



**冠軍科技集團有限公司**

**Champion Technology Holdings Limited**

Stock Code 股份代號:92



**Environmental, Social and Governance Report**

**環境、社會及管治報告**

**2019**



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## ABOUT THIS REPORT

Champion Technology Holdings Limited (referred to as the “**Group**” or “**we**”) is an investment holding company principally engaged in the trading of gas oil and cultural products, system sales including renewable energy systems, software licensing and customisation, leasing of system products and strategic investments. System sales are now mainly operated through Multitone Electronics PLC (“**Multitone**”), a subsidiary wholly owned by Kantone Holdings Limited, which has been operating for close to 90 years and is reputable in Europe as a top-tier provider of critical messaging-system solutions to healthcare, elderly care, government and retail markets. For our renewable energy business, projects can be funded by users themselves and delivered by us, or they adopt a three-way cooperation whereby the project is funded by a third party, while employing the user’s rooftop or suitable open space, and delivered by us. Another alternative could be funded by us, employing the user’s rooftop and, following the start of operation in the power generation unit, the two parties share the revenue from the FiT scheme (“**FiT Scheme**”) in pre-agreed proportion. Although we have now achieved a mature stage and have started to provide consultancy services to other solar energy system contractors, we were still in the launch phase during the Reporting Year when we invested time and other resources in exploring and solidifying the market and business. For our gas oil trading business, on 21 June 2019, an oil tanker named “Distinction 01” was acquired at the Consideration of US\$4,200,000 (equivalent to approximately HK\$32,760,000). This tanker carries the gas oil and supplies it directly to refined oil distribution ships in international waters. This will greatly improve the company’s oil gas trading business operation.

While promoting sound business growth, the Group is also committed to building an environmentally-friendly corporation that maintains high quality standards in our service and operations. The Group considers social and environmental responsibilities as one of the core values in business operations to strive for greater sustainability and transparency, as well as to deliver services that foster a sustainable environment for the future generation.

This report summarizes several subjects of the Group’s business practices for the Environmental, Social and Governance (referred to as the “**ESG**”) report (referred to as the “**Report**”) and its relevant implemented policies and strategies in relation to the Group’s operational practices and environmental protection. For information regarding corporate governance, please refer to the “**Corporate Governance Report**” in the annual report 2019.

The Report covers the period from 1 July 2018 to 30 June 2019 (the “**Reporting Year**” or “**FY2019**”).

## 關於本報告

冠軍科技集團有限公司(「**本集團**」或「**我們**」)乃一間投資控股公司，主要從事汽油及文化產品貿易，系統銷售包括可再生能源系統、軟件授權及個別客戶度身定制的研發軟件，租賃系統產品及策略性投資。智慧通訊方案，現在主要通過Multitone Electronics PLC(以下簡稱「**Multitone**」)營運。Multitone是看通集團有限公司全資擁有的子公司，已經營運了近90年，是享譽歐洲頂尖危急短信系統解決方案供應商，客戶涵蓋醫療機構、護老院、政府及零售市場。對於我們的可再生能源業務，項目本身既可以由用戶自行出資，我方施工交付，或採用三方模式進行，由第三方出資，使用用戶天台或合適的開放空間，由我方施工交付。另一個選擇是由本集團出資興建，使用用戶天台，及在發電工程運作後，雙方按預先約定的比例分配上網電價(「**上網電價計劃**」)收益。儘管我們現在已經達到成熟階段並開始為其他太陽能系統承包商提供諮詢服務，但在報告年度，我們在這業務上仍在投放階段，我們會致力於投入時間和其他資源來開發及整固有關市場與業務。對於我們的汽油貿易業務，於二零一九年六月二十一日，本集團購入一艘運油輪，油輪名為「Distinction 01」號，代價為4,200,000美元(等值約32,760,000港元)。該油輪可承運船用油料，在公海直接向海上成品油分銷船供貨。此舉對公司的石油營運業務大有幫助。

在推動穩健業務增長的同時，本集團亦致力建立環保企業，和維持我們高質量的服務及營運標準。本集團將社會及環境責任視為業務營運的核心價值之一，並致力提高可持續性及透明度，以及提供可為下一代打造可持續環境的服務。

本報告概述本集團業務實踐中有關環境、社會及管治(「**環境、社會及管治**」)報告(「**報告**」)的若干主題及其與本集團業務運作、環境保護及社會承諾相關的政策實施及策略。有關企業管治的資料，請參閱二零一九年年報中的「**企業管治報告**」。

本報告涵蓋二零一八年七月一日至二零一九年六月三十日(「**報告年度**」或「**二零一九財年**」)。



## REPORTING FRAMEWORK

The Report has been prepared with reference to the ESG Reporting guide set out in Appendix 27 to the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited (the “SEHK”).

In preparation of this Report, due diligence has been taken by the Group to adhere to the reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”. The materiality assessment (pages 6–10) has ensured the Report presents the most material ESG topics pertaining to our businesses. Whenever necessary, the Report details any standards, methodologies, assumptions and/or calculation tools used, or source of conversion factors used, as well as explanations of any inconsistencies to previous Reports.

## REPORTING SCOPE

The Report covers the Group’s ESG policies and measures, and compliance for business activities of our major revenue streams. This includes Multitone, with offices and facilities in the United Kingdom (“UK”), Germany and Malaysia. The latest burgeoning revenue stream of gas oil trading, managed by our offices in Hong Kong (“HK”), is also disclosed. However, on account of its relatively short history in the Group, disclosures in the Report are limited to compliance and management approach in this Reporting Year. As we establish greater capacity in data reporting, we shall expand the scope to include operational data from our gas oil trading activities. For the same reason, we expect that contribution from the renewable energy sector (being evolved from the technology segment) would be more significant next year, and we might include that in next year’s Report. With regard to workforce-related KPIs (Key Performance Indicators), the reporting scope includes data from China, Hong Kong and Macau to maintain consistency with the annual report.

## COMMENTS AND FEEDBACK

We make every effort to ensure consistency between the Chinese and English versions of this Report. However, in the event of any inconsistency, the English version shall prevail.

The progress of the Group depends in part on valuable comments from stakeholders. For any clarifications or advice regarding the content of this ESG Report, please forward your comments and suggestions to [ir@champion.hk](mailto:ir@champion.hk).

## 報告框架

本報告按照香港聯合交易所有限公司（「香港聯交所」）主板上市規則附錄二十七所載「環境、社會及管治報告指引」編製。

在編寫本報告時，本集團展開盡職調查以遵守「重要性」、「量化」、「平衡」和「一致性」的報告原則。重要性評估（第六至十頁）確保本報告展示了我們業務與環境、社會及管治相關最重要的主題。在必要時，本報告詳細說明了所使用的標準、方法、假設和／或計算工具，或所使用的轉換係數的來源，以及與先前報告任何不一致之處的說明。

## 報告範圍

本報告涵蓋了本集團的環境、社會及管治政策和措施，以及我們主要收入來源的業務活動合規管理。其中包括Multitone及其在英國（「英國」）、德國和馬來西亞設立的辦公室和設施。還披露了香港（「香港」）辦公室管理的最新迅速增長的汽油貿易收入來源。然而，由於其在集團中相對較短的歷史，報告年度內的披露僅限於合規和管理方法。隨著我們建立更大的數據報告，我們將擴大範圍以包括來自汽油貿易活動的營運數據。同樣原因，我們預計明年從再生能源板塊（該項目由我們的科技板塊發展而成）的收入來源貢獻將會更大，因此，我們可能會將其納入明年的報告中。關於僱員相關的KPIs（關鍵績效指標），報告範圍包括來自中國、香港及澳門的資料，以確保與年報一致。

## 意見及反饋

我們將盡一切努力確保本報告中英文版本的一致性。但是，如有任何歧義，應以英文本為準。

本集團的進展部份取決於持份者的寶貴意見。如對本環境、社會及管治報告內容有任何澄清或建議，請將閣下的意見和建議轉發至 [ir@champion.hk](mailto:ir@champion.hk)。



## MESSAGE FROM THE MANAGEMENT

Dear valued stakeholders,

I am pleased to present to you the Group's third ESG Report. We believe businesses should be a force for good. Whatever the segment of operation, it is a matter of unwavering commitment to ingrain sustainability values in your value chain. During the Reporting Year, our main business segments of sales and licensing of telecommunication products, gas oil trading as well as sale of renewable energy related services, demonstrated steadfast commitment to furthering sustainable development.

Sustainability at the Group starts with our talent. We embrace inclusive employment that builds a respectful workplace. The Group is an equal opportunity employer, and provides training to personnel of non-discriminatory best practices. Any form of discrimination, harassment or bullying is not tolerated. We dedicate significant resources to attract and retain talented employees, and to ensure that staff grow in competence and skill sets alongside the business. To best determine and address the training needs of our staff, we establish yearly training plans that aid continuous professional development.

We make ceaseless efforts to safeguard health and safety of the staff. This year, over 190 hours of training hours were devoted to enhancing the Group's capacity to improve our safety management. To cater to the ever-changing external environment, we equip our staff with the latest knowledge and skillsets through a range of internal and external training sessions. During the Reporting Year, our staff attended a total of 3,023 training hours, of which 45% of the Group's staff attended.

Sustainability also comes in the form of environmental stewardship. Our facilities are limited to the assembly and sales of products, and thus there is no direct discharge of manufacturing emissions or effluents. We focus our efforts on resource conservation in our daily office-based operations. Our UK facilities are installed with 100% LED lighting, while we completed the replacement in Germany this year as part of our efforts to meet our electricity reduction target for lighting. Target to cut evening heating energy (electricity and natural gas) consumption was also met by raising employee awareness. We employ technology to drive further impacts. A significant proportion of Hard-disk drives (HDD) have been replaced by the more power-efficient alternative Solid-state drives (SSD), while data centre temperature and humidity is optimized via Wi-Fi loggers.

## 管理層致辭

各位尊貴的持份者，

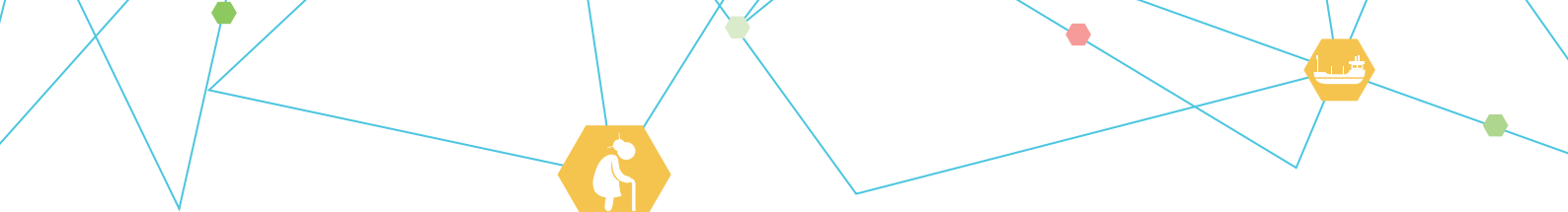
本人欣然向閣下提呈本集團第三份環境、社會及管治報告。我們相信企業應該成為造福大眾的力量，不論任何部門的營運，都必須堅定不移地致力於在閣下的價值鏈中樹立可持續發展價值。於報告年度，我們的主要業務分部包括通訊產品的銷售和許可證，汽油貿易，以及再生能源板塊的銷售服務，顯示出對促進可持續發展的堅定承諾。

本集團的可持續發展始於我們的人才。我們擁護就業的包容性，建立互相尊重的工作場所。本集團是平等機會的僱主，並為員工提供非歧視最佳實踐培訓。絕不容忍任何形式的歧視，騷擾或欺凌。我們將投入大量資源來吸引和挽留有才能的僱員，並確保員工隨著業務發展而提高能力和技能。為了最好地確定和滿足員工的培訓需求，我們制定了年度培訓計劃，以促進持續的專業發展。

我們不懈地努力維護員工的健康和安全。今年，本集團投放了超過190小時的培訓時間用於增強改善我們安全管理的能力。為了適應外部環境不斷的變化，我們通過一系列內部和外部培訓課程為員工配備了最新的知識和技能。於報告年度，我們的員工共參加了3,023小時的培訓，其中本集團45%的員工參加了培訓。

可持續發展亦以環境管理的形式出現。我們的設施僅限於組裝和銷售產品，因此不會直接排放製造排放物或廢水。我們在日常辦公室營運中致力於資源節約。我們在英國的設施安裝了100% LED燈泡照明，而今年我們在德國也完成了更換，這是我們為實現照明節電目標而作出努力的一部分。通過提高僱員的節能意識也達到減少夜間取暖能源（電力和天然氣）消耗的目標。我們採用技術來推動進一步的影響。很大部分硬盤驅動器(HDD)已被更節能的替代固態驅動器(SSD)取代，而資料中心的溫度和濕度通過Wi-Fi記錄儀進行了優化。





The Group possesses significant leverage to extend our sustainability commitments throughout our supply chain. We take reference to the Responsible Business Alliance (RBA) Code of Conduct to make continuous advancements in ensuring business partners engage in responsible practices, including safe working conditions where workers are treated with respect and dignity, as well as environmentally responsible manufacturing. The Group has established and implemented the Slavery and Human Trafficking Statement which contains concrete principles as set out in the International Bill of Human Rights. We do not tolerate any form of forced labour and human trafficking and mandate the same principles to engage suppliers and sub-contractors.

Most of all, the Group is proud to be contributing to the betterment of society through our business segments. Telecommunication products sold and licensed through the subsidiary, Multitone, are leading the forefront of healthcare and security communication solutions in the UK and Germany. In the Asia Pacific, the Group has laid its first milestone in developing its gas oil trading segment through an oil tanker acquisition at the end of this Reporting Year. The Group is driving full steam ahead in its renewable energy segment, acting in full range from the capacity of being a main contractor, system design, material supplier to just being an intermediary agent for customers of Hong Kong's new Feed-in-Tariff solar power schemes. As stated in my Chairperson's statement in the Group's 2019 annual report, the supply of clean energy is an unstoppable global trend. The Feed-in-Tariff scheme for solar power generation has received strong support from the Government of the HKSAR as well as active promotion by Hong Kong Electric Investments Limited and CLP Power Hong Kong Limited ("CLP"), attracting attention from various parties in Hong Kong. This has stimulated energy users that have the potential for solar power generation in participating in the FIT Scheme.

Looking forward to what lays ahead, the Group is committed to continue addressing the needs of our society. We endeavor to do so with sustainability values as a cornerstone.

