



億仕登控股
ISDN Holdings
LIMITED



億仕登控股有限公司
ISDN HOLDINGS LIMITED

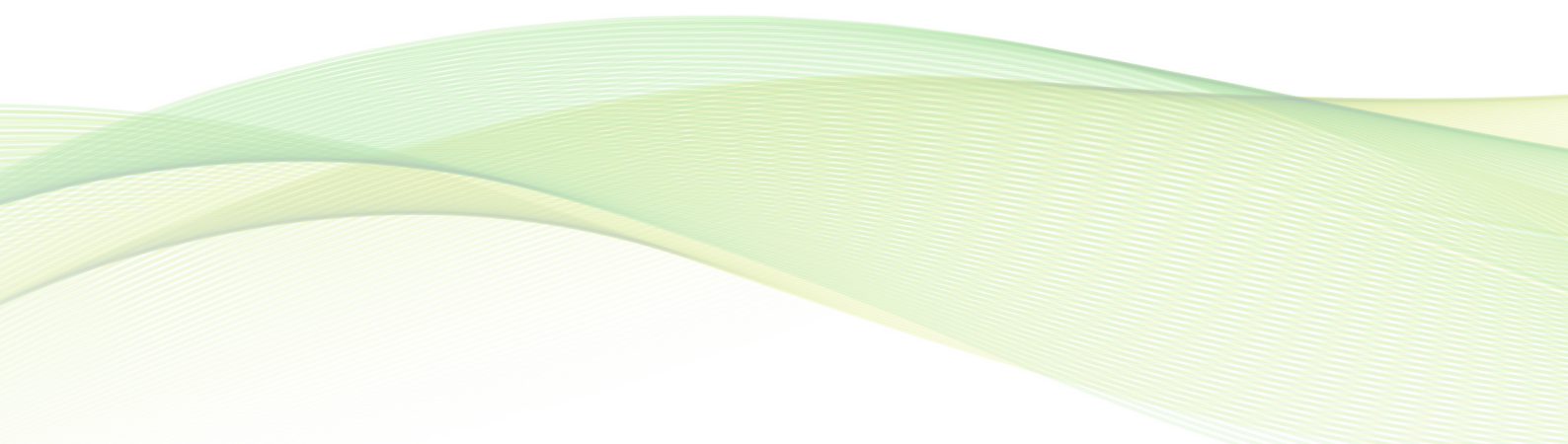
2018年環境,
社會與管治報告
ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT 2018

Incorporated in Singapore with limited liability
(Singapore Stock code: 107.SI) (Hong Kong Stock code: 1656)

於新加坡註冊成立的有限公司
(新加坡股份代號: 107.SI) (香港股份代號: 1656)

TABLE OF CONTENTS 目錄

I.	Board Statement 董事會報告	01
II.	About ISDN 關於億仕登	02
III.	Reporting Period and Scope of the Report 報告期和報告範圍	03
IV.	Stakeholder Engagement 利益相關者參與	03
V.	Environmental Sustainability 環境可持續性	09
VI.	Social Sustainability 社會可持續性	18
VII.	Report Disclosure Index 報告披露指數	28



I. BOARD STATEMENT

ISDN Holdings Limited (the "Company") and its subsidiaries (collectively, the "Group") stringently fulfil their environmental and social responsibilities. Through this Environmental, Social and Governance ("ESG") report, the Group demonstrates its progressive performance in terms of sustainable development to its stakeholders during the reporting period. This report has referenced Global Reporting Initiatives ("GRI") Standards in disclosing the Group's sustainability performance.

The Group has developed its sustainability strategy with the goal to create values to all its stakeholders, while continuously lowering the Group's impact on the environment. In order to carry out the Group's sustainability strategy efficiently, the Board of Directors (the "Board") of the Company has ultimate responsibility for ensuring the effectiveness of the Group's ESG policies. The Board has established dedicated teams to manage ESG issues within each business division of the Group. Designated staffs have been assigned to enforce and supervise the implementation of the relevant ESG policies. The Group is fully aware that the coherence of effective action with corporate sustainability goals on the Group not only requires a sustainable way companies perceive their environmental impact and social responsibility, but more important is how companies govern and manage their business practices. As such, the Group has put more focus on the increasingly pivotal role the Board plays in the implementation of ESG management policies and supervision of its daily operations, in order to ensure that the Group keeps moving towards sustainable development. In an attempt to promote the regulatory requirements to be clearly communicated throughout the entire

一、董事會報告

億仕登控股有限公司（「本公司」）及其子公司（統稱為「本集團」）嚴格履行其各自的環境和社會責任。通過環境、社會和管治（「ESG」）報告，本集團向其利益相關者展示了本集團在本報告期內，可持續發展方面的進步表現。本報告在披露本集團可持續發展業績時參考了全球報告倡議（「GRI」）的標準。

本集團制定了可持續發展戰略，目標是向其利益相關者創造價值，持續減小本集團對環境的影響。為了有效實施本集團的可持續發展戰略，公司董事會（簡稱「董事會」）對確保本集團的ESG政策之有效性負有最終責任。董事會成立了專責小組，負責管理本集團各業務部門的ESG問題。本集團還安排了專責人員，負責督促ESG相關政策的執行。本集團充分意識到，有效行動與本集團公司可持續發展目標的一致性不僅要求公司以可持續的方式看待其對環境的影響和社會責任，更重要的是公司管理其業務實踐的方式。因此，本集團更加重視董事會在執行環境、社會和管治政策及監督其日常運作方面發揮的日益重要的作用，以確保本集團不斷邁向可持續發展。為了促進監管要求在整個組織內得到清晰傳達，讓決策者和公司高管及時瞭解一線員工的實踐經驗，本集團在其ESG管理中普遍採用了自上而下和自下而上的方法。



organisation and the practical experience from the frontline employees to be timely updated to the policymakers and company's executives, a general top-down and bottom-up approach has been adopted by the Group in its ESG management.

With such a strong sustainability governance framework, the Group could effectively spot the underlying risks that come from either internal corporate changes or external market fluctuations, and capture the opportunities to adjust its sustainability policies to satisfy the ever-changing needs of its stakeholders. Details of its management approach in both the environmental and social aspect can be found throughout different sections of this ESG Report. The Group believes sustainability is essential to its long-term development.

II. ABOUT ISDN

Headquartered in Singapore, ISDN Holdings Limited is an integrated engineering solution provider focusing on motion control, industrial computing and other specialised engineering solutions. The Group's customers are primarily manufacturers and original design manufacturers of products and equipment that have specialised requirements in precision controls. The Group provides the full spectrum of engineering services from conceptualisation, design & development to prototyping, production, sales & marketing and after sales engineering support.

ISDN's vision is "To be the engineering solution provider of choice focused on delivering innovative and quality solutions to both its customers and stakeholders". To achieve its vision, the Group is committed to doing the following:

- To be recognized as the leader in all the markets it serves
- To continue to build enduring relationship of trust with its customers and business partners
- To be an employer of choice that inspires and rewards performance excellence
- To generate value for shareholders through measured growth strategies in earnings and distributions
- To conserve the environment through the use of technology for better resource management

憑藉如此強大的可持續發展治理框架，本集團可以有效發現來自內部公司變化或外部市場波動的潛在風險，並抓住機會調整其可持續發展政策，以滿足利益相關者不斷變化的需求。本集團關於環境和社會管理方法的細節可以在本ESG報告的不同章節中找到。本集團認為，持續性對本集團的長期發展非常重要。

二、關於億仕登

億仕登控股有限公司總部位於新加坡，是一家主要專注於運動控制、工業計算和其他專業工程解決方案的綜合工程解決方案供應商。本集團的客戶主要為製造商和那些對精度控制有特別要求的產品和設備原始設計製造商。本集團提供全範圍的工程服務，從概念、設計和開發到原型製作、生產、銷售和行銷以及售後工程技術保障。

億仕登的願景是「成為客戶首選的工程解決方案供應商，專注於為客戶和其利益相關者提供創新和優質的解決方案」。為了實現這個願景，本集團做出以下承諾：

- 成為所有其服務市場的公認領導者
- 繼續建立其客戶和商業夥伴之間的持久信賴關係
- 成為最佳僱主，激勵員工卓越的工作表現並予以獎勵
- 通過勻稱的收益和分配增長型戰略，為利益相關者創造價值
- 通過使用技術，更好的管理資源，以此來保護環境

III. REPORTING PERIOD AND SCOPE OF THE REPORT

This ESG Report covers the environmental and social performance within the operational boundaries of the Group that includes the Group's (i) business operation, which comprises sales and administration offices in Singapore, Hong Kong, the People's Republic of China (the "PRC"), Malaysia, Vietnam, Taiwan, Indonesia, and Thailand, and (ii) manufacturing operation, which comprises manufacturing plants and warehouses in Wujiang, Suzhou, the PRC. The reporting period is the Group's financial year dating from 1 January 2018 to 31 December 2018 ("FY2018").

IV. STAKEHOLDER ENGAGEMENT

Fostering a sound relationship with all stakeholders has been seen as the prerequisite of effective communications and the realisation of the Group's vision of valuation creation for all. Therefore, the Group counts on its good corporate citizenship, reputational influence and great capability in coordination to build a collaborative relationship with its stakeholders including policy makers, regulators, investors, customers and suppliers. Through a broad range of open communication channels, the Group has garnered a deeper understanding of its stakeholders' genuine concerns and expectations, and that prompts the Group's business strategy to integrate significant social and environmental topics and corporate management of sustainability issues to be embedded in wider business processes.



三、報告期和報告範圍

ESG報告涵蓋了本集團運營範圍內的環境和社會表現；運營範圍主要包含本集團的以下業務：（i）業務運營，包括新加坡、香港和中華人民共和國（簡稱「中國」）、馬來西亞、越南、臺灣、印尼和泰國的銷售辦事處和行政辦公室；（ii）製造業務，包括中國吳江區和蘇州市的製造廠和倉庫。報告期即本集團的財政年度，從2018年1月1日至2018年12月31日（「2018財政年度」）。

四、利益相關者參與

促進與利益相關者的良好關係一直被視為進行有效溝通和實現本集團為所有人創造價值願景的先決條件。因此，本集團依靠其良好的企業公民意識、聲譽影響力和很強的協調能力，與包括決策者、監管者、投資者、客戶和供應商的利益相關者建立協作關係。通過廣泛的開放式溝通管道，本集團加深了對其利益相關者的真正關注點和期望的理解，這促使本集團的業務戰略將整合重大的社會和環境話題以及企業可持續發展問題的管理以包含在更廣泛的業務流程中。



