license fee collection and provision of intellectual property enforcement services business, we manage and operate the business of the licences of copyright to karaoke music products in the PRC, and China Music and Song Labs are entitled to certain portion of the licence fees in the PRC. The business stopped in 2016 and has a litigation.

In the exhibition-related business, we act as an organizer and contractor for exhibitions and meeting events held in Hong Kong. We have developed over 20 years of relationship with the Hong Kong Trade Development Council ("HKTDC") and has become one of the major agents organising trade fairs for PRC groups whilst most of which were co-organised with the HKTDC. The clients are primarily PRC based including numerous sub-councils of the China Council for the Promotion of International Trade in the PRC.

In the property sub-leasing, development and investment business, we are primarily involved in sub-leasing of properties and facilities in Nanjing.

In the money lending business, the Group intends to further develop as the Board believes that it will provide the Group an opportunity to broaden revenue sources and obtain stable interest income for the Group.

本集團主要從事四項業務，包括特許權費用收集及提供知識產權維權服務業務、展覽相關業務、物業分租、發展及投資業務以及放債。

於特許權費用收集及提供知識產權維權服務業務中，我們於中國管理及營運卡拉OK音樂產品之版權業務，而中音及天語有權於中國獲取若干比例之特許權費用。該業務於二零一六年停止運營，且已提出訴訟。

於展覽相關業務中，我們作為主辦單位及承辦商於香港舉辦展覽及會議。我們已與香港貿易發展局（「貿發局」）建立逾二十年關係，成為中國集團籌辦貿易展之主要代理商，當中大部分與貿發局合辦。客戶主要為中國公司，其中包括中國國際貿易促進委員會的眾多分會。

於物業分租、發展及投資業務中，我們主要於南京從事物業及設備分租。

於放債業務中，本集團擬作進一步發展，原因為董事會認為該業務將為本集團提供擴大收入來源及獲得穩定利息收入的機會。



The Group is committed to be responsible in operation and value creation for stakeholders and community by integrating environmental and social factors into management considerations. Sustainability strategy is based on the compliance with the legal requirements in the area we operate and opinions from stakeholders. It is crucial for the Group's growth in order to achieve business excellence and to build capabilities for long-term competitiveness. The Group has established and implemented various policies to manage and monitor the risks related to the environment, employment, operating practices and community. Details of the management approaches to sustainable development of different areas have illustrated in this Report.

本集團將環境及社會因素融入管理，致力實踐經營責任，為持份者及社會創造價值。可持續發展策略須以遵守本集團經營所在地之法律規定及持份者意見為基礎，此對本集團成長至關重要，經此方可達致卓越業務和建立長期競爭力。本集團已制定及實施多項政策，以管理及監察與環境、僱傭、營運常規及社區有關之風險。本報告載有不同領域之可持續發展管理方針詳情。



持份者參與 STAKEHOLDERS ENGAGEMENT

The Group acknowledges the importance of intelligence gained from the stakeholders' insights, inquiries and continuous interest in the Group's business activities. The following table provides an overview of the Group's key stakeholders and various platforms and methods of communication are used to reach, listen and respond.

本集團認同從持份者對本集團業務活動之見解、諮詢及持續興趣獲得資訊非常重要。下表概述本集團的主要持份者及用於達致目標、聆聽及作出回應之各類交流平台及方式。

Stakeholders 持份者	Issue of concern 關注事項	Engagement channels 參與渠道	Measures 措施
Government and Market Regulators 政府及市場監管機構	<ul style="list-style-type: none">— Compliance 合規— Promote regional economic development and employment 推動地區經濟發展及就業	<ul style="list-style-type: none">— Information disclosure 資料披露— Annual and interim reports, announcement and other published information 年度及中期報告、公告及其他發佈資料	<ul style="list-style-type: none">— Operated, managed and paid taxes according to laws and regulations, strengthened safety management; accepted the government's supervision, inspection and evaluation (e.g. accepted governor on-site inspections throughout the year), and actively undertook social responsibilities. 根據法律及法規管理、營運、納稅及加強安全管理；接受政府監督、檢查及評估（如全年接受管理人實地視察），並積極承擔社會責任。



