

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
2019





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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 2019. 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
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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27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」或「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。

本報告詳述自二零一九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：

地址：
香港數碼港道100號數碼港第2座10樓

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Message from the Board

董事會致辭

Being a sustainability committed information technology (“IT”) software and service company, we have always adopted a people-centric approach in our corporate social responsibility. Our vision “To build a better world with Information Technology” is embedded in our daily operation. With years of implementing unique corporate governance, we strive to realise the equilibrium of our business growth, the well-being of our staff, community and environment.

During the reporting year, employee well-being, business integrity and environmental protection are the main topics being addressed through engagement with internal stakeholders. From individual health to the goodwill of our planet, various activities have been held with full dedication by our staffs. The introduction of new green practice in working places cultivates a desirable company culture for the betterment of environmental protection.

Moving forward, we will stay devoted and commit our best endeavours to grow our own business, the communities we serve and our valuable stakeholders. Extending sustainability as a shared responsibility for all our business units and stakeholders, we work towards a brighter future which covers our management approach and performance in continuous development.

作為一間致力可持續發展的資訊科技（「資訊科技」）軟件及服務公司，我們一直在企業社會責任方面採取以人為本的理念。我們將「善用資訊科技 構建美好世界」的理念融入日常營運當中。多年來實施獨特的企業管治，我們致力實現業務增長、員工福祉、社區及環境之間的平衡。

於報告年度，僱員福祉、商業誠信及環境保護乃與內部持份者所參與工作中的主要範疇。從個人健康到愛護地球，我們的員工全心舉辦多項活動。於辦公場所推出新環保常規可培養理想的公司文化來推動環保。

展望未來，我們將繼續真誠致力發展業務、貢獻我們服務的社區及寶貴的持份者。延續可持續發展乃我們全部業務單位及持份者的共同責任，我們秉持在持續發展方面的管理理念及表現，攜手建造更美好的未來。

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。透過問卷調查及訪談，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 well-being at work 僱員工作的福祉
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.

The Board also delegates its responsibility to the Audit Committee and the Risk Management Committee to evaluate and determine key risks (including ESG related risks) to ensure that appropriate and effective ESG risk management and internal control systems are in place. The committees would report back to the Board on their review results and recommendations for the Board's consideration and approval.

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, examination time off, medical insurance and education subsidy to our local staff.

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，高級管理層負責監督相關環境、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。

董事會將評估及確認主要風險（包括環境、社會及管治的相關風險）的責任交予審核委員會及風險管理委員會，以確保適當及有效的環境、社會及管治的風險管理及內部監控系統得以運作。各委員會會向董事會匯報檢討結果及建議，以供董事會考量及批准。

成為卓越的僱主

我們的成就及發展能力，全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及公正的招聘程序。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、應試休假、醫療保險及教育津貼。

Our talent 我們的人才

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's 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 2018 and 2019 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	2019 二零一九年	2018 二零一八年
Our workforce	僱員人數	412	362
Breakdown by gender		按性別劃分	
Female	女性	133	118
Male	男性	279	244
Breakdown by age		按年齡劃分	
< 25	< 25	79	39
25 – 29	25 – 29	72	74
30 – 39	30 – 39	141	145
40 – 49	40 – 49	85	72
> 50	> 50	35	32

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

二零一八年及二零一九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。

Our talent

我們的人才

Year ended 31 December

截至十二月三十一日止年度

2019
二零一九年

2018
二零一八年

Breakdown by rank	按職級劃分		
Top	高級	8	7
Middle	中級	17	16
General	一般職級	387	339

Breakdown by geographical location	按地區劃分		
Hong Kong	香港	269	251
Mainland China	中國內地	143	111

Employee turnover rates¹ in 2018 and 2019 of our operations in Hong Kong and Mainland China, breakdown by gender, age and geographical location are as below.