Table 1 Communication with Stakeholders 表1 與利益相關者的溝通

Stakeholders 利益相關者	Expectations and Concerns 期望和關注點	Communication Channels 溝通管道
Government and regulatory authorities 政府和監管機構	<ul style="list-style-type: none"> - Compliance with laws and regulations - 遵守法律法規 - Support economic development - 支持經濟發展 	<ul style="list-style-type: none"> - Supervision on compliance with local laws and regulations - 監督是否遵守地方法律法規 - Routine reports - 例行報告
Shareholders 股東	<ul style="list-style-type: none"> - Return on investments - 投資回報率 - Corporate governance - 公司治理 - Law and regulation compliance - 法律法規合規性 	<ul style="list-style-type: none"> - Regular reports and announcements - 定期報告和公告 - Regular general meetings - 定期召開股東大會 - Official website - 官方網站
Employees 員工	<ul style="list-style-type: none"> - Employees' compensation and benefits - 員工的薪酬福利 - Career development - 職業發展 - Health and safety in the working environment - 工作環境的衛生與安全 - Corporate social responsibility - 企業的社會責任 - Effective and improved system of administration - 有效和完善的行政制度 	<ul style="list-style-type: none"> - Performance reviews - 績效審查 - Regular meetings and trainings - 定期會議與培訓 - Emails, notice boards, hotline, caring activities with management - 管理相關的電子郵件、佈告欄、熱線和關愛活動
Customers 客戶	<ul style="list-style-type: none"> - High quality products and services - 優質的產品和服務 - Protect customers' rights - 保護客戶合法權益 - Qualified products in compliance with good environmental indicators - 符合良好環境指標的合格產品 	<ul style="list-style-type: none"> - Customer satisfaction survey - 客戶滿意度調查 - Face-to-face meetings and on-site visits - 面對面會議和實地探訪 - Customer service hotline and email - 客戶服務熱線和電子郵件
Suppliers 供應商	<ul style="list-style-type: none"> - Fair and open procurement - 公平公開的採購 - Win-win cooperation - 雙贏合作 - Business ethics - 商業道德 - Environmental impact - 環境影響 	<ul style="list-style-type: none"> - Open tendering - 公開招標 - Suppliers' satisfactory assessment - 供應商滿意度評估 - Face-to-face meetings and on-site visits - 面對面會議和實地探訪 - Industry seminars - 行業研討會
General public 一般公眾	<ul style="list-style-type: none"> - Community involvement - 社區參與 - Law and regulation compliance - 法律法規合規性 - Environmental protection awareness - 環境保護意識 	<ul style="list-style-type: none"> - Media conferences and responses to enquiries - 媒體會議和問詢回應

With the goal to strengthen corporate sustainability management while enhancing stakeholders' awareness of ESG and global sustainability issues, the Group has bent all its efforts for the internal and external stakeholder inclusiveness. During the year under review, the Group collected and carefully evaluated its stakeholders' opinions on corporate sustainable development, especially the material ESG topics and United Nations Sustainable Development Goals (SDGs), and was committed to addressing those concerns in a proper manner based on continuous, concise and effective communications. The Group hopes to achieve the following three goals from the survey initiated by an external sustainability consultancy agency:

- a. Draw an objective picture of stakeholders' concerns in the path of the Group's long-term sustainable development;
- b. Seek potential business opportunities by addressing climate-related risks and crisis by innovation and optimisation of the entire operational process;
- c. Create a shared value between the Group and investors through quality education on ESG requirements and SDGs commitment.

According to the result, Goal 3 (Good Health and Well-Being), Goal 4 (Quality Education) and Goal 6 (Clean Water and Sanitation) topped the list of all 17 topics of SDGs in terms of the degree of stakeholders' attention and interest, respectively. In response to stakeholders' concerns on sustainable development goals, the Group has laid great emphasis on certain topics which were given serious attention by the stakeholders and set targets for its contribution to accomplishing the goals from within the Group.

為了加強公司可持續發展管理，同時提高利益相關者對環境、社會和管治以及全球可持續發展問題的認識，本集團竭盡全力實現對內外利益相關者的包容。在審核年期間，本集團收集並認真評估了其利益相關者對企業可持續發展的意見，特別是對重大的ESG話題和聯合國可持續發展目標（SDG）的意見，並致力於在持續、簡明和有效溝通的基礎上以適當方式解決這些問題。本集團希望通過外部可持續發展諮詢機構發起的調查實現以下三個目標：

- a. 通過圖片客觀描述利益相關者在本集團長期可持續發展道路上的關注點；
- b. 通過創新和優化整個運營流程來應對與氣候相關的風險和危機，從而尋求潛在的商業機會；
- c. 通過ESG要求和可持續發展目標承諾方面的優質教育，在本集團和投資者之間創造共用價值。

調查結果表明，目標3（健康和幸福）、目標4（優質教育）和目標6（清潔水和衛生設施）分別在利益相關者關注度和興趣程度方面位居17個可持續發展目標話題的首位。針對利益相關者對可持續發展目標的關注點，本集團非常重視利益相關者認真關注的某些話題，並為其在本集團內部為實現目標所做的貢獻設定了目標。

SUSTAINABLE DEVELOPMENT GOALS



The Group attaches great importance to the occupational health and safety-related impacts of operations and has long been committed to eliminating the physical and chemical risks in its businesses. With the implementation of detailed occupational health and safety policies, the Group ensures that all its employees are not exposed to hazardous chemicals during daily manufacturing operations.

Targets: Zero work-related injuries or incidence of occupational hazard in next five years.



Goal 4 calls for global efforts to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. As an enterprise that relies on and employs a variety of types of innovations in its businesses, the high-quality education throughout the entire company is fundamental. Also, providing financial support on sponsoring youths in the communities where the Group operates is the Group's core task in assuming its social responsibility.

Targets: Maintain 5% increase in the average hours each employee spends on training every year.



In response to the call of improving water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials under goal 6, the Group has put great emphasis and allocated lots of resources to ameliorating its water management system.

Targets: Maintain 5% decrease in water consumption annually as a Group and eliminate any discharge of hazardous materials to external water bodies.

可持續發展目標 **GOALS**



17 可持續發展目標

3 健康和幸福



本集團非常重視運營中的職業健康及安全影響，並長期致力於消除其業務中的自然和化學風險。通過實施詳細的職業健康及安全政策，本集團確保其所有員工在日常製造業務中不接觸危險化學品。

目標：未來五年內無工傷或職業危害事故發生。

4 優質教育



目標4呼籲全球共同努力，確保包容和公平的優質教育，為所有人提供終身學習機會。作為一個依賴於此並在其業務中採用各項創新的企業，優質教育是整個公司的根本。此外，提供財政支援資助本集團經營所在社區的青少年是本集團承擔社會責任的核心任務。

目標：保持每位員工的平均培訓時間每年增加5%。

6 清潔水與衛生設施



為響應目標6下通過減少污染、消除傾倒和儘量減少有害化學品和材料排放來改善水質的呼籲，本集團高度重視並分配了大量資源來改善自身的水管理系統。

目標：作為一個集團，每年減少5%的用水量，杜絕向外部水體排放有害材料。

Materiality Assessment

As the ESG risk differs among industries and is decided by the detailed business model of the company, the Group has undertaken an annual review in identifying and understanding its stakeholders' main concerns and material interests for the ESG Report. In FY2018, the Group engaged its stakeholders to conduct a materiality assessment survey. Specifically, internal and external stakeholders were selected based on their influence and dependence on the Group. Stakeholders with high level of influence and dependence on the Group were chosen by the management of the Group and invited to express their views and concerns on a list of sustainability issues via an online survey. The Group was able to prioritise the issues for discussion. The result from the materiality assessment survey was mapped and presented below. The assessment process was believed vital to demonstrating the Group's emphasis on stakeholders' inclusiveness and the outcome of the survey served as a powerful tool which assisted the Group to develop its action plans for more focused ESG management.

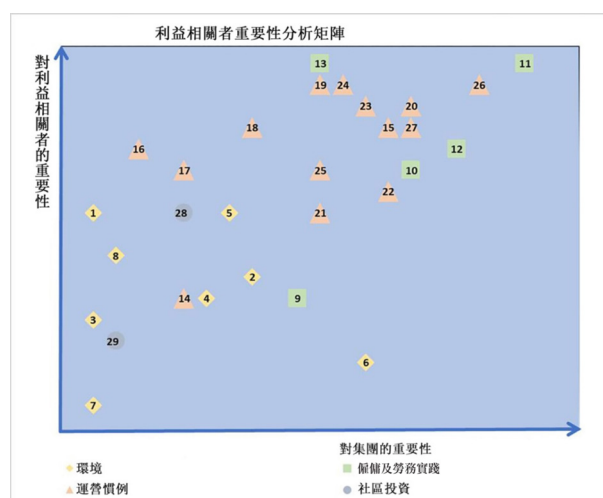
Stakeholder Engagement Materiality Matrix



重要性評估

由於ESG風險因行業而異，並由公司的詳細經營模式決定，本集團已進行年度評審，確定和理解其利益相關者對於ESG報告的主要關注點和重大利益。2018財政年度，本集團讓其利益相關者進行了一次重要性評估調查。具體方法為，根據對本集團的影響和依賴程度，選擇內外部利益相關者。本集團管理層選出對本集團影響程度和依賴程度高的利益相關者，並通過線上調查，邀請他們在一張可持續發展問題表上寫出自己的看法和問題。本集團能夠優先討論這些問題。重要性評估調查結果如下圖所示：評估過程被認為對於展示本集團對利益相關者包容性的重視至關重要，調查結果是一個強有力的工具，有助於本集團制定對ESG管理更有針對性的行動計畫。

利益相關者重要性分析矩陣



1	Air and greenhouse gas emissions 大氣和溫室氣體排放	11	Occupational health and safety 職業健康與安全	21	Marketing and promotion 市場行銷及推廣
2	Sewage treatment 污水處理	12	Employee development and training 員工發展和培訓	22	Observing and protecting intellectual property rights 遵守和保護知識財產權
3	Land use, pollution and restoration 土地使用、污染和恢復	13	Preventing child and forced labour 防止童工和強制勞工	23	Product quality assurance and recall percentage 產品品質保證和召回比例
4	Solid waste treatment 固體廢棄物處理	14	Suppliers by geographical region 按地理位置劃分供應商	24	Protection of consumer information and privacy 客戶資訊和隱私保護
5	Energy use 能源使用	15	Selection of suppliers and assessment of their product/ services 供應商選擇及其產品/服務評估	25	Labelling relating to products/ services 產品/服務標籤問題
6	Water use 用水	16	Environmental protection assessment of the suppliers 供應商的環保評估	26	Prevention of bribery, extortion, fraud and money laundering 防止賄賂、敲詐、詐騙和洗錢
7	Use of other raw/packaging materials 其他原材料/包裝材料的使用	17	Social risks assessment of the suppliers 供應商的社會風險評估	27	Anti-corruption policies and whistle-blowing procedure 反腐敗政策和舉報程序
8	Mitigation measures to protect natural resources 保護自然資源緩解措施	18	Procurement practices 採購行為	28	Understanding local communities' need 理解地方社區的需求
9	Composition of employees 員工組成	19	Health and safety relating to products/services 產品/服務相關的衛生與安全	29	Public welfare and charity 公共福利和慈善
10	Employee remuneration and benefits 員工薪資福利	20	Customers' satisfaction 客戶滿意度		

The Group built a materiality analysis matrix and prioritised the 29 sustainability issues accordingly. With respect to this report, the Group has identified 'Occupational health and safety' and 'Prevention of bribery, extortion, fraud and money laundering' as important issues to both the Group and its stakeholders.

Stakeholders' Feedback

As the Group strives for excellence, stakeholders' feedback is always welcomed, especially on topics listed as highly important in the materiality assessment. Readers are also welcomed to share their views with the Group at info@isdnholdings.com or www.isdnholdings.com.

V. ENVIRONMENTAL SUSTAINABILITY

To seek long-term sustainability of the environment and community where it operates, the Group has made great efforts in controlling its emissions as well as its consumption of resources, and has strictly complied with relevant environmental laws and regulations in the regions where it operates.