**Ms. WONG Man Winny**  
*Chairperson*  
Hong Kong

本集團擁有巨大的優勢，可以將我們的可持續發展承諾延伸到整個供應鏈。我們參考《責任商業聯盟》(「RBA」)行為準則，以確保業務夥伴採取負責任的做法，不斷取得進展，包括在給予員工尊重和尊嚴的前提下提供安全的工作條件以及對環境負責的生產。本集團制定並執行了《奴役和人口販運聲明》，其中載有《國際人權憲章》規定的具體原則。我們不容忍任何形式的強迫勞動和人口販運，並要求採用相同的原則來與供應商和分銷商合作。

最重要的是，本集團通過我們的業務部門為改善社會做出貢獻而感到自豪。通過子公司 Multitone 出售通訊產品及許可證，其作為在英國和德國引領著醫療保健和安全通信解決方案的前沿。在亞太地區，本集團於報告年度末通過收購油輪為發展其汽油貿易分部奠定了第一個里程碑。本集團從作為總承包商，系統設計，物料供應商的角色到為香港新的太陽能發電上網電價計劃的客戶充當中介的全方位代理，正全力推動其可再生能源的業務。誠如本集團二零一九年年報主席報告中所述，清潔能源供應是勢不可擋的全球大潮。太陽能發電上網電價計劃得到香港特別行政區政府鼎力支持，又得到港燈電力投資有限公司和中華電力有限公司(「中華電力」)的積極推動，在香港受到各方關注，這激發了有太陽能發電潛力的能源用戶參與上網電價計劃。

展望未來，本集團致力於繼續滿足社會需求。我們致力於以可持續發展價值觀為基石。

主席  
**黃敏女士**  
香港



## APPROACH TO SUSTAINABILITY

Business longevity shall only be granted to those who look beyond short-term gains and consider the external impacts they have on the economy, society, and environment. The Group manages its sustainability performance through the respective functions at each region, mainly the operations and product management as well as the human resources department. We identify and evaluate the materiality of the diverse range of ESG topics that are interrelated with our business operations (See next section: Materiality Assessment) to form our future corporate direction.

## MATERIALITY ASSESSMENT

Sustainable development encompasses a holistic spectrum of environmental and social aspects. In order to harness the related risks and opportunities, it is crucial for the Group to determine the most material aspects. The Group adopts the three-step process of identification, prioritization and application to ensure sustainability topics are being managed and reported in accordance with their materiality.

### (1) Identification

In accordance with the ESG Reporting Guide, all fundamental sustainability topics were identified. In the context of the latest sustainability landscape, the Group has determined the following 18 topics that are deemed to have impact on the environment and society through our operations.

## 可持續發展方式

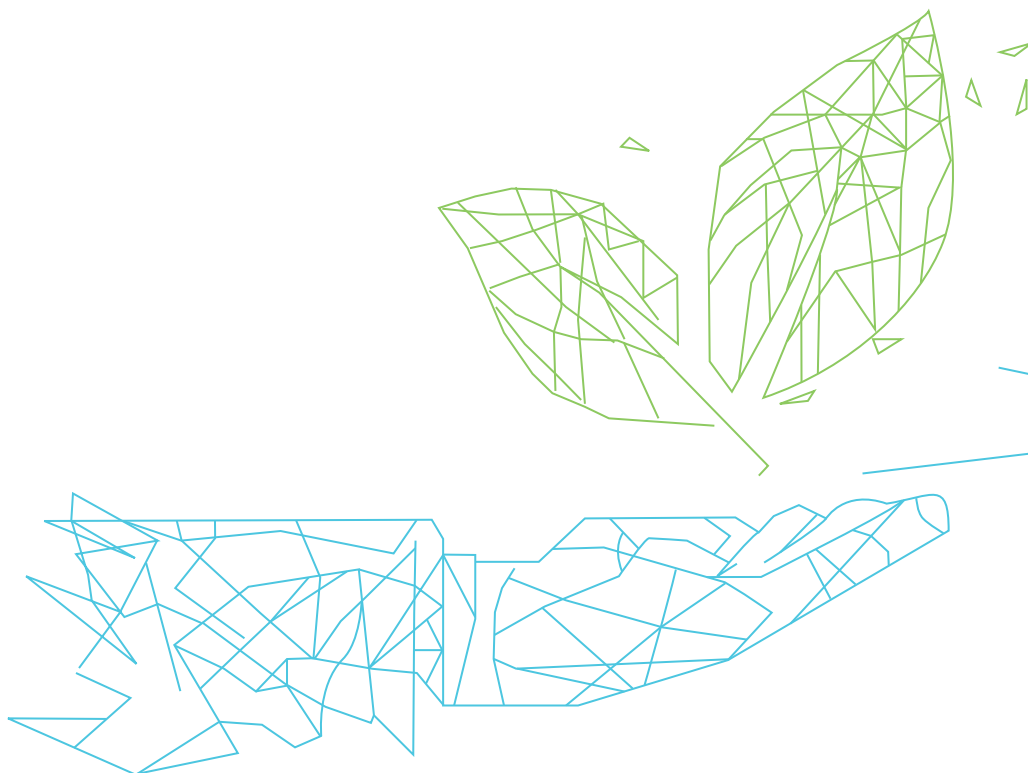
業務的長久性只應授予那些超越短期利益並考慮到其對經濟、社會和環境外部影響的企業。本集團通過每個地區的職能（主要是營運和產品管理以及人力資源部門）來管理其可持續發展績效。我們確定並評估與我們業務營運相關的各種環境、社會及管治主題的重要性（請參閱下一部分：重要性評估），以形成我們未來企業發展的方向。

## 重要性評估

可持續發展涵蓋了環境和社會方面的整體方面。為了把握相關的風險和機遇，確定最重要的方面對本集團至為重要。本集團採用識別，優先次序和應用的三步過程，以確保根據其重要性對可持續性主題進行管理和報告。

### (1) 識別

根據「環境、社會及管治報告指引」，確定了所有基本的可持續發展主題。在最新的可持續發展形勢下，本集團確定了以下十八個主題，這些主題被認為通過我們的營運對環境和社會產生了影響。





## ESG Aspects

環境、社會及管治方面

## Material ESG issues for the Group

本集團重要環境、社會及管治問題

### A. Environmental Responsibility 環境責任

#### A1 Emissions and Waste Generated 產生的排放物及廢棄物

#### 1. Air Emissions 空氣排放

#### 2. Greenhouse Gas Emissions 溫室氣體排放

#### 3. Waste Management 廢棄物管理

#### A2 Use of Resources 資源使用

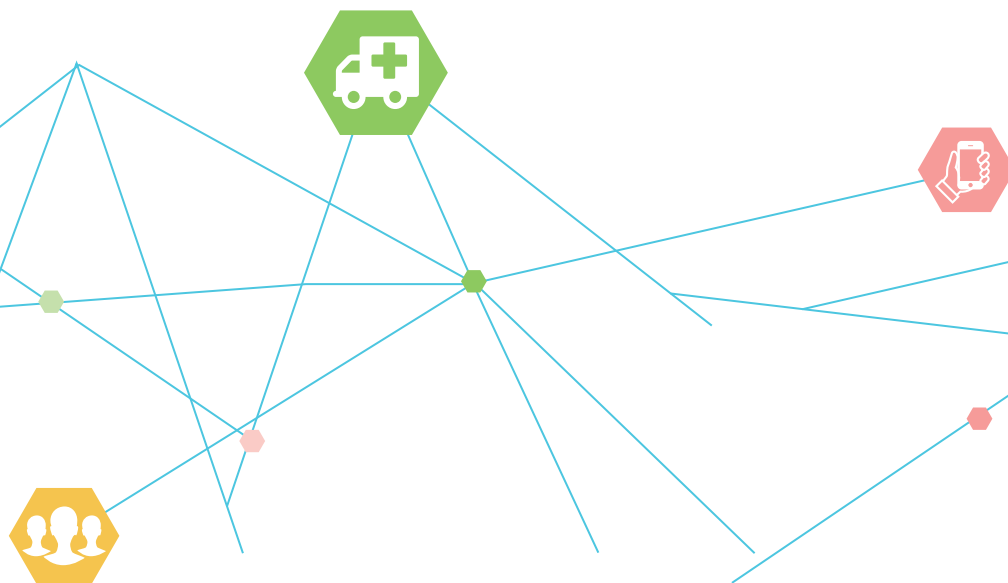
#### 4. Energy Consumption 能源消耗

#### 5. Water Consumption 耗水

#### 6. Paper Consumption 紙張消耗

#### A3 The Environment and Natural Resources 環境及天然資源

#### 7. Environmental Risk Management 環境風險管理





## ESG Aspects

### 環境、社會及管治方面

B. Social Responsibility  
社會責任

B1 Employment  
僱傭

B2 Workplace Health and Safety  
工作場所的健康與安全

B3 Development and Training  
發展及培訓

B4 Labour Standards  
勞工準則

B5 Supply Chain Management  
供應鏈管理

B6 Product Responsibility  
產品責任

B7 Anti-Corruption  
反貪污

B8 Community Investment  
社區投資

## Material ESG issues for the Group

### 本集團重要環境、社會及管治問題

8. Human Resources Practices  
人力資源慣例

9. Employment and Remuneration Policies  
僱傭及薪酬政策

10. Equal Opportunity  
平等機會

11. Employees' Health and Workplace Safety  
僱員健康與工作場所安全

12. Employee Development  
僱員發展

13. Anti-child and Forced Labour  
反童工與強迫勞動

14. Supplier Practices  
供應商慣例

15. Goods/Services' Quality and Customers  
Satisfaction  
貨物／服務質量和客戶滿意度

16. Protection of Customers Privacy  
客戶私隱保護

17. Anti-corruption and Anti-money Laundering  
反貪污及反洗錢

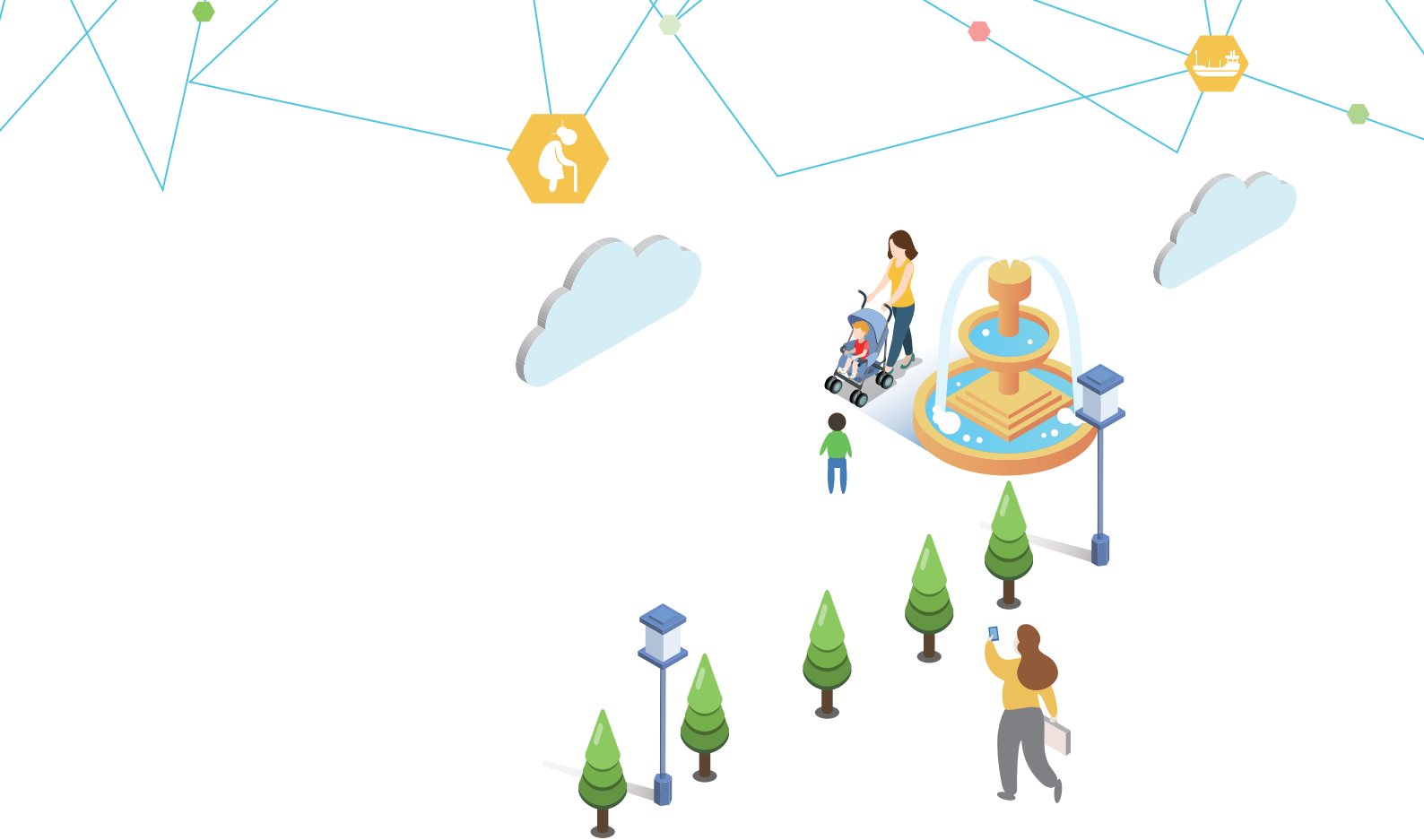
18. Community Investment  
社區投資

## (2) Prioritisation

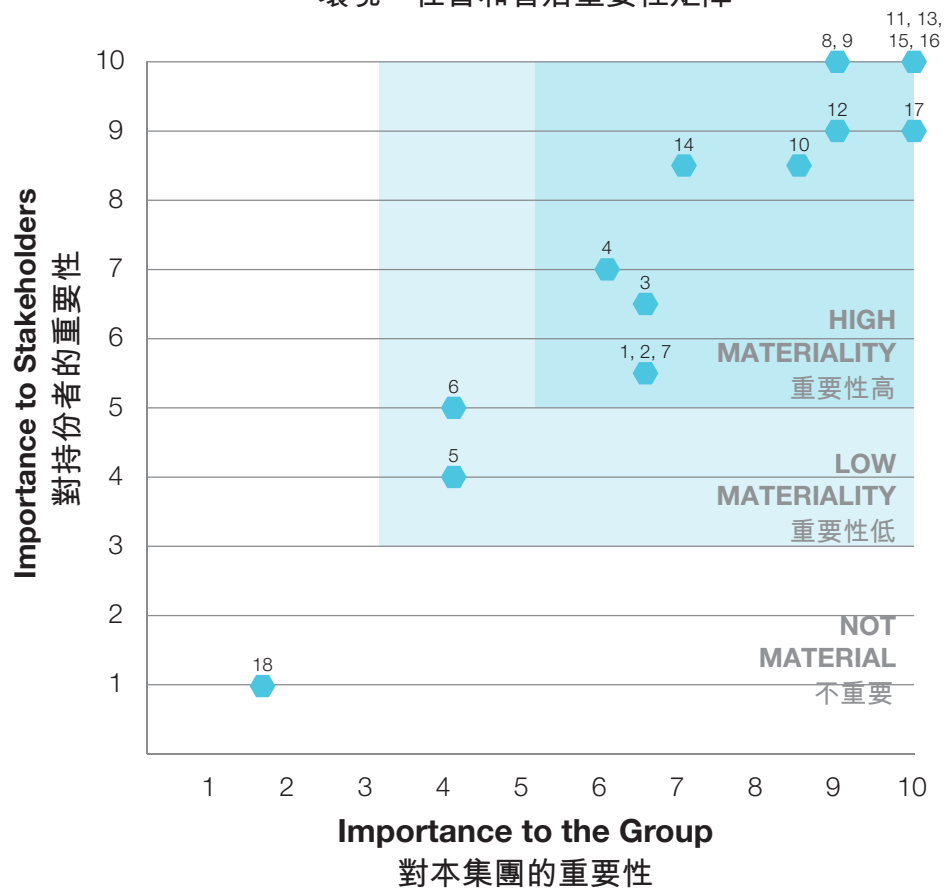
To determine the materiality of the selected ESG topics, the views of senior management of respective operational regions were sought. The senior management, who possessed a high-level view of all the topics, were asked to score the importance of each ESG topic to stakeholder groups and the Group in each of their perspective. Weighted according to the proportion of revenue of each operational region, the following materiality matrix resulted. The topmost-right quadrant determines the topics of high materiality.

