

A person wearing a pink headscarf and a blue jacket is walking on a sand dune in a vast desert landscape. The sun is low on the horizon, creating a warm, golden glow and long shadows. The sand dunes are rolling and undulating, with some small green plants scattered across the sand. The sky is a mix of orange and yellow, with a few wispy clouds. The overall scene is serene and expansive.

computer  technologies

Computer And Technologies Holdings Limited

科 聯 系 統 集 團 有 限 公 司

Stock Code 股份代號 : 00046

環境、社會及管治報告
ESG REPORT
2018

**Desertification reminds us nature has a limit.
Don't let our future dry up.**



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About the report 關於本報告

Scope and boundary

This environmental, social and governance (“ESG”) report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (“the Guide”), Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

To fulfill the requirement of the Guide, Computer And Technologies Holdings Limited and its subsidiaries (“C&T”, “the Company”, “we” or “us”) have commissioned an independent advisor to engage our stakeholders. The information disclosed in this report represents the most relevant issues, as identified by our key stakeholders. We endeavored to incorporate materiality, quantitative, balance and consistency in the presentation of the information, as required by the Stock Exchange. In the long run, we commit to enrich our ESG information disclosure in order to enhance the transparency in our sustainability performance.

This report details our ESG commitments, management approach and performance during the period from 1 January to 31 December 2018. The content of the report covers our operations in Hong Kong and Mainland China. This report is published on the Stock Exchange’s website (www.hkexnews.hk) and the Company’s website (www.ctil.com).

We sincerely welcome your feedback on our ESG report and our ESG performance. Please contact us by any of the following means to share your comments:

Address:
Level 10, Cyberport 2, 100 Cyberport Road, Hong Kong

Tel: (852) 2503-8000
Fax: (852) 2503-8100
Email: info@ctil.com
Website: <http://www.ctil.com>

涵蓋範疇及範圍

此乃按照香港聯合交易所有限公司(「聯交所」)證券上市規則附錄二十七所載之環境、社會及管治報告指引(「指引」)編製的環境、社會及管治(「環境、社會及管治」)報告。

為符合指引的要求，科聯系統有限公司及其附屬公司(「科聯」、「本公司」、「我們」)已委託獨立顧問提供專業建議，並讓我們的持份者充分參與其中。本報告披露的資訊，是我們的主要持份者最為關注的議題。根據聯交所的要求，我們呈列資訊時，致力以重要性、量化、平衡及一致性為基礎。長遠而言，我們承諾會披露更為全面的環境、社會及管治資訊，就可持續發展表現提高透明度。

本報告詳述自二零一八年一月一日至十二月三十一日止期間我們對環境、社會及管治的承諾，及其管理方式和表現。本報告涵蓋我們於香港及中國內地的業務。本報告刊發於聯交所網站(www.hkexnews.hk)及本公司網站(www.ctil.com)。

如對我們的環境、社會及管治報告以及環境、社會及管治表現有任何反饋，歡迎透過以下任何方式與我們聯絡，分享意見：

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Message from the Board 董事會致辭

Building a better world with information technology is our vision and the spirit lives in our hearts. Over the years, we have been contributing various resources to maintain our sustainable development in order to minimise impacts on the environment and create sustainable value for our stakeholders and our community.

Last year, we further extended our efforts in fostering the C&T culture of contribution to the environment and the community in different aspects, from green life practice to supporting a fair-trade economy, etc. Our devotion was witnessed through a number of relevant award recognitions in 2018, which is also a driving force of our continuous improvement.

We believe building a better world is not only a vision, but also an ultimate goal for all mankind. With continuous improvement, we strive to balance the impacts of business growth, environmental protection and social responsibility, and look forward to achieving the best benefits for our stakeholders.

善用資訊科技構建更美好的世界不僅是我們的使命，也是我們長存在心的精神。多年來，我們運用不同資源以維持可持續發展，盡量減少對環境的影響，並為各持份者及社區創造可持續的價值。

去年，我們進一步加強科聯文化，從綠色生活實踐到推廣公平貿易經濟等，以多個方面為環境和社區作出貢獻。集團於二零一八年獲頒多個相關獎項，以表揚我們營造未來可持續發展的決心，這也是集團不斷改進的動力。

我們認為構建美好世界不僅是我們的願景，亦是人類的最終目標。我們不斷改進，努力在業務增長、環境保護與社會責任之間取得平衡，期待為持份者帶來最佳效益。

Foreword 前言

About the Company

Established in 1991 and listed on the Stock Exchange (Stock Code: 00046) in 1998, C&T is a pioneer in the IT industry. While headquartered in Hong Kong, it has developed its presence in Mainland China. C&T's products range from human resources management to enterprise-level information management, procurement management and retail management. It also offers IT solutions and quality services, including IT solutions implementation, application software development, online e-Services as well as business process outsourcing services.

C&T operates its business on a vision "To build a better world with Information Technology." Its commitment in providing best-of-breed software products and delivering effective IT solutions and quality services enable its clients to enjoy more efficient business operation and greater competitive advantages. Apart from conducting a successful business, C&T is dedicated to maintaining a sustainable social environment and fulfill its role as a corporate citizen. Through the products and services, C&T empowers its clients to contribute to the betterment of many essential aspects of daily life of society.

Our vision "To build a better world" guides C&T to develop its own BETTER value, which means:

- **B**e Passionate and Determined
- **E**mbrace and Drive Change
- **T**ake Ownership and Accountability
- **T**hink and Act as a Professional
- **E**stablish Trust with Communication
- **R**evitalise through Learning and Growth

As an industry leader, C&T is dedicated to facilitating the advancement of the IT industry in Hong Kong. It is a member of the Hong Kong Computer Society and the Information and Software Industry Association.

關於本公司

科聯於一九九一年成立，一九九八年於聯交所上市(股份代號：00046)，是資訊科技行業的先驅。科聯的總部設於香港，目前業務已拓展至中國內地。科聯的產品涵蓋人力資源管理以至企業層面的資訊管理、採購管理及零售管理。科聯亦提供資訊科技解決方案及優質服務，包括資訊科技解決方案的執行、應用程式軟件開發、網上電子服務以及業務流程外判服務。

科聯秉持「善用資訊科技 構建美好世界」的願景來營運業務。我們一直致力提供出類拔萃的軟件產品，交付高效資訊科技解決方案及優質服務，協助客戶提高業務營運效率及提升競爭優勢。除了在業務方面取得的成就，科聯亦致力維護可持續發展的社會環境，履行企業公民責任。透過科聯的產品及服務，客戶得以在日常運作的各個重要層面竭盡所能，齊為社會謀福祉。

「構建美好世界」的願景奠定科聯以下精益求精的價值觀：

- 熱情投入
- 革新求變
- 自主承擔
- 貫切專業
- 溝通互信
- 積極進取

科聯作為業界翹楚企業，致力推動香港資訊科技行業的發展。科聯為香港電腦學會和資訊及軟件業商會會員。

Materiality assessment

A comprehensive stakeholder engagement exercise was conducted in order to understand the perceptions and expectations of our stakeholders with regard to our ESG management approach and performance. During the process, we had engaged with a range of internal and external stakeholders that we identified to have a significant impact to our business. This includes our employees, suppliers, clients, and investors. Through surveys and interviews, stakeholders provided feedback on ESG topics that considered most relevant to them as a stakeholder. We had incorporated their feedback into the process of identifying the material topics, which acts as the foundation of the formulation of long-term ESG strategies as well as a strong reference to this report.