本集團建立了一個重要性分析矩陣，並相應地對29個可持續發展問題進行了優先排序。在這份ESG報告中，本集團認定，「職業健康與安全」和「防止賄賂、敲詐、詐騙和洗錢」這兩項，是對本集團及其利益相關者都很重要的事項。

利益相關者回饋

本集團追求卓越，因此歡迎利益相關者提出回饋，尤其是針對重要性評估中列為十分重要的話題。也歡迎讀者通過以下方式與本集團分享您的觀點：info@isdnholdings.com或www.isdnholdings.com。

五、環境可持續性

為尋求經營所在地的環境和社區的長期可持續發展，本集團在控制其排放和資源消耗方面做出了巨大努力，並嚴格遵守其經營所在地區的相關環境法律法規。

Progress and targets in environmental sustainability: 環境可持續性的進展和目標:

Areas 領域	Progress 進展	Targets 目標
Solid wastes 固體廢棄物	In FY2018, the solid wastes (including paper waste) generated from the Group was halved as compared with that in FY2017. 與2017財政年度相比，本集團在2018財政年度產生的固體廢棄物（包括紙類廢棄物）減少了一半。	The Group has already achieved magnificent success in reducing its solid waste generation and will keep making strides toward sustainable waste management. In particular, the Group aims to lower its solid waste intensity to 0.1 tonnes per SGD million next year. 本集團在減少固體廢物產生方面取得了巨大成就，並將繼續向可持續廢物管理邁進。具體而言，本集團的目標是明年將固體廢物密度降至0.1噸/百萬新元。
Industrial wastewater 工業污水	In FY2018, a total of 2,752 tonnes industrial wastewater was discharged after being scientifically treated to meet the relevant laws and regulations. 2018財政年度，經科學處理，符合相關法律法規的工業污水排放總量為2,752噸。	The Group commits to put more efforts in the wastewater reduction and to explore new approaches to recycling and reusing as much wastewater as possible. Thus, the Group takes FY2018 as a benchmark and sets the goal of reducing its industrial wastewater by 5% each year. 本集團承諾在污水減少方面作出更多努力，並探索盡可能多回收和再利用污水的新方法。因此，本集團以2018財政年度為基準，設定每年減少工業污水5%的目標。
Electricity 電力	In FY2018, the annual electricity consumption by the Group showed a slight rise from 2,291,652 kWh to 2,293,158 kWh, which was mainly attributed to the increase of electricity consumption in the business segments of the Group located in the East China. However, it was found that the other regions, especially Beijing, China and Singapore saw a staggering decline of electricity consumption, with 47% and 31% being recorded. 2018財政年度，本集團的年用電量由2,291,652千瓦時略微上升至2,293,158千瓦時，主要是由本集團位於華東的業務分部的用電量增加所致。然而，調查發現，其他地區，特別是中國北京和新加坡的用電量卻出現了驚人的下降，分別下降了47%和31%。	Despite a small increase of electricity consumption in FY2018, the Group has deployed numbers of solar panels for electricity generation in the PRC, which amounted to 1,009,720 kWh annually. The Group commits to draw on the experience from Beijing and Singapore operating areas in electricity conservation and encourage other operating sites to learn and put those brilliant ideas into practice next year. Meanwhile, the Group will keep investing in the building of solar panels and aims to achieve a 20% increase of electricity generation by solar panels by 2021. 儘管2018財政年度耗電量有小幅增加，但本集團已在中國部署了許多太陽能電池板進行發電，每年發電量達1,009,720千瓦時。本集團承諾汲取北京及新加坡運營區在電力節約方面的經驗，並鼓勵其他運營區在明年學習及實踐這些卓越的理念。同時，本集團將繼續投資興建太陽能電池板，旨在到2021年實現太陽能電池板發電量增加20%。
Energy resources 能源資源	The Group has long been dedicated to exploring the possibility of adopting renewable energy resources instead of traditional ones. In FY2018, no diesel was recorded to be consumed by the Group. At the current phase, the Group mainly relies on the consumption of gasoline as its principal energy resources for manufacturing operations and transportation, which showed an increase of 15% as compared with FY2017 due to the elimination of diesel from its operations. 本集團長期以來一直致力於探索可再生能源替代傳統能源的可能性。2018財政年度，本集團無柴油消耗的記錄。在本階段，本集團主要依賴汽油作為其製造業務及運輸的主要能源，由於其經營業務已取消柴油，汽油消耗量較2017財政年度增加了15%。	With a steady growth in business and continuous efforts in the research and development of renewable energy in operations, the Group plans to decelerate its increasing rate of gasoline consumption from 15% to 10% next year. 隨著業務的穩步增長以及可再生能源在運營中的研發力度不斷加大，本集團計畫明年將汽油消耗量的增速從15%降至10%。

Water 水資源	<p>Efficient water management has always been one of the most important tasks of the Group, which endeavours to lower its consumption of fresh water by embedding the concept of 'Reduce, Reuse and Recycle' into its daily operations. In FY2018, the amount of water used by the Group dropped by approximately 8% compared with last year.</p> <p>高效的水資源管理一直是本集團最重要的工作之一，本集團通過將「減少、再利用及再回收」的概念納入日常營運中，努力降低淨水消耗量。2018財政年度，本集團的用水量較去年降低了約8%。</p>	<p>The Group commits to constantly reduce its water consumption and is determined to remain a decline of 8% in water consumption next year. 本集團承諾持續減少用水量，並下決心將明年的用水量維持在8%的跌幅。</p>
Paper 紙張	<p>In FY2018, the paper consumption of the Group was nearly a third of last year.</p> <p>2018財政年度，本集團的紙張消耗接近去年的三分之一。</p>	<p>Insisting on the promotion of 'Paperless Office' and 'Office Automation', the Group commits to keep lowering its consumption of paper to 5 tonnes next year by putting more efforts on the recycling and reuse of waste paper.</p> <p>本集團堅持推廣「無紙辦公室」及「辦公室自動化」，承諾在明年繼續致力於廢紙的回收及再利用，將紙張消耗量降至5噸。</p>
Packaging materials 包裝材料	<p>With the successful implementation of policies regulating the sustainable consumption of packaging materials, the packaging materials made by paper consumed by the Group in FY2018 dramatically dwindled. Apart from paper-made materials, the Group has strengthened its recording and measurement of the consumption of other packaging materials.</p> <p>隨著包裝材料可持續消耗政策的成功實施，本集團2018財政年度消耗的紙制包裝材料大幅減少。除紙製品外，本集團還加強了對其他包裝材料消耗的記錄和計量。</p>	<p>The Group plans to further its management of packaging materials by strengthening the smart control of procurement process, which includes more comprehensive monitoring on the amount of purchased materials and how those raw materials have been consumed.</p> <p>本集團計畫通過加強對採購流程的智慧控制，進一步深化包裝材料的管理，包括更全面地監控採購材料的數量以及這些原材料的消耗情況。</p>
Greenhouse gas emissions 溫室氣體排放	<p>In FY2018, a drop of GHG emissions intensity was witnessed as compared with FY2017.</p> <p>與2017財政年度相比，2018財政年度溫室氣體(GHG)的排放密度有所下降。</p>	<p>While constantly expanding its business and bringing more profits, the Group commits to lower its GHG emissions by 7% within the next three years and more importantly, achieve a substantial decline of GHG emission intensity in the long term.</p> <p>在不斷擴大業務並產生更多利潤的同時，本集團承諾在未來三年內將其溫室氣體排放量降低7%，更重要的是，實現溫室氣體排放密度的長期大幅下降。</p>

This section primarily discloses the Group's policies, practices and quantitative data on emissions, use of resources and the environment and natural resources in FY2018.

A.1. Emissions

In FY2018, the Group complied with relevant national and local environmental laws in terms of emissions during its daily operations. In particular, the Group was not in violation of any laws and regulations in relation to air and greenhouse gas ("GHG") emissions, discharges into water and land, generation of hazardous and non-hazardous wastes, and noise that have a significant impact on the Group.

本節主要披露本集團2018財政年度關於排放、資源利用、環境和自然資源的政策、實踐和定量資料。

A.1. 排放物

在2018財政年度，本集團在日常經營中遵守相關國家及地方環境法律。特別需要指出的是，本集團並未違反任何對本集團有重大影響的有關廢氣及溫室氣體（「GHG」）排放、水體及土地污染排放、有害及無害廢棄物產生及噪音的法律法規。

Sticking to principle of 'Lucid Waters and Lush Mountains Are Invaluable Assets', the Group has implemented various measures to mitigate its impacts on the environment.

In FY2018, the Group's greenhouse gas ("GHG") emissions under Scope 1 (Direct Emissions), Scope 2 (Energy Indirect Emission), and Scope 3 (Other Indirect Emission) were 440.4 tonnes carbon dioxide equivalent ("CO₂e"), 1,570.8 tonnes CO₂e, and 52.7 tonnes CO₂e respectively. The Group's total GHG emissions amounted to 2,063.9 tonnes CO₂e, and the GHG intensity for the Group was 6.83 tonnes CO₂e/SGD million. Other than GHG emissions, the Group also generated 41.4 tonnes of non-hazardous solid wastes (with an intensity of 0.14 tonnes/SGD million) in its operations. The Group's operation did not generate any hazardous waste during the year under review. The Group's total emissions are summarised in Table 2.

本集團秉承“綠水青山就是金山銀山”的理念，實施了多項措施來減輕對環境的影響。

2018財政年度，本集團分別排放範圍1（直接排放）、範圍2（能源間接排放）和範圍3（其他間接排放）溫室氣體（「GHG」）440.4噸、1,570.8噸和52.7噸二氧化碳（「CO₂e」）。本集團的溫室氣體排放總量達到2,063.9噸二氧化碳，本集團溫室氣體密度為6.83噸二氧化碳/百萬新元。除了溫室氣體排放，本集團在經營過程中還產生了41.4噸無害固體廢棄物（密度為0.14噸/百萬新元）。在審核年期間，本集團的經營過程未產生任何有害廢棄物。表2所示為本集團總排放量。

Table 2 Total Emissions by the Group in FY2018 表2 本集團2018財政年度總排放量

Emissions 排放物	Key Performance Indicator (KPI) 關鍵績效指標 (KPI)	Unit 單位	Amount 總計	*Intensity (Unit/ SGD million) *密度 (單位/百萬新元)
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emission) 範圍1 (直接排放)	tonnes CO ₂ e 噸二氧化碳	440.4	-
	Scope 2 (Energy Indirect Emission) 範圍2 (能源間接排放)	tonnes CO ₂ e 噸二氧化碳	1,570.8	-
	**Scope 3 (Other Indirect Emission) 範圍3 (其他間接排放)	tonnes CO ₂ e 噸二氧化碳	52.7	-
	Total (Scope 1, 2 and 3) 共計 (範圍1、2和3)	tonnes CO ₂ e 噸二氧化碳	2,063.9	6.83
Non-hazardous Waste 無害廢棄物	Solid Waste 固體廢棄物	tonnes 噸	41.4	0.14
	Wastewater 污水	tonnes 噸	2,752	9.11

Intensity was calculated by dividing the amount by the Group's FY2018 revenue of S\$301.99 million;

*根據總量除以本集團2018財政年度301.99百萬新元的收入計算出了密度；

**The Group's Scope 3 (Other Indirect Emissions) includes only paper waste disposed at landfills.

**本集團範圍3類排放（其他間接排放）只包含填埋的廢紙。

Business Operation

The principal emissions from the Business Operation were GHG emissions from the purchase of electricity for office lighting and daily operations, commercial solid waste and sewage generated from staffs at offices. Despite not being a business segment that generates significant amounts of emissions, the Group has been rethinking its design and sustainability management of its offices to save energy resources, lower carbon emissions and reduce daily wastes.

To create a pleasant working environment for its employees while maintaining a high efficiency of energy consumption in the offices, the Group mainly focussed on the following two areas:

業務運營

業務運營產生的主要排放是購買辦公室照明和日常運營用電產生的溫室氣體排放、商業固體廢棄物和辦公室員工產生的污水。儘管並非產生大量排放物的營業環節，但本集團一直在反思其辦公室的設計和可持續性管理，以節約能源、降低碳排放和減少日常廢棄物。

為了給員工創造愉快的工作環境，同時保持辦公室的高能源消耗效率，本集團重點關注以下兩個方面：

1. Retrofit: keep optimising the office equipment and systems, including redesign of heating systems, upkeep of air-conditioning, instalment of automated lighting controls and replacement of electricity-intensive lighting fixtures.
2. Training: raise the awareness of employees at offices in energy conservation and its connection with environmental impact through a series of internal seminars and educational activities, during which employees and experts can share the knowledge and experience in emission control and energy conservation.