## (2) 優先次序

為了確定所選環境、社會和管治主題的重要性，我們尋求了各個營運區域高級管理層的意見。高層管理者對所有主題都具有高層次的看法，並要求他們從持份者和本集團的各個角度對每個環境、社會和管治主題的重要性進行評分。根據各個營運區域的收入比例進行加權，得出以下重要性矩陣，最右上象限確定了高度重要性的主題。



**ESG Materiality Matrix**  
環境、社會和管治重要性矩陣



### Highly material topics (by ranking)

### 高度重要性主題(按排名先後)

No. 編號	Topics 主題
11, 13, 15, 16	Employees' Health and Workplace Safety; Anti-child and Forced Labour 僱員健康與工作場所安全；反童工與強迫勞動
	Goods/Services Quality and Customers Satisfaction; Protection of Customers Privacy 貨物／服務質量和客戶滿意度；客戶私隱保護
8, 9	Human Resources Practices; Employment and Remuneration Policies 人力資源慣例；僱傭及薪酬政策
17	Anti-corruption and Anti-money Laundering 反貪污及反洗錢
12	Employee Development 僱員發展
10	Equal Opportunity 平等機會
14	Supplier Practices 供應商慣例
4	Energy Consumption 能源消耗
3	Waste Management 廢棄物管理
1, 2, 7	Air Emissions; Greenhouse Gas Emissions; Environmental Risk Management 空氣排放；溫室氣體排放；環境風險管理

### (3) Application

The Report discloses all the high and low material topics. To address topics that matter most to our stakeholders, more depth is detailed for topics of high materiality throughout the Report.

### (3) 應用

本報告披露了所有高度重要性和低度重要性的主題。為了回應我們持份者最關注的主題，本報告對具有高度重要性的主題進行了更詳細的介紹。

## STAKEHOLDER ENGAGEMENT

The Group believes that identifying and addressing stakeholder views lay a solid foundation to the long-term growth and success of the Group. The Group engages with a wide network of stakeholders, including employees, customers, suppliers, shareholders, government and community.

## 持份者參與

本集團相信，識別和回應持份者的意見為本集團長期發展和成功奠定了堅實的基礎。本集團與廣泛的持份者交流，包括僱員，客戶，供應商，業務夥伴，股東，政府和社區。



The Group develops multiple engagement channels that provide opportunities for stakeholders to express their views on the Group's general business conduct and sustainability management. The engagement channels are summarized in the following table. To reinforce mutual trust and respect, the Group is committed to maintaining effective communication channels with stakeholders in both formal and informal ways. This can enable the Group to better shape its business strategies in order to respond to their needs and expectations, anticipate risks and strengthen key relationships.

本集團開發了多種參與渠道，為持份者提供了可以表達他們對本集團總體業務行為和可持續發展管理意見的機會。下表總結了參與渠道。為了加強相互信任和尊重，本集團致力以正式和非正式的方式與持份者保持有效的溝通渠道。這可以使本集團更好地制定業務戰略，以回應他們的需求和期望，預測風險並加強主要關係。



Stakeholders 持份者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題	Company's actions 公司行動
Shareholders 股東	<ul style="list-style-type: none"> <li>General meetings 股東大會</li> <li>Regular corporate publications including financial reports and ESG report 定期企業公佈，包括財務報告及環境、社會和管治報告</li> <li>Circulars and announcements 通函和公告</li> <li>Corporate website 企業網站</li> </ul>	<ul style="list-style-type: none"> <li>Business strategies and sustainability 業務策略與可持續性</li> <li>Financial performance 財務表現</li> <li>Corporate governance 企業管治</li> </ul>	<p>The Group takes reference to the Responsible Business Alliance (RBA) Code of Conduct to make continuous advancements for ensuring business partners to engage responsible practices, including safe working conditions where workers are treated with respect and dignity, and environmentally responsible manufacturing.</p> <p>本集團參考《責任商業聯盟》(「RBA」) 行為準則，以確保業務夥伴採取負責任的做法，不斷取得進展，包括在給予員工尊重和尊嚴的前提下提供安全的工作條件以及對環境負責的生產。</p>
Employees 僱員	<ul style="list-style-type: none"> <li>Performance appraisals 表現評估</li> <li>Training sessions 培訓課程</li> <li>Social media 社交媒體</li> </ul>	<ul style="list-style-type: none"> <li>Training and development 培訓和發展</li> <li>Employee remuneration 僱員薪酬政策</li> <li>Working hours 工作時間</li> <li>Occupational health and safety 職業健康及安全</li> <li>Equal opportunities 平等機會</li> </ul>	<p>The Group regards our staff as the most valuable assets. During the Year, a total of 98 employees attended training sessions covering professional development, as well as safety protocol. Over 190 hours of safety-related training sessions were provided that included programs to enhance our safety management systems.</p> <p>本集團視員工為最寶貴的資產。在這一年中，共有98名員工參加了涵蓋專業發展以及安全規程的培訓課程。提供了超過190個小時的安全相關培訓課程，其中包括加強我們的安全管理體系的計劃。</p>



Stakeholders 持份者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題	Company's actions 公司行動
Customers 客戶	<ul style="list-style-type: none"> <li>Corporate website 企業網站</li> <li>Complaint and feedback channels 投訴與反饋渠道</li> <li>Social media 社交媒體</li> </ul>	<ul style="list-style-type: none"> <li>Service quality and reliability 服務質素與可靠性</li> <li>Client information security 客戶信息安全</li> <li>Business ethics 商業操守</li> </ul>	<p>Multitone's patented EkoTek® staff protection system is designed with healthcare providers firmly in mind and boasts a number of features that stand out from competitors, such as reliance on Wi-Fi transmitters.</p> <p>Multitone的專利EkoTek®員工保護系統在設計時就牢記醫療保健提供者的利益，並擁有眾多競爭對手不具備的功能，例如對Wi-Fi發射器的依賴。</p> <p>The Group is committed to protecting privacy and confidentiality of personal data collected. We adopt best practices by taking reference to the ISO 27001 Information Security Management Systems standards.</p> <p>本集團致力於保護收集到的個人資料的隱私和機密性。我們通過參考ISO 27001信息安全系統標準來採用最佳做法。</p>
Suppliers 供應商	<ul style="list-style-type: none"> <li>Supplier assessment 供應商管理</li> <li>Continuous direct communication 持續直接溝通</li> </ul>	<ul style="list-style-type: none"> <li>Fair competition 公平競爭</li> <li>Business ethics 商業操守</li> </ul>	<p>The Group promotes fair and open competition that prohibits cartels, and any activity of trade associations and industry bodies which prevents, restricts or distorts competition. The abuse of market power, such as in the form of predatory pricing, anti-competitive tying and bundling, exclusive dealing, are also forbidden by the Group.</p> <p>本集團提倡公平和公開競爭，禁止壟斷聯盟以及阻止、限制或扭曲競爭行業協會和行業團體的任何活動。本集團還禁止濫用市場力量，例如掠奪性定價，反競爭性搭售和網綁銷售，及獨家交易。</p>



Stakeholders 持份者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題	Company's actions 公司行動
Government 政府	<ul style="list-style-type: none"> <li>Statutory filings and notification 法定文件存檔及通知</li> <li>Regulatory or voluntary disclosures 監管或自願披露</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with law and regulations 遵守法律及法規</li> <li>Business strategies and sustainability 商業策略及可持續性</li> </ul>	<p>The Group is committed to achieving and maintaining the highest standards of openness, probity and accountability. Our whistle-blowing mechanism ensures all cases of suspected malpractice or misconduct are handled in an independent and confidential manner. Regarding the risk of customer corruptive practices, all new customers are required to submit legitimacy proofs, as well as screening of historical financial statements by professional credit rating agencies.</p> <p>本集團致力於實現並保持最高標準的開放性，誠實和負責。我們的舉報機制可確保以獨立和保密的方式處理所有涉嫌舞弊或不當行為的案件。關於客戶腐敗行為的風險，所有新客戶都必須提交合法性證明，並由專業信用評級機構對歷年財務表進行篩選。</p>
Community 社區	<ul style="list-style-type: none"> <li>Corporate donations 企業捐贈</li> <li>Corporate website 企業網站</li> <li>Social media 社交媒體</li> </ul>	<ul style="list-style-type: none"> <li>Fair employment opportunities 公平就業機會</li> <li>Environmental protection 環境保護</li> </ul>	<p>In Germany, Multitone completed the replacement of lighting systems to an energy-efficient LED alternative. We achieved an electricity consumption reduction of 30% by the end of the Reporting Year, exceeding our original target of 20% reduction from the previous year. Target to cut evening heating energy consumption by 10% compared to last year was met by raising employee awareness.</p> <p>在德國，Multitone完成了將照明系統更換，改用節能LED燈泡。截至報告年度末，我們實現了用電量減少30%，超出了我們預期去年減少20%的目標。通過提升員工的節能意識，實現了夜間供暖消耗與去年相比降低10%的目標。</p>



## ENVIRONMENTAL RESPONSIBILITY

The Group is committed to operating business activities in a clean and sustainable manner. Our facilities in the UK, Germany and Malaysia typically engage in the manual assembly and sale of telecommunication equipment and licensing, while the Group's trading activities of gas oil and renewable energy services are operated in Hong Kong. As the Group does not engage in any complicated manufacturing operations, the environmental impacts of our facilities and offices are limited to air emission from vehicles, the management of waste and resource conservation. The Group strives to curb emissions and waste, as well as conserve energy and water resources. In our Malaysian facility, the certified environmental management system adheres to best practices of the ISO 14001 standards.

### Aspect A1: Emissions and Waste Generated

The Group implements robust systems to ensure all pollutant discharges, waste disposal and handling are compliant with regulatory standards. Our operations do not discharge any matter to water and/or land bodies. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to air emissions discharges, waste disposal and handling. Major applicable laws and regulations are detailed in respective sections.

#### Air emissions

The Group's air emissions are released from the operation of petrol or diesel oil run vehicles, which include the emission of Sulphur Oxides (SOx), Nitrogen Oxide (NOx) and Particulate Matter (PM). Majority of the vehicle fleet are under leased contracts and undergo regular maintenance. Fuel wastage is prevented via proper tuning and maintenance of tyre pressure, which preserves engine efficiency.

The major laws and regulations applicable to control of vehicular air emissions include, but are not limited to, Hong Kong Air Pollution Control (Vehicle Design Standards) (Emission) Regulations. In addition to meeting statutory requirements, the Group strived to curb the release of air pollutants during the Reporting Year.

- In our UK operations, more than 10% of the leased vehicles were hybrid models, which make use of regenerative braking systems that captures lost kinetic energy during braking. Where possible, idling vehicles were tackled using start-stop systems which detect and automatically shut idling engines.
- In our operations in Germany, the entire vehicle fleet met the latest Euro emissions standard of Euro 6d-TEMP.

## 環境責任

本集團致力以清潔及可持續發展方式經營業務活動。我們在英國、德國和馬來西亞的設施主要從事手工組裝和銷售通訊產品以及許可證的業務，而本集團的汽油貿易及可再生能源服務活動則在香港進行。由於本集團不從事任何複雜的製造業務，因此我們設施和辦公室對環境的影響僅限於車輛排放的廢氣，廢棄物管理和資源節約。本集團努力控制排放和廢棄物產生，並節約能源和水資源。在我們位於馬來西亞的設施中，經過認證的環境管理體系遵循ISO 14001標準的最佳做法。

### A1方面：產生的排放物及廢棄物

本集團實施健全的制度，以確保所有污染物排放，廢棄物處置和處理均符合監管標準。我們的營運不會排放任何物質於水及／或土地。於報告年度，本集團概沒有發生違反空氣排放，廢棄物處置及處理的適用法律及法規的事項。主要適用法律和法規在相應的章節中有詳細說明。

#### 空氣排放

本集團的空氣排放來自汽油或柴油車輛的運作，其中包括硫氧化物(SOx)、氮氧化物(NOx)和顆粒物(PM)的排放。大多數車隊是根據租賃合同進行的，並且進行定期維護。通過適當調節和維持輪胎壓力，保持發動機效率，從而防止燃料浪費。

適用於控制車輛廢氣排放的主要法律法規包括但不限於香港《空氣污染管制(車輛設計標準)(排放)規例》。除符合法定要求外，本集團亦於報告年度內努力控制空氣污染物的排放。

- 在我們的英國營運中，超過10%的租用車輛是混合動力車型，它們利用了再生制動系統來捕獲制動過程中失去的動能。在可能的情況下，使用起停系統處理閑置車輛，該系統可以檢測並自動關閉空轉發動機。
- 在德國的營運中，整個車隊均達到了最新的歐洲排放標準，即Euro 6d-TEMP。

During the Reporting Year under review, the Group's air emissions of Sulphur Oxides (SOx), Nitrogen Oxide (NOx), and Particulate Matter (PM) from vehicle usage were recorded. The Group released 222.19 kg, 1.95 kg and 14.33 kg of nitrogen oxides, sulphur oxides, and particulate matter in FY2019.