Material topics identified by our stakeholders:

重要性評估

在編製報告時，我們提供機會讓所有持份者充分參與，以了解持份者對環境、社會及管治方法和表現的看法及期望。在過程中，我們邀請了對業務有重大影響的內部及外界持份者參與，其中包括我們的僱員、供應商、客戶及投資者。透過調查及訪談，持份者就其認為相關程度最高的環境、社會及管治議題提出反饋。在確認重要議題的過程中，我們納入持份者的反饋，以此作為制定長期環境、社會及管治策略的根基，以及編製本報告的重要參考資料。

我們的持份者確認的重要議題如下：

Subject area 主要範疇	Material topics 重要議題
Employment and labour practices 僱傭及勞工常規	<ul style="list-style-type: none"> • Training and development 培訓及發展 • Fair employment practice and competitive remuneration package 公平的僱傭常規及具競爭力的薪酬待遇 • Employee wellbeing at work 僱員工作健康
Operating practices 營運慣例	<ul style="list-style-type: none"> • Ensure product and service quality 確保產品及服務質素
Corporate governance 企業管治	<ul style="list-style-type: none"> • Anti-corruption, professional ethics and compliance to regulations 反貪污、專業操守及遵守法規
Contribution to community 貢獻社區	<ul style="list-style-type: none"> • Community service engagement 參與社區服務

ESG responsibility 環境、社會及管治責任

The Board has overall responsibility for the Company's ESG strategy. They are committed to ensuring that our business operates responsibly and the Company acts in the best interests of our stakeholders and shareholders. The Board delegates the day-to-day management to ESG aspects to the senior management, who oversees our ESG performance, leads long-term ESG strategic development, and reports to the Board. Our ESG performance is reviewed and evaluated annually, which will be disclosed in our annual ESG report.

董事會對本公司的環境、社會及管治策略肩負全面責任。董事會致力確保我們的業務以負責任的方式運作，且本公司的處事方式符合持份者及股東的最佳利益。董事會委託高級管理層管理環境、社會及管治方面的日常事務，而高級管理層則負責監督相關環境、社會及管治表現，制定環境、社會及管治的長期發展策略，並向董事會匯報。我們會就環境、社會及管治表現每年進行檢討及評估，並在年度環境、社會及管治報告中披露。

Our talent 我們的人才

Being an employer of choice

Our success and ability to grow is inseparable from a skilled and professional team. It is therefore a strategy to invest in our ability to attract, train, retain, and motivate our talents. By providing a competitive remuneration package for our employees, we hope to attract high potential candidates in the market and motivate our employees. We also regularly review the remuneration package of employees and makes necessary adjustments to conform to the market standard.

We strictly abide by labour regulations, including but not limited to the Employment Ordinance and the Occupational Safety and Health Ordinance of Hong Kong, the Labour Law and the Employment Contract Law of the People's Republic of China, of where we operate, and prohibit the employment of child and forced labour. We are also committed to promote a transparent, and fair recruitment process. We acknowledge our responsibilities to actively promote a diversified working environment that is free from discrimination. It is believed that the potential of our employees will be fully enabled when they are given equal opportunities in terms of career development and promotion.

We offers fully-paid sick leave, maternity leave and paternity leave which are better than the requirements of the Employment Ordinance and provides birthday leave, marriage leave, compassionate leave, graduation time off and examination time off to our local staff.

成為卓越的僱主

我們的成就及發展能力，完全有賴一支資深精幹的專業團隊。因此，我們訂下策略，投放資源以吸引、培訓、挽留及激勵人才。透過為僱員提供具有競爭力的薪酬待遇，我們希望吸引市場上優秀的人才，並激勵現有僱員。我們亦定期檢討僱員的薪酬待遇，進行必要的調整，以緊貼市場水平。

我們嚴格遵守經營所在地的勞工規例，包括但不限於香港僱傭條例及職業安全及健康條例、中華人民共和國勞動法及勞動合同法，並禁止聘用童工及強迫勞工。我們亦致力推動透明公正的招聘程序。我們肩負積極推動無歧視多元工作環境的責任，並相信若能為僱員提供平等的職業發展及晉升機會，將有助其充分發揮潛能。

我們提供全薪病假、產假及侍產假，較僱傭條例所規定者更為優厚，並向本地員工提供生日假、婚假、恩恤假、畢業休假及應試休假。



The Employee Handbooks outline our expectations to the employees in terms of conduct and work attitude. Employment terms and conditions, employee benefits and staff development policies have been well printed on the Handbook. The documents are reviewed regularly and updated whenever necessary in response to any changes in labour regulations. We welcome employees' feedback regarding our labour policies in relation to their job duties and the working environment.

We have a formal grievance procedure in place that aims to settle employee grievances within the shortest possible time, and with the objective of rendering fairness and justice to all parties concerned. Employee may present a grievance, spoken or written, to the Group Human Resources Department, who is responsible to assist the employee to solve the grievance. All grievances are treated confidentially.

Diversity and inclusiveness

Employee profiles in 2017 and 2018 of our operations in Hong Kong and Mainland China, breakdown by gender, age, rank and geographical location are as below.

Year ended 31 December	截至十二月三十一日止年度	2018 二零一八年	2017 二零一七年
Our workforce	僱員人數	362	333
Breakdown by gender		按性別劃分	
Female	女性	118	112
Male	男性	244	221
Breakdown by age		按年齡劃分	
< 25	< 25	39	37
25 – 29	25 – 29	74	76
30 – 39	30 – 39	145	137
40 – 49	40 – 49	72	62
> 50	> 50	32	21

僱員手冊說明我們對僱員行為及工作態度的期望，並詳細載列僱傭條款及條件、僱員福利及僱員發展政策。我們會定期檢討手冊內容，並在有需要時按照勞工規例的任何更改進行修訂。我們歡迎僱員就有關工作職責及工作環境的勞工政策提供反饋。

我們已制訂正式申訴程序，冀在最短時間內解決僱員的不滿，以公平公正的方式對待相關各方。僱員可向本集團的人力資源部提出口頭或書面申訴，人力資源部負責協助僱員解決申訴。所有申訴均保密處理。

多元化與包容性

二零一七年及二零一八年香港及中國內地業務僱員情況列載如下，按性別、年齡、職級及地區劃分。



Year ended 31 December

截至十二月三十一日止年度

2018
二零一八年 **2017**
二零一七年

Breakdown by rank		按職級劃分	
Top	高級	7	5
Middle	中級	16	15
General	一般職級	339	313

Breakdown by geographical location		按地區劃分	
Hong Kong	香港	251	223
Mainland China	中國內地	111	110

Employee turnover rates¹ in 2017 and 2018 of our operations in Hong Kong and Mainland China, breakdown by gender, age and geographical location are as below.

二零一七年及二零一八年香港及中國內地業務僱員流失率¹列載如下，按性別、年齡及地區劃分。

Year ended 31 December

截至十二月三十一日止年度

2018
二零一八年 **2017**
二零一七年

Overall turnover rate	整體流失比率	26%	25%
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Breakdown by gender		按性別劃分	
Female	女性	24%	19%
Male	男性	27%	28%

Breakdown by age		按年齡劃分	
< 25	< 25	59%	38%
25 – 29	25 – 29	38%	41%
30 – 39	30 – 39	19%	19%
40 – 49	40 – 49	21%	13%
> 50	> 50	3%	19%

Breakdown by geographical location		按地區劃分	
Hong Kong	香港	27%	27%
Mainland China	中國內地	23%	21%

¹ The turnover rate is the proportion of the total number of employees who leave the company voluntarily or due to retirement, dismissal or other reasons of the category to the number of employees of the corresponding category as at the year end date.