The Group believes that the most effective way to cut down on waste is to prevent it from being generated in the first place. To efficiently manage its commercial solid waste from offices, the Group has adopted various measures, such as using centralised garbage can for the collection of waste in the offices. Besides, the Group has put efforts into waste classification. The sorted municipal solid waste from offices is normally handled by the property management of the building, and then disposed of at landfills by the government. Given the commitment of the Group to Sustainable Waste Management, the Group has made solid progress in lowering its waste generation and the most effective actions to reduce, reuse and recycle materials in all offices are highlighted below in particular:

- Recycle as much solid waste as possible through classification process;
- Purchase microwaves in the offices to encourage employees to take lunch boxes by themselves instead of ordering take-away food, which could largely reduce the waste of food packages; and
- Advocate the reuse of office stationeries;

In FY2018, the wastewater generated from offices of the Group was directly discharged into the municipal sewage network and handled by the building property management. Since the amount of wastewater highly depends on the amount of fresh water used, the Group has taken specific measures, further described in the next subsection under **Water**, to reduce its water consumption in the offices.

Manufacturing Operation

In FY2018, the major emissions from the manufacturing operation of the Group included air & greenhouse gases, wastewater, solid waste, and noise. To efficiently control the emissions from this business segment, the Group has implemented effective policies and adopted various advanced methods.

1. 改造：不斷優化辦公設備和系統，包括重新設計供暖系統、維護空調、安裝自動照明控制和更換高電耗照明燈具。
2. 培訓：通過一系列內部研討會和教育活動，提高辦公室員工對節能及其與環境影響的聯繫的認識，在此期間，員工和專家可以分享排放控制和節能方面的知識和經驗。

本集團相信，減少廢棄物最有效的方法首先是防止廢棄物產生。為有效管理辦公室產生的商業固體廢棄物，本集團已採取多項措施，例如使用集中垃圾桶收集辦公室廢棄物。此外，本集團還花費精力進行廢棄物分類。辦公室產生的分類城市固體廢棄物通常由大樓的物業管理處理，然後由政府填埋。鑒於本集團對可持續廢棄物管理的承諾，本集團在減少廢棄物產生方面已取得穩步進展，下面特別突出展示了所有辦公室減少、再利用和回收材料的最有效行動：

- 通過分類過程盡可能多回收固體廢棄物；
- 在辦公室購買微波爐，鼓勵員工自帶午餐盒代替點外賣，這樣可以大大減少食品包裝浪費；和
- 宣導辦公文具再利用；

2018財政年度，本集團辦公室產生的污水直接排入物業污水系統，由大樓物業管理處理。由於污水量在很大程度上取決於所使用的淡水量，本集團已採取具體措施減少辦公室用水量，詳情見下一小節“水資源”。

製造業務

2018財政年度，本集團製造業務的主要排放物包括廢氣和溫室氣體、污水、固體廢棄物和噪音。為有效控制該營業環節的排放，本集團已執行有效政策並採用各種先進方法。

Air & GHG Emissions

Air emissions from this business segment majorly included volatile organic compound ("VOC") during the production process. In FY2018, the Group utilised collection ducts to collect the VOC, which was purified by the external air purification unit in the ventilation system before being released to the atmosphere. The main source of GHGs in this business segment mainly came from the use of purchased electricity. Meanwhile, the consumption of gasoline for operations was also a major contributor to the GHG emissions. As such, to comply with the Integrated Emission Standard for Air Pollutants (《大氣污染物綜合排放標準》), the Group has established internal policies to control its air emissions, manage energy consumption, and optimise the operational process, thereby to large extent minimising the detrimental impacts of air and GHG emissions on the environment.

Wastewater

Wastewater produced in this business segment included domestic wastewater and industrial wastewater. The domestic wastewater was directly discharged into the local drainage system, while for the industrial wastewater, the Group has cooperated with qualified wastewater treatment company for its collection and disposal. The Group ensured that all its discharge of wastewater must be in strict compliance with the Integrated Emission Standard for Wastewater (《污水綜合排放標準》).

Solid Wastes

The solid wastes generated in this business segment included domestic solid waste from employees and electronic wastes. The domestic waste was well-sorted, recycled and handled by certified municipal department, whereas the electronic wastes should be treated in a more sophisticated way. Specifically, in accordance with Administrative Measures for the Prevention and Control of Environmental Pollution by Electronic Waste (《電子廢物污染環境防治管理辦法》), the Group has formulated internal policies for its management of electronic waste.

Noise

Noise emissions generated by the Group mainly came from the operation of machineries during manufacturing processes. In strict compliance with national and local regulations in terms of noise emissions such as Emission standards for industrial enterprises noise at boundary (GB12348-2008) (《工業企業廠界環境噪聲排放標準》), the Group has adopted many noise-reducing facilities and measures to mitigate the impact of noise on the surroundings.

廢氣和溫室氣體排放

本營業環節的廢氣排放主要包括生產過程中的揮發性有機化合物(「VOC」)。2018財政年度,本集團利用收集管道來收集揮發性有機化合物,在其排放到大氣中之前由通風系統中的外部空氣淨化裝置淨化。本營業環節的主要溫室氣體排放主要來源於電力的使用。同時,用於運營的汽油消耗也是溫室氣體排放的主要原因。因此,為遵守《大氣污染物綜合排放標準》,本集團已制定內部政策來控制其廢氣排放、管理能源消耗和優化運營流程,從而在很大程度上將廢氣和溫室氣體排放對環境的不利影響降至最低。

污水

本營業環節產生的污水包括生活污水和工業污水。生活污水直接排入當地污水系統,而工業廢水則由本集團與合格的污水處理公司合作收集處理。本集團確保其所有污水排放必須嚴格遵守《污水綜合排放標準》。

固體廢棄物

本營業環節產生的固體廢棄物包括員工產生的生活固體廢棄物以及電子廢棄物。生活廢棄物由經認證的市政部門進行妥善分類、回收和處理,而電子廢棄物應以更複雜的方式進行處理。具體而言,根據《電子廢物污染環境防治管理辦法》,本集團已就其電子廢棄物管理制定內部政策。

噪音

本集團產生的噪音排放主要來自製造過程中機器的運行。本集團嚴格遵守國家和地方有關噪音排放的法規,如《工業企業廠界環境噪聲排放標準》(GB12348-2008),已採用多項降噪設施及措施,以減輕噪音對周圍環境的影響。

For instance, the Group spared no efforts in pragmatic innovations on the redesign of machineries and the purchase of brand-new equipment that is notably quieter, more environmentally friendly and more efficient compared with the outmoded machineries of which the noise pollution might reach a high decibel level.

A.2. Use of Resources

In FY2018, the main resources consumed by the Group were electricity, gasoline, water, paper and paper-made packaging materials. Table 3 illustrates the amount of different resources used by the Group during the year under review.

例如，本集團不遺餘力地在重新設計機器和購買全新設備方面進行務實創新，與噪音污染可達到高分貝水準的老舊機器相比，這些設備明顯更安靜、更環保、更高效。

A.2.資源利用

2018財政年度，本集團消耗的主要資源為電力、汽油、水、紙張及紙制包裝材料。表3所示為本集團於審核年期間的不同資源用量。

Table 3 Total Use of Resources by the Group in FY2018 表3 2018財政年度本集團資源總用量

Use of Resources 資源利用	Key Performance Indicator (KPI) 關鍵績效指標 (KPI)	Unit 單位	Amount 總計	*Intensity (Unit/ SGD million) *密度 (單位/百萬新元)
Energy 能源	Electricity 電力	kWh'000 千個千瓦時	2,293.2	7.59
	Gasoline 汽油	L 升	187,522	620.95
Water 水資源	Water 水資源	m ³ 立方米	29,369	97.25
Paper 紙張	Paper 紙張	tonnes 噸	11.0	0.04
Packaging Materials 包裝材料	By Paper 紙類	Kg 千克	46,458.5	153.84
	By Plastic 塑膠	Kg 千克	800.4	2.65
	By Metal 金屬	Kg 千克	2.0	0.01
	By Paper** 紙類**	Pieces 件	6,883	22.79
	By Plastic** 塑膠**	Pieces 件	1,440	4.77

*Intensity was calculated by dividing the amount by the Group's FY2018 revenue of S\$301.99 million

*根據總量除以本集團2018財政年度301.99百萬新元的收入計算出了密度

**For other packaging materials that cannot be measured in weight, the Group recorded their consumption in the unit of pieces.

**對於無法以重量計量的其他包裝材料，本集團以件為單位記錄其消耗量。

Electricity

Electricity was purchased from utilities by the Group and consumed for regular operations in the offices and during manufacturing operations. In FY2018, the total electricity consumption of the Group was 2,293.2 kWh'000 (with an intensity of 7.59 kWh'000/SGD million). Both offices and manufacturing factories of the Group have stringently complied with relevant regulations and the Group's policy of saving electricity. To mitigate the consumption of electricity so as to diminish its GHG emissions, the Group has embedded the slogan of 'Saving Electricity' into its business strategy and in particular implemented the following practices:

電力

本集團從公用事業公司購買電力，並用於辦公室和製造業務期間的正常運營。2018財政年度，本集團電力消耗總計為2,293.2千個千瓦時（密度為7.59千個千瓦時/百萬新元）。本集團的辦公室及製造工廠均嚴格遵守相關法規及本集團的節電政策。為減少電力消耗以減少溫室氣體排放，本集團已將“節約用電”的口號納入其經營戰略，並特別實施以下實踐：

- Switch off all idle lights and air conditioners (e.g. most electrical equipment will be turned off during lunch time);
- Place 'Save electricity and turn off the light when you leave please' posters to encourage workers and employees to conserve energy;
- Maintain the electrical equipment in offices (such as air conditioner and paper shredder) regularly to keep their high efficiency;
- Adjust the set temperature of air conditioners in the offices based on the weather;
- Educate workers and staffs working in the office on the importance of energy conservation;
- Use more efficient LED bulbs for office lighting instead of energy-intensive lamps in both offices and mining sites; and
- Encourage all employees to open curtains and utilise the natural sunlight for lighting in the office when possible.

Gasoline

The consumption of gasoline for manufacturing process and transportation has drawn the Group's attention as well. The Group has always been committed to optimising its operations and believes that ensuring its access to secure and reliable energy sources is key to the long-term stability of the Group's business. Despite a slight rise in gasoline consumption in FY2018 due to the strategic replacement of diesel with gasoline for operations, the Group never stopped its footprint in the research and trial of applying renewable and clean energy resources into its business development, which could lead the entire enterprise to genuinely moving towards low-carbon economy. Thus, the Group has spared no efforts in redesigning its machineries to be more eco-efficient and set ambitious targets for its gasoline consumption in the future, which constantly reminds the Group of taking into account the financial implications of climate-related risks and relentlessly changing toward sustainable development.