於報告回顧年度內，集團記錄了車輛使用產生的硫氧化物(SOx)，氮氧化物(NOx)和顆粒物(PM)的空氣排放量。本集團在二零一九財年釋放了222.19公斤，1.95公斤和14.33公斤氮氧化物，硫氧化物和顆粒物。

#### Air emissions

#### 空氣排放

	Unit 單位	FY2019 二零一九財年
Nitrogen Oxides (NOx) 氮氧化物(NOx)	kg 公斤	222.19
Sulphur Oxides (SOx) 硫氧化物(SOx)	kg 公斤	1.95
Particulate Matter (PM) 顆粒物(PM)	kg 公斤	14.33

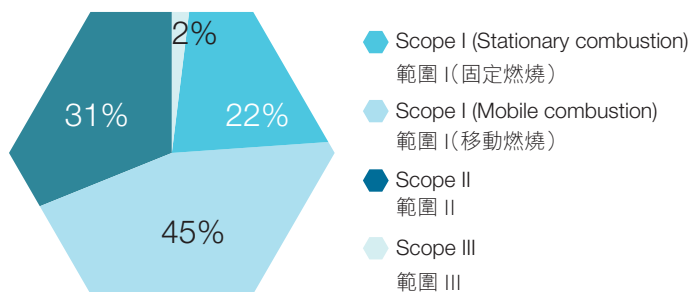
#### Greenhouse gas emissions and climate change mitigation

Climate change mitigation is no longer only a subject of international-level agenda, but highly relevant to all members of society. To implement an effective approach to climate change mitigation, it is important to possess a comprehensive understanding of the carbon emission sources of the Group. The Group's carbon footprint, presented in the chart and table below, is primarily due to mobile combustion (i.e. vehicles), electricity use and stationary combustion (for example, natural gas boiler).

#### 溫室氣體排放與減緩氣候變化

緩解氣候變化不僅不再是國際層面議題，而且與社會所有成員息息相關。為實施有效的緩解氣候變化方法，全面了解本集團的碳排放源頭是很重要的。下表中列出的該集團的碳足跡主要歸因於移動燃燒(即車輛)，用電和固定燃燒(例如天然氣鍋爐)。

#### Greenhouse gas emissions 溫室氣體排放



During the Reporting Year under review, the Group generated a total of 716.3 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) of greenhouse gases (Scope I & II), resulting in a carbon intensity of 0.069 tCO<sub>2</sub>e per square metre of total gross floor area. Recognising the upstream and downstream impacts in our value chain, we have sought to start disclosing aspects of our Scope III emissions in this Reporting Year. Although the contribution from Scope III emissions is relatively small, we have accounted for our indirect greenhouse gas emissions from business air travels, methane production from paper waste decomposition in landfill, as well as electricity use for water processing.

在報告回顧年度內，本集團共產生了716.3噸二氧化碳當量噸數(tCO<sub>2</sub>e)溫室氣體(範圍I和II)，每平方米總樓面面積的碳強度為0.069二氧化碳當量噸數。認識到我們價值鏈的上游和下游影響，我們試圖在本報告年度開始披露我們的範圍III排放的各個方面。儘管範圍III排放的貢獻相對較小，但我們已經考慮到了商務旅行帶來的間接溫室氣體排放，堆填區廢紙分解產生的甲烷產品以及水處理的電力消耗。

# Greenhouse gas emissions

## 溫室氣體排放

Unit

單位

FY2019<sup>(1)</sup>

二零一九財年<sup>(1)</sup>

Scope I (Direct Emissions)		tCO <sub>2</sub> e	489.6
範圍 I (直接排放)		二氧化碳當量噸數	
Stationary combustion		tCO <sub>2</sub> e	162.8
固定燃燒		二氧化碳當量噸數	
Mobile combustion <sup>(2)</sup>		tCO <sub>2</sub> e	326.8
移動燃燒 <sup>(2)</sup>		二氧化碳當量噸數	
Scope II (Indirect Emissions)		tCO <sub>2</sub> e	226.7
範圍 II (間接排放)		二氧化碳當量噸數	
Electricity purchased		tCO <sub>2</sub> e	226.7
購電		二氧化碳當量噸數	
Scope III (Other Indirect Emissions)		tCO <sub>2</sub> e	18.2
範圍 III (其他間接排放)		二氧化碳當量噸數	
Business air travels		tCO <sub>2</sub> e	13.9
商務航空旅行		二氧化碳當量噸數	
Paper waste disposed at landfills <sup>(3)</sup>		tCO <sub>2</sub> e	3.8
堆填區處置的廢紙 <sup>(3)</sup>		二氧化碳當量噸數	
Fresh water and sewage processing (electricity use) <sup>(4)</sup>		tCO <sub>2</sub> e	0.5
淡水和污水處理 (電力使用) <sup>(4)</sup>		二氧化碳當量噸數	
Total	(Scope I & II)	tCO <sub>2</sub> e	716.3
總共	(範圍 I 和 II)	二氧化碳當量噸數	
	(Scope I & II & III)	tCO <sub>2</sub> e	734.5
	(範圍 I 和 II 和 III)	二氧化碳當量噸數	
Carbon intensity	(Scope I & II)	tCO <sub>2</sub> e per m <sup>2</sup>	0.069
碳強度	(範圍 I 和 II)	二氧化碳當量噸數／平方米	
	(Scope I & II & III)	tCO <sub>2</sub> e per m <sup>2</sup>	0.070
	(範圍 I 和 II 和 III)	二氧化碳當量噸數／平方米	

Note (1): In accordance with Greenhouse Gas Protocol, the approach used to set the boundary has been changed from financial control in last Reporting Year to widely used operational control in FY2019.

註(1): 根據溫室氣體盤查協議定書，用於設定範圍的方法已從上一個報告年度的財務控制方法改為二零一九年財年的運作控制方法。

Note (2): We are still in the process of establishing reporting mechanisms for vessel fuel usage with regard to our rapidly expanding gas oil trading activities. Fuel usage of the new oil tanker purchased in June 2019 shall be accounted for starting from the next Reporting Year.

註(2): 關於我們迅速發展的汽油貿易活動，我們仍在建立船用燃料報告機制，二零一九年六月購買的新油輪燃料使用量應從下一個報告年度開始計算。

Notes (3) & (4): Due to the relatively insignificant amount of water and paper consumption, we deem it sufficient to apply Hong Kong-based emission factors for overseas data.

註(3)及(4): 由於耗水量及紙張消耗量相對較小，我們認為將香港排放因子應用於海外數據就足夠了。





The Group is committed to reducing our carbon footprint. Scopes I and II emissions are addressed through our energy reduction initiatives (See Section: Aspect A2 Use of Resources — Energy). Scope III emissions incur throughout our upstream and downstream activities, and we employ the following measures to minimize such emissions.

- We make utmost effort to avoid business travelling and opt for direct flights when unavoidable.
- We make extensive use of video-conferencing, as opposed to business travelling.

### Hazardous waste management

All hazardous waste, mainly batteries, component and devices, are collected and treated by authorized contractors who possess qualification to handle hazardous waste. The amount of disposed waste is recorded and matched with contractor reports to ensure all materials are entirely disposed under proper procedures. Clear protocols have been established at each stage to ensure all hazardous materials are handled and stored in a safe and secure manner. In the case of spent toner cartridges, all are collected by vendors for recycling.

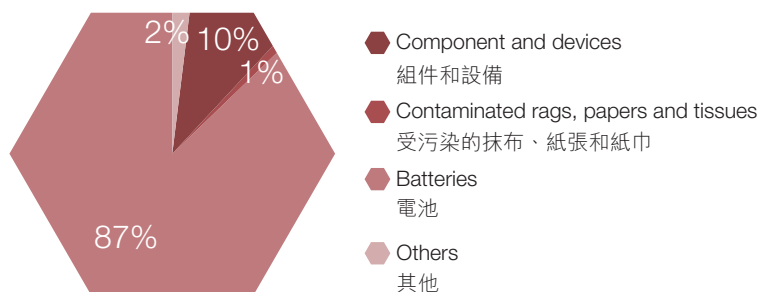
本集團致力於減少我們的碳足跡。通過我們的節能舉措處理了範圍I和II的排放問題(請參閱章節：A2方面資源使用 — 能源)。範圍III排放物在我們的上游和下游活動中產生，因此我們採取以下措施將此類排放降至最低。

- 我們盡最大努力避免商務航空旅行，並在不可避免的情況下選擇直航。
- 我們廣泛使用視頻會議，而不是商務旅行。

### 有害廢棄物管理

所有有害廢棄物(主要是電池，組件和設備)均由具有處理有害廢棄物資格的授權承包商收集 and 處置。廢棄物的數量會被記錄，並將其與承包商的報告相匹配，以確保所有物料都按照適當的程序進行了處置。在每個階段都建立了明確的協議，以確保以安全可靠的方式處理和存儲所有有害物料。對於用完的碳粉盒，全都由供應商收集以進行回收。

**Hazardous waste generated**  
**有害廢棄物產生**



The major laws and regulations applicable to control of hazardous waste include, but are not limited to, the Waste Electronic and Electrical Equipment ("WEEE") Directive, the Restriction of the Use of Certain Hazardous Substances ("RoHS") in Electrical and Electronic Equipment Directive, Registration, Evaluation, Authorization, Restriction of Chemicals ("REACH") of the European Union, The Waste Batteries and Accumulators Regulations of UK, and Environmental Quality Act 1974 P.U.(A) 294/2005 of Malaysia. During the Reporting Year under review, the Group generated a total of 1,163.7 kg of hazardous waste, resulting in a hazardous waste intensity of 0.19 kg per square metre of total gross floor area. We expanded our waste data scope to better present the types of hazardous waste generated in this year.

適用於控制有害廢棄物的主要法律法規包括但不限於「廢棄電子電機設備指令」(「WEEE」)，《電器電子設備使用若干有害物質限制》(「RoHS」)，歐盟的「化學品註冊、評估、授權、限制」(「REACH」)與英國《廢電池和蓄電池法規》，以及馬來西亞《1974年環境質量法P.U.(A)294/2005》。於回顧報告年度內，本集團共產生1,163.7公斤有害廢棄物，即每平方米總樓面面積0.19公斤有害廢棄物。我們擴大了廢棄物數據範圍，以更好地展示今年產生的有害廢棄物的類型。

## Hazardous waste<sup>(1)</sup>

有害廢棄物<sup>(1)</sup>

Unit

單位

FY2019

二零一九財年

Fluorescent tubes	kg	11.7
螢光燈管	公斤	
Component and devices	kg	117.6
組件和設備	公斤	
Contaminated rags, papers and tissues	kg	18.6
受污染的抹布、紙張和紙巾	公斤	
Batteries	kg	1,008.2
電池	公斤	
Solder dross	kg	1.0
錫渣	公斤	
Toner cartridge	kg	6.7
碳粉盒	公斤	
Total waste generated	kg	1,163.7
產生的廢棄物總量	公斤	
Hazardous waste intensity	kg per m <sup>2</sup>	0.19
有害廢棄物強度	公斤／平方米	

Note (1): Waste generated in UK facilities is minimal, thus not measured. Hence, intensity calculation does not include UK total gross floor area.

註(1)：英國設施產生的廢棄物極少，所以沒有量度。因此，強度計算不包括英國的總樓面面積。

## Non-hazardous waste management

The typical non-hazardous waste generated by the Group's facilities includes general non-segregated waste and paper waste. The majority of our waste is disposed at the landfill by qualified contractors. As waste reduction more often incurs less environmental impacts compared to waste recycling, we strive to place greater emphasis on the reduction of waste generated than the reusing and recycling of waste.

Seeking to contribute to the closed-loop economy, we employ the following initiatives to reduce the generation of non-hazardous waste, and raise recycling rates.

- We take recycling seriously. Waste is separated into general, recyclable and paper types using colour-coded bins, then they are collected by sub-contractors on a regular basis. For disposal of confidential documents, we engage secure information disposal services that recycle the paper waste.
- We take solid measures to minimise our paper usage and waste in our office-based operations. Printing volume is monitored, and systems are set default to duplex and economical modes with printing quota. Electronic system for filing and documentation has also been adopted in several offices.

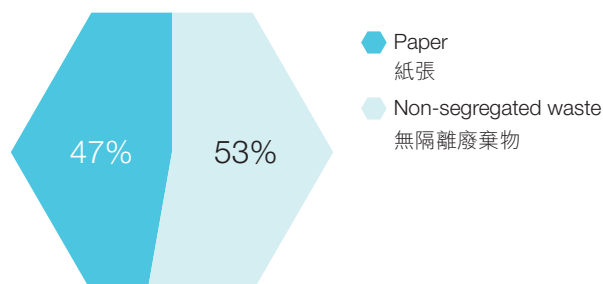
## 無害廢棄物

本集團設施產生的典型無害廢棄物包括一般非隔離廢棄物和紙張廢棄物。我們大部分的廢棄物都是由合資格的承包商通過堆填區處置的。與廢棄物回收相比，減少廢棄物導致較少的環境影響，因此，與廢棄物的再利用和回收相比，我們努力更加強調減少廢物的產生。

尋求對閉環經濟做出貢獻，我們採取了以下措施來減少無害廢棄物的產生並提高回收率。

- 我們重視回收。使用顏色分類的垃圾箱將垃圾分為普通，可回收和紙張三種類型，然後由承包商定期收集。對於處理機密文件，我們使用保護資料安全的處置服務來回收廢紙。
- 我們於辦公室的營運中採取了紮實的措施以最大程度地減少紙張的使用和浪費。監視打印量，並且系統默認設置為具有打印配額的雙面打印和經濟模式。數個辦公室也採用了電子文件提交和文件存檔。

## Non-hazardous waste generated 無害廢棄物



During the Reporting Year under review, the Group generated a total of 1,870 kg non-hazardous waste, resulting in a non-hazardous waste intensity of 0.31 kg per square metre of total gross floor area. Given our office-based operations, paper waste contributes a significant proportion of the non-hazardous waste generated, of which approximately 8% was recycled in this Reporting Year. Our waste measuring mechanisms at facilities are not exhaustive. With continuous assessment of its materiality, we shall endeavor to raise our monitoring capacity in the coming years.

