Champion Technology Holdings Limited
冠軍科技集團有限公司

(Stock Code: 0092)
（股份代號：0092）

Environmental, Social and Governance Report
環境、社會及管治報告
2018

\#   For identification purpose only
    僅供識別

CONTENTS
目錄

ABOUT THIS REPORT
關於本報告

This is the second Environmental, Social and Governance Report (the "**Report**") of Champion Technology Holdings Limited ("**Champion**" or the "**Company**") and its subsidiary (together with their subsidiaries, collectively the "**Group**" or "**we**"), in which we give an overview of our management and performance in the environmental, social and governance aspects from 1 July 2017 to 30 June 2018 (the "**Reporting Period**").

As this is the first year, we start implement quantitative measurement, there are no applicable comparative figures.

Scope of the Report

The Company is an investment holding company. Its subsidiaries are principally engaged in trading of goods including telecommunication equipment and licensing (including sales of systems products, software licensing and customisation and provision of services and leasing of systems products, including smart communication solutions), cultural products and securities investments. From the perspective of the Group, taking materiality and our stakeholders' major concerns into consideration, unless otherwise stated, this Report describes the sustainability approaches, initiatives and performances of our core businesses of (i) system sales including software licensing and services; and (ii) leasing of system products, which are operated through our non-wholly owned subsidiary – Kantone (UK) Limited and its subsidiaries.

Reporting Standards

The content of this Report is prepared in compliance with the applicable disclosure requirements of the "Environmental, Social and Governance Reporting Guide" under Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "**Listing Rules**").

Corporate governance is addressed separately in the section of Corporate Governance Report of our 2018 annual report.

We have always considered your opinion invaluable for our continuous improvement. Should you have any comments or suggestions regarding this Report and our efforts in sustainability, please forward any enquiries to Unit 3412, 34th Floor, China Merchants Tower, Shun Tak Centre, No. 168–200 Connaught Road Central, Sheung Wan, Hong Kong. Your feedback will be highly appreciated.

本報告為冠軍科技集團有限公司(「**冠軍科技**」或「**本公司**」)及其附屬公司(與附屬公司統稱「**本集團**」或「**我們**」)第二份環境、社會及管治報告(「**本報告**」),對於二零一七年七月一日至二零一八年六月三十日期間(「**報告期間**」),我們在環境、社會及管治領域的管理與績效,作出概覽式介紹。

本年度我們首次採取定量計算方式,因此沒有適用的可比數據。

本報告的範圍

本公司乃一間投資控股公司。其附屬公司主要從事買賣產品(包括電訊設備)及特許權(包括銷售系統產品、軟件特許權、訂製及提供服務以及租賃系統產品,包括智慧通訊方案)、文化產品及證券投資。除另有說明外,本報告根據相關領域的重要性,並經考慮持份者的主要關注事項,以本集團角度說明,我們通過非全資附屬公司Kantone (UK) Limited及其附屬公司營運的核心業務(i)系統銷售(包括軟件特許權與服務);及(ii)租賃系統產品,為實現可持續發展而採取的方針和舉措,以及所得績效。

報告準則

本報告內容乃遵照《香港聯合交易所有限公司證券上市規則》(「**上市規則**」)附錄二十七中「環境、社會及管治報告指引」所載適用披露規定而編製。

有關企業管治的詳情個別載於我們二零一八年年報內企業管治報告一節。

我們一貫認為,持份者的寶貴意見,是我們賴以持續改進的基礎。 閣下對本報告以及我們的可持續發展工作,如有任何意見或建議,歡迎致函本公司提出,地址為香港上環干諾道中168–200號信德中心招商局大廈34樓3412室。承蒙惠賜卓見,謹此致謝。

ABOUT THE GROUP
關於本集團

The Group's principal activities comprise trading of goods including telecommunication equipment and licensing (including sales of systems products, software licensing and customisation and provision of services and leasing of systems products, including smart communication solutions), cultural products and securities investments. Our core businesses, which are system sales including software licensing and services as well as leasing of system products, are mainly operated through Multitone Electronics PLC (the "**Multitone**"), a subsidiary directly wholly-owned by Kantone (UK) Limited that is based in Basingstoke, the United Kingdom with offices and distributors around the globe. Multitone has been operating for over 87 years, reputable in Europe as a top-tier provider of messaging-system solutions to healthcare, aged care, local government and retail markets. The paramount need for reaching and communicating to mobile individuals quickly and to make an interconnection between locations prompted Multitone to design, manufacture, install and provide maintenance services for a great variety of equipment, with the aim to improve communication efficiency and accommodate emergencies when there is an urgent need to contact individuals.

本集團的主要業務包括買賣產品（包括電訊設備）及特許權（包括銷售系統產品、軟件特許權、訂製及提供服務以及租賃系統產品，包括智慧通訊方案）、文化產品及證券投資。我們的核心業務包括系統銷售（含軟件特許權與服務）及租賃系統產品，主要通過Kantone (UK) Limited的直接全資附屬公司Multitone Electronics PLC（「**Multitone**」）營運。Multitone位於英國貝辛斯托克(Basingstoke)，在全球各地設有辦事處及經銷商，經營歷史超過87年，是享譽歐洲的頂尖短信系統解決方案供應商，客戶涵蓋醫療機構、護老院、地方政府及零售市場。為滿足市場對快速個人流動通訊、點對點互聯的重要需求，Multitone設計、製造了多種不同設備，並且提供相關安裝和維修服務，務求提升通訊效率，應對在緊急情況下與個別人士聯絡的迫切需要。
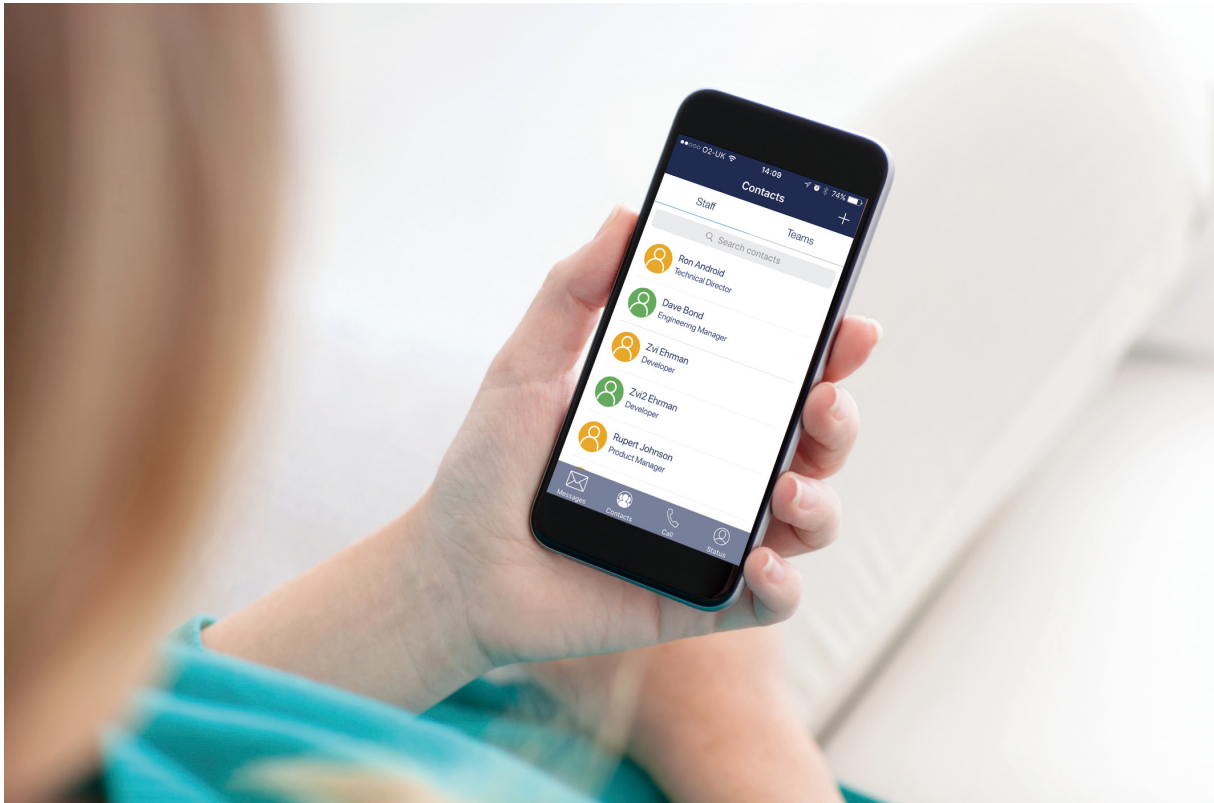
OUR APPROACH TO SUSTAINABILITY DEVELOPMENT
可持續發展方式

The Group has always incorporated considerations of the environmental, social and governance aspects into our operation to fulfill our commitment of creating sustainable value for stakeholders and being a good corporate citizen. We aim to make positive impacts on our environment and community, while upholding our philosophy that sustainable development is rooted in our core business practices, our relationship with stakeholders, as well as our environmental performances. The different sections in our Report will reveal our management approaches in environmental and social aspects accordingly.

本集團致力將環境、社會與管治因素融入營運之中，履行為持份者締造可持續價值的承諾，實現作為良好企業公民的責任。我們期望對環境和社會對環境發揮積極影響，同時堅持將可持續發展的理念，植根於核心業務實踐、持份者關係、以至環境績效之中。本報告各個章節，將闡述我們對環境與社會層面的管理方針。

LISTENING TO OUR STAKEHOLDERS
聆聽持份者之意見

To establish a sound base for the Group's continuous development and success, we have always strived to understand our stakeholders' views. A myriad of channels are prepared for our stakeholders to voice their opinions on our sustainability performance and future policies. We firmly believe that by building lasting formal and informal communication channels, mutual trust and respect can be earned. This can help formulate business strategies that are more fitting to our stakeholders' needs and expectations, improve risk anticipation and strengthen key relationships. Our key stakeholders are identified as employees, customers, suppliers and business partners, shareholders, governments and the community at large.