¹ 流失率是指自願或因退休、解僱或其他原因離開本公司的某類別僱員總數除以同一類別僱員於年結日的數目。

Developing talent

We are committed in developing a capable team. As a company that provides IT solutions, the skills and knowledge of our employees are closely linked to the quality of what we deliver, client satisfaction and sustainability of our business. Under our training program, employees are regularly provided with opportunities to attend formal training programs that benefit their career developments, including overseas training opportunities.

We encourage continuing education. To incentivise our employees to take role-related trainings and qualification assessments organised by external parties, we offer financial sponsor as stated in our “Education Subsidy Policy”. During the reporting year, our technical employees have awarded the Certified Information Systems Auditor from Information Systems Audit and Control Association (“ISACA”). Some employees took part in trainings offered by the Hong Kong General Chamber of Commerce, the Federation of Hong Kong Industries, the Hong Kong Management Association and the Hong Kong Institute of Directors on human resources, corporate governance, and regulatory requirements. We also conducted soft skills trainings to our managerial staff to enhance their management skills. We have provided over HK\$120,000 to support our employees to attend over 1,000 hours of training during the reporting year.

A structured orientation training is provided to new joiners for a smooth and quick adaptation to the new working environment. The orientation training covers an introduction to our values, business operations and employee rights.

We are honoured to award the “Partner Employer Award” in 2018 from the Hong Kong General Chamber of Small and Medium Business., We received this commendation for hiring and providing internship opportunities to local students and graduates that they can accumulate work experience and foster positive work attitude, in order to enhance their competitiveness in the market.

人才發展

我們致力發展幹練的團隊。作為提供資訊科技解決方案的公司，我們僱員的技能及知識，與本公司產品及服務質素，客戶滿意度及業務可持續性息息相關。根據我們的培訓計劃，僱員可定期參與專業培訓，包括海外培訓機會，有助其事業發展。

我們鼓勵持續教育。為了鼓勵僱員參加由外界舉辦並與其職銜相關的培訓課程及資歷評審，我們按照「教育資助政策」提供財政津貼。於報告年度，我們的技術僱員獲得國際電腦稽核協會（「國際電腦稽核協會」）的國際電腦稽核師認證。部分僱員參加香港總商會、香港工業總會、管理專業協會及香港董事學會舉辦的人力資源、企業管治及監管要求培訓課程。我們亦已向管理職級員工進行軟性技能培訓，以提升其管理技巧。於報告年度，我們已提供超過120,000港元的資助，支持僱員參與超過1,000小時的培訓。

我們亦為新僱員提供系統化的入職培訓，令彼等順利及快速地適應新的工作環境。入職培訓涵蓋有關本公司價值觀、業務營運及僱員權利的簡介。

我們很榮幸於二零一八年獲得香港中小型企業商會頒發「友商有良」嘉許計劃獎狀。此項嘉許乃表揚我們僱用本地學生及畢業生，又為本地學生及畢業生提供實習機會，讓他們可以累積工作經驗及培養正面工作態度，從而提升其市場競爭力。

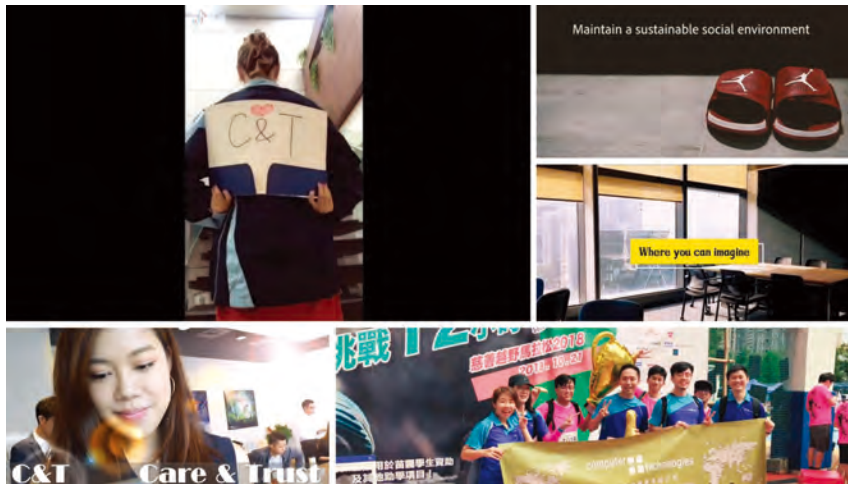
Our talent 我們的人才

Fostering employee engagement

Establishing proper communication and improving staff engagement is of high priority to our cohesion. Our quarterly corporate publication named C&T NewsNet keeps our employees updated with the Group's latest moves through feature stories of four categories: Corporate News, Business Focus, Highlight Event and People & Place. A campaign looking for employees' creativity and teamwork, C&T Staff Video Contest was first organised in 2018, providing an opportunity for our employees to share their life at C&T.

提高僱員參與度

建立適當的溝通和提升員工的凝聚力對我們尤其重要。我們於每一季度均會發佈名為「集團通訊」的公司刊物，其篇幅涵蓋公司動態、業務重點、焦點活動和人物動向，讓員工清楚集團的最新動向。我們於二零一八年首次舉行了一項名為「科聯員工短片比賽」的員工活動，以營造契機，讓員工分享科聯生活，同時發揮創意及團隊精神。



Promoting health and safety

Health, safety and well-being of our employees is important to us in order to ensure a good work-life balance and high productivity. An "Occupational Safety and Health Policy" with stricter safety rules has been implemented with aims to enhance their awareness of safety and health hazards at work and advises them on precautionary measures so as to prevent any harm arisen. Where our employees work in offices and with display screen of computers, our major focuses on maintaining workplace health and safety include maintaining a good housekeeping, promoting work ergonomics with display screens, and keeping the workplace adequately ventilated by fresh air. The policy is well communicated to our employees, who embrace ownership for their own safety and for visitors. Sufficient first aid provision is available at all times to treat minor injury incidents at office.

推廣健康及安全

僱員的健康、安全與福祉對我們十分重要，可確保工作生活平衡及高生產力。我們已實施安全規例更為嚴格的「職業、安全及健康政策」，以提高僱員工作時的安全及健康危害意識及向彼等提供預防措施建議，以防止任何傷害發生。鑒於我們的僱員主要在辦公室內面對電腦顯示屏幕工作，因此在促進辦公室的健康及安全方面，我們重點關注保持室內整潔、推廣採用人體工學顯示屏幕，以及確保辦公室有充足的新鮮空氣流通等。我們已向僱員清楚說明有關政策，而僱員亦有責任維護自身及訪客的安全。僱員可隨時取得充分的急救用品，以處理在辦公室發生的輕微意外。

Our talent 我們的人才

We also take steps to ensure a safe working environment for our employees. A series of training classes, including a basic fire prevention programme as well as occupational health and safety seminar were organised to equip our employees with the necessary knowledge to efficiently identify any potential safety risk and provide assistance to those in need. We also have a designated team to coordinate and centralise efforts to monitor the implementation of our Occupational Safety and Health Policy and conduct regular safety inspections. Fire drill has been conducted regularly to show escape routes and give sufficient trainings to staff in fire safety.