於報告回顧年度內，本集團共產生1,870公斤無害廢棄物，每平方米總樓面面積產生0.31公斤無害廢棄物強度。鑑於我們以辦公室為基礎的營運，紙張廢物在無害廢棄物產生中佔很大比例，在本報告年度中，其中約8%被回收。我們設施的廢物計算機制並不徹底詳盡。通過不斷評估其重要性，我們將在未來幾年內努力提高我們的監測能力。

Non-hazardous waste <sup>(1)</sup> 無害廢棄物 <sup>(1)</sup>	Unit 單位	FY2019 二零一九財年
Landfill 堆填區	kg 公斤	1,800
Recycled 回收	kg 公斤	70
Total waste generated 總廢棄物產生	kg 公斤	1,870
Non-hazardous waste intensity 無害廢棄物強度	kg per m <sup>2</sup> 公斤／平方米	0.31

Note (1): Waste generated in UK facilities is minimal, thus not measured. Hence, intensity calculation does not include UK total gross floor area.

註(1)：英國設施產生的廢棄物極少，所以沒有量度。因此，強度計算不包括英國的總樓面面積。

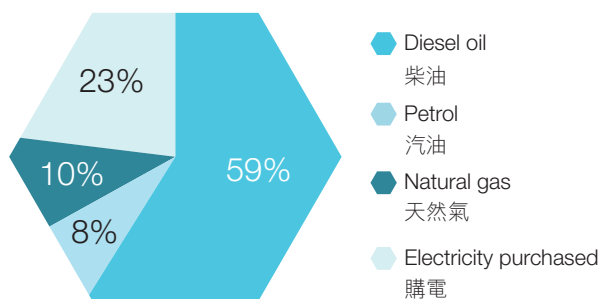
## Aspect A2: Use of Resources

The Group is committed to continually monitoring and improving resource efficiency as an integral part of operating methods, as well as complying with relevant government policies and environmental legislations. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to the use of energy and water resources at all operating regions. Major applicable laws and regulations applicable are detailed in respective sections.

## A2方面：資源使用

本集團致力於持續監察及改善資源效率，並將其作為營運方式不可或缺的一部分，並遵守相關政府政策及環境法例。於報告年度，本集團在所有營運地區均沒有發生違反有關使用能源及水資源的適用法律及法規的事項。適用的主要適用法律和法規在各個章節中進行了詳細說明。

### Energy consumption 能源消耗



### Energy

The Group's energy profile mainly consists of vehicle fuel and electricity use for facilities. Diesel oil accounted for approximately 59% of total energy consumption, while electricity use accounted approximately 23%. Natural gas, used for office heating, accounted for 10% of the total energy consumption. During the Reporting Year under review, the Group consumed 6,797,212 MJ and 2,012,415 MJ of direct and indirect energy respectively, resulting in a total energy intensity of 843 MJ per square metre of total gross floor area.

### 能源

本集團的能源組合主要包括設施所用的車輛燃料和電力。柴油約佔總能耗的59%，而用電量約佔23%。用於辦公室供暖的天然氣佔總能耗的10%。於報告回顧年度內，本集團分別消耗6,797,212兆焦耳及2,012,415兆焦耳的直接及間接能源，即每平方米總樓面面積的總能源強度為843兆焦耳。



Energy consumption 能源消耗	Unit 單位	FY2019 二零一九財年
Direct <sup>(1)</sup> 直接 <sup>(1)</sup>	MJ 兆焦耳	6,797,212
Diesel oil 柴油	MJ 兆焦耳	5,233,364
Petrol 汽油	MJ 兆焦耳	683,233
Natural gas 天然氣	MJ 兆焦耳	880,615
Indirect 間接	MJ 兆焦耳	2,012,415
Electricity purchased 購電	MJ 兆焦耳	2,012,415
Total (Direct and Indirect) 總共(直接及間接)	MJ 兆焦耳	8,809,627
Energy intensity 能源強度	MJ per m <sup>2</sup> 兆焦耳／平方米	843.44

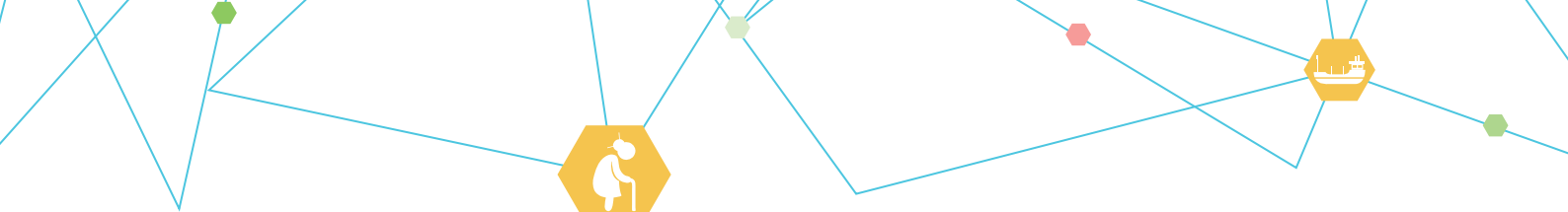
Note (1): We are still in the process of establishing reporting mechanisms for vessel fuel usage with regard to our rapidly expanding gas oil trading activities. Fuel usage of the new oil tanker purchased in June 2019 shall be accounted for starting from the next Reporting Year.

註(1)：關於我們迅速發展的汽油貿易活動，我們仍在建立船用燃料報告機制。二零一九年六月購買的新油輪燃料使用量應從下一個報告年度開始計算。

The Group is committed to minimizing fuel and electricity consumption. Our facilities invest resources and employ the following measures and initiatives.

本集團致力於減少燃料和電力消耗。我們的設施投入資源並採取以下方式和措施。





We are making advancements to minimise electricity use for lighting. Our UK facilities are installed with 100% LED lighting, while in Germany we completed the replacement this year as part of our efforts to meet our electricity reduction target for lighting. We achieved a reduction of 30% by the end of the Reporting Year, which exceeded our original target of 20% reduction from previous year. Through the extensive coverage of external glass, the use of natural light is also maximized at Basingstoke, UK.

We prevent wastage of power consumption for our HVAC (heating, ventilation and air-conditioning) units by regular maintenance and extra measures. For example, anti-ultraviolet window films are applied to reduce heat gain, and air-conditioning systems are installed at positions where direct sunlight exposure is avoided. In Germany, we met our target by cutting evening heating energy (electricity and natural gas) consumption by 10% compared to the previous Reporting Year. Friendly reminders to turn down the radiator intensity before leaving the office have been proven to be effective.

We employ various technology to further reduce energy use in the office. A significant proportion of Hard-disk drives (HDD) have been replaced by the more power-efficient alternative Solid-state drives (SSD), while data centre temperature and humidity is optimized via Wi-Fi loggers. Moreover, we prioritise the installment of energy-efficient certified electrical appliances.

## Water Resources

At the Group, our water usage is solely confined to domestic purposes, such as maintaining hygiene facilities. We withdraw water solely from municipal water supplies, and thus is not subject to any issues in sourcing water. However, water resources should not be taken for granted and should be conserved to ensure a sustainable future.

The Group is committed to minimizing water consumption. In our facilities, water conservation efforts include the following measures.

- At our Malaysian facility, we alleviate burden on the municipal water supplies by collecting rooftop run-off water for irrigation of facility's gardens.
- At all regions, we take stringent measures to prevent water loss through leakages, such as conducting regular pipe inspections and prompt repair works.

我們正在不斷進步以減少照明用電量。我們在英國的設施安裝了100%LED燈泡照明，而在德國，我們今年已完成更換工作，這是我們努力實現照明節電目標的一部分。截至報告年度末，我們實現了30%的減省超出了我們去年減省20%的目標。透過廣泛覆蓋外部玻璃，英國貝辛斯托克還充分利用了自然光。

通過定期維護和採取額外措施，我們避免了HVAC（供暖，通風和空調）設備的耗能浪費。例如，應用抗紫外線窗膜以減少熱量吸收，並在避免陽光直射的位置安裝空調系統。在德國，與上一報告年度相比，我們實現了將夜間的取暖能源（電力和天然氣）消耗量減少10%的目標。事實證明，離開辦公室之前降低散熱器的強度的友情提醒是有效的。

我們採用各種技術來進一步減少辦公室的能源消耗。大部分硬盤驅動器(HDD)已被更節能的替代固態驅動器(SSD)取代，而資料中心的溫度和濕度通過Wi-Fi記錄器進行了優化。此外，我們優先考慮安裝有節能認證的電器。

## 水資源

在本集團，我們的用水量僅限於自用，例如保持設施衛生。我們僅從市政供水中取水，因此在取水方面沒有任何問題。但是，不應將水資源視為理所當然，應加以保護以確保可持續的未來。

本集團致力於減少耗水。在我們的設施，水資源保護包括以下措施。

- 在我們的馬來西亞設施，我們通過收集屋頂流失的水來灌溉設施的花園，從而減輕了市政供水的負擔。
- 在所有地區，我們都採取嚴格的措施來防止因洩漏造成的水分流失，例如定期進行管道檢查和及時進行維修工作。



During the Reporting Year under review, the Group consumed a total of 781 cubic metre of water, resulting in a water intensity of 0.15 cubic metre per square metre of total gross floor area.

於報告回顧年度內，本集團合共消耗781立方米水，導致每平方米總樓面面積用水強度0.15立方米。

#### Water consumption<sup>(1)</sup>

耗水<sup>(1)</sup>

Unit

單位

FY2019

二零一九財年

Total water consumption

耗水總量

cubic metre

立方米

781

Water consumption intensity

耗水強度

cubic metre per m<sup>2</sup>

立方米／平方米

0.15

Note (1): Water consumption of our UK and HK facilities is not included as measurement was not possible. For example, we are billed at a fixed rate in the UK by the building management. Hence, intensity calculation does not include UK and HK total gross floor area.

註(1)：因為無法進行量度，所以我們在英國和香港設施的用水量不包括在內。例如，在英國，建築物管理部門會以固定費用向我們收費。因此，強度計算不包括英國和香港的總樓面面積。

#### Packaging material

The Group's system sales products use packaging material that mainly consist of carton boxes, cardboard and bubble wrap. In addition to full compliance to The Producer Responsibility Obligations (Packaging Waste) Regulations of UK, Multitone prioritises the use of biodegradable packaging whenever possible. During the Reporting Year under review, a total of 8,658 kg of packaging material was consumed for finished products, resulting in an intensity of 0.89 kg per square metre of total gross floor area.

#### 包裝物料

本集團的智慧通訊方案產品使用的包裝物料主要包括紙箱，紙板和氣泡包裝紙。除了完全遵守英國《生產者責任(包裝廢物)規定》之外，Multitone盡可能優先使用可生物分解的包裝。在本報告回顧年度內，成品消耗的包裝物料總計為8,658公斤，即每平方米總樓面面積的強度為0.89公斤。

#### Packaging material consumption<sup>(1)</sup>

包裝物料消耗<sup>(1)</sup>

Unit

單位

FY2019

二零一九財年

Total packaging consumption

包裝消耗總量

kg

公斤

8,658

Packaging consumption intensity

包裝消耗強度

kg per m<sup>2</sup>

公斤／平方米

0.89

Note (1): No packaging material consumed for HK. Hence, intensity calculation hence does not include HK total gross floor area.

註(1)：香港沒有消耗包裝物料。因此，強度計算不包括香港的總樓面面積。



### Aspect A3: The Environment and Natural Resources

The Group is committed to providing a complete picture of our environmental initiatives. We strive to build an eco-conscious culture that ingrains positive lifestyle and habits among employees. We encourage the use of public transportation, and offer job ticket incentives at some locations. Our event management is also an avenue by which we seek to integrate sustainability principles. Events are usually held on-site and avoid the use of disposal utensils. For catering, locally grown/produced items are preferred as opposed to packaged items with a higher carbon footprint. Green procurement is adopted at some locations through the purchase of eco-friendly cleaning solutions.

## SOCIAL RESPONSIBILITY

The Group ingrains social responsibility into all aspects of its operations. Maintaining honest and authentic dialogue with our staff, the Group seeks to address their needs and views that ensure our conduct is responsible at all times. We commit to offering a fair and safe workplace with staff development opportunities. Furthermore, the Group commits to the delivery of quality products grounded on ethical business conduct and supply chain management, as well as to meaningful engagements with the community.

### Aspect B1: Employment

During the Reporting Year under review, the Group employed around 219 full-time employees, of which 107 and 112 are male and female staff respectively. The Group's employees are fairly distributed among age groups, with around three-quarters of staff between the age range of 30 to 59. The Group's directors and managers compose around one-fifth of the total number of staff. In terms of the workforce by region, around half of the Group's employees are located in the UK, with the remaining staff located in Germany, Malaysia, China, Hong Kong and Macau.