我們一貫努力了解持份者意見，以求為本集團的持續發展與成功，奠定良好基礎。持份者可通過多種不同途徑，表達對我們的可持續發展績效和未來政策的意見。我們堅信，通過正式與非正式的渠道進行持之以恆的溝通，方能與持份者達成互信互諒，有助於制訂更加符合持份者需求與期望的業務戰略、提升風險預見能力、鞏固重要關係。我們認定僱員、客戶、供應商與業務夥伴、股東、政府及廣大社區為主要持份者。

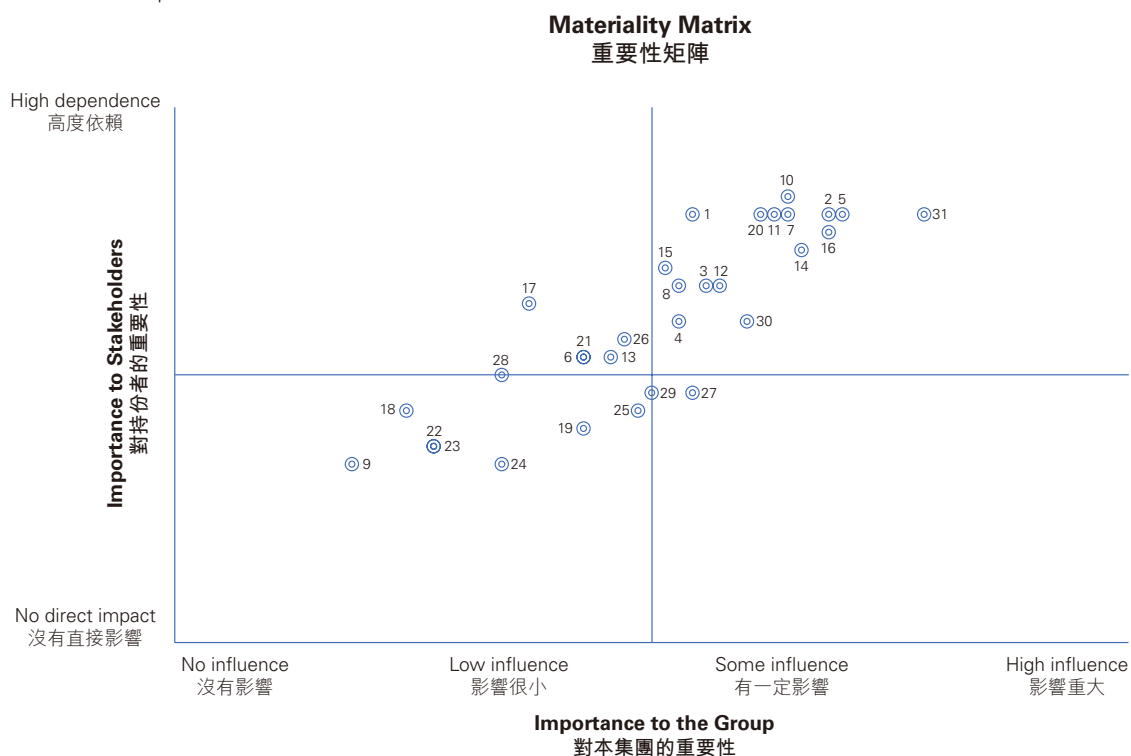## Regular Ways of Communication with Our Stakeholders

與持份者溝通的恆常途徑

Stakeholder Group 持份者類別	Ways of Communication 溝通方式	
Employees 僱員	• Social media (e.g. Official YouTube Channel, Official Twitter Account and WhatsApp communication groups) 社交媒體（例：官方YouTube頻道、官方Twitter賬號及WhatsApp通訊群組）	• Regular meetings 定期會議 • Performance evaluation 績效評核
Suppliers and business partners 供應商與業務夥伴	• Assessment 評核	• Continuous direct communication mechanism 持續直接溝通機制
Shareholders and investors 股東與投資者	• Company meetings 公司會議 • Disclose financial and operational information and data regularly 定期披露財務與營運資訊數據	• The Group's website 本集團網站 • Initiate active communication to address investors' concerns 積極主動溝通，應對投資者關注事項
Government departments and regulatory authorities 政府部門與監管機構	• Initiate active communication to facilitate understanding between the parties 積極主動溝通，促進各方互相了解	• Regular compliance reporting 定期合規報告
Customers 客戶	• The Group's website 本集團網站 • Customer complaints and feedback channel 客戶投訴與意見回饋渠道	• Social media (e.g. Official YouTube Channel, Official Twitter Account) 社交媒體（例：官方YouTube頻道、官方Twitter賬號） • Customer service hotline 客戶服務熱線
Communities 社區	• The Group's website 本集團網站	• Social media (e.g. Official YouTube Channel, Official Twitter Account) 社交媒體（例：官方YouTube頻道、官方Twitter賬號）

Materiality Assessment

During the Reporting Period, 31 issues have been identified. According to our stakeholder engagement result, 16 material issues were considered crucial and it served as a basis to the structure of this report.

對重要性的評估

報告期間，我們識別了31項問題。根據我們與持份者溝通的結果，16項被視為重要問題，並用作本報告結構的基礎。

Materiality Matrix
重要性矩陣

High dependence
高度依賴

Importance to Stakeholders
對持份者的重要性

No direct impact
沒有直接影響

No influence
沒有影響

Low influence
影響很小

Some influence
有一定影響

High influence
影響重大

Importance to the Group
對本集團的重要性

Economic and General Issues 經濟與一般問題	Quality of Work Environment 工作環境質量	Community Contribution 社區貢獻
1 Economic performance 經濟績效 2 Compliance with laws and regulations 依法守規	3 Employee benefits 僱員福利 4 Diversity and equal opportunities of employees 僱員多元化與平等機會 5 Workplace safety 工作場所安全 6 Development of employees 僱員發展 7 Prevention of child and forced labor 防止童工和強迫勞工 8 Employment relationship and employee communication 僱傭關係與僱員溝通	9 Community investment 社區投資
Product Liability 產品責任	**Operating Practice 營運實務**	**Environmental Protection and Green Operation 環境保護與綠色營運**
10 Customer satisfaction and responsibility 客戶滿意度與責任 11 Customer data protection and privacy policy 客戶數據保障與隱私政策 12 Customer and neighbourhood residents health and safety 客戶與鄰近居民的健康安全 13 Advertising management (eg: content credibility, reliability, compliance etc.) 廣告管理（例：內容可信度、可靠性、合規等） 14 Communication with customers 與客戶溝通 15 Customers' complaint system 客戶投訴制度 16 Quality assurance 品質保證	17 Suppliers selection, assessment and continuous supervision 對供應商的遴選、評核與持續監督 18 Supplier social performance assessment 供應商社會績效評核 19 Supplier environmental performance assessment 供應商環保績效評核 20 Anti-corruption/anti-fraud policy 防止貪污／防止詐騙政策 21 Sustainable procurement/green procurement 可持續採購／綠色採購	22 Air emissions management 大氣排放管理 23 Climate change mitigation and adaptation 減輕氣候變化影響與適應措施 24 Wastewater management 污水管理 25 Waste management 廢棄物管理 26 Hazardous waste handling 有害廢棄物處理 27 Energy management 能源管理 28 Water conservation 節約用水 29 Sustainable use of resource 資源的可持續使用 30 Green packaging 綠色包裝 31 Compliance with environmental laws and regulations 遵守環境法例規定

OUR GREEN OPERATION
綠色營運

We always keep the environment in mind when formulating measures and planning activities in a bid to make positive impacts on the environment in accordance to our own environmentally friendly sustainable development strategy.

不論制訂措施或規劃活動，我們均時刻以保護環境為念，遵照我們的綠色可持續發展戰略，務求對環境發揮積極影響。

Our Green Value Chain

We seek to understand and respond to sustainability issues across our value chain, from sourcing materials to designing pieces to engaging customers. The table below shows our simplified value chain, with some sustainability issues that we continuously strive to understand better and address at each stage.

We measure our achievements and successes through ensuring that:

- We comply with relevant legislative and regulatory requirements, identifying and applying the best available techniques wherever possible to minimize our impact on the environment.

- We monitor the use of our resources, to meet these commitments in a manner that reinforces our activities through considerate product design, reuse and recycling and energy monitoring.

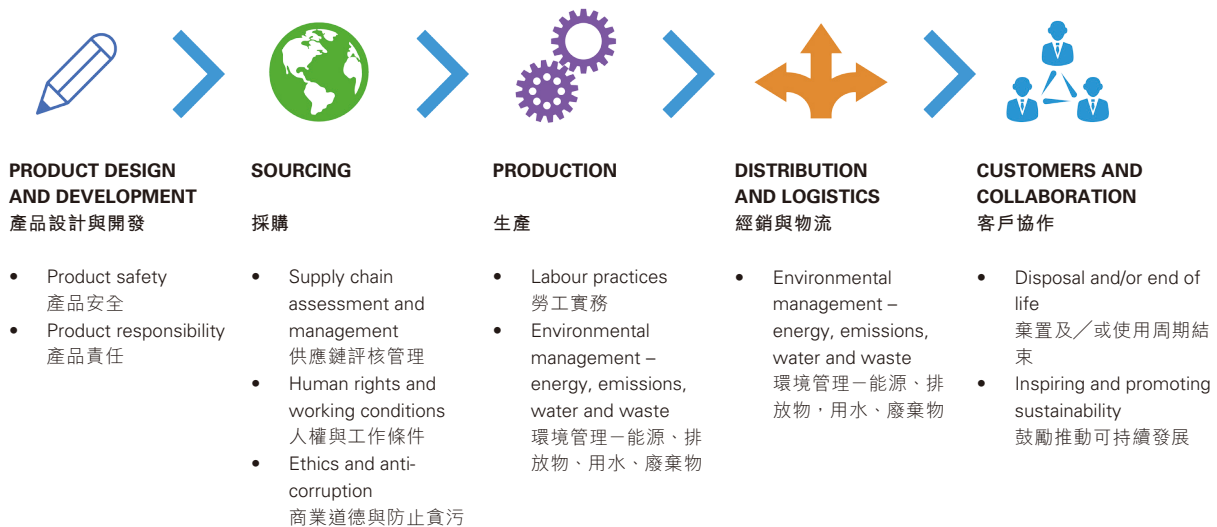- We review our practices and work with partners to improve our performance.