Stakeholders 持份者	Issue of concern 關注事項	Engagement channels 參與渠道	Measures 措施
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"> Return on the investment 投資回報 Information disclosure and transparency 資料披露與透明度 Protection of interests and fair treatment of shareholders 利益保障及公平對待股東 	<ul style="list-style-type: none"> Annual general meeting and other shareholder meetings 股東週年大會及其他股東會議 Annual and interim reports, announcement and other published information 年度及中期報告、公告及其他發佈資料 	<ul style="list-style-type: none"> Issued notices of general meeting and proposed resolutions according to regulations, disclosed company's information by publishing results announcements/ circulars and two periodic reports in total in the year. Carried out different forms of investor activities with an aim to improve investors' recognition. Held results briefing once. Disclosed company contact details on website and in reports and ensured all communication channels available and effective. 根據法規發佈股東大會及提呈決議案通知，並通過刊發業績公告／通函及全年合共兩份定期報告披露公司資料。開展不同形式的投資者活動，以提高投資者對本集團之認可。舉行一次業績發佈。於網站及報告中披露公司聯絡資料及確保所有交流渠道有效可用。
Employees 僱員	<ul style="list-style-type: none"> Safeguard the rights and interests of employees 保障僱員權益 Career development opportunities 職業發展機會 Health and safety 健康與安全 	<ul style="list-style-type: none"> Training 培訓 Cultural and sport activities 文化與體育活動 Feedback box 意見箱 	<ul style="list-style-type: none"> Provided a healthy and safe working environment 提供健康安全的工作環境 Developed a fair mechanism for promotion 建立公平晉升機制 Cared for employees by helping those in need and organizing employee activities 照顧需要幫助的僱員及組織僱員活動



持份者參與 STAKEHOLDERS ENGAGEMENT

Stakeholders 持份者	Issue of concern 關注事項	Engagement channels 參與渠道	Measures 措施
Customers 客戶	<ul style="list-style-type: none"> — Safe and high-quality services 安全及優質服務 — Privacy and information protection 隱私與資料保障 	<ul style="list-style-type: none"> — Email and customer service hotline 電郵及客戶服務熱線 — Customer's survey 客戶調查 — Visits and meetings 訪問及會議 	<ul style="list-style-type: none"> — Strengthened quality management to ensure stable production and smooth transportation, and entered into long-term strategic cooperation agreements. 加強質量管理，以確保生產穩定及運輸順暢，並訂立長期戰略合作協議。
Suppliers/ Partners 供應商／合作夥伴	<ul style="list-style-type: none"> — Long-term partnership 長期合作關係 — Honest cooperation 誠實合作 — Fair, open 公平公開 — Risk reduction 降低風險 	<ul style="list-style-type: none"> — Regular meeting 例會 — Tendering process 招標過程 — Strategic corporation 戰略合作 	<ul style="list-style-type: none"> — Invited tenders publicly to select best suppliers and contractors, performed contracts according to agreements, enhanced daily communication, and established long-term cooperation with quality suppliers and contractors 公開招標選擇最佳供應商及承包商、按協議履行合同、加強日常溝通，且與優質供應商及承包商建立長期合作關係 — Ensure transparency in procurement process and receive internal and external supervision 確保採購過程之透明度，並接受內部及外部監督