### A3方面：環境及天然資源

本集團致力於全面介紹我們的環保計劃的全貌。我們努力建立一種環保意識的文化，使這種文化植根於僱員積極的生活方式和習慣中。我們鼓勵使用公共交通工具，並在某些地方提供工作票獎勵。我們的活動管理也是我們尋求整合可持續發展原則的途徑。活動通常在公司進行及避免使用一次性用具。對於餐飲，與碳排放量較高的包裝食品相比，本地種植／生產的食品更為可取。通過購買環保清潔液，某些地方採用了綠色採購。

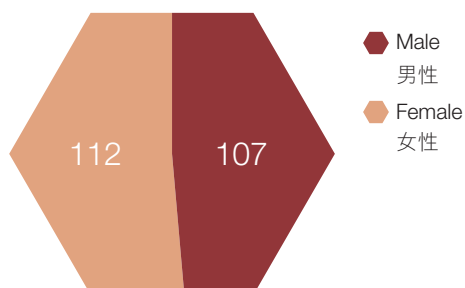
## 社會責任

本集團將社會責任植根於其營運的各個方面。本集團與員工保持誠實和真誠的對話，力求解決他們的需求和觀點，以確保我們在任何時候都為我們的行為負責。我們致力於為員工提供公平的發展機會，安全的工作場所。此外，本集團致力於提供基於道德商業行為和供應鏈管理的優質產品，並致力於與社區進行有意義的互動。

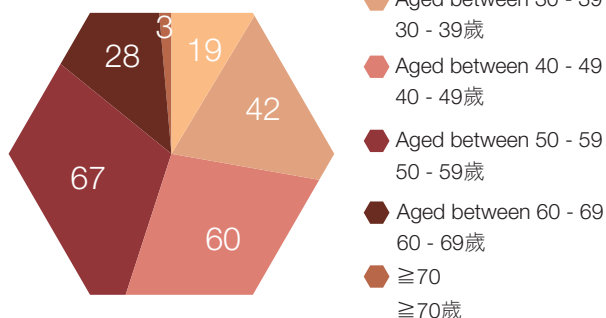
### B1方面：僱傭

於報告回顧年度內，本集團聘用約219名全職僱員，其中107名為男性及112名為女性。本集團的員工分佈在各個年齡段，其中約四分之三的員工年齡在30至59歲之間。本集團的董事和經理約佔員工總數的五分之一。就按地區劃分的勞動力而言，本集團約一半員工位於英國，其餘員工位於德國、馬來西亞、中國、香港和澳門。

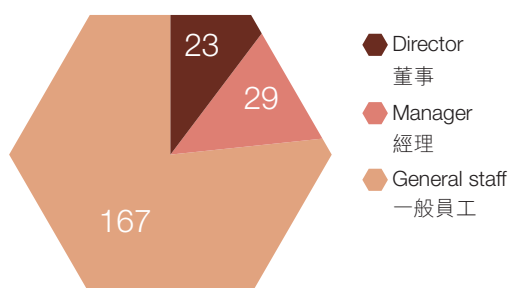
### Workforce by gender 員工按性別劃分



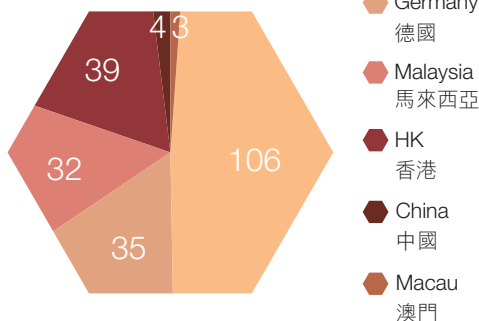
### Workforce by age group 員工按年齡組別劃分



### Workforce by employee category 員工按僱傭類別劃分



### Workforce by region 員工按地區劃分



Based on the principles of fairness and equality, the Group's human resources manuals stipulate key policies relating to relevant labour laws, regulations and industry practices, covering areas such as compensation, dismissal, promotion, working hours, recruitment, rest periods, diversity and other benefits and welfare. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to employment at all operating regions. Major applicable laws and regulations include, but are not limited to, Hong Kong Employment Ordinance, Employments Rights Act and Equality Act 2010 of UK, Employment Act of Malaysia and the equivalent under the Federal Legislation of Germany.

本集團的人力資源手冊基於公平和平等的原則，規定了有關勞動法律，法規和行業慣例有關的政策，如薪酬，解僱，晉升，工作時間，招聘，休息時間，多元化和其他福利待遇。於報告年度，本集團在所有營運地區均沒有發生違反有關僱傭的適用法律及法規的事項。適用的主要法律法規包括但不限於香港《僱傭條例》，英國《僱傭權利法》及《2010平等法》，《馬來西亞僱傭法》以及德國聯邦法律。

### Remuneration and welfare

Employees of the Group are remunerated at a competitive level and are rewarded according to their performance and experience. We conduct annual performance appraisals and remuneration review that take reference of prevailing market trends. Employees are entitled to performance-linked bonuses, retirement benefit schemes, as well as medical coverage. A share option scheme is also offered to directors and eligible employees to enhance employee sense of ownership. Details are set out in the human resources manuals to ensure information transparency on the responsibilities and rights of employees.

### 薪酬與福利

本集團的僱員獲得有競爭力的薪酬，並根據他們的表現和經驗獲得獎勵。我們參考當前市場趨勢進行年度績效評估和薪酬審查。員工獲得與績效掛鈎的獎金，退休福利計劃以及醫療保險。還向董事和合資格員工提供購股權計劃，以增強員工的主人翁意識。有關詳細，請參見人力資源手冊，以確保有關員工職責和權利的資料透明度。



### Recruitment and promotion

The human resources department conducts a comprehensive recruitment review process to ensure that the data provided by the candidates are accurate. The Group's recruitment and promotion processes are carried out in a fair and open manner for all employees. Employees are recognized and rewarded by their contribution, work performance and skills, and outcomes will not be affected by any discrimination on the grounds of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation and other factors. In cases of resignation and/or dismissal, the entire procedure is compliant with statutory requirements, with exit interviews conducted as necessary. Long-serving employees are recognized through award schemes. The Group monitors turnover rate with a view to continuously improve our human resources management.

### Anti-discrimination and diversity

The Group is an equal opportunity employer and does not discriminate on the basis of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation. We embrace diversity and inclusion in our employment policy that builds a respectful workplace, where equal opportunities with regard to recruitment and promotion are given to staff with disabilities. Necessary accommodations to work environment are also carried out to meet their needs. At our offices in Hong Kong, UK and Malaysia, all personnel staff receive training related to non-discriminatory practices for the surest measure. The Group strives to ensure a safe and secure workplace with zero tolerance to any form of abuse and/or sexual harassment in the workplace. Staff grievance and disciplinary procedures of the Group are established to ensure all submitted cases are treated with confidentiality and fairness.

### Employee communications

The Group's policies and procedures included in the human resources manuals are reviewed and updated regularly. The Group discourages and disallows any behavior that violates the regulations in the human resources policies. Offenders will receive warning, and the Group has the right to terminate employment contract with offenders for any serious violations. The Group's staff grievance mechanism is a confidential channel by which staff may report suspected cases of rights infringement, which are then handled according to formal procedures. Other regular communication channels include newsletters, circular notices, notice boards, as well as working groups. In Malaysia, staff satisfaction surveys and staff motivation schemes were conducted which further demonstrate our commitment to improving the working environment and culture.

### 招聘與晉升

人力資源部進行全面的招聘審查流程，以確保候選人提供的資料準確無誤。本集團的招聘和晉升流程以公平、公開的方式針對所有員工進行。員工的貢獻、工作表現和技能得到認可和獎勵，並且不受年齡、性別、身體或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治背景和性取向及其他因素而受到歧視。在辭職和／或解僱的情況下，整個程序均符合法定要求，並在需要時進行離職面試。長期服務的員工通過獎勵計劃獲得認可。本集團監察員工流失率，以持續改善我們的人力資源管理。

### 反歧視與多元化

本集團是平等機會的僱主，不會因年齡、性別、身體或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治背景和性取向而受到歧視。我們擁護多元化及包容性在我們的僱傭政策中，以建立一個互相尊重的工作場所，為殘疾人士提供平等的招聘和晉升機會。為了滿足他們的需求，還對工作環境進行了必要的調整。在我們香港、英國和馬來西亞的辦公室，所有員工均接受與非歧視性實踐有關的培訓，以確保採取最可靠的措施。本集團致力確保工作場所的安全和保障，對工作場所中任何形式的虐待和／或性騷擾採取零容忍。制定本集團的員工申訴和紀律程序，以確保所有提交的案件均受到保密和公正的對待。

### 員工溝通

定期審閱和更新人力資源手冊中包含的政策和程序。本集團不鼓勵和禁止任何違反人力資源政策規定的行為。違規者將受到警告，對於任何嚴重違規行為，本集團有權終止與違規者的僱傭合約。本集團的員工申訴機制是一個秘密渠道，員工可以通過該渠道舉報涉嫌侵權的案件，然後根據正式程序進行處理。其他常規溝通渠道包括通訊、通函、公告板以及工作群組。在馬來西亞，我們進行了員工滿意度調查和員工激勵計劃，這進一步表明了我們對改善工作環境和文化的承諾。





### Work-life balance

We seek to cultivate a culture of healthy work-life balance. All working hours comply with national laws and benchmark industry standards, and overtime work is voluntary. The Group assists staff to balance commitments outside of work by offering a range of leaves, which include annual, marriage, maternity, paternity, compassionate and others. To encourage social bonding in the workplace, the Group has also arranged recreational events during the Reporting Year, such as various dinner gatherings, sport activities, birthday and festive celebrations.

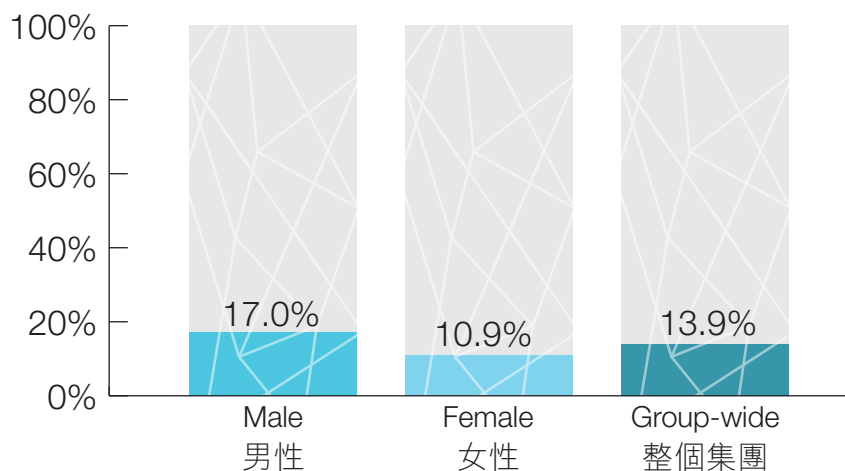
During the Reporting Year under review, the Group-wide turnover rate was 13.9%, while male and female staff turnover rates were 17.0% and 10.9% respectively. The chart below presents the turnover rate by gender.

### 工作與生活的平衡

我們力求營造一個健康工作與生活平衡的文化。所有工作時間均符合國家法律和行業基準標準，及自願性加班。本集團通過提供各種休假來協助員工平衡工作以外的承諾，包括年假，婚假，產假，陪產假，喪假及其他。為鼓勵工作場所的社會聯繫，本集團還在報告年度安排了各式晚宴，娛樂活動，例如體育活動，生日和節日慶典。

於報告回顧年度內，本集團全球的流失率為13.9%，而男性和女性員工流失率分別為17.0%及10.9%。下圖顯示了按性別劃分的離職率。

**Turnover rate by gender**  
按性別劃分的離職率

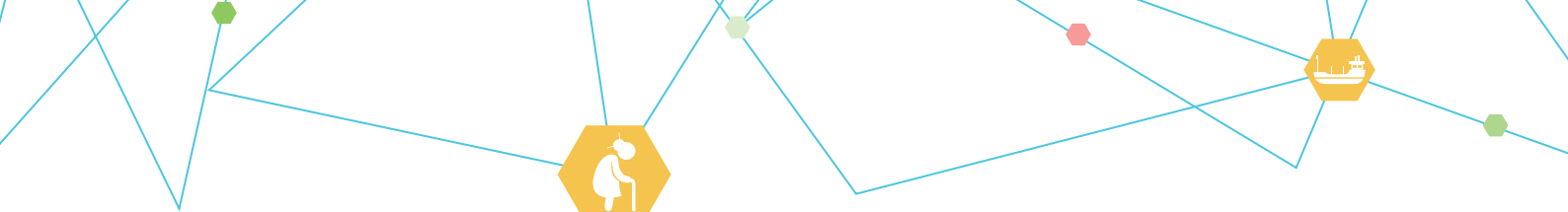


### Aspect B2: Workplace Health and Safety

It is of paramount importance to ensure a safe and healthy workplace for our employees. The Group's safety management system is led by the site safety committee of respective regions. The committee monitors the health and safety programme and ensure latest updates related to legislation and industry practices are identified and addressed. While led and implemented by the site safety committee, ultimate responsibility for workplace safety lies with the Group's top management. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to occupational health and safety at all operating regions. Major applicable laws and regulations include, but are not limited to, Health and Safety at Work Act and Control of Substances Hazardous to Health (CoSHH) of UK, Joint German Health and Safety Strategy of Germany, and Occupational Safety and Health Act of Malaysia.

### B2方面：工作場所的健康與安全

確保員工安全健康的工作場所是最重要的。本集團的安全管理系統是由各地區的現場安全委員會領導。該委員會負責監督健康與安全計劃，並確保識別並滿足與立法和行業慣例有關的最新更新。儘管現場安全委員會負責領導和實施，但工作場所安全的最終責任仍歸屬本集團的最高管理層。於報告年度，在所有營運地區均沒有發生違反職業健康與安全的適用法律法規的事項。適用的主要法律法規包括但不限於英國《勞動健康與安全法》及《控制有害健康的物質》，德國《聯合德國健康與安全戰略》和馬來西亞《職業安全與健康法》。



The Group spares no effort to safeguard the safety of our employees and workplace. We adopt the best practices through the following safety policies and procedures.

- We conduct site inspections on a regular basis to ensure adherence to safety protocol and measures. A systematic mechanism for reporting hazards, injuries, illnesses, and close calls has been established.
- We review accident investigation reports and draft corrective plans to mitigate against the re-occurrence of future incidents.
- We conduct comprehensive risk assessments prior to operation of any new plants, processes, hazardous substances and/or facility layouts.
- We review health and safety programme periodically to ensure its effectiveness.
- We promote safety awareness through various channels, including meetings and seminars.

The Group abides to safety-first principles through the following workplace procedures and provisions that include, but are not limited to the following.

本集團不遺餘力保障僱員及工作場所的安全。我們通過以下安全政策和程序達至最佳實踐。

- 我們定期進行現場檢查，以確保遵守安全規程和措施。已經建立了報告危險，傷害，疾病和緊急電話的系統機制。
- 我們審閱事故調查報告並制定糾正計劃，以減少將來再次發生事故的可能性。
- 我們在啟用任何新廠房，工藝，有害物質和／或設施佈局之前，我們會進行全面的風險評估。
- 我們會定期審閱健康與安全計劃，以確保其有效性。
- 我們通過各種渠道（包括會議和研討會）提高安全意識。

本集團通過以下工作場所程序和規定遵守安全第一原則，這些規定包括但不限於以下內容。

## General measures and initiatives

### 一般措施和倡議

- Examine and maintain the condition of equipment according to supplier's recommendations  
根據供應商的建議檢查並維護設備的狀況
- Provide comprehensive training to personnel that engage in manual handling, based on risk assessment evaluations  
根據風險評估衡量，為從事人工處理的人員提供全面培訓
- Supply adequate protective equipment according to the latest regulations such as the UK Personal Protective Equipment (PPE) Regulations  
根據最新法規（例如英國個人防護設備（PPE）法規）提供足夠的防護設備
- Provide adequate first-aid facilities and training for first-aid certification  
提供足夠的急救設施，並進行急救認證培訓
- Establish emergency plans and carry out fire and evacuation drills periodically  
制定應急計劃並定期進行消防和疏散演習
- Ensure workstation risks are mitigated as stipulated under the UK Health and Safety (Display Screen Equipment) Regulations  
確保按照英國《健康與安全（顯示屏設備）條例》的規定減輕工作站風險





## Industry-specific measures and initiatives

### 行業特定的措施和倡議

- Ensure adequate training is provided to all employees handling hazardous substances (typically beryllium compounds, mercury, lithium, cadmium, and flammable material)  
確保為所有處理有害物質（通常為鉍化合物，汞，鋰，鎘和易燃材料）的員工提供足夠的培訓
- Maintain Material Safety Data Sheet (MSDS) records of all hazardous substances, detailing storage and first-aid precautions  
維護所有有害物質的物質安全資料表(MSDS)記錄，詳細說明存儲和急救措施
- Work areas handling hazardous substances are isolated away from main workplaces  
處理有害物質的工作區域與主要工作場所隔離
- Store no more than 5 litres of hazardous liquids in work areas  
在工作區域，不得儲備超過五升的有害液體
- Mitigate against hazards of broken glass containers, by storing at ground level and/or enclosed shelves  
通過將其存放在地面和／或封閉的架子上，減輕玻璃容器破裂的危害
- Adopt automation to reduce work that requires repeated body movement  
採用自動化以減少需要身體重複移動的工作

During the Reporting Year under review, the Group's operations recorded no fatalities and a total of 193.5 hours of safety-related training were recorded which raised staff awareness regarding the latest regulatory updates as well as safe operational procedures.