綠色價值鏈

我們致力在整條價值鏈範圍內，由物料採購、單件設計以至客戶關係等，探討有關可持續性的問題，以及採取應對措施。下表簡略顯示我們的價值鏈，以及我們持續在各階段致力加深了解和應對的一些可持續性問題。

我們通過確保以下各項，以衡量我們所採取的措施是否卓有成效：

- 遵守相關法律與監管規定，物色並盡可能採用可用的最佳技術，將我們對環境的影響減至最低。

- 我們對資源使用實行監察，通過貼心產品設計、回收重用、能源監察，加強舉措力度，藉以兌現我們的承諾。

- 我們對各項實務作業進行審議，並與夥伴合作提升績效。

PRODUCT DESIGN AND DEVELOPMENT
產品設計與開發

- Product safety
  產品安全
- Product responsibility
  產品責任

SOURCING
採購

- Supply chain assessment and management
  供應鏈評核管理
- Human rights and working conditions
  人權與工作條件
- Ethics and anti-corruption
  商業道德與防止貪污

PRODUCTION
生產

- Labour practices
  勞工實務
- Environmental management – energy, emissions, water and waste
  環境管理－能源、排放物、用水、廢棄物

DISTRIBUTION AND LOGISTICS
經銷與物流

- Environmental management – energy, emissions, water and waste
  環境管理－能源、排放物，用水、廢棄物

CUSTOMERS AND COLLABORATION
客戶協作

- Disposal and/or end of life
  棄置及／或使用周期結束
- Inspiring and promoting sustainability
  鼓勵推動可持續發展

ASPECT A1: EMISSIONS
A1層面：排放物

A) **Air and Greenhouse Gas Emission**

During the Reporting Period, we were not aware of any non-compliance with relevant legislative and regulatory requirements, for example, the legislations relevant to the Prevention of Harmful Effects on the Environment Caused by Air Pollution, Noise, Vibration and Similar Phenomena. We identify and try our best to apply the best available technology wherever possible to minimize our impact on the environment.

We understand the main carbon dioxide emission in Hong Kong has been caused by electricity companies. The use of purchased electricity, diesel and petrol are our main sources of air and greenhouse gas emissions. Manufacturing operations, which includes lighting, plant and equipment, etc., are the main source of purchased electricity usage. Our commitment to the management and continuous betterment of our environmental performance and efficiency drives us to implement the following key measures in the hopes of promoting a low-carbon, energy-saving culture and reducing emissions.

- Efficient driving in electric and low-emission vehicles.

- Encourage e-communication channels for business (e.g. make use of video conferencing instead of business trips to facilitate meetings while reducing greenhouse gas emissions from planes).

- Service personnel location tracking is employed to facilitate efficient deployment and minimum travel.

A) **大氣與溫室氣體排放**

報告期間，我們未悉任何不符合相關法律與監管規定的情況，譬如有關「防止空氣污染、噪音、震盪及類似現象損害環境法」(Prevention of Harmful Effects on the Environment Caused by Air Pollution, Noise, Vibration and Similar Phenomena) 的法律。我們盡可能物色並盡力採用可用的最佳技術，將我們對環境的影響減至最低。

我們深悉，香港的二氧化碳排放主要由電力公司導致。使用購買的電力、柴油和汽油，是我們的大氣與溫室氣體排放的主要來源。生產營運包括照明、廠房設備等，是耗用購買電力的主要渠道。我們致力管理、持續提升環保績效，因此實施下列主要措施，以冀促進低碳節能文化，實現減排。

- 使用電動車輛和低排放車輛，提升駕駛效益。

- 鼓勵使用電子方式進行業務通訊（例：利用視頻會議開會，免卻公務差旅，減少來自空中交通的溫室氣體排放）。

- 採用服務人員位置追蹤技術，促進高效人員調配，減少公務差旅。

Below is our emission performance during the Reporting Period.

我們於報告期間的排放績效列示如下。

Indicators (KPI A1.1) 指標（關鍵績效指標A1.1）	Unit 單位	Total 總數
Nitrogen Oxides (NOx) 氮氧化物 (NOx)	kg 公斤	170.38
Sulphur Oxides (SOx) 硫氧化物 (SOx)	kg 公斤	2.28
Particulate Matter (PM) 顆粒物質 (PM)	kg 公斤	9.51

Indicators (KPI A1.2) 指標（關鍵績效指標A1.2）	Unit 單位	Total 總數
Total Greenhouse Gas (GHG) Emissions 溫室氣體 (GHG) 排放總量	Tonnes of CO_2e 二氧化碳當量噸數	565.88
Direct Emissions (Scope 1) 直接排放（範圍1）	Tonnes of CO_2e 二氧化碳當量噸數	351.34
Indirect Emissions (Scope 2) 間接排放（範圍2）	Tonnes of CO_2e 二氧化碳當量噸數	214.54
Total (Scope 1 and 2) GHG Emissions per floor area 總量（範圍1及2）溫室氣體排放（按樓面面積計算）	Tonnes of CO_2e/m² 二氧化碳當量噸數／平方米	0.05
Direct (Scope 1) GHG Emissions per floor area 直接（範圍1）溫室氣體排放（按樓面面積計算）	Tonnes of CO_2e/m² 二氧化碳當量噸數／平方米	0.03
Indirect (Scope 2) GHG Emissions per floor area 間接（範圍2）溫室氣體排放（按樓面面積計算）	Tonnes of CO_2e/m² 二氧化碳當量噸數／平方米	0.02

B) Discharge Into Water

Our manufacturing process does not involve water consumption, the Group does not have a lot of discharge to water. Water is used mainly for domestic purposes at our offices. We promote water-saving behavior by posting of slogans in our offices. Waste water generated from our premises is discharged into municipal sewage systems for centralized treatment. We do not have any concerns in sourcing water that is fit for such purpose.

C) Waste Management (KPI A1.6)

The Group has set out instructions on waste management. Wastes are classified by hazardous and non-hazardous, and they are to be stored separately.

Hazardous waste

Hazardous components would be separated from non-hazardous waste and would be handled by qualified third parties with care to ensure there would be no breakage or other damage. If there is disposal of hazardous waste, it must follow the procedures of the corresponding Material Safety Data Sheet ("**MSDS**") as required by European Directive. The hazardous waste incurred in our Group is mainly batteries. Within the Reporting Period, no more than 5,000 pieces (equivalent to less than 1 tons) of used batteries were disposed of.

During the Reporting Period, we were not aware of any non-compliance with the relevant environmental rules and regulations, such as the EU Battery Directive, the Waste Electronic and Electrical Equipment ("**WEEE**") Directive, the Restriction of the Use of Certain Hazardous Substances ("**RoHS**") in Electrical and Electronic Equipment Directive, and Registration, Evaluation, Authorization, Restriction of Chemicals ("**REACH**") of the European Union and Environmental Quality Act 1974 P.U.(A) 294/2005 of Malaysia.

B) 水體排放

我們的生產過程無需耗水,因此本集團不會對水體作出大量排放。我們的用水屬於辦公室內務用途,而我們也在辦公室張貼宣傳節約用水的標語。我們的物業產生的污水,將排入市政污水系統作集中處理。我們在物色合用供水方面,並無任何問題。

C) 廢棄物管理(關鍵績效指標 A1.6)

本集團已制訂廢物管理指示。廢棄物分類為有害及無害,兩者分開儲存。

有害廢棄物

有害成分將從無害廢棄物中分隔出來,交合資格第三方小心處理,確保不會打翻或遭到其他損毀。棄置有害廢棄物必須依照歐盟指令(European Directive)規定,遵從相應「材料安全性數據表」(Material Safety Data Sheet)(「**MSDS**」)的程序。本集團產生的有害廢棄物主要為電池。報告期間內,我們棄置不超過5,000件(即不足1噸)舊電池。

報告期間,我們未悉任何不符合相關環境規章制度的情況,譬如歐盟的「歐盟電池指令」(EU Battery Directive)、「廢棄電子電機設備指令」(Waste Electronic and Electrical Equipment Directive)(「**WEEE**」)、「電器電子設備使用若干有害物質限制」(Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Directive)(「**RoHS**」)、「化學品註冊、評估、授權及限制法規」(Registration, Evaluation, Authorization, Restriction of Chemicals)(「**REACH**」)、以及馬來西亞「1974年環境質量法 P.U.(A) 294/2005」(Environmental Quality Act 1974 P.U.(A) 294/2005)等。

Non-hazardous waste

Electrical wiring and components, metal scrapes, glass and scrap wood are our major non-hazardous waste.

Our non-hazardous waste is categorized into general non-recyclable and recyclable wastes, such as paper, plastic packaging and cardboard. In order to reduce the waste, the following measures have been adopted:

- Providing electronic brochures instead of printed copies to our customers.