Stakeholders 持份者	Issue of concern 關注事項	Engagement channels 參與渠道	Measures 措施
Peer/Industry Associations 同業／行業協會	<ul style="list-style-type: none"> — Experience sharing and corporations 經驗分享與協作 — Fair competition 公平競爭 	<ul style="list-style-type: none"> — Industry conference, seminars 業內會議及研討會 — Site visit 實地訪問 	<ul style="list-style-type: none"> — Stuck to fair play, cooperated with peers to realize win-win, shared experiences and attended seminars of the industry so as to promote sustainable development of the industry. 堅持公平競爭、與同業合作實現共贏、分享經驗，並參加業內研討會，推動行業可持續發展。
Financial Institution 金融機構	<ul style="list-style-type: none"> — Compliance with the law and regulations 遵守法律及法規 — Disclosure information 披露資料 — Good creditworthiness and strong ability to pay debts 良好信用與雄厚償債實力 — Stable business development 穩定業務發展 	<ul style="list-style-type: none"> — Consulting 諮詢 — Information disclosure 資料披露 — Reports 報告 	<ul style="list-style-type: none"> — Complied with regulatory requirements in a strict manner, disclosed and reported true information in a timely and accurate manner according to law 嚴格遵守監管要求，根據法例及時準確地披露及報告真實資料 — Pay debts on time to keep good creditworthiness 按時償還債務，以保持良好信譽 — Strengthen cooperation with domestic and foreign banks 加強與境內外銀行合作
Public and Communities 公眾及社區	<ul style="list-style-type: none"> — Community involvement 社區參與 — Social responsibilities 社會責任 	<ul style="list-style-type: none"> — Community involvements 社區參與 	<ul style="list-style-type: none"> — Gave priority to local people seeking jobs from the Company so as to promote community building and development. 優先聘用本地求職人士，以促進社區建設和發展。



環境層面 ENVIRONMENTAL ASPECTS

EMISSIONS

In the Group, we are committed to continuously improving the environmental sustainability of our business. In striving to do the right thing as a company, we recognize that we have an obligation to reduce the impact of our operations and be accountable for the resources and materials we use each day.

The Group is mainly involved in office operation only. The Group's "Corporate Environmental Policy" encompasses our general approach towards controlling environmental impacts of the business operation. The Group's most significant environmental impacts are greenhouse gas ("GHG") emissions from energy consumptions in our facilities and the mobile vehicles. The Group's businesses are mostly carried out in offices. In line with our policy to minimize emissions, the Group has implemented energy saving practices which are mentioned in the section of "Use of Resources" in order to reduce the GHG emissions. Moreover, offices are equipped with audio conferencing facilities to minimize the need for face to face meetings, keeping business travelling to a minimum and currently only a small percentage of employees travel for business. There are no relevant laws and regulations applicable to our business on this aspect.

USE OF RESOURCES

The Group places a high priority on the efficient use of resources. As stipulated in the Group's "Corporate Environmental Policy", the Group strives to improve the efficient use of natural resources, including energy such as minimize waste streams and emissions and implement effective recycling program. Practical measures are implemented according to the "Environmental Office Practices" as follows:

排放物

本集團致力不斷改善業務在環境方面之可持續發展。作為一間公司，於作出正確之舉的同時，我們意識到有責任減低營運造成的影響，並對每日所用資源及物料負責。

本集團僅進行辦公室營業運作。本集團的「企業環境政策」載有控制業務營運對環境影響之一般方法。本集團最重要的環境影響為我們設施及汽車之能源消耗所產生之溫室氣體（「溫室氣體」）排放。本集團大部分業務於辦公室內進行。為配合減排政策，本集團已實施「資源運用」一節所述的節能措施，以減少溫室氣體排放。此外，辦公室配備音頻會議設施，盡量減少面對面會議的需要，令差旅減至最少，目前只有一小部分僱員需要出差。概無此方面之相關法律及規定適用於我們之業務。

資源運用

本集團重視資源之有效利用。按照本集團「企業環境政策」所載，本集團致力提高天然資源之高效運用，包括能源（如盡量減少產生廢物及排放），並實施有效回收計劃。根據「環保辦公室常規」實施之實際措施如下：



Paper Saving

In office, we encourage the employee to use both sides of paper and use suitable font size/shrinkage mode to minimise pages, if possible. Besides, electronic media is recommended for circulation/communication, to minimize using paper.

Water Conservation

Employee should report leaking faucet or pipe to the relevant authority and turn off the tap when not in use.

Electricity Conservation

The electrical appliance should be set as energy saving mode where possible. For computers, the idle automatically mode is 20 minutes or less. The room temperature should be set in a range from 20° C to 25.5° C. Also, unnecessary lighting and power supply should be switched off when they are not in use.

Green Pantry

Employee are encouraged to use reusable cutleries, cups and glasses and environmental friendly cleaning products (e.g. biodegradable or phosphate free detergent, refillable soap, etc.).