### Aspect B3: Development and Training

The Group regards our staff as the most valuable assets. In our efforts to cater towards the needs of our staff, the Group develops yearly plans regarding the staff training and development. Internal training programmes held during the year include induction training for new staff, on-the-job training as well as a three-year graduate training programme. To promote continuous development, the Group encouraged staff to engage in external programmes, such as online courses for continuous professional development and skill set enhancement. The Group provides tuition sponsorship and examination leave for eligible staff who engage in programmes that enrich job knowledge.

在報告回顧年度內，本集團的營運沒有發生死亡事故及共記錄了193.5小時與安全相關的培訓，從而提高了員工對最新法規的更新以及安全的操作程序。

### B3方面：發展及培訓

本集團視員工為最寶貴的資產。為了滿足員工的需求，本集團制定了有關員工培訓和發展的年度計劃。年內，舉行的內部培訓課程包括新員工入職培訓，在職培訓以及為期三年培訓畢業生課程。為了促進持續發展，本集團鼓勵員工參加外部課程，例如在線課程以促進持續的職業發展和技能提升。本集團為符合條件的員工提供學費資助和考試假期，以豐富工作知識。

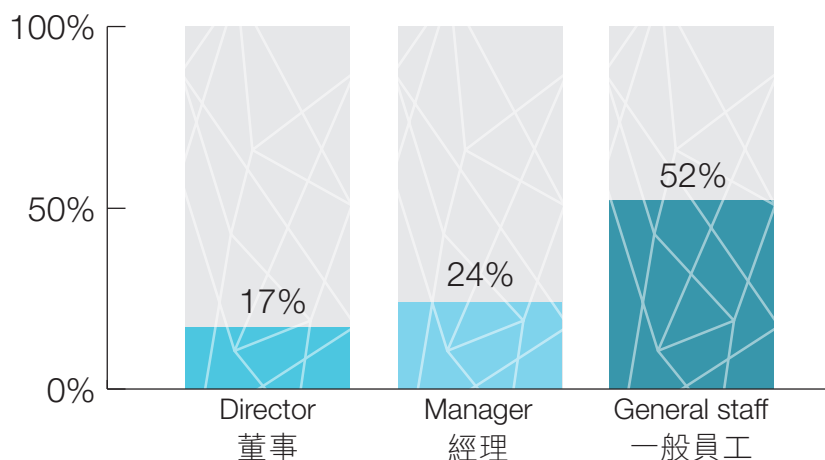
The Group dedicates significant resources to attract and retain talented employees, and to ensure that staff members grow in competence and skill sets alongside the business. Our training programmes for the Reporting Year, included, but were not limited, to the following.

- We conducted over 190 hours of safety-related training sessions that include programs enhancing the Group's capacity to improve our safety management systems.
- We organised over 2,800 hours of a range of internal and external training sessions to enhance skill sets of sales, marketing, accounting, and product department personnel.
- We held training sessions regarding latest updates to legislative requirements such as the Listing Rules, Companies Ordinance, Tax and Employment Laws of Hong Kong, EU General Data Protection Regulation and Malaysian taxation laws.
- During the Reporting Year under review, a total number of 98 employees have received training hours, of which 17%, 24% and 52% employees trained were of directors, managers and general staff respectively.

本集團投入大量資源吸引和挽留優秀的僱員，並確保員工的能力和技能隨著業務發展而增長。我們在報告年度的培訓計劃包括但不限於以下內容。

- 我們進行了超過190小時的安全相關培訓課程，其中包括增強本集團能力以改善我們安全管理體系的課程。
- 我們組織了超過2,800小時的內部和外部培訓，以提高銷售，市場，會計和產品部門員工的技能。
- 我們舉辦了有關立法要求（例如香港上市條例、公司法、稅務及僱傭條例、《歐盟通用數據保護條例》和《馬來西亞稅收法律》）的最新更新的培訓課程。
- 於報告回顧年度內，共有98名僱員接受了培訓時間，其中17%，24%和52%受培訓的僱員分別為董事，經理和一般員工。

**Percentage of employees trained by employee category**  
按僱員類別劃分的培訓僱員百分比

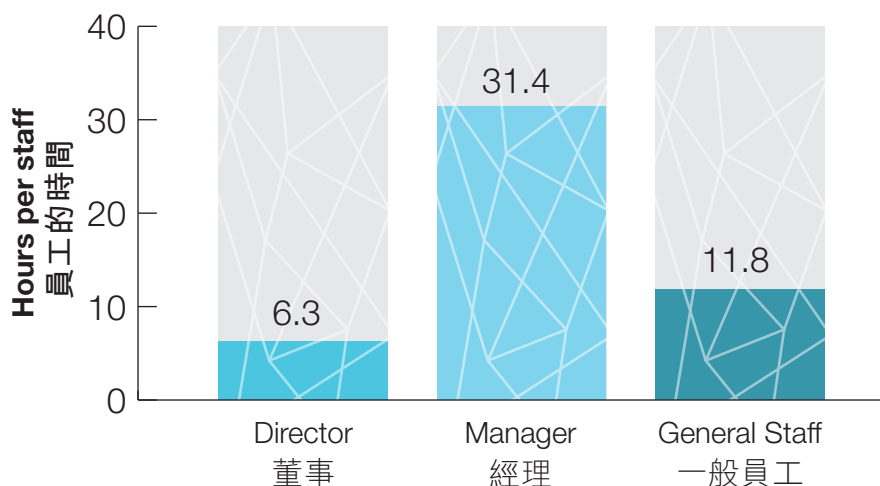




During the Reporting Year under review, the Group has provided a total of 3,022.5 training hours for staff, which averages to 6.3, 31.4 and 11.8 training hours per staff were received by directors, managers and general staff respectively.

於報告回顧年度內，本集團為員工提供總計3,022.5小時的培訓時間，董事、經理和一般員工分別平均獲得6.3、31.4和11.8的培訓時間。

**Average training hours**  
平均培訓時間



#### Aspect B4: Labour Standards

Child and forced labour, though seemingly irrelevant to most developed societies, are in fact easily present in the value chain of any business operation. To combat against such practices, the Group prohibits all forms of child labour and forced labour or modern slavery, as defined by the International Labour Organisation, not only in our operations but also throughout our supply chain.

The Group has established and implemented the Slavery and Human Trafficking Statement which contains fundamental principles as set out in the International Bill of Human Rights.

We prohibit any form of forced, bonded or compulsory labour, human trafficking and other kinds of slavery and servitude. Any form of discrimination, harassment or bullying is not tolerated. We extend our commitment to our suppliers by requiring all business partners to take measures to avoid and eliminate any form of forced, bonded or compulsory labour, or human trafficking. The rights and freedoms of every individual is protected as no worker is asked to surrender identification documents nor lodge deposits as a condition of employment. Cases of child labour in our businesses are averted by conducting age verification of all job applicants.

#### B4方面：勞工準則

儘管童工和強迫勞動似乎與大多數發達社會無關，但實際上很容易出現在任何企業營運的價值鏈中。為了打擊這種做法，本集團不僅在我們的營運中，乃至整個供應鏈中都使用國際勞工組織定義禁止一切形式的童工和強迫勞動或現代奴役。

本集團制定並執行了《奴役和人口販運聲明》，其中載有《國際人權憲章》規定的基本原則。

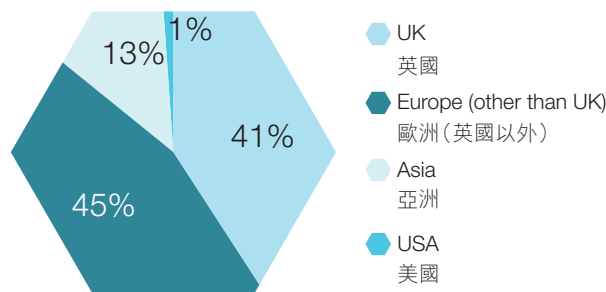
我們禁止任何形式的強迫、抵債或強制勞動，人口販運以及其他形式的奴隸和奴役。絕不容忍任何形式的歧視、騷擾或欺凌。我們將承諾擴展到供應商，要求所有業務合作夥伴採取措施以避免和消除任何形式的強迫、抵債或強制勞動，或人口販運。每個人的權利和自由受到保護，因為沒有任何員工被要求交出身份證明文件或繳納按金作為僱傭條件。通過對所有求職者進行年齡驗證，避免了我們企業中存在童工案件。

During the Reporting Year under review, the Group has encountered no incident of non-compliance with applicable laws and regulations related to anti-child and anti-forced labour practices at all operating regions. Major applicable laws and regulations include, but are not limited to, Hong Kong Employment Ordinance, Modern Slavery Act of UK, Youth Protection Act of Germany, as well as the Employment Act and Children and Young Persons (Employment) Act of Malaysia.

## Aspect B5: Supply Chain Management

The Group is committed to developing and maintaining effective and mutually beneficial working relationships with our business partners. In the Reporting Year, we have partnered with suppliers mainly from the UK, and other European and Asian countries to procure circuit boards, components, and OEM equipment. Our gas oil trading segment engages with suppliers/third-party management companies solely based in Asia. The Group procured from a total of 781 suppliers during the Reporting Year.

Number of suppliers by region  
地區供應商數量



The Group's supplier code of conduct for all business segments requires full compliance to applicable local and national laws.

Prior to engagement, we conduct robust review of the company background and track record.

This is particularly crucial during our selection of third-party management companies that manage the daily operations of gas oil trading logistics. With regard to Multitone businesses, we take reference to external standards including the Responsible Business Alliance (RBA), formerly the Electronic Industry Citizenship Coalition (EICC) Code of Conduct, which lay out stringent supplier practices pledged by global industry players. It pledges safe working conditions where workers are treated with respect and dignity, and environmentally responsible manufacturing processes. Any sub-contractor engaged is evaluated and controlled to ensure that they are fully aware of their safety obligations. For example, safety assessment reports and risk control measures are requested prior to any work commencement. In the case of any violation to the code of conduct, we take on a constructive approach that allows the concerned suppliers leeway to redress the sub-par performance.

於報告回顧年度內，本集團在所有運營地區均沒有發生違反童工及反強迫勞動慣例有關的適用法律法規的事項。適用的主要法律法規包括但不限於香港《僱傭條例》，英國《現代奴役法》，德國《青年保護法》，以及馬來西亞的《僱傭法》和《兒童和青年（僱傭）法》。

## B5方面：供應鏈管理

本集團致力與我們的業務夥伴發展和維持有效和互利的工作關係。在報告年度，我們與主要來自英國以及其他歐洲和亞洲國家的供應商建立了合作夥伴關係，以採購電路板、組件和OEM設備。我們的汽油貿易部門僅與位於亞洲的供應商／第三方管理公司合作。於報告年度，本集團共有781個供應商。

本集團所有業務部門的供應商的行為準則都需要完全遵守適用的地方和國家法律。

訂約之前，我們會對公司背景和往績進行嚴格審閱。

在我們選擇第三方管理公司來管理汽油貿易物流日常營運，尤其重要。關於Multitone業務，我們參考了外部標準，包括責任商業聯盟(RBA)，即以前的電子行業公民聯盟(EICC)行為準則，其中列出了全球行業參與者承諾的嚴格供應商做法。它保證安全的工作條件，尊重和尊嚴地對待員工以及對環境負責的製造過程。任何聘用的分銷商都會受到評估和控制，以確保他們充分意識到其安全義務。例如，在任何工作開始之前都需要安全評估報告和風險控制措施。對於任何違反行為準則的情況，我們將採取建設性的態度，允許有關供應商留有餘地以糾正不合格的表現。





## Aspect B6: Product Responsibility

The Group offers quality products and services grounded on responsible operating practices. We commit to meeting customer needs through innovation and sound business ethics.

### Product quality and safety

Assuring the quality and safety of our products is of topmost importance. The Group primarily engages in the trading for gas oil and cultural products, system sales including renewable energy systems, software licensing and customisation, leasing of system products and strategic investments. The Group's Quality Management System ("QMS"), certified under the requirements of the ISO 9001 Quality Management standards, ensures all our business activities are brought out through quality processes. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to product/service quality and safety at all operating regions. Major applicable laws and regulations include, but are not limited to, EU General Product Directive and Consumer Protection Act 1999 of Malaysia.

With a customer-focused and process-based approach, the Group strives for continual improvement to product quality. The QMS manual is implemented by the quality assurance manager through the following processes.

- Product design, modification and manufacture, and ex-certified product recall processes meet the ISO/IEC 80079-34 and ATEX directive, which ensure both the safety of products being used in explosive atmospheres (i.e. work areas that contain flammable gases, mists or vapours, and/or combustible dusts).
- All safety critical components or sub-assemblies from manufacturers are required to acquire a Certificate of Conformity that indicates full conformance to test specifications. In the event none has been acquired, we will carry out independent inspection before accepting the components.
- Product risk analysis is conducted to assist in identification and mitigation of product quality and safety risks. In addition, internal audits are carried out periodically that ensure proper implementation of the QMS manual.
- Customer complaints are handled by a service center led by the quality assurance manager. Adhering to ISO 9001 guidelines, a formal complaint mechanism handles all cases in a fair and systematic manner. In FY2019, the number of received complaints amounted to 6. They were mainly related to generic product functionality issues, and were promptly handled.
- During the Reporting Year, no products were subject to recalls for safety and health reasons.