- Recycling and reuse of packaging, cardboard and paper.

- Separation of waste for recycling.

無害廢棄物

我們業務營運產生的主要無害廢棄物，包括電線與配件、金屬屑料、玻璃、木屑。

無害廢棄物大致分為不可回收及可回收廢棄物，譬如紙張、塑料包裝和紙板等。我們採取了下列減廢措施：

- 為客戶提供電子產品介紹冊，代替印刷版本。

- 包裝物、紙板、紙張回收重用。

- 將廢棄物分類，以便回收。

Indicators (KPI A1.3, A1.4) 指標（關鍵績效指標 A1.3，A1.4）	Unit 單位	Total 總數
Non-hazardous waste generated 已產生無害廢棄物	Tonnes 噸	41.79
Non-hazardous waste generated per floor area 已產生無害廢棄物（按樓面面積計算）	kg/m² 公斤／平方米	4.00
Hazardous waste generated* 已產生有害廢棄物 *	pieces 件	<5,000
Hazardous waste generated per floor area 已產生有害廢棄物（按樓面面積計算）	pieces/m² 件／平方米	0.48

* Hazardous waste includes a mix of different type of used batteries.

* 有害廢棄物包括各類不同舊電池。

ASPECT A2: USE OF RESOURCES/A3: ENVIRONMENT AND NATURAL RESOURCES
A2層面：資源使用／A3層面：環境及天然資源

The Group is committed to continually monitor the use of resources and take environmental impact into account when designing our product, as well as to comply with relevant government policy and environmental legislation.

本集團致力於持續監察資源的使用，設計產品時必定考慮對環境的影響，也會遵守相關政府政策和環境法規。

A) Energy

To improve our energy efficiency, we have taken up a series of policies and guidelines. It includes:

- Replace traditional lightbulbs with energy saving bulbs, e.g. LED. Compared to traditional lightbulbs, they are more energy-efficient and eco-friendly. Electricity consumption can thus be reduced.

- Consider to purchase an energy-efficient equipment over ordinary one during replacement.

- Maintain the temperature of air conditioners at an appropriate level. Regular maintenance is scheduled to ensure proper temperature and energy efficiency.

A) 能源

我們採取了一系列提升能源效益的政策與指引，包括：

- 以LED節能燈泡代替傳統燈泡。相對於傳統燈泡，LED燈泡能源效益較佳，更加符合環保原則，能夠減少耗電。

- 如有需要替換設備，優先考慮購買能源效益較佳的型號，而非普通型號。

- 保持適當空調溫度。安排定期維修，確保溫度適中，實現能源效益。

Indicators (KPI A2.1)
指標（關鍵績效指標**A2.1**）

Total energy consumption 能源消耗總量	MWh 兆瓦時	1,881.03
Direct energy consumption 直接能源消耗	MWh 兆瓦時	1366.16
– Diesel oil 　柴油	MWh 兆瓦時	1,092.80
– Natural gas 　天然氣	MWh 兆瓦時	201.23
– Petrol 　汽油	MWh 兆瓦時	72.13
Indirect energy consumption 間接能源消耗		
– Purchased electricity 　購電	MWh 兆瓦時	514.87
Total energy consumption per floor area 能源消耗總量（按樓面面積計算）	MWh/m² 兆瓦時／平方米	0.18
Direct energy consumption per floor area 直接能源消耗（按樓面面積計算）	MWh/m² 兆瓦時／平方米	0.13
Indirect energy consumption per floor area 間接能源消耗（按樓面面積計算）	MWh/m² 兆瓦時／平方米	0.05

GO GREEN

B) Water Use Management

Apart from office operation, we have small scale manufacturing operation which does not involve water consumption. As such, the consumption is not significant though we still look for opportunities to implement water efficiency measures such as fixing leaky pipe, toilet, or tap as soon as possible to minimize water leaks. The Group's water resources come from municipal water supply.

B) 水資源利用管理

除辦公室運作外,我們也進行小規模的生產作業,惟無需耗水。因此,我們的耗水量並不重大。雖然如此,我們仍會設法實施提高用水效益的措施,譬如發現喉管、廁所或水龍頭等滲漏,即盡快修理,盡量減少漏水。本集團的用水資源來自市政供水。

Indicators (KPI A2.2)
指標(關鍵績效指標A2.2)

Total water consumption[1] 耗水總量[1]	m³ 立方米	1,223.00
Water consumption per floor area 耗水(按樓面面積計算)	m³/m² 立方米╱平方米	0.23

[1] Water consumption does not include the premises of Multitone, which the water supply and discharge are solely controlled by building management. Since we are billed at the fixed rate, the provision of water usage data is not available.

[1] 耗水量不包括Multitone所在地址,該公司的供水、排水均由大廈管理層控制。我們按照固定費率繳交水費,因此未獲提供用水數據。

C) Packaging Material Management

We are responsible for the disposal of incoming packaging materials from suppliers while packaging materials sent together with our products are disposed by our customers. Packaging materials we supplied to customers are mainly cardboards and plastic and most of them were recyclable. According to our policies, we held the packaging material in limited quantities in a clearly identified area and subject to the relevant fire regulations governing such materials. Undue and unnecessary use of materials shall be avoided and recycled materials should be used whenever appropriate.

C) 包裝物料管理

我們負責處置供應商來貨所附包裝物料，我們向客戶交付產品的包裝物料則由客戶處置。我們向客戶供應的包裝物料，主要是紙板和塑料，大部分均屬可回收物料。遵照我們的政策，我們只會存置有限數量的包裝物料，存置區域設有清晰標示，並且遵守適用於該等物料的相關消防規定。我們會避免不當、不必要的物料耗用，並在適當情況下盡可能使用回收物料。

During the Reporting Period, the amount of packing materials used were as follows:

報告期間包裝物料耗用量如下：

Indicators (KPI A2.5)
指標（關鍵績效指標A2.5）

Total packaging material for finished goods 製成品包裝物料總量	Tonnes 噸	13.76
Packaging material used per floor area 已用包裝物料（按樓面面積計算）	kg/m² 公斤／平方米	1.32

ASPECT B1: EMPLOYMENT
B1層面：僱傭

It is our belief that our people are the keys to success. We are determined to offer a pleasant working environment, attractive remuneration, appealing welfare and a harmonious atmosphere. We also focus on maintaining a decent, safe and inspiring working environment for them.

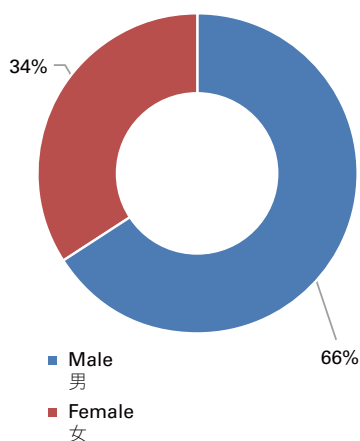我們相信，員工是我們獲得成功的關鍵。我們堅決提供愉快的工作環境、優厚待遇與福利、以及和諧的職場氛圍。我們專注於為僱員提供安全整潔、有助於啟發潛能的工作環境。

Employment Overview
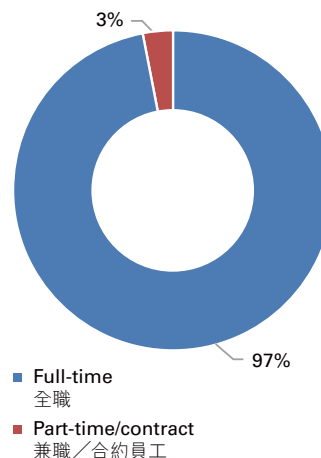
As at 30 June 2018, we have 175 staff.
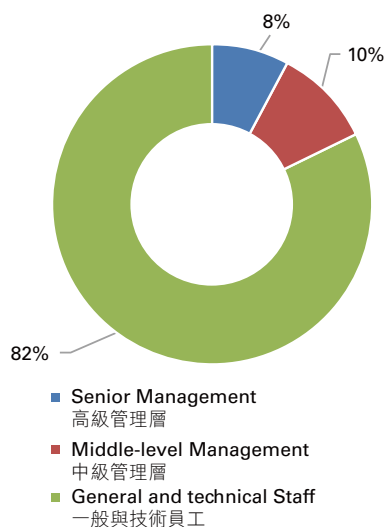
僱用概覽

於二零一八年六月三十日，我們共有員工175人。

Distribution by Gender
性別分布

34%

66%

- Male
  男
- Female
  女

Distribution by Employment Type
僱用類別分布

3%

97%

- Full-time
  全職
- Part-time/contract
  兼職／合約員工

Distribution by Grading
級別分布

8%

10%

82%

- Senior Management
  高級管理層
- Middle-level Management
  中級管理層
- General and technical Staff
  一般與技術員工

Distribution by Age
年齡分布

1% 7%

11%

15%

40%

26%

- Below 20
  20歲以下
- Aged between 21 to 30
  21至30歲
- Aged between 31 to 40
  31至40歲
- Aged between 41 to 50
  41至50歲
- Aged between 51 to 60
  51至60歲
- Above 60
  60歲以上
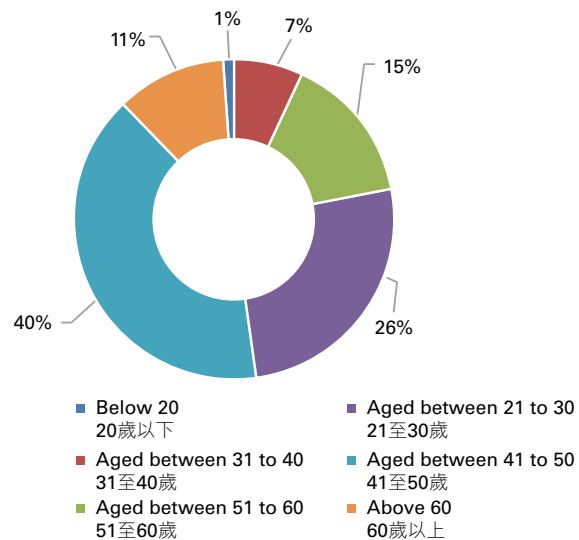
We are subject to a number of rules and regulations including but not limited to the Hong Kong Employment Ordinance, United Kingdom's Employments Rights Act, Malaysia's Malaysian Employment Act and Germany's Federal legislation in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

Our People

Compensation

We take reference of market terms and the individual's performance, qualifications and experience when determining employees' remuneration. Monthly salaries, performance-linked bonuses, retirement benefits schemes and other benefits such as medial scheme together form our directors and employees' compensation. We conduct annual performance appraisals and remuneration review for our employees to make sure that our remuneration structure is fair and can compete with our peers. A share option scheme has also been adopted to motivate our directors and eligible employees.