Apart from maintaining a safe and pleasant working environment, we recognise the importance of work-life balance and have initiatives which encourage our employees to enjoy their personal time. We organised a wide range of recreational activities for our staff and their family members, including movie night, buffet dinner, hiking and charity run so as to foster better staff relations and team spirit. During the reporting year, we have been participated in Sower Action Challenging 12 Hours as we find that such charity event can provide an excellent opportunity for us to demonstrate our team spirit and encouraging our staff to support the people in need. Furthermore, we keep on distributing fresh fruits to our staff periodically to encourage them to have healthier diets.

我們亦採取措施為僱員確保工作環境安全。我們舉辦一系列培訓班，包括基本防火課程及職業健康及安全研討會，讓僱員學習所需知識以有效找出任何潛在安全風險及向有需要人士提供協助。我們亦設有指定團隊，負責統籌及集中管理職業安全及健康政策執行情況的監察措施及舉辦定期安全檢查。我們定期舉辦火警演習以展示逃生路線及提供充足的消防安全培訓予員工。

除了保持安全及舒適的工作環境，我們明白工作生活平衡亦十分重要，並訂有相關措施鼓勵僱員善用餘暇。我們為員工及其家屬舉辦各種康樂活動，包括電影欣賞、自助晚餐、遠足及慈善跑，以促進員工關係及團隊精神。於報告年度，我們參與苗圃挑戰12小時，因我們均認為該慈善活動是我們展示團隊精神及鼓勵員工支持有需要人士的良機。此外，我們定期向員工派發新鮮水果，鼓勵健康飲食。



To promote a healthy lifestyle, the Company distributed fresh fruits to colleagues periodically.

為提倡健康生活習慣，本公司定期向員工派發新鮮水果。

Our talent 我們的人才

The Annual Movie Night organised by the Company gathered colleagues and their family members for a relaxing night of entertainment together.

本公司舉辦週年電影欣賞，讓員工及其家人聚首一堂，共度輕鬆歡樂的晚上。



The Christmas and Mid-Autumn Festival Parties brought colleagues together for joyous moments of celebration.

聖誕節及中秋節派對讓員工共慶佳節歡樂時光。



Our talent 我們的人才



The Annual Hiking brought colleagues together for an exploration of beautiful scenery along the Wu Kau Tang Country Trail in the Plover Cove Country Park.

年度遠足讓員工一同觀賞船灣郊野公園烏蛟騰郊遊徑沿途美景。



Our health and safety performance is satisfactory during the reporting year and zero fatalities were recorded among our employees. There was no work-related injury during the reporting year and we will continue to keep a health and safety working environment for our employees.

於本報告年度，我們的健康及安全表現令人滿意，並無僱員死亡記錄。報告年度內概無因工受傷事故，我們將繼續為僱員維持健康及安全的工作環境。

Our responsibilities 我們的責任

Delivering quality service

Our professional customer service teams are dedicated to providing good care for our clients. Clients can also express their interest directly through our responsive hotline support.

Since the ISO 20000-1:20111 recognition first ever received in 2017, our HRMS has successfully completed the first external audit of the certification, which commended the consistent capability of high-quality IT service management (ITSM) of our service team at HRMS. As the first ISO 20000-1:20111 certified provider of HRM software products in Hong Kong, we regard service quality improvement as an on-going journey.

Upholding ethical conduct

We do not tolerate any corrupt practices. To mitigate bribery and corruption risk, we have outlined our operating principles in our "Code of Business Conduct Policy". The policy provides guidance on the appropriate practice when dealing with our suppliers, contractors, business partners and other external parties. Our expectations to conduct of employees have been well stated in the Employee Handbooks. We had also invited the Independent Commission Against Corruption to conduct anti-corruption trainings to our staff during the reporting year.

Under our Whistleblowing Policy, we offer anonymous whistleblowing channels for our employees to report any suspected case of misconduct. All reports will be brought to our internal auditor for investigation, which is overseen by C&T's Audit Committee.

In 2018, we have complied with all relevant laws and regulations in relation to anti-corruption that have a significant impact on us, including but not limited to Prevention of Bribery Ordinance of Hong Kong, the Criminal Law and the Anti-Money Laundering Law of the People's Republic of China and noted no confirmed corruption-related incident in our operations.

提供優質服務

我們的專業客戶服務團隊為客戶提供貼心周到的支援。客戶可透過我們的熱線電話直接表達需要，並能快速得到回應及處理。

自從於二零一七年首次獲得ISO 20000-1:20111認證以來，我們的人力資源管理軟件已成功完成首次的外部審查，其中人力資源管理軟件服務團隊持續提供優越的資訊科技服務管理(ITSM)而獲得嘉許。作為香港首家獲ISO 20000-1:20111認證的人力資源管理軟件產品供應商，我們視服務質素的提升為持續發展中必經的過程。

秉持道德操守

我們不容忍任何舞弊行為。為減低賄賂及舞弊風險，我們制訂「業務操守政策守則」，說明我們的營運宗旨。政策針對與供應商、承辦商、業務夥伴及其他外聘方進行交易的適當做法提供指引。至於我們對僱員操守的期望，已清楚載列於僱員手冊。我們亦已於報告年度內邀請香港廉政公署為員工進行反貪培訓。

根據我們的舉報政策，我們為僱員提供匿名告密渠道，以舉報任何可疑的違反操守事件。所有舉報將交予內部核數師調查，並由科聯的審核委員會全程監督。

於二零一八年，我們已遵守所有對我們有重大影響涉及反貪污的相關法律及法規，包括但不限於香港防止賄賂條例、中華人民共和國刑法及反洗錢法，而業務營運中並無發現經證實的舞弊相關事件。



Our responsibilities 我們的責任

Protecting IP rights and data privacy

Our Code of Business Conduct Policy sets our basic principles to guide our behaviors and practices when conducting business to ensure the compliance of local laws and regulations. The policy commits us and our employees to maintain a high standard of integrity and ethics.

The policy requires our employees respect and protect intellectual property rights in our day-to-day operations. This includes the careful handling and usage of trade secrets, patents, trademarks and copyrights, as well as business, marketing and service plans, engineering ideas, design and databases.

As we are often entrusted with trade secrets or proprietary information of clients, protecting confidential information is a high priority for an IT company like us. By establishing a stringent Information Security Policy, we minimise any risk of information leakage. We require each and every employee to follow the guidance outlined in our policy. It clearly states that employees who have access to or are in control of such information have the full responsibility to protect the information from unauthorised disclosure or use.

In 2018, we complied with all relevant laws and regulations that have a significant impact to us, including but not limited to the Personal Data (Privacy) Ordinance, and noted no incident of information leakage reported during the reporting year.