Water

Water conservation has been given great attention by the Group. During the year under review, the Group did not face any problem in sourcing water that was fit for its purpose. In FY2018, the subsidiaries of the Group held a multitude of meetings, seminars and trainings delving into more advanced and effective ways of saving water in daily operations, and workers and employees of the Group were incentivised to try their best to reuse as much wastewater as possible. To improve the utilisation efficiency of water resources, the Group has further adopted the following practices:

- 關閉所有閒置的燈和空調（例如，大多數電氣設備將在午餐時間關閉）；
- 張貼“節約用電，人走燈滅”的海報，鼓勵工人和員工節約能源；
- 定期維護辦公室的電氣設備（如空調和碎紙機）以保持高效率；
- 根據天氣情況調節辦公室空調的設定溫度；
- 教育工人和辦公室員工使其瞭解節能的重要性；
- 在辦公室和礦區使用更高效的發光二極體燈泡代替高能耗燈；和
- 盡可能鼓勵所有員工打開窗簾，利用自然光照明辦公室。

汽油

製造過程和運輸所消耗的汽油也引起了本集團的關注。本集團一直致力於優化其運營，並相信確保其獲得安全可靠的能源是本集團業務長期穩定的關鍵。儘管由於戰略上以汽油替代柴油用於運營，2018財政年度汽油消耗量略有上升，本集團從未停止將可再生和清潔能源應用於業務發展的研究和嘗試，這可能使得整個企業真正走向低碳經濟。因此，本集團不遺餘力地重新設計其機械，使其更具生態效益，並為其未來的汽油消耗設定了宏偉目標，其不斷提醒本集團考慮氣候相關風險的財政影響，並不斷向可持續發展轉變。

水資源

本集團高度重視節約用水。在審核年期間，本集團在尋找適合其用途的水源方面未面臨任何問題。2018財政年度，本集團的子公司舉行了多次會議、研討會及培訓，探討更先進有效的日常運營節水方法，並鼓勵本集團的工人及員工盡可能重複使用污水。為提高水資源的利用效率，本集團進一步採取以下實踐：

- a. Fix dripping taps immediately once leakage is found;
- b. Remind staff to turn off water taps after use through emails and notices; and
- c. Place "saving water resources" posters in prominent places at the construction sites and in the offices to encourage water conservation.

Packaging Materials

In FY2018, the Group consumed 46,458.5 kg paper-made packaging materials, 800.4 plastic-made packaging materials, 2.0kg aluminium-made packaging materials and a total of 8,323 pieces packaging materials that cannot be precisely measured in weight. In particular, a 39% drop has been seen in the consumption of paper-made packaging materials by the Group in FY2018 when compared with that in FY2017. To better manage the consumption of packaging materials, the procurement process needs to be further improved and smartly controlled. For instance, the Group commits to expand the application of ERP (Enterprise Resource Planning) online platform further, in order to systematically manage the entire procurement process and optimise corporate resources.

A.3. The Environment and Natural Resources

Through a series of effective measures to control emissions and save resources, the Group has made some progress towards building a reliable, resilient and sustainable corporation that pioneers in the industry. In FY2018, the Group's environmental impacts were considerably mitigated due to its unremitting efforts to create a resource-saving and environmentally-friendly enterprise. The GHG emissions, solid waste, wastewater and noise were all in conformity with relevant environmental laws and regulations. According to the evaluation of the Group's impacts on the environment and natural resources in FY2018, it is manifest that the consumption of electricity and fossil fuels was still the major source of the Group's emissions. As such, the Group strictly monitored its environmental performance and gradually transformed its operations that used to rely on the usage of traditional energy resources to more environmentally-friendly ones. What is more, as an enterprise that has constantly advanced its technological innovations and investment in renewable energy, the Group's mini-hydropower plant project in Indonesia and instalment of solar panels in China have been proved to be a successful way the Group offsets its exploitation of energy resources while contributing to global sustainable development. Therefore, the Group commits to put more efforts in renewable energy development in

- a. 一旦發現漏水，立即修理滴漏水龍頭；
- b. 通過電子郵件和通知提醒員工使用後關閉水龍頭；和
- c. 在施工工地和辦公室的顯著位置張貼“節約水資源”海報，鼓勵節約用水。

包裝材料

2018財政年度，本集團消耗了46,458.5千克紙制包裝材料、800.4千克塑膠包裝材料、2.0千克鋁制包裝材料及共計8,323件無法以重量精確計量的包裝材料。特別需要指出的是，與2017財政年度相比，本集團2018財政年度的紙制包裝材料消耗量下降了39%。為了更好地管理包裝材料消耗，需要進一步改進和智慧控制採購流程。例如，本集團致力於進一步擴大企業資源計畫（「ERP」）線上平臺的應用，以便系統地管理整個採購流程和優化公司資源。

A.3.環境和自然資源

通過一系列控制排放和節約資源的有效措施，本集團在建立一個可靠、彈性和可持續的公司方面取得了一些進展，引領整個行業。2018財政年度，本集團為創建資源節約型和環境友好型企業所做出的不懈努力大大減輕了對環境的影響。溫室氣體排放、固體廢棄物、污水和噪音均符合相關的環境法律法規。本集團於2018財政年度對環境和自然資源的影響評估表明，電力和化石燃料的消耗仍是本集團的主要排放源。因此，本集團嚴格監控自身的環境績效，並逐步將過去依賴使用傳統能源的業務轉變為更環保的業務。此外，作為一家不斷推進自身技術創新和可再生能源投資的企業，本集團在印尼的小型水電站項目和在中國的太陽能電池板安裝業已證明是一種成功方式，即在抵消本集團能源開發的同時促進全球可持續發展。因此，本集團保證在近期內在可再生能源發展上投入更多的精力，並且盡自己最大的努力將公司碳足跡降至最低。

the near future and do its utmost to minimise its corporate carbon footprint.

To further eliminate its repercussions on the environment, the Group also laid emphasis on employee's education in its daily operations. Precisely, employees of the Group have been tremendously encouraged to take public transport instead of private cars, thereby reducing their individual carbon footprint. Besides, the Group endeavours to cultivate the good habits of diligence and frugality in terms of the use of natural resources among its employees through plenty of channels. For instance, one of the main natural resources consumed by the Group is paper for administrative work. To minimise the use of paper, the Group has encouraged its employees to

- Choose suppliers with more environmentally-friendly paper source during procurement, so as to reduce the amount of tree losses while consuming the same amount of paper indirectly;
- Disseminate information by electronic means (i.e. via email or e-bulletin boards) as much as possible;
- Set duplex printing as the default mode for most network printers when printouts are needed;
- Spread the idea of "Think before print" by using posters and stickers in offices to remind the staff of avoiding unnecessary printings;
- Reconsider boxes and trays as containers beside photocopiers to collect single-sided paper for reuse; and
- Use the back of old single-sided documents for printing or draft paper.

VI. SOCIAL SUSTAINABILITY

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

As at 31st December 2018, the total number of employees of the Group was 856. ISDN believes that its success in the engineering industry is highly dependent on its employees; therefore, it has devised a competitive compensation and benefit package to attract, retain, and motivate employees. Employees' remuneration is commensurate with their educational qualifications, industry experience and interpersonal skills. Recruitment of employees is based upon continual analysis of human resource requirement in coping with the Group's business development. Salaries and wages are reviewed annually based on performance appraisals, qualifications, experience, position and seniority.

為了進一步消除對環境的影響，本集團亦在日常經營中重視員工教育。確切地說，本集團大力鼓勵員工乘坐公共交通工具而非私家車，從而減少他們個人的碳足跡。此外，本集團致力於通過多種管道培養員工在使用自然資源方面謹慎節儉的良好習慣。例如，本集團消耗的主要自然資源之一是行政辦公用紙。為了儘量減少紙張的使用，本集團鼓勵員工：

- 採購時選擇紙張來源更加環保的供應商，以減少樹木耗費的數量，但同時消耗的紙張數量不變；
- 盡可能通過電子方法(即通過電子郵件或電子公告板)傳播資訊；
- 當需要列印輸出時，將雙面列印設置為大多數網路印表機的預設模式；
- 在辦公室使用海報和貼紙來傳播“列印前想清楚”這樣的理念，提醒員工避免不必要的列印；
- 重新考慮將盒子和託盤作為容器，放置在影印機旁邊，以收集單面紙張供重複使用；和
- 使用舊的單面檔的背面進行列印或作為草稿紙。

六、社會可持續性

僱傭及勞務實踐

B.1. 僱傭

截至2018年12月31日，本集團員工總數是856人。億仕登認為其在工程行業的成功在很大程度上依賴員工；因此，其已設計出有競爭力的薪酬和福利待遇來吸引、留住並激勵員工。員工薪酬與員工教育資格、行業經驗及人際交往能力相稱。基於對人力資源關於處理本集團業務發展這一要求的不斷分析來招聘員工。每年基於績效評估、資格、經驗、職位和資歷對員工薪水和工資進行審核。

The Group provides equal opportunities for employees in respect of recruitment, training and development, job advancement, and remuneration and benefits. The employees would not be discriminated or deprived of such opportunities on the basis of gender, ethnicity, religion, colour, age, marital status, family status, pregnancy or any other discrimination prohibited by applicable laws. ISDN also appreciates cultural diversity in the development of the Group, and therefore employs people in a wide range of ages and ethnicities. The Group believes that the exceptional working experience, skill set and professional techniques brought by the cultural diversity is of paramount importance to the success of company and makes for a friendly and harmonious workplace by building the trust among employees.

Apart from the basic package, other benefits including severance pay, mandatory/central provident fund, employment compensation insurance, medical insurance, unlimited times doctor visit reimbursement, annual leaves, sick leaves, additional remuneration and benefits to reward and recognise performing employees such as performance based bonus, commissions and variable annual bonuses are provided discretionarily as well. Besides, based on the different job duties of employees, local travelling (parking and petrol inclusive) allowance, mobile phone allowance, overseas travelling and meals allowance, and overtime taxi claim are included in the total remuneration and benefit package for employees. During the reporting period, the Group was in compliance with the following laws and regulations related to employment:

本集團在員工的招聘、培訓和發展、職位晉升、薪酬和福利方面為其提供平等機會。員工不會因為性別、種族、宗教、膚色、年齡、婚姻狀況、家庭狀況、懷孕或適用的法律禁止的任何其他歧視而受歧視或被剝奪此類機會。億仕登同樣重視本集團發展的文化多樣性，因此僱傭員工的年齡和種族範圍較為廣泛。本集團認為文化多樣性帶來特殊的工作經驗、技能組合和專業技術對公司的成功來說至關重要，並且本集團通過在員工間建立信任，有助建立友好和諧的工作面。

除基本福利包以外，本集團也提供其他福利，包括離職金、強制性/中央公積金、員工賠償保險、醫療保險、無限次就醫報銷、年假、病假、用來獎勵和認可執行員工的額外報酬及福利（如績效獎金、傭金、可變的年終分紅）。此外，基於員工不同的工作職責，員工的總報酬和福利待遇包括當地差旅（包含停車費和汽油費）補貼、手機電話費補貼、海外差旅和飲食補貼及加班打車費報銷。在報告期間，本集團符合以下與僱傭有關的法律法規：

Table 4. Employment Laws and Regulations the Group was in Compliance with 表4本集團符合的僱傭法律法規

Hong Kong 香港	Employment Ordinance (Chapter 57 of the Laws of Hong Kong) 《僱傭條例》（《香港法例》第57章）
	Mandatory Provident Fund Schemes Ordinance 《強制性公積金計劃條例》
People's Republic of China 中華人民共和國	The Social Insurance Law of the PRC 《中華人民共和國社會保險法》
	The Provisional Measures for Maternity Insurance of Employees of Corporations 《企業職工生育保險暫行辦法》
	The Decisions on the Establishment of a Unified Program for Old-Aged Pension Insurance of the State Council 《國務院關於建立養老保險統一計畫的決定》
	The Decisions on the Establishment of the Medical Insurance Program for Urban Workers of the State Council 《國務院關於建立城鎮職工醫療保險計畫的決定》
	The Unemployment Insurance Measures 《失業保險辦法》
Singapore 新加坡	The Employment Act (Chapter 91) of Singapore (EA) 《新加坡僱傭法（EA）》（第91章）
	Central Provident Fund Act 《中央公積金法》
	Employment of Foreign Manpower Act (Chapter 91A) of Singapore (EFMA) 《新加坡僱傭外籍勞工法（EFMA）》（第91A章）
Malaysia 馬來西亞	Employment Act 1955 ("EA 1955") 《1955年僱傭法》（「EA 1955」）
	Industrial Relations Act 1967 ("IRA 1967") 《1967年勞資關係法》（「IRA 1967」）
	Trade Unions Act 1959 ("TUA 1959") 《1959年工會法》（「TUA 1959」）
	Employees Provident Fund Act 1991 ("EPF 1991") 《1991年員工公積金法》（「EPF 1991」）
	Employees' Social Security Act 1969 ("SOCSO Act") 《1969年員工社會保障法》（「SOCSO法」）
Vietnam 越南	The Labour Code 《勞動法》

B.2. Health and Safety

The Group has established work safety policies and procedures to ensure that its operations are fully in compliance with the applicable work safety laws and regulations on both local and national levels. The Group is actively engaged in caring for the wellbeing of its employees through adopting various occupational health and safety trainings and measures; specific instructions and guidelines to ensure employees' health and safety are well developed and efficiently communicated to maintain a healthy and safety working environment for employees. The management of the Group is also responsible for the overall health and safety performance of employees to ensure work safety.