二零一八年及二零一九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

2019
二零一九年

2018
二零一八年

Overall turnover rate	整體流失比率	21%	26%
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Breakdown by gender	按性別劃分		
Female	女性	18%	24%
Male	男性	22%	27%

Breakdown by age	按年齡劃分		
< 25	< 25	20%	59%
25 – 29	25 – 29	40%	38%
30 – 39	30 – 39	13%	19%
40 – 49	40 – 49	15%	21%
> 50	> 50	23%	3%

Breakdown by geographical location	按地區劃分		
Hong Kong	香港	26%	27%
Mainland China	中國內地	11%	23%

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。

Our talent

我們的人才

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 employee has awarded the Master of Business Administration from City University of Hong Kong. Some employees took part in trainings offered by the Chamber of Hong Kong Listed Companies, Microsoft, HMI Limited and Hong Kong Productive Council, on risk management, information technology, interpersonal skills and project management. We also conducted soft skills trainings to our managerial staff to enhance their management skills. We have provided over HK\$290,000 to support our employees to attend over 2,900 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.

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，我們的僱員獲得由香港城市大學頒授的工商管理學碩士學位。部分僱員參加由香港上市公司商會、微軟、睿懿有限公司及香港生產力促進局舉辦的風險管理、資訊科技、人際關係及專項管理的培訓課程。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290,000港元的資助，支持僱員參與超過2,900小時的培訓。

我們亦為新僱員提供系統化的入職培訓，令他們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。

Our talent 我們的人才

C&T values employees' career development, and thus outstanding employees are nominated to participate in Qualification Framework's Award Scheme for Learning Experiences organised by the HKSAR Government every year. The qualified applicants would receive an incentive for overseas training including the United Kingdom, America, France, etc. learning with industry partners around the world. A series of training has been provided to the awardees based on their professions, such as human resources technology, artificial intelligence, augmented reality, big data and other aspects, covering topics from technology introduction and case study sharing to experience sharing by mentors.

Honored with the "Partner Employer Award" since 2014, we have been certified an Outstanding Corporate by the Hong Kong General Chamber of Small and Medium Business in recognition of the Group's supportive hiring practices for the new generation and minorities, and its long-term commitment to an inclusive society. This year's 5+ Partner Employer Award recognition marks C&T's continued action to contribute to a harmonious society that sustains, encouraging the Company and its diverse employees to join hands to maintain a supportive workplace culture for everyone to make their talents shine and develop their long-term career in the IT industry.

科聯一直重視員工的職業發展，每年推薦表現卓越的同事參與由香港特別行政區政府舉辦的資歷架構「學習體驗獎勵計劃」。經審核並獲選的員工可獲資助到不同國家包括英國、美國及法國等地進行實地培訓，與來自全世界各地的業界專才一同接受培訓。根據員工的專業範疇，在人力資源科技、人工智能、擴增實境及大數據等其他方面的應用提供一系列的訓練，主題涵蓋科技介紹、案例分享到導師親身分享。

自二零一四年榮獲「友商有良」嘉許狀以來，我們獲香港中小型企業總商會認為卓越企業，以表揚本集團支持聘用新生代及少數族裔以及其對社會共融的長期貢獻。今年獲得5+「友商友量」的嘉許印證著科聯對持續性推動和諧社會的貢獻，鼓勵本公司及各員工攜手創建一個互助關愛的工作環境，使人才發揮所長，並於資訊科技行業作長期發展。



Staffs from various business units joined global trainings in different countries.

不同業務單位的員工在不同國家參加全球培訓。

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 and public updated with the Group’s latest moves through feature stories of four categories: Corporate News, Business Focus, Highlight Event and People & Place.



In April 2019, we have organised a team building activity to all management in the Company. The purpose of this memorable team building is to increase trust, improve communication, increase collaboration and maintain motivation in the leaders of our Company.

Promoting employee health and well-being

Implementing the “Occupational Safety and Health Policy” with stricter safety rules is aiming to raise employee’s awareness of safety and alleviate health hazards at work with suitable precautionary measures. It is essential to maintain healthy, safety and well-being of our employee through the promotion of proper work-life balance.