保護知識產權及資料私隱

我們的業務操守政策守則列明我們的基本原則，就我們進行業務的行為及做法提供指引，確保遵守本地法律及規定。政策確保本公司及僱員維持高度誠信和道德操守。

政策規定我們的僱員須於日常營運中尊重及保護知識產權，包括謹慎處理及使用商業秘密、專利、商標及版權，以及業務、市場推廣及服務計劃、設計概念、設計和數據庫。

由於客戶經常委託我們處理商業秘密或專有資料，對我們這一類資訊科技公司而言，資料保密工作為首要重任。透過建立嚴格的資料保密政策，我們可盡量減低任何資料外洩的風險。我們規定每名僱員須根據我們政策中的指引行事，當中清楚列明有權限取得或控制有關資料的僱員須全權負責保護資料免遭未經授權披露或使用。

於二零一八年，我們遵守所有對我們有重大影響的相關法律及法規，包括但不限於個人資料(私隱)條例，且於報告年度內並無任何資料外洩事件報告。



Our environment 我們的環境

Our relationship with the environment

As a socially responsible citizen, we are concerned about the quality of the environment. While conducting business, we strive to minimise our impact to the environment. Our determination to promote environmental well-being is reflected in the introduction of our Environmental Policy. The policy documents our commitment to protecting the environment, minimising the environmental impact of our business operation, and promoting sustainability through our solutions. On top of complying with the relevant legislation and regulatory requirements, the policy offers guidance for our management and staff to follow in the daily operations. It touches upon our environmental strategies in energy conservation, greenhouse gas emissions reduction, waste minimisation and green purchasing. This Policy is available to all personnel in C&T and it will be updated regularly.

In 2018, we complied with all applicable environmental regulations.

Providing environmental solutions for customers

One of the important components in our “Environmental Policy” is our solution offerings that promote sustainability. With our vision “To build a better world with Information Technology”, we have developed different IT solutions that can help our clients enhance their environmental performance.

During the reporting year, CR Ng Fung entrusted C&T to automate its documentation processes through the full-featured VITOVA EIM suite. Its VitalScan application carries out batch scanning and converts delivery notes into e-files that are checked and polished instantly, accordingly reducing paper consumption.

我們與環境的關係

身為善盡社會責任的公民，我們密切關注環境質素。在進行業務時，我們努力降低對環境的影響。我們制訂的環保政策彰顯我們提高環境質素的決心。政策表明我們致力於環境保護，盡力減低業務營運對環境的影響，以及透過我們的解決方案推動可持續發展的決心。除遵守相關法例及監管要求外，政策亦為我們的管理層及僱員提供日常營運指引，其中包括我們在節能、減少溫室氣體排放、減少廢物及綠色採購方面的環保政策。政策可供科聯全體僱員查閱，並定期更新。

於二零一八年，我們遵守所有適用環保規例。

為客戶提供環保解決方案

我們所提供之可持續發展解決方案乃「環保政策」的重要組成部分。以「善用資訊科技 構建美好世界」為願景，我們開發各種資訊科技解決方案幫助客戶提升環保表現。

於報告年度，華潤五豐應用科聯以慧圖企業信息管理的全方位軟件，將其文檔流程自動化，並使用VitalScan進行批量交貨單掃描，進行即時核對及優化處理，並將之轉換為電子文件，藉此減少紙張消耗。

Our environment 我們的環境

Our efforts in improving environmental performance

Considering the wellbeing of our current and future generations, the Group is devoted to achieving environmental sustainability. During the reporting year, we worked on improving energy efficiency and promoted carbon reduction through a series of environmental initiatives. Apart from the continuation of posting green reminders on notice boards and via the intranet, we formulated a set of more comprehensive “Green Guidelines”, encouraging colleagues to be more environmentally conscious. For the sake of minimising the use of disposables, tableware sets and thermal mugs were given to colleagues. Ordering of disposable tableware for corporate gatherings and lunch meetings was not recommended. In occasions where distributing bottled water was unavoidable, smaller-sized bottled water were given out upon request. To advocate greener living habits, we increased the proportion of vegetarian dishes in corporate parties. We also promoted the concept of “Green Monday” to our colleagues, encouraging them to consume less meat. In the periodic fruit distribution sessions, seasonal and local fruits were selected to minimise our carbon footprint. In terms of printing paper usage, despite an increment in the total paper consumption due to business needs, the Group has been working on eco-friendly printing. Initiated by the senior management, Forest Stewardship Council (FSC) certified and 100% recycled paper was adopted initially by certain departments of the Group.



我們致力改善環保表現

為了我們及下一代的福祉，本集團致力奉行環境保護，貫徹可持續發展。於報告年度，我們透過一系列環境措施致力提高能源效益及推廣減碳。除了於告示板及透過內聯網持續張貼綠色提示外，我們已制定更全面的「綠色指引」，鼓勵員工進一步關注環保。為了盡量減少使用即棄用品，我們為員工提供餐具套裝及保溫杯，同時不鼓勵於公司聚會或午膳時間使用即棄餐具。在不能避免的情況下需要分派瓶裝水時，我們則按要求派發小型瓶裝水。此外，為提倡綠色生活習慣，我們增加於公司派對中素菜的比例，亦向員工推廣「綠色星期一」的概念，鼓勵減少食用肉類。至於定期水果日的活動中，我們會挑選時令及本地種植的水果以盡量減少碳足跡。就印刷用紙方面，儘管因為業務需要而令用紙總量增加，本集團亦堅定執行環保印刷。在高級管理層帶動下，森林管理委員會(FSC)認證及100%環保紙已率先由本集團若干部門所採用。

To minimize the use of disposables and embrace a green culture in the office, tableware sets were given as gifts to all C&T employees..

為了盡量減少使用即棄用品，於辦公室建立綠色文化，我們向科聯全體員工送贈餐具套裝。

Paper usage

Year ended 31 December

截至十二月三十一日止年度

		2018 二零一八年	2017 二零一七年	Change 變動
Total paper consumption (in tonnes)	總紙張消耗量(以噸計)	2.6	2.4	+8%
Intensity (tonnes/m ²)	密度(噸/平方米)	0.0008	0.0007	+14%

In terms of energy conservation, we attempt to avoid unnecessary consumption. Our staff are reminded to switch off lights, air-conditioning system and all the electronic devices after use or work. We have also put in place a time zone system for lighting in our local office where all non-essential lights in the public areas are turned off after 6pm on working days. A time switch on power supply is further applied to our water and beverage dispensers to reduce energy wastage. Taking part in the government's Energy Saving Charter on "No ILB" (incandescent light bulbs), we have replaced traditional fluorescent tubes and light bulbs with energy-efficient LED, and T5 fluorescent tubes. We have also retired less energy-efficient electronic appliances for more efficient ones in our Hong Kong office.

During the reporting year, we have formed a disciplinary team to perform regular inspection on computer equipment power status after work. For any computers not switched off, a sign would be put on the desk as a gentle reminder. We have also participated in the global "Earth Hour" campaigned by World Wide Fund by turning off non-essential lights in our head office and project sites to raise staff awareness of the global climate change.

Despite less significant to our operation, we look into measures to reduce our water use. We have installed water-saving devices and regularly examined the water pipes in our office to prevent from leakage. By adopting these eco-friendly practices in our operation, we strive for a greener future.

Monitoring different environmental metrics allows us to continuously improve the environmental performance of our operation. We have been keeping track of our electricity and water consumption, paper usage and carbon emissions. The data as below are useful for us to review our environmental performance and devise improvement measures.