Materials Re-use and Stationary Conservation

Waste papers are used as fillers for packing and/or reduce using fillers, if possible. Employee should handle and store materials carefully to reduce breakage and wastage. Boxes/fillers/other materials are reused for packaging/storage/delivery. Environmental friendly stationery is suggested to use. Cord binder, envelopes and other materials or stationery should be reused until worn out.

節省用紙

辦公室內，我們鼓勵僱員在可行情況下雙面使用紙張及採用合適字體大小／縮小模式以盡量減少頁數。另外，亦建議採用電子媒體進行傳閱／通訊，進一步減少用紙。

節約用水

僱員應向相關部門報告水龍頭或水管滲漏情況，並在無需用水時關上水龍頭。

節約用電

在可行情況下，電器應盡可能設為節能模式。就電腦而言，閒置自動模式為20分鐘或以下。室溫應設於攝氏20度至攝氏25.5度範圍。此外，不必要燈光及電源裝置應於不使用時關掉。

綠色茶水間

鼓勵僱員使用可重用餐具、杯及玻璃器皿以及使用環保清潔產品(如可生物分解或不含磷酸鹽的洗滌劑、可補充肥皂等)。

重用物料及節省使用文具

在可行情況下，廢紙用作包裝填充物及／或減少使用填充物。僱員須小心處理及儲存物料，減少破損及浪費。箱／填充物／其他物料將重新用於包裝／儲存／運輸，亦建議使用環保文具。電源線夾、信封及其他物料或文具應重複使用直至損壞。



環境層面 ENVIRONMENTAL ASPECTS

THE ENVIRONMENT AND NATURAL RESOURCES

According to the Group's "Corporate Environmental Policy", the Group raises staff's awareness on environmental issues through education and training and enlist employees' support in improving the Group's performance, promote environmental awareness amongst our customers, business partners and shareholders and support community activities in relation to environmental protection and sustainability and evaluate regularly and monitor past and present business activities impacting upon health, safety and environmental matters. With the integration of policies mentioned in section "Emissions" and "Use of Resource", the Group strives to minimize the impacts to the environment and natural resources.

環境及天然資源

根據本集團之「企業環境政策」，本集團通過教育培訓提高員工對環境問題的意識，爭取員工支持改善本集團表現、提升客戶、業務合作夥伴及股東的環保意識及支持有關環保及可持續發展之社區活動，並定期評估及監測過往和現在影響健康、安全和環境事宜的業務活動。隨著「排放」和「資源運用」兩節中提到的政策互相配合，本集團力求盡量減少對環境和自然資源的影響。



EMPLOYMENT AND LABOUR PRACTICES

EMPLOYMENT

Being in the service industry, our people are our most important asset that drives the long-term development and sustainability of the Group. The Group has established and implemented a set of human resources management policies and procedures in place with the aim to provide ideal working environment to its staff in order to comply with local employment laws and regulations, such as Employment Ordinance in Hong Kong, the Labour Law of the PRC and the Labour Contract Law of the PRC. The Group's staff handbook sets out the Group's standards for compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. The remuneration management aims to attract potential employees and motivate current staff. Employees receive social welfare benefits and other benefits. All employees are treated equally and their employment, remuneration and promotion opportunities will not be affected by their nationality, race, age, religion and marital status.

We provide competitive and attractive remuneration package to reward and retain our employees. The package includes basic salary, allowance, Mandatory Provident Fund (MPF) and required social security benefits to variable incentive-based remuneration such as discretionary bonus.

During the reporting period, no non-compliance regarding employment brought against the Group or its employees were noted.