Dismissal

The notice period applicable to employees are set out in their contracts of employment or appointment letters, or as agreed and confirmed in writing subsequently. However, employees dismissed for misconduct will be terminated without notice or pay in lieu of notice. Dismissal Interviews may be conducted by Human Resources staff members whenever an employee submits his/her notice or is dismissed to find out the reasons for such decisions and to allow us to make sure that we are in compliance with the relevant employment laws and regulations.

Recruitment

We welcome applications from disabled people and these are considered on an equal basis with applications from other candidates. The criteria for recruiting new employees have been based solely on their qualifications, experience and ability.

Promotion

The same promotion opportunities are provided for disabled employees as for other staff, according to their abilities.

我們須遵守多項有關報酬與解僱、招聘與晉升、工作時間、休息時間、平等機會、多元化、反歧視、以及其他福利待遇的規章制度，包括但不限於香港《僱傭條例》、英國《僱傭權利法》、《馬來西亞僱傭法》及德國聯邦法律。

員工

報酬

我們參照市場水平以及個別員工表現、資歷與經驗，釐訂僱員薪酬。董事和僱員的報酬，包括月薪、績效獎金、退休福利計劃、以及醫療計劃等其他福利。我們每年進行僱員績效考核和薪酬檢討，確保薪酬結構公平，能與同業競爭。我們亦採納了購股權計劃，藉以激勵董事及合資格僱員。

解僱

適用於僱員的解僱通知期，在僱員的僱用合約或聘任函件中列明，或後續以書面方式議定或確認。然而，因失職而被解僱的僱員，將會即時終止任職，無需任何通知期或代通知金。如有僱員提交離職通知或被解僱，人力資源部同事可能會進行解僱面晤，了解有關決定的原因，同時確保我們符合相關的僱傭法律規定。

招聘

我們歡迎殘疾人士求職，對於殘疾人士和其他人士的申請，均予平等看待。招聘新僱員的準則，純粹基於應徵者的資歷、經驗與能力。

晉升

殘疾僱員與其他員工享有同等晉升機會，晉升與否根據能力而定。

Working Hours and Rest Periods

All working hours will comply with national laws (as mentioned above) and benchmark industry standards, whichever affords greater protection. Overtime work is considered voluntary and we do not encourage overtime on a regular basis.

Equal Opportunity, Diversity and Anti-Discrimination

We involve managers and staff, through consultation, in adopting positive attitudes to the employment and acceptance of the disabled. Necessary study will also be conducted where special arrangement is needed in relation to their working environment. We also retain employees who become disabled wherever possible. If the previous job cannot be carried out in view of the disablement, every effort will be made to identify suitable alternative employment.

Other Benefits and Welfare

Various benefits and welfare are provided to our employees, we also provide a wide range of benefits and insurances, including reasonable working hours, annual leave, marriage leave, maternity leave, bereavement leave, paternity leave and medical coverage as required by local regulations. To promote work-life-balance in our workplace, we also organize birthday parties, Christmas party and barbeque parties to let our employees to relax and share the enjoyment.

作息時間

所有工作時數均符合國家法律（參上文所述）和行業指標準則，並以保障程度較大者為準。超時加班屬於自願性質，我們並不鼓勵員工經常加班。

平等機會、多元化與反歧視

我們諮詢經理和員工意見，採納積極正面的僱用原則，接納殘疾人士作為僱員，並會研究如何為他們的工作環境，作出特別安排。受僱期間變為殘疾人士的僱員，我們也會盡量繼續僱用。倘若僱員因為殘疾緣故，無法繼續擔任原先職位，我們將會盡力為其物色其他合適職位。

其他福利待遇

我們為僱員提供各類福利待遇，以及多項福利與保險，包括當地法規規定的合理工時、年假、婚假、產假、喪假、陪產假，以及醫療保險等。我們亦會舉辦生日會、聖誕慶祝會和燒烤會等活動，讓僱員歡聚一堂，舒展身心，促進工作場所作息平衡。

ASPECT B2: HEALTH AND SAFETY
B2層面：健康與安全

We deliver our best efforts when it comes to ensuring our employees' health and safety as far as reasonably possible. We have fully complied with all rules and regulations relating to health and safety that are applicable to our operation. For example, the Health and Safety at Work Act of United Kingdom, Joining German Health and Safety Strategy of Germany and Occupational Safety and Health Act of Malaysia. We are devoted to protect the health and safety of all employees with concrete steps. Below are some of the key measures:

- Establish health and safety policy to detail our standard and requirement for safe working conditions maintenance.

- Set up the Site Safety Committee to monitor and supervise the Health and Safety Programme.

- Appoint the Site Safety Committee to review accident investigation reports, who will then make sure corrective actions are taken to prevent future occurrence of accidents.

- Inspect the entire site regularly to ensure policies regarding health and safety are followed.

- Provide necessary protective equipment, for example, safety boots, safety glasses and other personal safety equipment.

- Undertake a risk assessment of the manual handling operations and arrange lifting and carrying trainings for individuals who may get involved with manual handling activities.

- Conduct an investigation of all new plants, processes, hazardous substances and layout of productive or office areas by the Site Safety Officer before they are introduced to ensure no hazards are inadequately guarded, and that Multitone has fulfilled its responsibility to outside authorities. Obtain advice from specialists when needed.

- Provide first aid facilities and equip them with a first aid handbook.

我們竭盡所能，在合理可行範圍內，確保員工的健康與安全。我們已全面遵守所有適用於我們業務營運的有關健康安全的規章制度，譬如英國《勞動健康與安全法》(Health and Safety at Work Act)、《德國聯合健康與安全戰略》(Joint German Health and Safety Strategy)、馬來西亞《職業安全與健康法》(Occupational Safety and Health Act) 等。我們致力採取切實步驟，保障全體員工的健康安全。其中部分主要措施簡述如下：

- 制訂健康安全政策，詳細規定維持安全工作條件的標準與要求。

- 成立現場安全委員會，對健康安全計劃實施監察監督。

- 委託現場安全委員會審閱事故調查報告，確保採取糾正措施，防止意外重演。

- 定期全面巡查場地，確保員工遵行健康安全政策。

- 提供必要的防護裝備，譬如安全靴、安全眼鏡及其他人身安全裝備。

- 對人手處理作業進行風險評估，並為可能涉及人手處理作業的人員，安排提舉搬運物品的培訓。

- 啟用任何新廠房、工藝、有害物質、生產性或辦公區域布局之前，現場安全主管將進行調查，確保已針對所有隱患作出充分保護措施，而Multitone已履行對外部主管機關的責任，於必要時尋求專家意見。

- 已提供急救設施，並配備急救手冊。

In addition to the abovementioned measures, we implemented extra measures in response to the various toxic substances in modern electronic components, which typically includes beryllium compound, mercury, lithium and cadmium. The measures are listed out as follows:

- Check with managers and team leaders to ensure that all employees in their departments or sections are adequately trained and fully aware of any hazards in his/her department.

- List relevant details on component specification of all components or assemblies containing a hazardous substance.

- Write an MSDS, which contains information of hazards identification, first aid handling and storage precaution, etc, for every hazardous substance.

- Store hazardous or flammable materials properly.

- Isolate or provide the maximum separation distance from the main workplace as special conditions.

- Reduce the risk of damage to glass containers, such as store glass items at ground level and not open shelves.

- Keep the toxic substances in an appropriate metal cupboard if they are flammable.

- Store no more than 5 litres of flammable or hazardous liquids in the work area.

- We have neither injuries nor fatalities related to work with the implementation of the abovementioned measures in the Reporting Period.

During the Reporting Period, we were not aware of any material non-compliance with the relevant laws and regulations, which may notably affect the Group's ability in providing a safe working environment and in shielding employees from occupational hazards.

除上述措施外，我們針對現代電子部件所含各類有毒物質，譬如常見的鈹化合物、汞、鋰、鎘等，實施了以下的額外措施：

- 與管理人員及團隊領導覆核，確保其部門或組別所有僱員均經過充分培訓，充分了解其部門的任何潛在危險。

- 列出所有含有害物質的部件或組件的部件規格相關詳細資料。

- 撰寫MSDS，列明每種有害物質的隱患識別、急救處理、儲存預防措施等資料。

- 具有潛在危險或易燃物料，必須妥當儲存。

- 制訂特別條件，要求隔離存放或盡可能遠離主要工作場所。

- 降低玻璃容器損壞風險，例如放置在地面而非貨架上。

- 有害物質如具易燃性質，應存放在合適金屬櫃中。

- 工作區內儲存易燃或有害液體，不應超過5升。

- 我們於報告期間實施上述措施，未有發生任何因工傷亡事故。

我們未悉報告期間存在任何嚴重違反相關法律規定的情況，以致可能顯著影響本集團提供安全工作環境和保護員工免受職業隱患的能力。

ASPECT B3: DEVELOPMENT AND TRAINING
B3層面：發展及培訓

A driven and skillful workforce is fundamental to our success. We provide both on- and off-job training on top of the induction training that all new staff members receive upon employment. We have a 3-year training program for graduates. There is also an online training academy for technical staff to facilitate their self-learning process. Sponsorships are also available to our employees to encourage them to attend external courses relevant to our work. We offer study and exam leave for employees who are sitting for public examinations to allow them to have enough time to prepare.