紙張用量

就節約能源而言，我們會盡量避免不必要的消耗，例如提醒僱員在使用後或下班時關掉照明、空調系統以及所有電子設備。本港辦公室照明亦已安裝定時開關，於公共空間的所有非必要照明均會於工作日下午六時後熄滅。飲水機及飲料裝置亦已安裝了定時開關以減少浪費能源。我們已參與政府的「不要鎢絲燈泡節約章」，以較具能源效益的LED燈及T5光管取代傳統光管及燈泡。我們於香港的辦公室亦已採用更具能源效益的電器，以取代能源效益較低的裝置。

於報告年度，我們已組織專業小組執行下班後電腦設備電力狀態定期檢查。就任何未關掉的電腦而言，我們將於桌上放置告示作溫馨提示。我們亦已參與世界自然基金會舉辦的全球「地球一小時」，關掉總辦事處及項目地盤不使用的電燈，以提升員工對全球氣候變化的關注。

儘管耗水量對我們業務運作的影響較少，我們亦不斷尋求減少使用食水的措施。我們已安裝節水裝置並定期檢測辦公室的水管以預防滲漏。我們已經在業務運作中採取上述環保措施，希望為綠色未來略盡綿力。

我們會監察不同的環保指標，以便持續改善我們業務營運中的環保表現。我們一直密切監察我們的電力及食水消耗、用紙及碳排放情況。以下數據有助我們檢討環保表現及制定改進措施。

Our environment 我們的環境

Year ended 31 December

截至十二月三十一日止年度

		2018 二零一八年	2017 二零一七年	Change 變動
Office in Hong Kong		香港辦公室		
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	311,738	322,140	-3%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度(千瓦時/平方米面積)	168	173	-3%
Carbon emission (Scope 2 only) ² (tonnes CO ₂ -e)	碳排放(僅指範圍2) ² (公噸二氧化碳當量)	249	254	-2%
Carbon intensity (tonnes CO ₂ -e/m ² floor area)	碳排放密度(公噸二氧化碳當量/平方米面積)	0.13	0.14	-7%
Office in Mainland China		中國內地辦公室		
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	185,654	209,403	-11%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度(千瓦時/平方米面積)	114	128	-11%
Carbon emission (Scope 2 only) ³ (tonnes CO ₂ -e)	碳排放(僅指範圍2) ³ (公噸二氧化碳當量)	150	170	-12%
Carbon intensity (tonnes CO ₂ -e/m ² floor area)	碳排放密度(公噸二氧化碳當量/平方米面積)	0.09	0.10	-10%

In small quantities, we are phasing out unwanted electronic products. For any electronic waste discarded by our Hong Kong office, they are sold to qualified electronic waste recyclers.

我們正逐步少量淘汰不必要的電子產品。香港辦公室所棄置的任何電子廢物，均會出售予合資格電子廢物回收商。

Raising our employees' awareness of the importance of environmental protection is also essential to realise our environmental commitment. Other than inviting our employees to participate in the aforementioned initiatives, we disseminate "Green Guidelines and News" regularly through our intranet and email system to promote environmental protection and to collect feedbacks.

提高僱員對環保重要性的認知，對實現我們的環保承諾亦至關重要。除邀請我們的僱員參與上述措施外，我們亦定期於內聯網及電郵系統發放「綠色指引及最新消息」，以宣揚環保理念及收集反饋意見。

¹ Electricity consumption report included electricity consumed by central air-conditioning, lighting and other electrical devices.

¹ 電力消耗報告內容包括辦公室中央空調、照明及其他電子設備所消耗的電力。

² We are accounting for Scope 2 carbon emission (indirect emission from consumption of purchased electricity) only. Our operation involves insignificant direct emission from consumption of vehicle fuels. According to the Sustainability Reports published by HK Electric, the carbon footprint per kWh of electricity sold in 2017 was 0.79kg and 2018 was 0.80kg.

² 我們僅計入範圍2碳排放(使用已購買電力所產生的間接排放)。我們的業務營運涉及使用汽車燃油所產生的少量直接排放。根據港燈公佈的可持續發展報告，二零一七年及二零一八年每已售千瓦時電力的碳足跡分別為0.79公斤及0.80公斤。

³ According to 2017 Emission Factors for purchased electricity within Mainland China, published by National Development and Reform Commission, the emission factor for East China Regional Grid and North China Regional Grid and is 0.8046 t-CO₂/MWh and 0.9680 t-CO₂/MWh, respectively.

³ 根據國家發展和改革委員會發佈的二零一七年中國區域電網基準線排放因子，華東區域電網及華北區域電網的排放因子分別為0.8046公噸二氧化碳/百萬瓦小時及0.9680公噸二氧化碳/百萬瓦小時。

Our green procurement practices

Our commitment to the environment can also be observed in our procurement practices. We purchase electronic and paper products to support our operation. These products exert environmental impact throughout their life-cycles. This urged us to develop our Green Procurement Policy, which governs the purchasing practices in our day-to-day business. We prefer purchasing products that have an energy label and are compliant with Restriction of Hazardous Substances Directive (RoHS) of Europe. As a way of saving cost, the Policy also encourages our staff to purchase products with less packing and greater durability. The Green Procurement Policy is reviewed regularly to ensure it meets our needs and legal requirements.

During the reporting year, we have been awarded the “Wastewi\$e Label” and “Energywi\$e Label” issued by the Hong Kong Green Organisation Certification to recognise our effort in waste reduction and energy conservation. Through the implementation of various energy saving measures, we successfully reduced electricity consumption by over 23,000kWh under Energywi\$e Label to recognise our achievements in attaining significant energy reduction.

我們的綠色採購常規

我們對環境的承諾亦可從我們的採購常規中體現。我們需購買電子及紙張產品支援我們的業務運作，而此等產品在其生命週期中會對環境造成影響。受此推動，我們訂立綠色採購政策，規管我們於日常業務中的購買常規。我們傾向購買附有能源標籤及合乎歐洲危害性物質限制指令的產品。為節省成本，政策亦鼓勵僱員購買較少包裝及更耐用的產品。綠色採購政策會定期檢討以確保其符合我們的需要及法律規定。

於報告年度，我們獲香港綠色機構認證頒發「減廢標誌」及「節能標誌」，以表揚我們於減廢及節能的努力。透過實施各項節能措施，我們成功根據節能標誌減少電力消耗超過23,000千瓦時，以肯定我們於達成重大節能的成就。

Our community 我們的社區

Our contribution to community

We encourage staff members to reach out and contribute to the sustainable growth and future of the communities in which we live and work because, in our view, it is crucial to maintain harmony between corporations and society. We believe that we have an obligation to improve the quality of life for not just our employees, but also for the local community and society at large. As one of the corporations that consistently supports the work of The Community Chest, we participated in the Skip Lunch Day, Love Teeth Day and various other Community Chest fundraising activities in 2018.

我們對社區的貢獻

我們鼓勵員工走進我們居住及工作的社區，為社區的可持續的發展及未來作出貢獻，原因為我們認為維持社企和諧共融至為關鍵。我們認為我們有義務改善僱員的生活質素之餘，亦應份改善地方社區及整體社會的生活質素。作為一直支持香港公益金慈善活動的企業之一，我們於二零一八年參與公益行善「折」食日、公益愛牙日及多個其他公益金籌款活動。



The Company encouraged staff members to stay connected with the society through a series of voluntary services and CSR workshops to foster a harmonious and sustainable community.

本公司鼓勵員工透過參與一系列義工服務及企業社會責任工作坊，維持與社區的聯繫，共建和諧且可持續發展的社區。



Our community 我們的社區

To promote volunteerism and proactively participate in various community activities to spread the message of caring, we launched the “C&T Social Caring Star Award & Incentive Scheme” and encouraged our volunteer team to participate in a number of charitable activities such as Sowers Action Challenging 12 Hours Charity Marathon by Sowers Action to help under-resourced high school students in Mainland China fulfill their study dreams, Oxfam Rice Event 2018 by Oxfam Hong Kong, MSF Day 2018 by Médecins Sans Frontières Hong Kong to help those in need. To show our respect and care for the elderly, we organised home visits with Hong Kong Movie Star Sports Association Charities Limited to distribute mooncake to the elderly who live alone in public housing estates. In 2018, our staff have contributed around 179 volunteering hours of service. Staff with outstanding performance were awarded at the Group Annual Dinner Party in recognition of their enthusiasm for performing community services.