In 2019, we deployed different practice in maintaining a good housekeeping, encourage display screen ergonomics and keeping adequate fresh air ventilation in workplace. Adequate first aid supply is also available at all times for minor injury in office area. The policy is well communicated to our employees in embracing safety and extending to our visitors.

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，其篇幅涵蓋四項專題特寫：公司動態、業務重點、焦點活動和人物動向，讓員工及公眾清楚集團的最新動向。

於二零一九年四月，我們為公司所有管理人員組織了一次團隊建立活動。這種令人難忘的活動旨在增加團隊之間的互信、改善溝通、增強協作並保持公司領導人員的積極性。

提升僱員健康及福祉

實施具有更嚴格安全規則的「職業、安全及健康政策」旨在採取適當的預防措施以提高員工的工作安全意識。通過促進適當的工作與生活平衡來維持員工的健康、安全與福祉至為重要。

於二零一九年，我們採用了不同的措施來保持良好的室內整潔、鼓勵應用具備人體工程學設計的顯示屏及在工作間保持充足新鮮空氣流通。此外，任何時候亦有充足的急救用品以應對辦公室內的輕傷處理。我們已向僱員清楚說明有關政策，並擴展至我們的訪客。

Our talent

我們的人才

In the reporting year, we held a workplace wellness workshop and a talk with Occupational Safety and Health Council (“OSHC”) to further strengthen the message of “Joyful at Healthy Workplace”.

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 drills have been conducted regularly to show escape routes and provide sufficient fire-safety training for staff.

To promote the importance of personal health and work-life balance, we have organised a wide range of activities including the regular sharing of workplace tips, hikes, yearly movie night, quarterly fruit distribution, “Vegetarian Day” and a wealth management seminar.

於報告年度，我們與職業安全健康局（「職安局」）合辦工作間安全工作坊，以強化「健康工作間」的信息。

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。

為推廣個人健康及工作與生活平衡的重要，我們已舉辦多項活動，包括定期工作間建議分享、遠足、年度電影之夜、季度水果派發、「素食日」及一個財富管理研討會。



Our staffs participated in a workplace wellness workshop and learnt the techniques in minimising occupational illnesses.

我們的員工參與工作間安全工作坊，並學習減低職業疾病的技巧。



A wealth management seminar was organised in July 2019 to share the latest wealth management updates.

於二零一九年七月，我們舉辦研討會以分享最新財富管理資訊。

Our talent 我們的人才

Our health and safety performance was 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 safe working environment for our employees.

Regarding of the outbreak of COVID-19, the Group has taken the following measures to ensure our staff's health and safety:

- 1) Body temperature checks for all staff and visitors to our office;
- 2) Face masks are provided to staff who are in need and all staff must wear face mask in the office area;
- 3) Enhance cleaning and disinfection in office area and hand sanitisers are provided; and
- 4) To reduce the flow of people and social contacts, staffs were allowed to work at home where operational circumstances permit. Company activities such as the Annual Dinner Party were rescheduled.

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。

有關新型冠狀病毒疫情的爆發，本集團已採取以下措施以確保員工的健康和安全：

- 1) 所有進入我們辦公室的員工及來訪者均進行體溫檢查；
- 2) 為有需要的員工提供口罩，所有員工必須在辦公室內佩戴口罩；
- 3) 加強辦公室區域的清潔和消毒，並提供酒精搓手液；及
- 4) 為減少人流及社交接觸，員工在運作情況許可下可以留在家工作。公司活動如周年聯歡晚宴已重新安排。



1. Regular fresh fruit distributions were arranged in developing staff's good habit of green eating.

我們安排定期的新鮮水果派發，以養成員工良好的綠色飲食習慣。

2. A hiking activity at Yuk Kwai Shan was organised to encourage outing exercise.

於玉桂山舉行遠足活動以鼓勵郊遊運動。

3. Our staffs shared joyful moments in the Annual Dinner Party with a special theme – Movie Star Night.

我們的員工於以「電影之夜」為主題的周年聯歡晚宴共享歡樂時光。

Our responsibilities

我們的責任

Continuous improvement in quality service

Offering consistent high level of IT products and excellent service to our customer in enhancing their competitive advantages form a key part of our mission. To encourage customer feedback, we have established multiple communication channels including customer hotline, email support and online query. In 2019, we also conducted customer survey to assess how satisfied our customers are with different aspects of our product.