僱傭及勞工常規

僱傭

就從事服務業而言，人才為推動本集團長遠發展及可持續發展最寶貴的財產。本集團已制定及實行一套人力資源管理政策及程序，旨在為員工提供理想工作環境，以符合當地僱傭法例及法規，如《香港僱傭條例》、《中華人民共和國勞動法》及《中華人民共和國勞動合同法》。本集團的員工手冊載列本集團有關薪酬及解僱、招聘及晉升、工時、假期、平等機會、多元化、反歧視及其他待遇及福利的標準。薪酬管理旨在吸引潛在員工及激勵現有員工。僱員可獲社會福利津貼及其他待遇。所有僱員均獲平等看待，而彼等的聘用、薪酬及晉升機會不受國籍、種族、年齡、宗教及婚姻狀況影響。

我們提供具有競爭力及吸引力的薪酬待遇，以獎勵及留聘員工。待遇包括基本工資、津貼、強制性公積金福利(強積金)、必要社會保障福利及浮動獎勵酬金，如酌情花紅。

於本報告期間，並無發現本集團或其員工違反有關僱傭的情況。



社會層面 SOCIAL ASPECTS

HEALTH AND SAFETY

In the daily operation of the Group, there is no significant hazards as compared to industries like manufacturing and mining etc. The Group aims to enhance wellness of the employee by providing a harmonious and comfortable environment. The Group has adhered with related laws and regulations, such as Occupational Safety and Health Ordinance in Hong Kong and Law of the PRC on Prevention and Control of Occupational Diseases. As stipulated in the Group's "Guidelines on Occupational Health and Safety", the Group has implemented measure in the following aspects.

Lighting

Good lighting conditions in the workplace enable the staff to see comfortably and avoid possible danger. Fluorescent lights recessed into the false ceiling and fitted with louver or diffuser to control glare and distribution of light. Blinds or curtains should be used to prevent glare and control the lighting level. Anti – glare filters can be used if necessary to reduce screen reflection and improve visual quality of the display.

Indoor Air Quality and Ventilation

Smoking is prohibited in all workplace and indoor area of the office. The indoor temperature and humidity are controlled in an optimum level to make the workplace more comfortable and help preventing bacteria from flourishing. Air outlets to be cleaned regularly in the office to reduce the dust level of indoor air and increase efficiency of the ventilation system.

Office Furniture/Working Posture

Staff is provided with adjustable chairs to allow them to adjust the seat height. To enable the staff having a comfortable work office, staffs should assume correct seated posture so as to avoid musculoskeletal injury.

健康及安全

與製造業及礦業等行業相比，本集團日常運營中並無重大危險。本集團透過提供和諧及舒適的環境，致力提升員工健康水平。本集團已遵守相關法例及法規，如《香港職業安全及健康條例》及《中華人民共和國職業病防治法》。按照本集團「職業健康及安全指引」規定，本集團已於下列方面實施措施。

燈光

工作場所中良好的照明狀況使員工能看得舒適及避免潛在危險。熒光燈嵌入假天花板，並配有百葉窗或擴散器，以控制眩光及光線分佈。使用窗簾或簾子以防止眩光並控制照明程度。如有需要，可使用防眩光過濾器減少屏幕反射並提高顯示器的視覺素質。

室內空氣質量及通風

辦公室的所有工作場所和室內禁止吸煙。室內溫度及濕度控制在最佳水平，使工作場所更舒適，並有助於防止細菌繁殖。經常清潔辦公室內的出風口，以減少室內空氣的灰塵，提高通風系統效率。

辦公室家具／工作姿勢

員工配有可調適的椅子，彼等可調整座椅高度。為使員工有舒適工作場所，鼓勵員工保持正確坐姿，以避免肌肉骨骼損傷。



Office Equipment

Carbon powder used in photocopiers may contain harmful substances. During photocopying, it is necessary to place the cover properly to prevent eye irritation from the strong light. All office equipment will be properly maintained in good conditions as well.

Manual Work Handling

Heavy manual handling work should be minimized in the office. Risk assessment should be conducted for unavoidable manual handling operations before it is undertaken.

Others Safety Measures

All the fire safety equipment has to be checked and complied with the fire safety rules in the office. First aid box has been placed in the office. The items as required to be provided in the first aid box are in compliance with the regulation of Occupational Safety and Health Council as issued by the Labor Department.

During the reporting period, there was no related work injuries or fatalities and no legal case regarding health and safety brought against the Group.

DEVELOPMENT AND TRAINING

The Group provides comprehensive training to employees to promote a learning culture based on the Group's staff handbook. The Group provides diversified on-the-job training to employees. The Group also encourages self-development of employees through taking up of external training programmes relevant to their jobs. The Group believes development of employee is crucial to the sustainable development of the business. The Group will enhance the training system in order to improve the personal development of employee.