為了推廣義工服務及積極參與不同社區活動以傳遞關愛信息，我們設立「科聯社會關愛之星獎勵計劃」以鼓勵義工團隊參與多個慈善服務，例如苗圃行動舉辦的苗圃挑戰12小時慈善越野馬拉松，以幫助中國內地資源匱乏的高中生達成求學夢想、樂施會舉辦的樂施米義賣大行動2018、無國界醫生舉辦的無國界醫生日2018，以幫助有需要人士。為了對長者表示尊重及關懷，我們與香港影視明星體育協會慈善基金舉辦了長者探訪活動，派發月餅予公屋獨居長者。於二零一八年，我們的僱員參與義工服務時數約179小時。本集團於週年聯歡晚宴頒獎予傑出表現員工，表揚彼等熱心參與社區服務。



Recognition of staff's enthusiasm for contributing volunteer service.

表揚員工參與志願服務的熱忱。

Our community 我們的社區

In addition to participating in charity and fundraising activities, charitable donations is also our key initiatives to express our love and care for our community. We have launched a special donation matching program during 2018 whereby for each donated amount by our employees, the Group would donate the same amount to the designated NGOs. In 2018, we donated around HK\$11,000 to various charitable organisations. We hope our contribution can foster Hong Kong's social integration and improve the environmental quality.

During the reporting year, we have been partnering with Fair Trade Hong Kong in organising some workshops like the DIY natural scrub with coffee grounds and coconut oil and Chocolate Storytelling workshop with some children from the Hans Andersen Club. We has also set up a "Fair Trade Pantry" by providing fair trade coffee beans to staff members in order to the promote the "Fair Trade" concept.

Enhancing education for the young in hopes of building a better world and a better tomorrow, we have been taking part in the "2018/19 Life & Career Education Mentorship Project" with secondary schools, where our mentoring staff shared with the participating students their personal experiences and career advice in hope of helping the students to create their futures.

As a result of our efforts in community involvement, we are proud for being recognised as a Caring Company since 2014 by the Hong Kong Council of Social Service and was also granted the Industry Care by the Federation of Hong Kong Industries for the two consecutive years in recognition of our commitment in caring for the community over the years. In 2018, we have been the first IT Company to be awarded the "Fair Trade Corporate Label – Bronze" organised by Fair Trade Hong Kong. These recognitions have assured us that we are moving in the right direction to develop sustainability with full dedication.

Looking ahead, we will continue to arrange more social and charitable activities to benefit the wider community and those in need.

除了參與慈善籌款活動外，慈善捐款是我們對社會關懷及愛心之其中環節。我們於二零一八年推出特別捐款配對計劃，就僱員捐出的每筆款項，本集團會捐出相同金額予指定非政府組織。於二零一八年，我們捐出約11,000港元予多間慈善機構。我們希望透過慈善義舉造福社區，推動香港社會共融並改善環境質素。

於報告年度，我們與香港公平貿易聯盟合作舉辦若干工作坊，例如利用咖啡粉及椰子油自製天然磨砂，以及為安徒生會的小童舉辦巧克力說故事工作坊。我們亦提供公平貿易咖啡豆予員工以設置「公平貿易茶水間」，藉此推廣「公平貿易」概念。

為了建設更美好的社會及未來，我們加強年輕一代的教育，參與多間中學的「2018/19人生及事業學長計劃」，由僱員以學長身份分享個人經驗及就業意見，協助學生創建未來。

我們積極參與眾多社區工作，自二零一四年起獲香港社會服務聯會嘉許為「商界展關懷」機構，並連續兩年獲香港工業總會頒授工業獻愛心，以表揚我們多年來致力關懷社區。於二零一八年，我們為首間資訊科技公司獲香港公平貿易聯盟授予「公平企業賞－銅賞」獎項。該等認證讓我們確信我們的方針正確，全力向可持續發展邁步。

展望未來，我們將繼續籌辦更多社會公益及慈善活動，以助社會上各階層有需要人士。

CSR Awards 企業社會責任獎項



C&T has been awarded the Caring Company certificate by the Hong Kong Council of Social Service for five consecutive years since 2014.

科聯自二零一四年起連續五年榮獲香港社會服務聯會的「商界展關懷」證書。

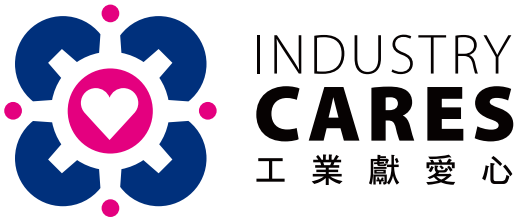


C&T has become the first IT Company being awarded the Fair Trade Corporate Label - Bronze by the Fair Trade Hong Kong (FTHK), recognizing the Group's contribution in promoting the concept of fair trade in daily operations.

科聯已成為首間資訊科技公司獲得香港公平貿易聯盟授予「公平企業賞－銅賞」獎項，表揚本集團於日常營運中推廣公平貿易概念。



CSR Awards
企業社會責任獎項



C&T has been awarded the Industry Cares Certificate in the Federation of Hong Kong Industries CSR Recognition Scheme for the second year, commending the Group's contribution in social services and serving the community.

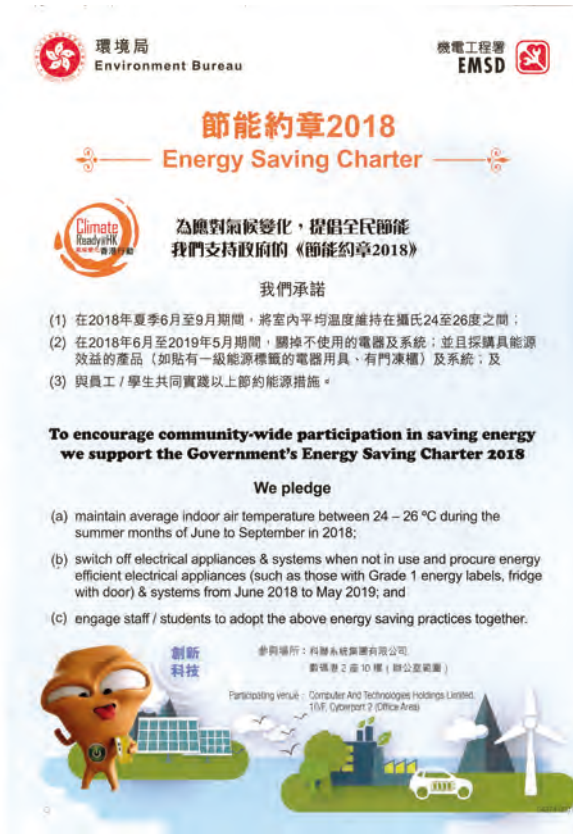
科聯連續兩年獲頒香港工業總會CSR表揚計劃「工業獻愛心」證書，嘉許本集團對社會服務及服務社區的貢獻。

C&T has been awarded the Partner Employer Award issued by the Hong Kong General Chamber of Small and Medium Businesses in recognition of the Group's contribution in enhancing an inclusive society by hiring people with disabilities, ethnic minorities, and new arrivals to help them integrate into the community.