During the Reporting Period, our staff has received a variety of trainings. We have provided our engineers with training on technology updates and our general staff with training on health and safety, product functions and general electronic knowledge.

幹勁十足、訓練有素的工作團隊，是我們業務成功的基石。除新聘員工入職培訓外，我們也會提供在職及脫產培訓。我們為畢業生設立了3年培訓計劃。技術人員可利用網上培訓學院，進行自學進修。我們也會資助僱員進修，鼓勵他們參加與業務相關的外部課程。參加公開考試的僱員，可獲考試溫習假期，讓他們有充分時間預備應試。

報告期間，員工參加了不同類型的培訓。我們為工程師提供技術更新培訓，為一般員工提供健康安全、產品功能、以及一般電子知識的培訓。

ASPECT B4: LABOUR STANDARDS
B4層面：勞工標準

We are strongly against any child or forced labour, and we strictly prohibit the employment of both. A "child" is a person younger than the legal age for the completion of compulsory education. The responsibility to verify the age of our employees and keep their supporting document lies with our Human Resources Department. We are determined to comply with all applicable laws including Hong Kong Employment Ordinance, Youth Protection Act of Germany, Employments Rights Act and Employment of Women, Children and Young Persons Act of the United Kingdom; and Malaysian Employment Act and Children and Young Persons (Employment) Act of Malaysia, and the International Labour Organisation standards in regard of working hours and conditions for all employees.

During the Reporting Period, we were not aware of any material non-compliance with the relevant laws and regulations that have a notable impact on the Group relating to the prevention of child and forced labour.

我們堅決反對任何僱用童工或強制勞工的行為，亦嚴禁僱用該類勞工。「兒童」指年齡低於完成義務教育法定年齡的人士。核實僱員年齡和保存僱員年齡證明，屬人力資源部責任。我們堅決遵守所有適用法律，包括香港《僱傭條例》、德國《青年保護法》(Youth Protection Act)、英國《僱傭權利法》(Employments Rights Act)、《婦女、兒童和青年僱傭法》(Employment of Women, Children and Young Persons Act)、馬來西亞的《馬來西亞僱傭法》(Malaysian Employment Act)、《兒童和青年（僱傭）法》(Children and Young Persons (Employment) Act)、以及國際勞工組織關於全體僱員工作時間與條件的準則。

我們未悉報告期間存在任何嚴重違反相關法律規定的情況，在防止童工及強制勞工方面，對本集團產生顯著影響。

ASPECT B5: SUPPLY CHAIN MANAGEMENT
B5層面：供應鏈管理

We source from suppliers from various parts of the world, including Malaysia, Poland, Denmark and other European countries. Our suppliers provide us with circuit boards, components and OEM equipment.

We understand that it is essential to have our suppliers uphold the same corporate and social responsibilities that we hold dear ourselves. We work hard to ensure that we only source ethically produced products and services.

We have set out our requirements of social and environmental performance for our goods and services suppliers in our Ethical Sourcing Policy. This policy is prepared based on the Electronics Industry Code of Conduct, which ensures that the electronics industry supply chain working conditions are safe, that workers are dignified and respected, and that business operations are environmentally responsible through the establishment of standards.

Suppliers who have entered into contract with us, have agreed to the terms and conditions as mentioned in our Ethical Sourcing Policy. We expect our suppliers to meet the requirements of the list of standards, which spans across ethical, labour and environmental aspects in our supply chain, including but not limited to areas such as child labour, health and safety, working hours, discrimination and disciplinary processes. Unless the suppliers comply with the Ethical Sourcing Policy, we will generally not list them as our preferred suppliers. Only when we consider their performance as acceptable, or at least visible efforts are made to correct the violations of the Ethical Sourcing Policy, will we consider to offer these suppliers' future engagements.

我們的供應商來自世界各地，包括馬來西亞、波蘭、丹麥和其他歐洲國家。我們向供應商採購電子印刷電路板、部件及OEM設備。

我們深知，我們必須確保供應商與我們一樣，持守相同的企業社會責任。我們致力確保所採購的產品與服務，全部皆以符合道德規範方式生產。

我們的「道德採購政策」，列明我們對商品服務供應商的社會與環境績效要求。「道德採購政策」乃依據《電子行業行為準則》而制訂，該準則要求電子行業供應鏈提供安全的工作條件、讓工人在有尊嚴和備受尊重的環境中工作、並要求企業為環境責任的實踐，制訂相關準則。

與我們訂約的供應商，均同意「道德採購政策」的條款條件。我們的準則涵蓋供應鏈中的道德、勞工及環境層面，包括但不限於童工、健康與安全、工時、歧視和紀律程序等範疇，而我們期望供應商能夠符合這些準則的要求。一般情況下，供應商必須遵守「道德採購政策」，我們才會將他們列為首選供應商。供應商獲得選用後，表現必須為我們接受，或最少必須作出明確的努力，糾正違反「道德採購政策」的情形，我們方會考慮再次選用。

ASPECT B6: PRODUCT RESPONSIBILITY
B6層面：產品責任

Our Products and Services

We are adamant to provide products and services of the best quality to our customers. A quality management system is maintained in compliance with BS-EN-ISO/IEC 80079-34 to support design, manufacture, post-delivery activities and ex-certified product repair. We have incorporated the Integrated Quality Assurance ("**IQA**") to endow the day-to-day production personnel with authority, control and responsibility to keep up with the required standards. This measure aims to ensure our customers' requirements of our products are fulfilled.

An efficient quality management system is necessary for the sustainability of our competitiveness. The ISO 9001 quality management standard has been introduced and maintained for its operation. The quality of our products and services are ensured to be up to standard with the adoption of Quality Management System Manual ("**QMS**"), and we make sure that customer's requirements are met.

To ensure our product quality and service provision, we do our best to follow procedures, review and understand our customers, and observe regulatory and statutory requirements. The quality of our product is ensured with the implementation of the following key measures:

- Establish QMS and appoint the management team to check that all of its requirements and processes are observed by different departments.

- Reject of bond batches supplied without a Certificate of Conformity until the Certificate is presented.

- Appoint the Quality Assurance Manager to ensure that the process has been audited in fulfillment of the details and requirements of the Declarations of Conformity, which products subject to the European Directive has to adhere to.

- Appoint the Systems Operations Manager to ensure that all our manufactured products have fulfilled the requirements and details of the Declarations of Conformity.

- Appoint the Group Quality Assurance Manager to carry out internal audits in accordance with our internal audit policy.

- Conduct a vendor evaluation of our suppliers and find out those areas where they do not have formal or certified QMS, such as ISO9001, then issue them with a questionnaire or conduct an assessment visit if necessary.

我們的產品與服務

我們致力為客戶提供最優質的產品與服務。我們根據BS-EN-ISO/IEC 80079-34標準，設立品質管理體系，為設計、製造、後期交付活動及防爆認證產品維修提供支撐。為確保產品滿足客戶要求，我們已採納綜合質量保證（「**IQA**」），賦予日常生產工作人員權力、監控和責任，藉以維持規定標準。

若要打造歷久常新的競爭力，必須建立高效品質管理體系。我們已引進ISO 9001質量管理標準，作為營運準則。另已採納「質量管理體系指南」（「**QMS體系**」），確保產品與服務品質達標，符合客戶要求。

為保證產品質量和暢順提供服務，我們盡力遵從相關程序，審議了解客戶需求，並且遵守監管與法定要求。我們實施了下列主要措施，為產品品質提供保證：

- 建立QMS體系，指派管理層查核不同部門均遵守體系的所有要求與流程。

- 退回沒有合格證書的貨品批次，直至獲得提供合格證書為止。

- 委任品質保證經理，確保流程已接受審核，符合適用歐盟指令的產品所必須遵守的合格聲明的細節要求。

- 委任系統營運經理，確保我們製造的產品，全部符合合格聲明的細節要求。

- 委任集團品質保證經理，根據我們的內部審核政策進行內部審核。

- 對供應商進行賣方評估，查找未設ISO9001等正式或經認證QMS體系的範疇，然後向他們發出調查問卷，如有需要亦會進行評核訪查。

A) Product Safety

A product risk analysis for essential safety requirements ("**ESR**") has now included a more specific requirement as required by the European directives. By conducting risk assessment, we have identified clauses from technical and safety standards that can be applied to the ESR's in a bid to remove or reduce risk.

The following procedures are also implemented to ensure product safety:

- Implement QMS to ensure that product design, modification and manufacture, and ex-certified product recall (if needed), can satisfy the QMS of EN80079-34 and ATEX directive, which is the two European Directives that controls explosive atmospheres.

- Require safety critical parts used in Line Terminating Equipment to acquire a Certificate of Conformity to prove that the equipment has been fully tested according to its specification.

- Require all specific safety critical components or sub-assemblies to acquire Certificates of Conformity, which proves that the manufacturer carried out safety tests we specified; if no Certificates of Conformity is produced upon enquiry, we would carry out separate inspection before accepting the parts.

- Require all products to be tested with formal test procedures.