During the reporting year, our service team from Human Resources Management Software (“HRMS”) has completed the second annual external audit of ISO 20000-1:2011 certification by the accredited assessment body of International Organisation for Standardisation (“ISO”). While enhancing its policy to ensure smooth customer service operations in typhoon and other unstable situations so as to enhance resources allocation and minimise customer inconvenience, our HRMS service team operating in Hong Kong has enhanced the customer feedback mechanism to better understand and analyse customers’ satisfaction and needs in order to further improve customer experience and relationship. Providing a framework of best practices for independent assessment, the certification of ISO 20000 helps us to not only ensure our quality of services to customers from local conglomerates to multinational corporates, but also improve the internal operations and confidence of employees, business partners and other stakeholders.

優質服務的持續改進

我們使命的關鍵部分是為客戶提供貫徹一致的高水平資訊科技產品及優質服務並提升客戶的競爭優勢。為鼓勵客戶提供反饋意見，我們已建立多方溝通渠道，包括客戶熱線、電郵支援及網上查詢。於二零一九年，我們亦進行客戶問卷調查，評估客戶對產品不同方面的滿意度。

於報告年度，我們的人力資源管理軟件（「人力資源管理軟件」）服務團隊已完成ISO 20000-1:2011的第二年度外部審核，其為國際標準化組織（「國際標準化組織」）獲認可評估機構所授出的認證。除了提升確保於颱風及其他不穩定狀況下客戶服務暢順運作以改善物資分配及將客戶不便降至最低的政策外，於香港運作人力資源管理軟件的服務團隊已改善客戶反饋意見機制，更充分了解並分析客戶滿意度及需要，進一步改善客戶體驗及關係。ISO 20000認證提供獨立評估最佳做法的框架，不僅幫助我們確保向來自本地綜合企業至跨國企業的客户提供服務質量，更改善內部運作並提升僱員、業務夥伴及其他持份者的信心。

Our responsibilities

我們的責任

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 have organised anti-corruption trainings to our staff regularly and staffs are required to attend. The latest trainings were arranged in 2018 with Independent Commission Against Corruption.

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 2019, 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.

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。我們定期對員工進行反貪培訓並要求員工參加。最新的培訓是於二零一八年與香港廉政公署合辦。

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審計師調查，並由科聯的審核委員會全程監督。

於二零一九年，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.

We have a strong compliance culture and is committed to adhering to data privacy laws and regulations to safeguard customers' data and sensitive information. Guidelines on data collection, usage and retention are clearly set out in the policies and standard procedures in our Privacy Statement and Personal Information Collection Statement.

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. Data is protected by a number of physical, electronic, and procedural safeguards that are in line with the regulatory requirement.

In 2019, we have updated our Privacy Statement and Personal Information Collection Statement to cope with the complexity of data type and the Personal Data (Privacy) Ordinance. Data protection requirements are well communicated to all staffs.

We also complied with all relevant laws and regulations that have a significant impact to us, including 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。

我們具有強大的合規文化和承諾遵守數據隱私法律及法規，以維護客戶數據及敏感資料。數據收集、使用及保留的相關指引已清楚載於隱私聲明及個人資料收集聲明中的政策及標準程序。

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、工程意念、設計和數據庫。數據受到多種符合法規要求的物理、電子及程序保護措施的保障。

於二零一九年，我們已更新隱私聲明及個人資料收集聲明，以應付數據類型的複雜性及個人資料(私隱)條例。員工已清楚知悉數據保護方面的要求。

我們亦遵守所有對我們有重大影響的相關法律及法規，包括個人資料(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 2019, we complied with all applicable environmental regulations including Air Pollution Control Ordinance and Waste Disposal Ordinance.