辦公室設備

影印機所使用的碳粉可能含有有害物質。於影印過程中，必須妥善蓋上壓蓋板以防止強光刺激眼睛。所有辦公室設備亦將保持良好狀態。

人工作業

辦公室內應盡量減少繁重的人工作業。於進行不可避免之體力處理操作前，應進行風險評估。

其他安全措施

須經常檢查所有消防安全設備並符合辦公室的消防安全規定。急救箱已放置於辦公室內。急救箱所要求的物品符合勞工處發出的《職業安全健康局條例》。

於本報告期間，本集團並無相關工傷或死亡事故，亦無對本集團提出有關健康及安全的法律案件。

發展及培訓

本集團根據其員工手冊，為僱員提供全面培訓，以培養學習氛圍。本集團為僱員提供多元化的在職培訓。本集團亦鼓勵僱員透過參與與彼等工作相關的外部培訓課程，實現自我發展。本集團相信，僱員發展對業務可持續發展至關重要。本集團將加強培訓體系，以提升僱員的個人發展。



社會層面 SOCIAL ASPECTS

LABOUR STANDARDS

According to the Group's staff handbook, the Group strives to provide a fair, equal opportunity, respectful and pleasant work environment to all employees. All practices are designed to ensure that all individuals of the corporation are recruited, hired, assigned, trained, promoted, compensated and retained on the basis of their qualifications, experience and/or the terms and conditions, and treated equally in these respects without regard to race, color, religion, sex and academic background. The Group requires that the office work environment be free from all forms of discrimination and harassment. There is no significant risk related to recruitment of child labour as the Group requires that applicants must be 18 or above.

The Group has been in strict compliance with the requirements of the legislation on antidiscrimination, including Sex Discrimination Ordinance, Disability Discrimination Ordinance and the Labour Contract Law of the PRC. During the reporting period, no non-compliance regarding labour standards brought against the Group or its employees were noted.

OPERATING PRACTICES

SUPPLY CHAIN MANAGEMENT

The Group's business nature is service-orientated. Therefore, we have relatively fewer suppliers and a less complicated supply chain. Our main suppliers are only involved in third-party services providers such as information technology service, property management service, advertising service, legal and consulting service, office equipment, printing and stationery suppliers. The Group has established "Supply Chain Policy" to ensure our suppliers meet our standards of technical competence, innovation, product quality, reliability and delivery performance, financial soundness, ethics and social responsibility.

勞工準則

根據本集團的員工手冊，本集團致力於為所有僱員提供公平及平等的機會、尊重及愉快的工作環境。所有做法旨在確保公司的所有個人根據彼等資歷、經驗及／或條款及條件招聘、聘用、分配、培訓、晉升、補償及留聘，並在這些方面受到平等對待，而不考慮種族、膚色、信仰、性別及學歷背景。本集團要求辦公環境不存在一切形式的歧視及騷擾。因本集團要求應徵者須年滿十八歲或以上，故概無有關招募童工的重大風險。

本集團嚴格遵守反歧視法例的規定，包括《性別歧視條例》、《殘疾歧視條例》及《中華人民共和國勞動合同法》。於本報告期間，並無發現本集團或其員工不遵守有關勞動準則的情況。

營運慣例

供應鏈管理

本集團業務性質以服務為本。因此，我們的供應商相對較少，供應鏈不太複雜。我們的主要供應商僅涉及信息技術服務、物業管理服務、廣告服務、法律及諮詢服務、辦公設備、印刷及文具供應商等第三方服務供應商。本集團已制定「供應鏈政策」，確保供應商符合技術能力、創新、產品質量、可靠性及交付情況、財務穩健性、道德及社會責任標準。



SUPPLY CHAIN MANAGEMENT *(Continued)*

In order to mitigate the risks raised from suppliers, the Group has a robust supplier selection procedure. All potential suppliers are evaluated by a list of criteria. Site inspections are conducted when needed in order to understand the operations and background of the suppliers, including but not limited to safety procedures, quality of work. The result of evaluation is treated seriously. If there is malpractice in the evaluation process, the assessor will be punished.