During the Reporting Period, we were not aware of any material non-compliance with the relevant laws and regulations including but not limited to General Product Safety Directive that have a notable impact on the Group relating to health and safety in relation to products and services provided.

A) 產品安全

遵照歐盟指令要求，產品風險分析基本安全要求（「**ESR**」）目前已加入一項更加具體的規定。經過風險評估後，我們確定適用於ESR的適用技術安全標準條款，以消除或降低風險。

我們亦已實施下列程序，確保產品安全：

- 實施QMS體系，確保產品設計、改良、製造以及防爆認證產品回收（如有需要）符合EN80079-34及ATEX指令（即兩項控制爆炸性環境的歐盟指令）的QMS體系。

- 要求為線路終端設備使用的安全關鍵零件，取得合格證書，證明設備已按照規格，完成全面測試。

- 要求為所有指定安全關鍵部件或子組件，取得合格證書，證明製造商已進行我們指定的安全測試；倘被查詢而未能出示合格證書，我們將於驗收零件前，另行進行檢查。

- 所有產品均須按照正式測試程序進行測試。

我們未悉報告期間存在任何嚴重違反相關法律規定的情況，包括但不限於《一般產品安全指令》(General Product Safety Directive)，以致在產品服務的健康安全方面，對本集團產生顯著影響。

B) Labelling

We have appointed a specific staff to draw up the appearance and content of external/internal labelling and identification during our development process. Operators will receive our specifications as to the place and method of label application.

Every product bears a unique serial number on its label for identification. Such label will be attached to the product before the packing all equipment. Only upon the completion of the entire production process and the testing, demonstration and inspection of requirement compliance will there be final marking or labelling. All products that passed the compliance test would acquire a Conformité Européene ("**CE**") mark before shipment.

C) Advertising and Marketing

We publish product brochures in our website and we appoint Product Management Managers to perform the marketing materials reviewed in advance to make sure they are reflecting accurate and correct information to our customers.

During the Reporting Period, we were not aware of any material non-compliance with the relevant laws and regulations including but not limited to Misleading and Comparative Advertising Directive and WEEE directive that have a notable impact on the Group relating to health and safety in relation to products and services provided.

B) 標籤

我們已委任專責人員，在開發流程中設計內外標籤標識的外觀與內容。營運商將會收到我們的製造規範，說明標貼標籤的位置和方式。

每件產品的標籤，均附獨一無二的序列號，以資識別。所有設備均於包裝之前貼上標籤。我們必定在完成整個生產流程，以及符合測試、展示和驗收規定之後，才會加貼最終標記或標籤。通過合規測試的產品，全部加貼「**符合歐洲標準**」(Conformité Européene)（「**CE**」)標記，然後方會付運。

C) 廣告與營銷

我們在公司網站發布產品宣傳資料冊，並指派產品管理經理在發布之前，預先審議營銷材料，確保客戶所得資料正確無誤。

我們未悉報告期間存在任何嚴重違反相關法律規定的情況，包括但不限於《誤導與比較廣告指令》(Misleading and Comparative Advertising Directive)及WEEE指令，以致在產品服務的健康安全方面，對本集團產生顯著影響。

D) Data Privacy

The data protection laws in the United Kingdom, where Multitone is registered, require companies to take due care of the confidentiality of all personal information and to prevent any unauthorized access to customer's information. We also try to comply with the ISO 27001 Information Security Management Systems ("**ISMS**") standards. We adhere to the protection of privacy and confidentiality of our employees', customers', business partners' and other individuals' personal data.

We state clearly which data we collect and how we use and protect the data integrity in our privacy policy. We strictly confine the usage of the collected information for purposes we specified in our contracts, and we make sure to use such information responsibly and without discrimination.

D) 資料私隱

Multitone在英國註冊成立,而英國的資料保護法例規定,公司必須採取適當的審慎措施,確保所有個人資料保密處理,防止對客戶資料作出任何未經授權的存取。我們也致力遵行ISO 27001資訊安全管理體系(「**ISMS**」)標準,對僱員、客戶、業務夥伴及其他人士個人的資料保密處理,以保障私隱。

我們的私隱政策清楚註明,我們蒐集哪些資料、所得資料如何使用,如何保障資料不被濫用等。我們蒐集所得資料,嚴格限於合約註明用途,我們也會確保,以負責任、不帶歧視的方式利用該等資料。

Case study – The General Data Protection Regulation (GDPR)

During the Reporting Period, General Data Protection Regulation ("**GDPR**") became effective. GDPR is a package of new laws enacted by the European Union that outlines how and why personal data can be collected on individuals living in, or who are citizens of, any of the 28 EU member states. With a GDPR compliance deadline of 25 May 2018, companies both in the EU and beyond have scrambled to update their privacy policies and data collection practices. As such, we have formulated and implemented a set of procedures to ensure that we have clients' consent before their data is collected by us and they only need to share necessary data that we require to make the services we offer function.

一般資料保護規定(GDPR)

《一般資料保護規定》(General Data Protection Regulation)(「**GDPR**」)於報告期間生效。GDPR是歐盟頒布的一攬子新法,簡列對居於28個歐盟成員國中任何國家人士蒐集個人資料的合法方式與理據,以及界定歐盟公民身份。GDPR遵守限期為二零一八年五月二十五日,歐盟和其他地區的公司紛紛更新私隱政策和資料蒐集守則。因此,我們也制訂並實施了一套程序,確保蒐集客戶資料之前,首先需得客戶同意,並且客戶只需披露我們提供的服務生效所必要的資料。

Case study – i-Message with @ppear

@ppear is Multitone's secure messaging application, designed specifically to work with i-Message and to facilitate communication with a pre-programmed, but infinitely updateable database of contacts. The power of @ppear guarantees clients' business and professional integrity by ensuring that emergency or sensitive professional information is only ever sent to the right professionals. Messages are stored and delivered securely, with user authentication. All @ppear information is segregated in the device and store as encrypted data. The data is also held on the organization's IT servers, so that data is retained locally at all times, rather than outsourced and off site.

個案研究－配備 @ppear 的 i-Message

@ppear 是 Multitone 的安全信息應用程式，特別為配合 i-Message 使用而設計，為通訊提供預先編程但可無限更新的聯絡人數據庫。@ppear 確保緊急或敏感專業資料，只會發送給正確的專業收件對象，為客戶業務和專業資料不被濫用提供保證。信息需要經過用戶核證，因此能夠安全地儲存和發送。@ppear 裝置內所有資料均會分開加密儲存。資料也會存放在機構的資訊科技服務器，因此資料任何時間只會留存在機構範圍之內，不會外發或置於場外。

During the Reporting Period, we were not aware of any significant non-compliance with the relevant laws and regulations including but not limited to GDPR that have a notable impact on the Group relating to health and safety in relation to products and services provided.

我們未悉報告期間存在任何嚴重違反相關法律規定的情況，包括但不限於 GDPR，以致在產品服務的健康安全方面，對本集團產生顯著影響。

E) Complaint Handling

We have a service center to handle complaints. Those complaints will be reviewed by the QA Manager. The complaint information should be logged on the Complaints Intranet application within one week of receipt. Any actions carried out to resolve the compliant should be recorded. The complaint handling process fully complies with ISO 9001 quality management standard.

E) 投訴處理

我們設有服務中心，負責處理投訴。品質保證經理將會審議投訴，有關資料在收到投訴後一星期內，記錄於內聯網投訴處理應用程式。任何為處理投訴而作出的行動，也需加以記錄。我們的投訴處理程序，完全符合 ISO 9001 質量管理標準。

ASPECT B7: ANTI-CORRUPTION
B7層面：反貪污

Honesty and openness are some of our core values, and we constantly strive to be at the top when it comes to professional conduct. We comply with the relevant Anti-Money Laundering Regulations 2007 and all other applicable rules and regulations. During the Reporting Period, we were not aware of any material non-compliance with the relevant laws and regulations that have a notable impact on the Group relating to bribery, extortion, fraud and money laundering.

We do credit checks on new customers using professional credit rating agencies. We also require our new customers to submit proof of ultimate company ownership and shareholders to our bankers and independent auditors. In addition, we have added United State required declarations as part of the requirements of the anti-money laundering legislation.

To enlist our staff to help identify malpractices or improprieties, we have put forth a whistleblowing policy for them to raise concerns and to report dubious information.

All complaints will be treated confidentially and cautiously. Unless the identity of the individual who filed the complaint may affect the investigation, we will keep the identity confidential. We have investigating officers who would probe the allegations and submit an investigation report to the Chief Executive Officer or Non-executive Director accordingly. We will take disciplinary actions as soon as a misconduct case is proven.

During the Reporting Period, the Group, its directors and employees were not involved in any legal cases concerning corrupt practices. We were not aware of any non-compliance with the relevant laws and regulations including but not limited to the Prevention of Bribery Ordinance of Hong Kong, the Bribery Act of UK and German Criminal Code that had a notable impact on the Group relating to health and safety in relation to products and services provided.