科聯獲香港中小型企業商會頒發「友商有良」嘉許計劃獎狀，表揚本集團透過聘用殘疾人士、少數族裔及新來港人士，幫助彼等融入社區，促進社會共融的貢獻。



CSR Awards 企業社會責任獎項



C&T has been named a Hong Kong Green Organisation and awarded the EnergyWi\$e and WasteWi\$e Certificates by the Environmental Campaign Committee (ECC) in recognition of the Group's effort in reducing the amount of waste generated and implementing energy saving initiatives.

科聯獲提名為香港綠色機構並獲環境運動委員會(ECC)頒發「節能標誌」及「減廢標誌」，表揚本集團於減少產生廢物及實施節能措施的努力。



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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
A. Environmental A.環境			
Aspect A1: Emissions 層面A1：排放物			
General Disclosure 一般披露	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. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our environment 我們的環境	
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Not material 不重大	C&T's operation does not involve emission to air and discharge to water and land in significant quantities. Therefore we are not disclosing on this figure. 科聯業務營運過程中並無向空氣、水及土地大量排放物質。因此我們並無披露該數據。
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity. 溫室氣體排放總量(以噸計算)及(如適用)密度。	Our efforts in improving environmental performance 我們致力改善環保表現	
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	Not material 不重大	We are phasing out unwanted electronic products from time to time, but in very small quantities. 我們不時淘汰落後電子產品，但數量不多。

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面	Disclosed in 披露章節	Remarks 備註	
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	Our efforts in improving environmental performance 我們致力改善環保表現	Used paper is the most significant source of non-hazardous waste generated from our Hong Kong office. We believe as we continually avoid unnecessary paper consumption, our paper waste generation will be reduced. For quantities of paper consumed, please refer to “Our environment”. 我們辦事處產生的無害廢棄物以紙張為主。我們相信透過持續避免不必要的用紙，將可減少產生紙張廢棄物。有關紙張使用量，請參閱「我們的環境」。
KPI A1.5 關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	Our efforts in improving environmental performance 我們致力改善環保表現	“Emission” refers to our indirect carbon emission associated with purchased electricity. 「排放」指與我們購買電力有關的間接碳排放。
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Our efforts in improving environmental performance 我們致力改善環保表現	
Aspect A2: Use of Resources 層面A2：資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Our environment 我們的環境	

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面	Disclosed in 披露章節	Remarks 備註
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity. 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度。	Our efforts in improving environmental performance 我們致力改善環保表現
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity. 總耗水量及密度	Not material 不重大 C&T's operation does not involve consumption of water in significant quantities. Therefore we are not disclosing on this figure. 科聯業務營運並無耗費大量水資源。因此我們並無披露該數據。
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Our efforts in improving environmental performance 我們致力改善環保表現
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Not material 不重大 C&T's operation does not involve consumption of water in significant quantities. Therefore we are not disclosing on this indicator. 科聯業務營運並無耗費大量水資源。因此我們並無披露該指標。
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Not material 不重大 As an IT services provider, C&T does not produce any packaged products. For quantities of paper consumed, please refer to "Our environment". 作為資訊科技服務供應商，科聯不生產任何包裝產品。有關內部耗費的紙張量，請參閱「我們的環境」。

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源			
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Not material 不重大	As an IT services provider, we consider our operation not impacting the environmental and natural resources significantly. 作為資訊科技服務供應商，我們認為本公司營運對環境及天然資源並無造成重大影響。
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Not material 不重大	As an IT services provider, we consider our operation not impacting the environmental and natural resources significantly. 作為資訊科技服務供應商，我們認為本公司營運對環境及天然資源並無造成重大影響。
Aspect B1: Employment 層面B1：僱傭			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our talent 我們的人才	
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Our talent 我們的人才	

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聯交所環境、社會及管治報告指引索引

ESG Aspects	環境、社會及管治報告層面	Disclosed in	披露章節	Remarks	備註
KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Our talent 我們的人才			
Aspect B2: Health and Safety 層面B2：健康與安全					
General Disclosure 一般披露	Information on: (a) the policies; and (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. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Promoting health and safety 推廣健康及安全			
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率	Promoting health and safety 推廣健康及安全			
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數	Promoting health and safety 推廣健康及安全			
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Promoting health and safety 推廣健康及安全			

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B3: Development and Training 層面B3：發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Developing talent 人才發展	
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Not disclosed 不披露	We ensure that our employees received regular trainings relevant to their job duties. Our efforts in employee development and training can be found in "Our talent". 我們確保員工能定期接受與其職責相關的培訓。有關我們對僱員發展及培訓的資源投放，請參閱「我們的人才」。
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Not disclosed 不披露	We ensure that our employees received regular trainings relevant to their job duties. Our efforts in employee development and training can be found in "Our talent". 我們確保員工能定期接受與其職責相關的培訓。有關我們對僱員發展及培訓的資源投放，請參閱「我們的人才」。

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B4: Labour Standards 層面B4：勞工準則			
General Disclosure 一般披露	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. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Not material 不重大	As an IT services provider, we mainly employ talents who have specific qualifications and work experience. We consider the risk in engaging child and forced labor is very low. Therefore we are not disclosing on this. 作為資訊科技服務供應商，我們主要聘用具備特定資歷及相關工作經驗的人才。我們認為僱傭童工及強制勞工的風險非常低。因此我們並無作出相關披露。
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Not disclosed 不披露	See remark for KPI B4 “General Disclosure”. 見關鍵績效指標B4「一般披露」備註。
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Not disclosed 不披露	See remark for KPI B4 “General Disclosure”. 見關鍵績效指標B4「一般披露」備註。

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B5: Supply Chain Management 層面B5：供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策	Our responsibilities 我們的責任	We regard misconduct of suppliers, such as corruption and disclosure of confidential information as key ESG-related risk of engaging contractors. 我們認為委聘的外判商牽涉的主要環境、社會及管治風險為供應商過失，例如貪污及洩露機密資料。
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Not disclosed 不披露	
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Our responsibilities 我們的責任	Our policy requires activities outsourced to external parties to comply with the same security requirements as in-house activities. 我們的政策要求外判予外界各方的業務活動須遵照與內部業務活動相同的安全要求。

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ESG Aspects 環境、社會及管治報告層面	Disclosed in 披露章節	Remarks 備註	
Aspect B6: Product Responsibility 層面B6：產品責任			
General Disclosure 一般披露	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. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our responsibilities 我們的責任	
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用	As an IT services provider, C&T does not produce any tangible products. This indicator is therefore not applicable. 作為資訊科技服務供應商，科聯不生產任何有形產品。因此該指標不適用。
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Not disclosed 不披露	
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Protecting IP rights and data privacy 保護知識產權及資料私隱	
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Delivering quality service 提供優質服務	
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Protecting IP rights and data privacy 保護知識產權及資料私隱	

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B7: Anti-corruption 層面B7：反貪污			
General Disclosure 一般披露	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. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Upholding ethical conduct 秉持道德操守	
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Upholding ethical conduct 秉持道德操守	
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Upholding ethical conduct 秉持道德操守	

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ESG Aspects 環境、社會及管治報告層面	Disclosed in 披露章節	Remarks 備註
Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Our community 我們的社區
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution. 專注貢獻範疇	Our community 我們的社區
KPI B8.2 關鍵績效指標 B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Our community 我們的社區



**We are not alone.
Protect our green planet together.**



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