The Group was in compliance with the following laws and regulation related to employees' health and safety during the reporting period:

B.2. 健康和安

本集團已建立安全生產政策和程式，以確保其操作完全符合適用的地方和國家級安全生產法律法規。本集團通過採取各種職業健康安全培訓和措施積極關心員工福利；確保員工健康和安全的具體指導和方針獲得良好發展和高效交流，以為員工保持健康安全的工作環境。本集團的管理層也負責員工的整體健康安全表現，以確保生產安全。

在報告期間，本集團符合以下與員工健康和安有關的法律法規：

Table 5. Laws and Regulations related to employees' Health and Safety the Group was in Compliance with
 表5 本集團符合的與員工健康和安全的法律法規

Hong Kong 香港	Occupational Safety and Health Ordinance, Chapter 509 《職業安全及健康條例》第509章
	Employees' Compensation Ordinance, Chapter 282 《員工補償條例》第282章
People's Republic of China 中華人民共和國	Production Safety Law of the PRC 《中華人民共和國安全生產法》
	Regulation of Insurance for Labor Injury 《工傷保險條例》
Singapore 新加坡	Workplace Safety and Health Act, Chapter 354A (WSHA) 《工作場所安全健康法 (WSHA) 》第354A章
	Work injury compensation is governed by the Work Injury Compensation Act, Chapter 354 工傷賠償受《工傷賠償法》第354章管轄
Malaysia 馬來西亞	Workmen's Compensation Act 1952 (WCA 1952) 《1952年勞工賠償法》 (WCA 1952)
	Occupational Safety and Health Act 1994 (OSHA 1994) 《1994年職業安全與健康法》 (OSHA 1994)
Vietnam 越南	The Labour Code 《勞動法》

The Group has been providing health and safety trainings, safety tips in internal communications and briefings in the production plant that aim to promote and enhance safety awareness among employees. During the reporting period, there was no incidence of work stoppages, labour disputes, litigation, claims, administrative action or arbitration against the Group.

B.3. Development and Training

The Group regards employees as the most valuable asset that allows the Group to produce products of high quality. Therefore, a series of formal trainings are provided on a regular basis to ensure employees are equipped with professional and qualified skill-set. Specifically, various training programs are developed to enhance employees' knowledge and understanding on customer handling skills, quality control standards, internal policy, procedures and safety related issues.

B.4. Labour Standards

In FY2018, the Group was in compliance with the related Employment Act, Labour Laws and Employment Ordinance of the countries where the Group operates in terms of employment management, and there was no child nor forced labour in the Group's operations. The recruitment mechanism of the Group is strictly in line with the guidelines of the Group's human resource department. During the process, a recruitment questionnaire is used to collect personal, educational, and employment information of job applicants. After all necessary data related to employment is verified, the qualified candidate would be hired in accordance to the job requirement and

本集團一直都在生產廠房內部交流和簡報中提供健康安全培訓和安全提示，旨在提高和增強員工的安全意識。在報告期間，並未發生停工事件或就本集團提出任何勞資糾紛、訴訟、索賠、行政訴訟或仲裁。

B.3. 發展和培訓

本集團將員工視為使本集團能夠生產優質產品的最有價值的資產。因此，本集團定期提供一系列正式培訓以確保員工具備專業且合格的技能組合。本集團制定了各種培訓計畫以增強員工對客戶處理技能、品質控制標準、內部政策、程式及安全相關問題的瞭解和理解。

B.4. 勞動規範

2018財政年度，本集團符合其在開展業務的一些國家與僱傭管理有關的僱傭法、勞動法和僱傭條例，且本集團業務中沒有童工或強迫性勞工。本集團的招聘機制嚴格遵守其人力資源部門的指導。在此過程中，本集團使用招聘問卷來收集求職者的個人、教育和僱傭資訊。在核實所有與僱傭有關的必要資料後，本集團將按照工作要求和僱主期望聘用合格的候選人，並為其提供健康可持續的工作環境。

employer's expectation and provided a healthy and sustainable work environment.

OPERATING PRACTICES

B.5. Supply Chain Management

As a socially responsible enterprise, it is critical for the Group to maintain and manage a sustainable and reliable supply chain that takes environmental and societal impact into considerations. The Group monitors the quality of its suppliers and supply chain practices on a strict and regular basis, and requires its suppliers to fully comply with the laws and regulations as well as the Group's own standards and specifications.

Procurement policy

The suppliers of the Group are mainly overseas manufacturers. The Group has established a set of clear procedures for its supply chain management. Specifically, the procurement department makes orders to suppliers according to actual needs and oversees the entire stock-in and stock-out process by strictly monitoring the quality of products that go in and out the warehouse. Once any unqualified or defective product is found, a Non-Conformance Report needs to be filled out immediately and the following compensation or replacement will be negotiated in accordance with the terms of the agreement or contract.

The Group recognises the importance of collaborating with reputable suppliers who offer reliable, cost-effective and technologically advanced products in order to meet the engineering needs of its customers. With a broad customer base comprised of industries such as medical equipment, robots, mobile phones and transportation, the Group typically selects suppliers based on the suitability and value of components and parts and/or readily available products they supply according to the customers' specifications. Furthermore, financial reliability of suppliers, stable supply of products, delivery time commitment, price stability and market reputation of the quality of the products are the critical selection criteria for the Group to ensure its product quality. The suppliers are being assessed based on factors including their reputation, the quality of their products and their receptiveness to feedbacks. As such, the Group has formulated a standard Supplier Assessment survey that consists of a number of material criteria against which the candidates need to be evaluated. The selection of new supplier is normally carried out by Sales or Sales Administration based on criteria stated in the New Supplier Qualification or historical track record. An annual assessment of suppliers is

操作實踐

B.5. 供應鏈管理

作為一間負有社會責任的企業，維持並管理一條可持續且可靠的供應鏈（考慮環境和社會影響）對本集團來說至關重要。本集團嚴格並定期監測其供應商的品質和供應鏈實踐，還要求供應商完全遵守法律法規及本集團自身的標準和規範。

採購政策

本集團的供應商主要是海外製造商。本集團已為其供應鏈管理制定了一套明確的程式。具體而言，採購部門根據實際需要向供應商下訂單，通過嚴格監控進出倉庫的產品品質，來監督整個進銷存流程。一旦發現任何不合格或有缺陷的產品，需要立即填寫不合格報告，並根據協定或合同條款協商接下來的補償或替換。

本集團認識到與信譽良好的供應商合作的重要性，這類供應商可提供可靠、高性價比且技術先進的產品，來滿足客戶的工程需求。本集團擁有醫療設備、機器人、手機和交通運輸等行業組成的廣泛客戶群體，通常根據零部件的適用性和價值和/或根據客戶規格提供的現成產品來選擇供應商。此外，供應商的財務可靠性、產品供應穩定性、交貨時間承諾、價格穩定性和產品品質的市場聲譽是本集團確保產品品質的關鍵選擇標準。根據其聲譽、產品品質以及對回饋的接受能力等因素對供應商進行評估。因此，本集團已制定標準供應商評估調查，其中包括一系列評估候選人所需的重要標準。新供應商的選擇通常由銷售或銷售管理部門根據《新供應

normally conducted at the end of the financial year. Suppliers whom are assessed to be not meeting requirements will be brought for discussion in the yearly management review for further action. Sourcing for supplies is generally executed by the subsidiary or branch office where the related suppliers are located and it usually takes place in the PRC, while the parent companies of such suppliers are usually located in Asia or North America.

The Group maintains close liaison with its suppliers mainly through the methods below to ensure that they comply with relevant laws and regulations and strictly stick to their corporate ethics during operations:

- Communicate with suppliers via meetings, emails and telephone calls;
- Talk to suppliers on a regular basis;
- Ensure the on-time payment;
- Build sound relations with suppliers' representatives;
- Avoid rush orders wherever possible;
- Address any issues of concern promptly from the suppliers; and
- Be prepared to review, renegotiate and adjust the terms of trade with suppliers from time to time.

Machinery and equipment maintenance

The Group's machinery and equipment are primarily comprised of computer numerical control (CNC) machines as well as sawing and milling machines for die casting or stamping, and are generally sourced from manufacturers in the PRC and the United States. In order to maintain the performance and functionality of the machine and equipment, regular cleaning and maintenance activities are carried out to ensure the production will not be adversely affected. As a result, customers and businesses would not be impacted due to the insufficiency of machinery or equipment failure. Given the firm and stable relationship between the Group and its suppliers, the Group did not experience any major difficulty in obtaining adequate supplies for its production in FY2018.

With a strong ambition to maintain a stable and sustainable supply chain, the Group has set the following three short-term targets for its supply chain management:

- Ensure 100% on-time delivery with lower turnover rate and increasingly higher levels of customer satisfaction;
- Enhancing the accuracy of freight billing accuracy; and
- Always keeping the inventory turnover within 90 days.

商資格》或歷史記錄中規定的標準進行。通常在財政年度結束時對供應商進行年度評估。年度管理評審將會對被評估為不符合要求的供應商進行討論，以採取進一步行動。採購一般由相關供應商的所在地的子公司或分支機構執行。相關供應商通常位於中國，而他們的母公司通常位於亞洲或北美。

本集團通過以下方法與供應商保持著緊密的聯繫，以確保其在運營期間遵守相關法律法規，並嚴格堅持企業道德規範：

- 通過會議，郵件和打電話與供應商交流溝通；
- 定期與供應商交談；
- 確保按時付款；
- 與供應商代表建立良好的關係；
- 盡可能避免緊急訂單；
- 迅速解決供應商關心的任何問題；和
- 隨時準備審查、重新談判和調整與供應商的貿易條件。

機器和設備維護

本集團的機器及設備主要由電腦數控（CNC）機器以及用於壓鑄或衝壓的鋸床和銑床組成，一般來源於中國及美國的製造商。為了保持機器和設備的性能和功能，定期實施清潔和維護活動以確保生產不受負面影響。這樣一來，客戶和企業不會因為機器不足或設備故障而受影響。鑒於本集團與其供應商之間牢固穩定的關係，2018財政年度本集團並沒有遇到任何由於無法獲取生產所需的充足物資而導致的重大困難。

本著維繫一個穩定和可持續供應鏈的雄心壯志，本集團為其供應鏈管理設定了如下三個短期目標：

- 確保100%準時交貨，降低周轉率，提高客戶滿意度；
- 提高運費計費準確性；和
- 始終將庫存周轉率保持在90天以內。

B.6. Product Responsibility

In FY2018, the Group was in compliance with the relevant rules, regulations and standards that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters with respect to its products and services and methods of redress. The Group has long been committed to meeting its customers' present and future needs, sourcing and recommending the best products around the world to its customers, and providing the best possible after-sales services. According to ISO 9001:2008 (Quality Management Systems), the Group has developed and implemented internal quality management approaches and referred to its Quality Manual as a guidebook, to better demonstrate its ability to provide reliable and safe products and services that meet customer and applicable regulatory requirements, such as RoHS (Restriction of Hazardous Substances), while facilitating the long-term cooperation with its customers through the effective monitoring and after-sales support.