PRODUCT RESPONSIBILITY

Providing efficient and high-quality service to customers are the utmost concern for the Group. The Group has been in strict compliance with related laws and regulations, including but not limited to Personal Data (Privacy) Ordinance and the Copyright Law of the PRC. Our aim is for our customers to have confidence in our services, and sufficient information to make informed choices. Therefore, the Group has a set of policies and procedures to oversee and manage issues related to quality management and customer data information protection and privacy.

Quality Management

The Group has established "Quality Management Policy" with aims to add value for our clients through our business processes that support the services offered. To enhance our service quality, the Group collects customers' feedback on services provided. The Group guides staff to familiarize with the standard operational procedures. The Group is committed to provide quality service to customers through improving the administrative ability of senior management and the functional capability of operation staff.

供應鏈管理(續)

為減少供應商帶來的風險，本集團已制定供應商篩選程序。所有潛在供應商將經過一系列標準進行評估。為了解供應商的運營情況及背景，有需要時將進行實地視察，包括但不限於安全程序及工作質量。評估的結果將受嚴肅對待。倘評估過程中出現不當行為，評估員將受到懲罰。

產品責任

為客戶提供高效且高質量的服務乃本集團最關注的事宜。本集團已嚴格遵守相關法律及法規，包括但不限於《個人資料(私隱)條例》及《中華人民共和國著作權法》。我們旨在使客戶對我們的服務有信心及能獲取足夠資訊，以作出知情選擇。因此，本集團有一套政策及程序來監督及管理有關質量管理、客戶資料保護及私隱的問題。

質量管理

本集團已制定「質量管理政策」，旨在通過支持所提供服務的業務流程為客戶增值。為提高服務質量，本集團收集客戶對所提供服務的意見。本集團指引員工熟悉標準操作程序。本集團致力於通過提升高級管理層的行政能力及運營人員的實力，為客戶提供優質的服務。



社會層面 SOCIAL ASPECTS

Customer Data Protection and Privacy

The Group upholds a belief that information security and privacy is the key principle for operation. According to the Group's "Staff Occupational Ethics", employee is required protect all the customers' information. Information only can be used in authorized business activities. The Group also ensures that customers' personal data is securely kept and processed only for the purpose for which it has been collected. Staff are provided with adequate training in compliance with applicable laws on data privacy protection, to strengthen their awareness of safeguarding personal data.

ANTI-CORRUPTION

The Group requires all employees to avoid any relationship, influence, interest or activity that could compromise the best interest of the Group. The Group has established "Anti-Fraud System" (反舞弊制度) to monitor and prevent corruption or fraud from happening. The Board of Directors is responsible for monitoring and instructing the management team to establish a comprehensive internal control system for anti-fraud. As part of their responsibility, all employees should avoid any position whereby their judgment, decision or influence on behalf of the Group may give rise to their personal interests, finance and/or other means of interest. They should ensure that dealings with clients, suppliers, contractors, job applicants, colleagues or any other third party are met with good judgment, careful observance of all applicable laws and regulations, and the highest standard of integrity at all times.

客戶資料保護及私隱

本集團堅信信息安全及私隱乃運營的關鍵原則。根據本集團「員工職業道德」，僱員需保護所有客戶資料。資料僅可用於授權業務活動。本集團亦確保客戶個人資料獲安全妥善地保管，並只會按收集時指定的用途使用。為遵守資料私隱保護適用法律，我們已向員工提供充足培訓，以加強彼等保障個人資料的意識。

反貪污

本集團要求所有員工避免任何可能損害本集團最佳利益的關係、影響、利益或活動。本集團已制訂「反舞弊制度」，以監察及防止貪污或舞弊的情況發生。董事會有責任監察及指示管理隊伍制定一套反舞弊的全面內部控制體系。作為所有僱員責任的一部分，彼等應避免代表本集團作出可能產生其個人權益、財務及／或其他利益的判斷、決定或影響。彼等應確保與客戶、供應商、承包商、求職者、同事或任何其他第三方的交易已作出良好的判斷，並於任何時候皆審慎遵守所有適用法例及法規並符合最高道德標準。