## B6方面：產品責任

本集團基於負責任的營運慣例提供優質的產品和服務。我們致力於通過創新和良好的商業道德來滿足客戶需求。

### 產品質量與安全

確保我們產品的質量和安全是最重要的。本集團主要從事汽油及文化產品貿易，系統銷售包括可再生能源系統、軟件授權及個別客戶度身定制研發軟件，租賃系統產品及策略性投資。本集團的質量管理體系（「QMS體系」）已通過ISO 9001質量管理標準的要求認證，可確保我們的所有業務活動都通過質量流程。於報告年度，本集團在所有營運地區均沒有發生違反產品／服務質量和安全有關的適用法律法規的事項。適用的主要法律法規包括但不限於《歐盟通用產品指令》及馬來西亞《消費者保護法1999》。

本集團以客戶為中心，以過程為基礎，努力不斷提高產品質量。品質保證經理通過以下過程實施QMS體系手冊。

- 產品設計、修改和製造以及經過認證的產品召回過程均符合ISO/IEC 80079-34和ATEX指令，從而確保了在爆炸性環境（即，包含易燃氣體，霧氣或煙霧，蒸氣和／或可燃粉塵）的工作區域）中使用的產品的安全性。
- 要求製造商的所有安全關鍵部件或子組件都必須獲得合格證書，以表明其完全符合測試規範。如果沒有獲得相關合格證書，我們將在接受組件之前進行獨立檢查。
- 進行產品風險分析，以幫助識別和減輕產品質量和安全風險。此外，定期進行內部審核，以確保正確實施QMS體系手冊。
- 客戶投訴由品質保證經理領導的服務中心處理。遵循ISO 9001準則，正式的投訴機制可以以公平及系統的方式處理所有案件。在二零一九財年，收到的投訴總數為六，主要與通用產品功能問題有關，並且得到了及時處理。
- 在報告年度內，沒有任何產品因安全和健康原因而被召回。



個案研究：Multitone的EkoTek®促進了愛爾蘭的精神保健



The challenge of providing high-quality mental healthcare in Ireland is shared across a complex system of Health Boards, religious institutions, day care centres and private hospitals. With a broad range of facilities, designs and ages, effective staff communications must be highly flexible, but also reliable and cost-effective.

Multitone's EkoTek® staff protection system is designed with healthcare providers firmly in mind and boasts a number of features that stand out from competitors. Being wireless it can be installed virtually in any location, which is crucial for newly-built facilities or older buildings where wiring would be expensive and difficult to install. As EkoTek relies on Wi-Fi transmitters (rather than infrared), it provides a highly accurate location of an alert/staff member, even if they continue to move.

在愛爾蘭，提供高質量的精神保健是由衛生委員會，宗教機構，日託中心和私立醫院共同組成的複雜系統面臨的挑戰。有著大量不同的設施，設計和年齡各不相同，有效的員工溝通必須是高度靈活，而且可靠且具有成本效益。

Multitone的EkoTek®員工保護系統在設計時就牢記醫療保健提供者的利益，並擁有眾多競爭對手不具備的功能。由於是無線的，因此幾乎可以安裝在任何位置，這對於新建設施或較舊建築物至為重要，因為接線的成本高且難以安裝。由於EkoTek依靠Wi-Fi發射器（而不是紅外線），即使警報／工作人員不斷移動，它也可以提供高度準確的定位。



### Case study: The District Court Lübeck, improves staff safety 個案研究：呂貝克地方法院，改善員工安全



The District Court of Lübeck, a major port city in northern Germany, is responsible for a wide range of enforcement matters. The courts in Lübeck attract a large number of visitors, raising concerns on how to ensure the continued safety of employees and visitors.

Multitone Germany recommended its patented personal security system EkoTek®, with the installation of 400 radio cells to create the necessary staff protection. This was further enhanced by linking the 3 properties through a series of LAN repeaters, which were networked into the courts' own LAN. Staff now have access to belt or pocket worn user-friendly mobile emergency alarm devices, plus strategically placed fixed emergency call points. Within seconds of an alarm, the position of the guards can be transferred to other colleagues, the central office or even escalated to external services.

呂貝克是德國北部主要港口城市，其地方法院負責各種執法事宜。呂貝克的法院吸引了大量訪客，這引發了人們關注如何持續確保員工和訪客的安全。

德國Multitone推薦了其獲得專利的個人安全系統EkoTek®，並安裝了400個無線電單元，以建立必需的員工保護。通過將一系列LAN中繼器將法院3座建築物鏈接在一起，鏈結到法院的LAN，進一步增強了安全性能。現在，員工可以使用皮帶或口袋佩戴方便使用的移動緊急警報設備，以及策略性放置的固定緊急呼叫點。在發出警報的幾秒鐘內，警衛的位置可以轉報到其他同事，中央辦公室，甚至伸延至外部服務。

### Ethical operating practices

The Group places great value in conducting all aspects of our businesses with integrity and honest values. From protection of data privacy and intellectual property to ethical marketing communication, our robust management approaches ensure even the most trivial aspects are not overlooked. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to protection of data privacy and intellectual property to ethical marketing communication at all operating regions. Major applicable laws and regulations include, but are not limited to, Hong Kong Personal Data (Privacy) Ordinance, EU General Data Protection Regulation, EU Misleading and Comparative Advertising Directive, Personal Data Protection Act of Malaysia, and the Patents Act 1977 of UK.

### 道德操作規範

本集團非常重視以誠信和誠實的價值觀開展業務的各個方面。從保護資料私隱和知識產權到符合道德的營銷傳播，我們強大的管理方針可確保即使是最瑣碎的方面也不會受到忽視。於報告年度，本集團在所有營運地區均沒有發生任何不遵守與資料私隱保護和道德營銷活動中有關知識產權保護的適用法律法規的事項。適用的主要法律法規包括但不限於《香港個人資料(隱私)條例》、《歐盟一般資料保護條例》、《歐盟誤導性廣告和比較性廣告指令》、《馬來西亞個人資料保護法》以及英國《1977年專利法》。



### Personal data privacy protection

The Group is committed to protecting privacy and confidentiality of the collected personal data. Taking reference to the ISO 27001 Information Security Management Systems standards, the Group has established internal policies on handling personal data recorded from our employees, customers and other business partners. We collect data only in a lawful and fair way, for directly related purposes of which the data subject is clearly notified. Providing related personnel with information security training, the personal data inventory is secured to prevent any unauthorized or accidental access. We ensure the data is accurate and not kept longer than necessary and the period stipulated by respective laws. We utilize technology to aid the safeguarding of the personal data inventory, such as anti-virus software and firewalls, network diagnostic tools and data encryption. Mechanisms are also in place that ensure any infringement of personal data privacy protection rights are dealt with in a timely manner.

### Intellectual property rights protection

Multitone, the pioneers in the development of state-of-the-art pagers and wireless communication systems, holds numerous patents in telecommunication systems and methods. We ensure all patent applications and management are compliant to legal standards and procedures, as well as preventing the infringement of other intellectual property rights.

### Advertising and product labelling

Responsible marketing practices are crucial to gaining customer trust and confidence. Clear guidelines have been established on the ethical usage of all forms of sales promotion and direct marketing and digital marketing communications. All product brochures available on our website are reviewed to ensure the information is complete and accurate. Product labelling serves a critical function, ensuring unique product identification and that customers are informed of any possible product risks. The Conformité Européenne mark is only acquired once all compliance testing have been passed.

## Aspect B7: Anti-Corruption

The Group is committed to achieving and maintaining the highest standards of openness, probity and accountability. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to bribery, extortion, fraud and money laundering at all operating regions. Major applicable laws and regulations include, but are not limited to, Hong Kong Prevention of Bribery Ordinance, the Bribery Act of UK (and the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017), Criminal Code of Germany, and Anti-Corruption Commission Act 2009 of Malaysia.

### 個人資料隱私保護

本集團致力於保護收集到的個人資料私隱和保密。參照ISO 27001信息安全管理系統標準，本集團制定了內部政策來處理我們從僱員、客戶和其他業務夥伴記錄的個人資料紀錄。我們僅以合法和公平的方式收集資料，明確告知資料主體直接相關的目的。通過為相關員工提供資料安全培訓，個人資料庫的妥善保管，可以防止未經授權或意外的接駁。我們確保資料準確無誤，並且保留的時間不會超出所需及相應法律規定的期限。我們利用技術來保護個人資料清單，例如防病毒軟件和防火牆，網絡診斷工具和資料加密。還建立了確保及時處理任何侵犯個人資料隱私保護權利的機制。

### 知識產權保護

Multitone是最新傳呼機和無線通信系統開發的先驅，在電訊系統和方法方面擁有多項專利。我們確保所有專利申請和管理均符合法律標準和程序，並防止侵犯其他知識產權。

### 廣告和產品標籤

負責任的營銷實踐是贏得客戶的信任和信心的關鍵。明確的準則建立在各種形式的促銷和直接營銷以及數碼營銷傳播的道德使用上。我們網站上提供的所有產品宣傳冊都經過審閱，以確保資料的完整性和準確性。產品標籤起著關鍵作用，確保獨特的產品標識，並告知客戶任何有可能的產品風險。只有通過所有合規測試後，才能獲得符合歐洲標準標記。

## B7方面：反貪污

本集團致力於實現及保持開放、誠信及問責制的最高標準。於報告年度，本集團在所有營運地區沒有發生違反賄賂、勒索、欺詐和洗錢有關的適用法律及法規的事項。適用的主要法律及法規包括但不限於《香港防止賄賂條例》、英國《賄賂法》（以及《2017年洗錢、恐怖主義融資和資金轉移（付款人信息）條例》）、《德國刑法》、馬來西亞《2009年反貪污委員會法》。





The development of robust internal controls is the key to our management approach. The soliciting or accepting of advantages from parties as a reward for or inducement to doing any act in relation to the company's business is strictly prohibited. With regard to the conflict of interests, the fundamental rule is to avoid any conflict of interest as far as practicable. In the event of an inevitable case, the conflict of interest is required to be declared in order for appropriate resolution actions to be taken. Regarding the risk of customer corruptive practices, all new customers are required to submit legitimacy proofs, as well as undergo screening of historic financials by professional credit rating agencies.

The Group promotes fair and open competition that prohibit cartels, and any activities of trade associations and industry bodies which prevents, restricts or distorts competition. The abuse of market power, such as in the form of predatory pricing, anti-competitive tying and bundling and exclusive dealing, are also forbidden. The Group recognizes that adherence to the principles of competition is essential to the development of long-term relationships with our stakeholders on mutual trust.

Our whistle-blowing mechanism ensures all suspected breaches of legal or regulatory requirements, criminal offences, malpractice relating to internal controls and financial matters, endangerment of the health and safety of an individual, violation of the Group's rule of conducts or any deliberate concealment of the above are handled in an independent and confidential manner. All reports are to be submitted in person or writing to the respective Head of Department, which is then handled by the CEO or Chairman. After due analysis, the cases are subject to review and investigation by the Chairman of the Audit Committee. In the case where the whistle-blower would prefer not to disclose the cause for concern to the Head of Department, the CEO or Chairman, the report may be made directly to the Chairman of the Audit Committee. Depending on the case nature, investigation is conducted by internal officers, referred to relevant regulatory bodies or the External Auditor, or is subject to an independent inquiry. The whistle-blower is notified of the nature and estimated timeframe of the investigation procedures.

## Aspect B8: Community Investment

The Group is committed to operating as a responsible corporate and continually supporting the economic and social vitality of local communities through product development of innovative telecommunication products. Multitone's pioneering products are bringing invaluable benefits to the healthcare, elderly care, emergency services sectors around the world.

During the Reporting Year, the Group has made a cash donation of HKD10,300 and HKD1,700 to Merchants' Support for Rehabilitated Offenders Committee Limited ("MSRO") and The Hong Kong Council of Social Services ("HKCSS"), respectively. MSRO is the non-profit organisation, established in 2005 and a key player in assisting the smooth integration of rehabilitated offenders back into society, and HKCSS, another non-profit organisation, established in 1947, aim to plan and coordinate large scale relief works and social welfare.

完善的內部控制發展是我們管理方法的關鍵。嚴禁向各方徵求或接受利益作為獎勵或誘使他人從事與公司業務有關的任何行為。關於利益衝突，基本原則是盡可能避免任何利益衝突。在不可避免的情況下，需要聲明利益衝突，以便採取適當的解決措施。關於客戶腐敗行為的風險，所有新客戶都必須提交合法性證明，並由專業信用評級機構對歷年財務報表進行篩選。

本集團提倡公平和公開競爭，禁止壟斷聯盟以及阻止，限制或扭曲競爭行業協會和行業團體的任何活動。禁止濫用市場力量，例如掠奪性定價，反競爭性搭售和捆綁銷售及獨家交易。本集團認識到遵守競爭原則對於與我們的利益相關者建立長期互信關係是必需的。

我們的舉報機制可確保所有涉嫌違反法律或法規的要求，刑事犯罪，與內部控制和財務事項有關的舞弊行為，危害個人健康和 safety，違反本集團行為準則或蓄意隱瞞以上內容均以獨立和保密的方式處理。所有報告均應親自提交或以書面形式提交給各部門主管，然後由行政總裁或主席處理。經過適當分析後，這些案例將由審核委員會主席進行審查和調查。如果舉報者不願向部門主管，行政總裁或主席舉報，則可以直接向審計委員會主席報告。根據案件的性質，調查由內部人員，再轉交相關監管機構或外聘核數師進行，或者接受獨立調查。舉報人仕會被告知調查程序的性質和預算調查程序的時間表。

## B8方面：社區投資

本集團致力於成為一家負責任的公司，並通過創新通訊產品的開發來不斷支持本地社區的經濟和社會活力。Multitone的開拓性產品正在為醫療保健、老年護理、緊急服務等行業帶來無價的益處。

於報告年度，本集團向商界助更生委員會有限公司（「**商界助更生委員會**」）及香港社會服務聯會（「**香港社會服務聯會**」）分別捐款現金10,300港元及1,700港元。商界助更生委員會非牟利組織成立於2005年，是協助改過自新的罪犯順利融入社會的關鍵角色，及香港社會服務聯會，另一非牟利組織成立於1947年，負責統籌及策劃日趨多元化的各種救濟和福利服務。



**冠軍科技集團有限公司**

**Champion Technology Holdings Limited**

**Stock Code 股份代號:92**