Customers' satisfaction

The engineering personnel is available to assist customers with their complaints and products related problems. Although no warranty is provided to customers in case of a product fault that is attributed to a part produced by the supplier, repair service or replacement of the part will be provided to the defective component or system. During the reporting period, there were no product returns or product quality issues or complaints from customers.

Quality control

The Group strives to provide well-suited and appropriate engineering solutions with quality service that consistently meet or exceed customers' requirements. By focusing on the needs and expectations of customers, improving operations and services, introducing the latest technology and products, developing the skills, competency and commitment of its employees, and establishing strategic relationships with its suppliers, a strict quality assurance and control system is established and in place to ensure the consistency and quality of the engineering solutions are in compliance with the standards of the International Organisation for Standardisation.

B.6. 產品責任

在2018年財政年度，本集團遵守了對涉及本集團產品、服務及補救方法上有關健康、安全，廣告，標籤及私隱事宜能產生重大影響的規則、規範和標準。長期以來，本集團一直致力於滿足客戶當前和未來的需求，為客戶採購和推薦全球最佳的產品並提供盡可能好的售後服務。根據國際標準組織9001:2008(品質管制體系)，本集團制定並實施了內部品質管制方法，並將其《品質手冊》作為指南，以更好地展示其提供安全可靠產品和服務的能力，滿足客戶和適用法規要求(如有害物質限制)，同時通過有效監控和售後支援促進與客戶的長期合作。

客戶滿意度

工程人員可說明客戶解決他們的投訴和產品相關問題。針對供應商提供的部件導致產品出現故障的情況，雖然本集團不會給客戶提供絕對保證，但仍然會為缺陷零件或系統提供維修服務或為其更換部件。在報告期內，沒有出現產品退貨或產品品質問題或客戶投訴等問題。

品質控制

本集團致力於提供便利且合適的工程解決方案，並提供持續符合或超過客戶需求的優質服務。通過關注客戶的需求和期望、改進運營和服務、引入最新技術和產品、發展員工的技能、能力和承諾，並與供應商建立戰略合作關係，建立起了一套嚴格的品質保證和控制體系並執行到位，以確保工程解決方案的一致性和品質符合國際標準組織的標準。本集團的採購政策是篩選、選擇和評估優質供應商，為其生產提供最優質的產品。在生產過程中，對工程解決方案的整個生產線實施過程品質保證，

Table 6. List of International Organisation Standard the Group is in Compliance with**表6 本集團符合的國際組織標準清單**

Certification 認證	Recipient 接收方	Certified since 認證開始日期	Quality control area 品質控制領域	Issuing organization 簽發機構	Expiry date 到期日
ISO 9001:2008	Servo Dynamics	11 December 2000 2000年12月11日	Factory automation solutions 工廠自動化解決方案	SGS United Kingdom Ltd	18 August 2021 2021年8月18日
ISO 9001:2008	Precision Motion	11 December 2000 2000年12月11日	Factory automation Products 工廠自動化產品	SGS United Kingdom Ltd	18 August 2021 2021年8月18日
ISO 9001:2008	Portwell	11 December 2000 2000年12月11日	Industrial information technology products 工業資訊技術產品	SGS United Kingdom Ltd	18 August 2021 2021年8月18日
ISO 9001:2008	Dirak Asia	11 December 2000 2000年12月11日	Industrial hardware accessories 工業五金配件	SGS United Kingdom Ltd	18 August 2021 2021年8月18日
GB/T19001-2008 ISO9001:2008	Servo Suzhou 蘇州鈞信中控 自動化有限公司	13 February 2015 2015年2月13日	Control series – mechanical and electrical equipment 控制系列-機電設備	Guardian Independent Certification Ltd	11 January 2021 2021年1月11日

The Group's procurement policy is to screen, select, and assess quality suppliers for the provision of the best available quality products for its production. During the production process, In-process quality assurance is implemented throughout the production line of the engineering solutions to ensure that defect is identified and corrected at an early stage. All prototypes must undergo a series of stress tests and simulation runs to ensure that they meet the customers' specific requirements and needs. After the engineering systems have been assembled, another quality inspection will be performed before they are packed and labelled according to strict internal packing standards and delivered to the customers. Moreover, as part of the total quality management (TQM) approach, the Group's management has implemented continuous improvement processes for its business operations. These processes are designed to improve all aspects of its operations including internal controls that incorporate preferred financial practices and procedures such as inventory and accounts receivable management.

Inventory control

Enterprise resource planning (ERP) systems are employed to track inventory levels to ensure adequate levels of products are available. The Group's products are barcoded to enhance flow tracking from the warehouses. Monthly stock count at random locations are performed to verify the accuracy of the inventory system, while a complete stock check is performed annually to ensure stable availability of raw materials and products, and to minimise obsolete stocks in the inventory.

以確保在早期階段確定缺陷並加以糾正。所有原型都必須經過一系列壓力測試和模擬運行，以確保其符合客戶的特定要求和需求。工程系統組裝好後，再進行另一次品質檢驗，然後按照嚴格的內部包裝標準進行包裝和貼標籤，最後再交付給客戶。此外，作為全面品質管制（TQM）方法的一部分，本集團的管理層已經為其業務運營實施了持續改進流程。這些流程旨在改善其運營的所有方面，包括納入首選財務慣例和程式的內部控制，如存貨和應收賬款管理。

庫存管理

企業資源規劃（「ERP」）系統用於跟蹤庫存水準，以確保隨時存有足夠產品。本集團的產品設有條碼，以加強出倉的流量跟蹤。選擇隨機地點進行月度盤貨，以驗證庫存系統的準確性，同時每年進行一次完整的庫存檢查，以確保原材料和產品的穩定供應，並減少庫存中的陳舊存貨。

Intellectual property

The Group owns a number of trademarks, patents and domain names in Singapore, PRC and Hong Kong. During the reporting period, there was no material infringement of the intellectual property rights. The Group is confident that all effective measures have been taken to prevent any infringement of its own intellectual property rights.

Consumer data protection

In FY2018, the Group was in compliance with the Personal Data (Privacy) Ordinance of Hong Kong, the Personal Data Protection Act 2012 of Singapore and the Personal Data Protection Act 2010 ("PDPA 2010") of Malaysia. While company computers and servers are protected with access passwords, employees, in the meantime, are instructed of their responsibility to ensure that data should be collected, stored and handled properly and securely, as well as the risks involved with malpractice. The Group strictly abided by the regulation in the collection, disclosure, usage, retention, and storage of data to ensure data integrity and safety during the year under review.

Advertising

The Group has been committed to ensuring that the sales and marketing departments of the Group provide precise product descriptions and information (including the labelling of its products and services) that comply with the relevant local laws and regulations to its customers. Any misrepresentation in marketing materials or exaggeration of offerings is strictly prohibited. The Group has a legal counsel to review the sales and marketing materials before releasing them to the public. The purpose of the review by the legal counsel is to prevent violations of the relevant advertising-related laws and regulations.

B.7. Anti-corruption

In order to promote the highest standards of good corporate practices and to support the value of integrity and accountability, and to conduct business in a transparent and honest manner, the Group strictly adheres to the local laws and regulations relating to anti-corruption and bribery, irrespective of the area or country where the Group conducts its business, such as the Prevention of Corruption Act (Singapore) and the Prevention of Bribery Ordinance (Chapter 201 of The Laws of Hong Kong).

To prevent any practice related to bribery, extortion, fraud and money laundering in the company, the Group has formulated internal policies, regulating that

知識財產權

本集團在新加坡、中國大陸以及香港地區擁有眾多商標、專利以及功能變數名稱。在報告期內，知識財產權未受到任何實質性侵犯。本集團相信，已採取一切有效措施防止侵犯其所有的知識財產權。

客戶資料保護

在2018財政年度，本集團遵循香港個人資料（隱私）準則，新加坡2012年個人資料保護法及馬來西亞2010年個人資料保護法（「PDPA 2010」）。本集團的電腦和伺服器受到准入密碼保護。與此同時，員工既需按要求承擔確保資訊收集、儲存的責任、並將其安全得當地加以處理，也要承受怠忽職守帶來的風險。在審核年期間，本集團嚴格遵守資料收集、保密、使用、保留及存儲的準則以及確保其完整性和安全性。

廣告

本集團一直致力於確保本集團的銷售和行銷部門向客戶提供符合當地相關法律法規的準確產品描述和資訊（包括其產品和服務的標籤）。嚴禁行銷材料中出現任何虛假陳述或有關產品或服務的誇大之詞。本集團聘有法律顧問，負責在向公眾發佈銷售和行銷材料之前審查這些材料。法律顧問審查材料的目的是防止違反與廣告相關的法律法規。

B.7. 反腐敗

為了提升良好合作實踐的最高標準，弘揚正直與問責的價值，同時以透明真誠的方式開展經營，本集團嚴格遵守與反腐敗和賄賂有關的地方法律法規，不論是否是本集團經營其業務的地區或國家，如《防止貪污法》（新加坡）和《防止賄賂條例》（香港法例第201章）。

為防止公司出現任何與賄賂、敲詐、詐騙和洗錢相關的行為，本集團制定了內部政策，作出以下規定：

- All financial transactions must be accurate, complete and fairly recorded in accordance with internal accounting controls; and
- Independent or external professional firms need to be hired to conduct the internal audit of the Group, and any weakness or potential risk area should be highlighted to the management and will be investigated and addressed promptly.

ISDN has established confidential channels for the reporting of bribery, extortion, fraud, money laundering, conflict of interest, criminal offences, illegal or injustice practices, health or safety endangerment and concealment behaviour. The whistle blower can file reports without fear of reprisals or victimisation as they will be treated with strict confidentiality. Various channels have been established for this whistle blowing policy such as direct communication to superiors, email to any of the Group's Managing Director and President, or the Chairman of the Audit Committee. What is more, post is also available to allow a more convenient method for concerns submission or reporting. All reported cases will be investigated by the involvement of the Group's Audit Committee, and/or external or internal auditor; and/or forensic professionals; and/or the Police or Commercial Affairs Department depending on the nature of the concern raised or reported. The Group encourages the whistle blower to identify himself/herself when raising a concern or providing information to facilitate investigation. The Group warrants that any employee who makes a genuine report will be treated fairly but mischievous or malicious allegations will conversely lead to disciplinary action in accordance with the Group Disciplinary Procedures. During the reporting period, the Group did not violate any laws or regulations regarding corruption.

COMMUNITY

B.8. Community Investment

As a socially responsible company, the Group has fulfilled its commitment to contributing to the sustainable development of communities where it operates. During the year under review, the Group highly encouraged employees to participate in charitable activities, to voluntarily help the underprivileged people, to visit the elderly who needs the care from society, and to financially support the youths living in the communities for the pursuit of higher education.

- 根據內部會計控制，所有財務交易必須準確、完整和公平合理地記錄；和
- 需要聘請獨立或外部專業公司對本集團進行內部審計，任何薄弱環節或潛在風險領域都應向管理層著重指出，並立即進行調查和處理。

億仕登設立了關於彙報賄賂、敲詐、詐騙和洗錢、利益衝突、犯罪行為、違法不公舉措、健康安全受到危害、以及隱瞞行為等內容的機密管道。揭發者無需擔心因提交報告而受到報復及傷害，他們將受到嚴格機密的處理。目前，為揭發政策建立了多種管道，例如直接與上級溝通、向本集團總經理兼總裁，或審計委員會的主席發送電子郵件。郵寄對於那些對提交郵件或當面彙報有顧慮的人來說或者也是一種更為方便的方式。彙報的所有案件都將由本集團審計委員會和/或外部或內部審計員、和/或法院專業人員、和/或由警員、商業事務部參與調查，具體要取決於提出或報告的關注事項的性質。本集團鼓勵揭發者在提出關注事項或提供有助調查的資訊時亮明身份。本集團保證任何真誠彙報的員工都將得到公平對待。反之，凡是提出任何惡作劇式或惡意指控的員工都將按照本集團的紀律程式受到紀律處分。在報告期內，本集團沒有違反任何有關腐敗的法律法規。

社會

B.8. 社會投資

作為一家有社會責任心的公司，本集團已履行承諾，為其經營場所所在社區的可持續發展做出貢獻。在審核年期間，本集團大力鼓勵員工參與慈善活動，自願幫助貧困人士，探訪需要社會關懷的長者，並對居住在社區中的青少年接受高等教育提供財務支援。

Not only did the employees endeavour to make contributions to the community, the Group also concentrated its corporate efforts on the cultural advancement in local communities. In particular, the Group made donations to the Kolam Ayer Community Club and UOB Chinese New Year Charity, which the Group believed could significantly improve the life quality of indigenous people in the operating regions of the Group.