我們以恪守誠信、開誠布公為核心價值，時刻致力履行最高水平的專業操守。我們遵守英國《2007年洗錢條例》(Anti-Money Laundering Regulations 2007)及一切其他適用規章制度。我們未悉報告期間存在任何嚴重違反法律規定的情況，在賄賂、勒索、欺詐及洗錢方面，對本集團產生顯著影響。

我們會利用專業信貸評級機構，切實對新客戶進行信貸核查。我們也會要求新客戶，向我們的往來銀行及獨立核數師，提交最終公司所有權和股東證明。此外，我們也遵照反洗錢法例的規定，作出美國規定的申報。

我們已實施舉報政策，動員員工提出關注問題和舉報可疑資料，協助我們查找舞弊行為或其他不當行徑。

所有投訴均以保密方式審慎處理。除非投訴人身份可能影響調查，否則我們會將有關身份保密。我們已設立調查專員，負責就有關指控作出調查，然後向行政總裁或非執行董事提交調查報告。失職個案一經證實，我們將會作出紀律處分。

報告期間，本集團、其董事及僱員並未涉及任何有關貪污行為的法律案件。我們未悉任何違反相關法律規定的情況，包括但不限於香港《防止賄賂條例》、英國《賄賂法》(Bribery Act)和《德國刑法》(German Criminal Code)等，以致在產品服務的健康安全方面，對本集團產生顯著影響。

ASPECT B8: OUR COMMUNITY INVESTMENT
B8層面：社區投資

We design, produce and offer product and services that would help to improve the community.

我們設計、生產和提供有助於改進社區的產品與服務。

Case Study – Latest solution in EkoTek family is launched

EkoSecure solution is launched for campus or site wide workers protection. EkoSecure builds upon the EkoTek staff protection system with a wider coverage area ideal for outdoor and remote locations around any workplace facility. The new EkoSecure pager can be used to roam within the EkoTek mesh network, while it also uses the repeaters for alarms and location in the same way. The solution provides greater flexibility and location accuracy and is potentially a life-saving solution which is perfect for lone worker protection. It offers wide area coverage and reliability at a highly scalable and affordable price.

個案研究－EkoTek系列最新解決方案面市

EkoSecure解決方案乃為提供校園或全工作區工作人員保障而設。EkoSecure在EkoTek員工保障系統的基礎上，提供更加廣闊的覆蓋範圍，用於任何工作場所周遭的戶外遙距地點最為理想。新型EkoSecure尋呼機可在EkoTek網狀網絡範圍內內漫遊，也可利用中繼器，以相同方式發出警示和顯示位置。這套解決方案的靈活性較高，位置監測較為準確，遇上危急狀況，可能藉此救回性命，實為獨自工作人士的最佳保障。EkoSecure以相宜價格，提供覆蓋範圍廣、可擴展性高、穩定可靠等優點。

Case Study – EkoCare, Multitone's Nurse Call solution

EkoCare, a healthcare patient and staff safety solution, is launched. Its aim is to pinpoint the exact location of patients, whether bedbound or mobile, and alert the right staff immediately. It also aims to protect the staff, especially those that work alone or late at night.

EkoCare offers Nurse Call and alarms for care/nursing/retirement homes or hospitals, which are all automatically monitored and overseen for reassurance and report/compliance recording. Nurse Call offers patient alarm units and staff units – patient alarm units can be wall-mounted, hand-held or use a pull-cord (for bathrooms), while staff units have alarm and assist options to enhance safety and communications. Mesh-based wireless network is used, which means in the event of a beacon or repeater failure, messages will be retransmitted across an alternative pathway. If there are no response within a pre-configured time, the alarm would be escalated via a pager, two-way radio or mobile service. This provides a failsafe reliability and also an exact alarm location. Wireless repeater units are used for quick, easy and low-cost installation and maintenance, while portable devices, which are powered by rechargeable batteries, are also IP67-compliant for resistance to water, liquids and dust. Our radio platform is also utilized in Nurse Call. On alarm activation, a message is transmitted across the smart radio-based network of beacons and repeaters to the multitone hub, which relays the alert to a pre-set individual or group with an acknowledgement returned to the sender. The EkoCare range also offers a broad range of fully compatible components to suit any healthcare requirements, including: Patient Bed Unit Alarm, Patient Red Button, Illuminated Over the Door Alarm, Bathroom Alarm, Staff Assistance & Alarm Fob, Staff Assistance & Alarm Messenger and Network Repeater.

By using EkoCare, staff will be able to pinpoint patient's location without requiring extensive mains rewiring. The system typically costs less than half the price of a traditional configuration as costly rewiring and disruption to critical facilities are avoided.

個案研究 – Multitone 護士尋呼解決方案 EkoCare

EkoCare是一套促進病人與醫護人員安全的解決方案，目前已經面市。系統作用為鎖定臥床或走動中病人的確切位置，即時向適當人員作出警示，目的在於保護員工，特別是單獨值班或深夜值班者。

EkoCare為療養院／護理院／安老院或醫院提供護士尋呼(Nurse Call)及警示功能，對這些場所實行自動監察，以確保安全，並且作出報告／合規記錄。護士尋呼提供病人警示裝置和員工裝置。病人警示裝置可以掛牆、手提或利用拉繩（用於浴室）繫牢；員工裝置備有警示和輔助功能，有助於提升安全與溝通水平。系統通過網狀網絡運作，縱使信號燈或中繼器失靈，信息仍可通過替代路徑再次傳輸。倘若預定時間內沒有反應，即會通過尋呼機、雙向無線電或流動服務，發出升級警示，提高了失效保障的可靠性，同時也能顯示確切警示位置。系統採用無線中繼器裝置，安裝維修快捷方便，成本也相對較低。手攜裝置以可充電電池提供電源，符合IP67標準，具備防水、防液、防塵功能。護士尋呼也利用我們的無線電平台，警示啟動後，信息即會通過智能無線電信號燈及中繼器網絡，傳送至Multitone樞紐，再轉至預先設定的個別人士或群組，發送者也會收到送達確認。EkoCare系列也提供一系列完全相容的部件，配合任何醫護需求，包括病床裝置警示(Patient Bed Unit Alarm)、病人紅色按鈕(Patient Red Button)、門戶亮燈警示(Illuminated Over the Door Alarm)、浴室警示(Bathroom Alarm)、員工輔助警示表(Staff Assistance & Alarm Fob)、員工輔助警示傳訊(Staff Assistance & Alarm Messenger)、網絡中繼器(Network Repeater)等。

醫護人員採用EkoCare，無需大量重新布線，即可確切鎖定病人位置。本系統省卻成本不菲的重新布線，避免中斷重要設施的運作，因此費用一般只及傳統配置一半。

Case Study – Protecting the Safety of Shoppers, Staff and Property at Canary Wharf Retail

One Canada Square tower in London is a world-renowned landmark of Canary Wharf. There are numerous offices and five shopping malls containing over 300 stores, including high-end fashion outlets, banks, services, stylish wine bars and restaurants, with a mixture of public areas, storage facilities and private staff-only facilities. Canary Wharf needed an excellent fully-integrated communication system between the retailers and the estate management team to communicate essential information, e.g. specific opening times and maintenance schedules, co-ordinate responses to shop lifting and emergency situation or evacuation, and provide security alerts.

We provided Canary Wharf with the Mall Call communications systems, which is a powerful unified messaging solution and is perfect for a busy and extensive large-scale site, bringing together mass notification, staff safety and alarm centralization in one system. The system, which is based upon the i-Message platform, provides a tailored interface for the bespoke requirements of Canary Wharf. i-Message provides high levels of communications availability for retailers using the Estate Alert interface, which are provided for all tenants, while also encompassing media-rich content, including pictures, videos and text messaging. A robust and seamless touchscreen interface is used, and the whole system is hosted on a secure fixed and wireless system at Canary Wharf for full control of communications. The security teams are alerted via small devices, including smart watches, and have full access to media-rich content and two-way communications, so messages can be accepted, responded and tracked. A real-time map board shows alarm locations and can assist in a lock-down or evacuation.

Solution is now used in all stores, locations and public areas, with more than 490 Mall Call units being installed. Stores can work directly with security teams, and additional systems, e.g. fire or safety alarms or tenants' freezers or refrigerators can be added to the network for upgrades. Fixed Estate Alert units are temper-proof and Power over Ethernet (PoE) is used to ensure service stability. Mall Call can be utilized over multiple site, offering further scope for expansion.

個案研究－保障金絲雀碼頭商場購物者、員工和物業安全

倫敦 One Canada Square 是金絲雀碼頭舉世聞名的地標。內有數以百計的辦公室和五座購物商場共300多家店鋪，包括高檔時裝賣場、銀行、服務業、時尚酒吧食肆，配套公共區域、儲存設施和只限員工使用的私人設施等。金絲雀碼頭需要配備優良的全面綜合通訊系統，以便店主與物業管理團隊聯絡，傳達開店時間、維修時間表等重要資訊、就店鋪盜竊和緊急情況或疏散等進行協調、以及提供保安警示。

我們為金絲雀碼頭提供的商場尋呼(Mall Call)通訊系統，是一套強力的一體化信息解決方案，對於人流繁忙、面積廣闊的大型場所最為合適，可將集體通知、員工安全、中央警示等功能，匯集於一套系統之內。這套系統在 i-Message 平台的基礎上，提供專為金絲雀碼頭量身訂製的界面。i-Message 利用物業管理警示(Estate Alert)界面，為零售店主提供龐大通訊容量，所有租戶皆能享用，並可傳送圖片、視頻和短訊等豐富媒體內容。系統採用強力無縫的觸屏式界面，整個系統主機設於金絲雀碼頭一個安全的固網與無線系統，以便完全監控通訊。保安團隊配備智能手錶等小型警示裝置，可以全面讀取媒體內容，並且進行雙向通訊，能夠接收、回覆和追蹤信息。系統並設置時地圖板，顯示警報位置，遇上人員被困或需要疏散等情況，將能發揮作用。

目前，該系統已在所有店鋪、位置和公共區域運作，商場內已安裝超過490部商場尋呼裝置。店鋪能夠直接與保安團隊聯絡。網絡也可升級，增添消防或安全警鐘、或租戶冷凍器或冰箱等系統。物業管理警示固定裝置具有防干擾功能，採用乙太網絡供電(PoE)，確保服務穩定。商場尋呼可在多個地點使用，具備進一步拓展潛力。