ANTI-CORRUPTION *(Continued)*

As stipulated in the Group's "Whistleblowing Policy", employees, who has a legitimate malpractice concerns can inform the management team. Disclosure can be made in person or in writing. It is the Group's policy to make every effort treating all disclosures in a confidential and sensitive manner after any employee or any other person reports concern about any of the above matters. The identity of the reporting person making the allegation will not be divulged without the reporting person's consent. If there is evidence of criminal activity, activity on solicitation and acceptance of advantages or breach of legal and regulatory requirements, the party responsible for the internal investigation may legally be obliged to inform the relevant public or regulatory bodies such as the police, the Independent Commission Against Corruption, the Security and Futures Commission and etc., as appropriate.

The Group has been in strict compliance with Prevention of Bribery Ordinance, Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance and the Criminal Law of the PRC. During the reporting period, there was no any legal case regarding corrupt practices brought against the Group or its employees.

COMMUNITY

COMMUNITY INVESTMENT

As a socially responsible company, the Group is committed to understanding the needs of the communities in which we operate. The Group has adopted "Community Investment Policy", which aims to build trust and stable relationship with our stakeholders. The Group strives to contribute to the society by focusing on four area including living standard of the community, culture, education and development and labour corporation.

反貪污(續)

根據本集團「舉報政策」規定，對不當行為存有疑慮的員工應通知管理隊伍。有關披露可親身或以書面形式作出。於任何員工或任何其他人士對有關任何上述事宜提出疑慮後，本集團將竭盡全力以保密及敏感資料的方式處理所有披露內容，此乃本集團的政策。作出指控的舉報者的身份未經舉報者同意不得予以披露。倘有犯罪活動、招攬活動及收受利益或違反法律及法規的證據，負責內部調查的一方依法有法律責任通知相關公共機構或監管機構，如警察、廉政公署、證券及期貨事務監察委員會等(如適用)。

本集團已嚴格遵守《防止賄賂條例》、《打擊洗錢及恐怖分子資金籌集(金融機構)條例》及《中華人民共和國刑法》。於本報告期間，並無本集團或其員工有關任何貪污活動的法律案件。

社區

社區投資

作為一間具有社會責任感的公司，本集團致力於了解我們營運所在社區的需求。本集團已採取「社區投資政策」，旨在與持份者建立信任及穩定的關係。本集團通過專注於四個方面，包括社區的生活水平、文化、教育及發展以及勞工社團，力爭為社會作出貢獻。



社會層面 SOCIAL ASPECTS

COMMUNITY INVESTMENT *(Continued)*

— Living Standard of Community

We improve the living standard of the community by serving the local underprivileged. For example, we provide development opportunities, health care and sport activities

— Culture Projects

The Group has recognized culture is a key part of our heritage and history. We support high quality cultural projects, which can both enhance the living standards and encourage creativity.

— Education and Development

The Group believes that education and development can help the future leaders to equip skills and knowledge support all the trainings and skill developments related to the Groups' business. It is because education, professional employees and creativity are the main driving force for sustainable development.

— Labour Cooperation

The Group respects the freedom of association and the right of collective bargaining of employee. We encourage communication between management team and employee by establishment of a channel for employee feedback.

The Group will continue to contribute to the sustainable development of the community by building a healthy and dynamic community.

社區投資(續)

— 社區生活水平

我們通過服務當地弱勢社群，從而提升社區生活水平。例如，我們提供發展機會、醫療及體育活動。

— 文化項目

本集團深明文化乃我們的遺產及歷史的重要部分。我們支持優質的文化項目，其既可提升生活水平又可鼓勵創造。

— 教育及發展

本集團相信，教育及發展有助未來領導人掌握技能及知識，以支持所有有關本集團業務的培訓及技能發展。其原因在於教育、專業的僱員及創造力乃可持續發展的主要動力。

— 勞工社團

本集團尊重僱員的結社自由及集體談判的權利。我們設立僱員意見反映渠道，鼓勵管理層與僱員之間進行溝通。

本集團將透過建設健康及活力的社區繼續為社區的可持續發展作出貢獻。

環境、社會及管治報告索引

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