不僅員工努力為社區做出貢獻，本集團自身也努力推動當地社區的文化建設。特別是，本集團向哥南亞逸社區俱樂部和UOB農曆新年慈善機構捐款，本集團認為這些捐款可顯著改善本集團經營區域內居民的生活品質。

VII. REPORT DISCLOSURE INDEX 七、報告披露指數

HKEX ESG Indicators HKEX ESG指標	GRI Standards and Disclosures GRI標準及披露	Description 說明	Page 頁碼
Aspect A1 Emissions: General Disclosure A1方面 排放：一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 305: Emissions: Management approach disclosures guidance GRI 307: Environmental Compliance: Disclosure 307-1 GRI 103: 管理方式：披露條款103-2 (c-i) (與GRI 305: 排放物和GRI 306: 廢水和廢物共同使用) GRI 305: 排放物：管理方式 披露指南 GRI 307: 環保合規：披露條款307-1	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. 包括以下內容： (a)政策；和 (b)遵守對有關空氣和溫室氣體排放、水土污水排放和危險及非危險廢物產生的發行者有重要影響的相關法律法規。	11
KPI A1.1	GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-6, and 305-7 GRI 305: 排放物：披露條款第305-1、305-2、305-3、305-6和305-7條	The types of emissions and respective emission data. 排放類型和各類排放資料。	12
KPI A1.2	GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-4 GRI 305: 排放物：披露條款第305-1、305-2、305-3和305-4條	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體排放總量（噸），以及適當情況下，密度（例如，每台設備單位產量）。	12
KPI A1.3	GRI 306: Effluents and Waste: Disclosure 306-2 (a) GRI 306: 廢水和廢物：披露條款306-2(a)	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 產生危險廢物總量（噸），以及適當情況下，密度（例如，每台設備單位產量）。	12
KPI A1.4	GRI 306: Effluents and Waste: Disclosure 306-2 (b) GRI 306: 廢水和廢物：披露條款306-2(b)	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 產生非危險廢物總量（噸），以及適當情況下，密度（例如，每台設備單位產量）。	12
KPI A1.5	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 305: Emissions) GRI 305: Emissions: Clause 1.2 and Disclosure 305-5 GRI 103: 管理方式：披露條款103-2 (與GRI 305: 排放物共同使用) GRI 305: 排放物：條款1.2和披露條款305-5	Description of measures to mitigate emissions and results achieved. 對減少排放的措施說明和所獲成果。	12

KPI A1.6	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Effluents and Waste) GRI 306: Effluents and Waste: Disclosures 306-2 and 306-4 GRI 103: 管理方式: 披露條款103-2 (與GRI 306: 廢水和廢物共同使用) GRI 306: 廢水和廢物: 披露條款306-2及306-4	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 對如何處理、減少危險和非危險廢物的措施和所獲成果的說明。	12
Aspect A2 Use of Resources: General Disclosure A2方面 資源利用: 一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, and GRI 303: Water)\ GRI 103: 管理方式: 披露條款103-2 (c-i) (與GRI 301: 材料, GRI 302: 能源, 及GRI 303: 水共同使用)	Policies on the efficient use of resources, including energy, water and other raw materials. 有效利用資源的政策, 包括能源、水和其他原材料。	15
KPI A2.1	GRI 302: Energy: Disclosures 302-1 and 302-3 GRI 302: 能源: 披露條款302-1及302-3	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接和/或間接的能源消耗總量(千個千瓦時)(例如: 電、氣或油)和密度(例如, 每台設備單位產量)。	15
KPI A2.2	Not covered by the GRI Standards GRI標準未包含	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 用水總量和密度(例如, 每台設備單位產量)。	15
KPI A2.3	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 302: Energy) GRI 302: Energy: Disclosures 302-4 and 302-5 GRI 103: 管理方式: 披露條款103-2 (與GRI 302: 能源共同使用) GRI 302: 能源: 披露條款302-4及302-5	Description of energy use efficiency initiatives and results achieved. 對能源使用效率措施和所獲成果的說明。	15
KPI A2.4	GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water) GRI 303: Water: Disclosure 303-3 GRI 103: 管理方式: 披露條款103-2 (與GRI 303: 水共同使用) GRI 303: 水: 披露條款303-3	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 說明尋找合適水源是否存在任何問題、節水效率措施及所獲成果。	16
KPI A2.5	GRI 301: Materials: Disclosure 301-1 GRI 301: 材料: 披露條款301-1	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 成品包裝材料總量(噸)以及, 參考單位產量(如適用)。	17
Aspect A3 The Environment and Natural Resources: General Disclosure A3方面 環境與自然資源: 一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste). GRI 103: 管理方式: 披露條款103-2 (c-i) (與GRI 301: 材料、GRI 302: 能源、GRI 303: 水、GRI 304: 生物多樣性、GRI 305: 排放物以及GRI 306: 廢水和廢物共同使用)	Policies on minimising the issuer's significant impact on the environment and natural resources. 減少發行者對環境與自然資源造成重大影響的政策。	17

KPI A3.1	<p>GRI 103: Management Approach: Disclosures 103-1 and 103-2 (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste)</p> <p>GRI 303: Water: Disclosure 303-2</p> <p>GRI 304: Biodiversity: Disclosure 304-2</p> <p>GRI 306: Effluents and Waste: Disclosures 306-3 (c) and 306-5</p> <p>GRI 103: 管理方式: 披露條款103-1及103-2 (與GRI 301: 材料、GRI 302: 能源、GRI 303: 水、GRI 304: 生物多樣性、GRI 305: 排放物和GRI 306: 廢水和廢物共同使用)</p> <p>GRI 303: 水: 披露條款303-2</p> <p>GRI 304: 生物多樣性: 披露條款304-2</p> <p>GRI 306: 廢水和廢物: 披露條款306-3(c)及306-5</p>	<p>Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p> <p>說明對環境與自然資源有重要影響的活動以及採取的治理行動。</p>	17
Aspect B1 Employment: General Disclosure B1方面 僱用: 一般披露	<p>GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 202: Market Presence, GRI 401: Employment, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination)</p> <p>GRI 419: Socioeconomic Compliance: Disclosure 419-1</p> <p>GRI 103: 管理方式: 披露條款103-2 (c-i) (與GRI 202: 市場活躍度、GRI 401: 僱用、GRI 405: 多樣性和機會均等、GRI 406: 非歧視原則)</p> <p>GRI 419: 社會經濟合規: 披露條款419-1</p>	<p>Information on:</p> <p>(a) the policies; and</p> <p>(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.</p> <p>包括以下內容:</p> <p>(a)政策; 和</p> <p>(b)遵守對有關賠償金和免職、招聘和晉升、工作時間、休息時間、機會均等、多樣性、反歧視以及其他利益和福利的發行者有重要影響的相關法律法規。</p>	18
Aspect B2 Health and Safety: General Disclosure B2方面 健康和安 全: 一般披露	<p>GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 403: Occupational Health and Safety)</p> <p>GRI 419: Socioeconomic Compliance: Disclosure 419-1</p> <p>GRI 103: 管理方式: 披露條款103-2 (c-i) (與GRI 403: 職業健康與安全共同使用)</p> <p>GRI 419: 社會經濟合規: 披露條款419-1</p>	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>包括以下內容:</p> <p>(a)政策; 和</p> <p>(b)遵守對有關提供安全工作環境及保護員工免受職業危害的發行者有重要影響的相關法律法規。</p>	19
Aspect B3 Development and Training: General Disclosure B3方面 開發與培訓: 一般披露	<p>GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 404: Training and Education)</p> <p>GRI 404: Training and Education: Disclosure 404-2 (a)</p> <p>GRI 103: 管理方式: 披露條款103-2 (c-i) (與GRI 404: 培訓和教育共同使用)</p> <p>GRI 404: 培訓和教育: 披露條款404-2(a)</p>	<p>Policies on improving employees' knowledge and skills for discharging duties at work.</p> <p>Description of training activities.</p> <p>關於提高員工在工作中履職的知識和技能的 政策。培訓活動說明。</p>	20

Aspect B4 Labour Standards: General Disclosure B4方面 勞工標準：一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 408: Child Labor and GRI 409: Forced or Compulsory Labor) GRI 419: Socioeconomic Compliance: Disclosure 419-1 GRI 103: 管理方式：披露條款103-2 (c-i) (與GRI 408: 童工和GRI 409: 強迫或強制勞動共同使用) GRI 419: 社會經濟合規：披露條款419-1	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 包括以下內容： (a)政策；和 (b)遵守對有關防止童工和強迫勞動的發行者有重要影響的相關法律法規。	21
Aspect B5 Supply Chain Management: General Disclosure B5方面 供應鏈管理：一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 103: 管理方式：披露條款103-2 (c-i) (與GRI 308: 供應商環境評估和GRI 414: 供應商環境評估共同使用)	Policies on managing environmental and social risks of the supply chain. 管理供應鏈環境和社會風險的政策。	22
Aspect B6 Product Responsibility: General Disclosure B6方面 產品責任：一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 416: Customer Health and Safety, GRI 417: Marketing and Labeling, and GRI 418: Customer Privacy) GRI 416: Customer Health and Safety: Disclosure 416-2 GRI 417: Marketing and Labeling: Disclosures 417-2 and 417-3 GRI 418: Customer Privacy: Disclosure 418-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1 GRI 103: 管理方式：披露條款103-2 (c-i) (與GRI 416: 客戶健康與安全、GRI 417: 行銷與標籤、GRI 418: 客戶隱私共同使用) GRI 416: 客戶健康與安全：披露條款416-2 GRI 417: 行銷和標籤：披露條款417-2及417-3 GRI 418: 客戶隱私：披露條款418-1 GRI 419: 社會經濟合規：披露條款419-1	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. 包括以下內容： (a)政策；和 (b)遵守對有關健康與安全、廣告、標籤及與產品及服務有關的私隱事項及補救方法的發行者有重要影響的相關法律法規。	24
Aspect B7 Anti-corruption: General Disclosure B7方面 反腐敗：一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 205: Anti-corruption) GRI 205 Anti-corruption: Disclosure 205-3 GRI 419: Socioeconomic Compliance: Disclosure 419-1 GRI 103: 管理方式：披露條款103-2 (c-i) (與GRI 205: 反腐敗共同使用) GRI 205: 反腐敗：披露條款205-3 GRI 419: 社會經濟合規：披露條款419-1	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. 包括以下內容： (a)政策；和 (b)遵守對有關防止賄賂、敲詐、詐騙和洗錢的發行者有重要影響的相關法律法規。	26
Aspect B8 Community Investment: General Disclosure B8方面 社會投資：一般披露	GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 413: Local Communities) GRI 103: 管理方式：披露條款103-2 (c-i) (與GRI 413: 地方社區共同使用)	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關社區參與以理解發行者經營場所所在社區的需求以及確保其活動考慮到社區利益的政策。	27