Providing environmental solutions for customers

Following the corporate's "Environmental Policy", our solution offerings is dedicated to build a better world with different IT solutions in helping clients to cherish our environment.

In order to optimise operational efficiency and obtain the best offers of products and services from the most-fit suppliers, Lok Sin Tong has chosen the software solution of ProSmart in 2019, transforming the society's paper-based procurement procedures into automated and auditable management. With comprehensive functions and features an NGO would need, the e-tendering system serves as a cloud-based central platform for all the departments of Lok Sin Tong to efficiently acquire projects such as renovation for schools, clinics and elderly homes, medical purchase, machine purchase and many more. The all-in-one e-tendering platform also enables procurement users of Lok Sin Tong to search for and compare different suppliers' past performances effortlessly, and hence significantly reduces time cost and enhances transparency.

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。我們推行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。

於二零一九年，我們遵守所有適用環保規例包括空氣污染管制條例及廢物處置條例。

為客戶提供環保解決方案

遵循企業的「環保政策」，我們的解決方案提案以不同信息技術解決方案幫助客戶愛護環境，致力構建更美好的世界。

為了從眾多服務供應商中找到最合適的產品與服務，樂善堂於二零一九年經過一番嚴選後，最終決定採用ProSmart軟件解決方案助其提升營運效率，並將有關社區服務的紙張採購流程變化為自動化及可審核的電子管理。ProSmart系統不但具有非牟利機構所需的功能和特點，該電子投標系統更可設置於雲端，方便樂善堂統一處理旗下各個機構的招標流程，大大提升各項採購項目如學校、診所及養老院的翻新工程、藥物與機器採購等的效率。採購人員更可透過該電子投標系統平台，簡便地查找及比對各供應商過往的表現，大幅減低時間成本及提升透明度。

Our environment

我們的環境

Our efforts in improving environmental performance

Being a member of the global village, we are devoted to achieving environmental sustainability. In addition to on-going environmental measures, we focused on initiating a “green thinking” to our staff in environmental-conscious and sustainability in workplace.

We organised staff engagement activities to promote green lifestyle, including the dominant event “Green Month Campaign”, consisting four sub-activities: Barter Trade, Green Eating, Upcycling Workshop and Coastal Clean-up. The concept of waste reduction was conveyed and communicated with employees through the Campaign.

我們致力改善環保表現

作為地球村的一員，我們貫徹環境可持續發展的方向。除了採取持續的環保措施外，我們亦致力在環境意識與工作間的可持續方面向我們的員工啟發「綠色思維」。

我們安排員工參與活動以推廣綠色生活方式，包括主要活動「綠色環保月項目」，當中有四個活動：「以物易物」、「綠色飲食」、「升級改造工作坊」及「海岸清潔運動」。我們透過該計劃向僱員傳遞及灌輸減廢的概念。



Our staffs joined hands for meaningful coastal cleaning on Lamma Island in learning environmental conservation.

我們的員工齊心協力在南丫島進行有意義的海岸清潔運動以學習環境保護。

Our environment

我們的環境

The Barter Trade campaign enabled our employees to exchange items to reduce the landfill burden. In a wider context, we hope to develop a long-lasting green eating habit and reduce the carbon footprint incurred from meat-based diets.

To reduce further in waste generation and break negative recycling habits in our workplace, under-the-desk bins were removed, replaced by centralised smart collection bins. Paper usage has been reduced with the stringent paper use control and the draft paper collection.

「以物易物」活動讓我們的員工可以交換物品，以減少垃圾堆填區的負擔。在更廣泛的範圍內，我們希望養成長久的綠色飲食習慣，並減少以肉食為基礎的碳足跡。

為了進一步減少廢物的產生並更改我們在工作間對回收方面的習慣，我們停用工作桌面下的垃圾筒，以集中式智能垃圾筒取代。透過實施嚴謹用紙監控措施及草稿紙回收計劃，用紙量有所減少。



In the Upcycling Workshop, employees learnt how to use recycled materials to make a CD clock.

「在升級改造工作坊」中，員工學習如何使用回收材料製作光碟時鐘。

Our environment

我們的環境

To cope with business expansion, there was a growing demand for electricity. C&T believed that delivering energy saving messages to our employees is critical to minimise electricity consumption. We have been striving to minimise energy consumption through different practices including to implement a time zone system with automatic on/off schedules for lighting and operate electrical appliances only during office hour.



Our determination to safeguard the environment can also be reflected from other eco-friendly initiatives. We tried to implement green elements in company events, such as increasing the portion of green dishes and not providing disposable utensils in gatherings.

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

為應對業務擴展，公司對電力的需求與日俱增。科聯相信向我們的員工傳達節能信息，對減少用電量尤其重要。我們一直努力通過各種措施來節省能源，包括應用帶有自動開／關時間的照明系統及僅在辦公時間內使用電器。

The Group has signed the Energy Saving Charter and 4T Charter, committing to reaching our reduction targets by controlling energy consumption.

本集團已簽署節能約章計劃及4T約章，承諾透過監控用電量達成節能目標。

我們保護環境的決心亦於其他環保措施中可見。我們嘗試於公司活動中實施綠色元素，例如於聚會中增加素食菜式的比例及不會提供即棄餐具。

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、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

		2019 二零一九年	2018 二零一八年	Change 變動
Office in Hong Kong		香港辦公室		
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	301,250	311,738	-3%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度 (千瓦時/平方米面積)	162	168	-4%
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)	244	249	-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	0.13	-
Offices in Mainland China³		中國內地辦公室³		
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	174,718	185,654	-6%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度 (千瓦時/平方米面積)	114	114	-
Carbon emission (Scope 2 only) ⁴ (tonnes CO ₂ -e)	碳排放(僅指範圍2) ⁴ (公噸二氧化碳當量)	142	150	-5%
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	0.09	-

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。

¹ Electricity consumption report included electricity consumed by office 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 Hongkong Electric Company, the carbon footprint per kWh of electricity sold in 2018 was 0.80kg and 2019 was 0.81kg.

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。根據香港電燈有限公司公佈的可持續發展報告，二零一八年及二零一九年每已售千瓦時電力的碳足跡分別為0.80千克及0.81千克。

³ Included offices in Shanghai, Beijing and Nanjing.

³ 包括於上海、北京及南京之辦公室。

⁴ According to the latest 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.

⁴ 根據國家發展和改革委員會最新發佈的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 environment

我們的環境

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。



To raise staff awareness on global environmental issues, we participated in different large-scale environmental campaigns such as "Earth Hour" by World Wide Fund Hong Kong as well as "No Air Con Night" by Green Sense in order to promote love and care to our earth.

為提高員工對全球環境問題的認識，我們參加各種大型環保活動，例如由世界自然基金會香港分會舉辦的「地球一小時」及由環保觸覺舉辦的「無冷氣夜」，以推廣愛護地球的訊息。

Our environment

我們的環境

Paper usage

Year ended 31 December

截至十二月三十一日止年度

Total paper consumption (in tonnes) 總紙張消耗量(以噸計)
Intensity (tonnes/m²) 密度(噸/平方米)

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.

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.

紙張用量

	2019	2018	Change
	二零一九年	二零一八年	變動
Total paper consumption (in tonnes)	2.4	2.6	-8%
Intensity (tonnes/m ²)	0.0007	0.0008	-13%

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。我們的本地辦公室照明亦已設有時區系統，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。

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用水的措施。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。

Our environment

我們的環境

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 Certificate” and “Energywi\$e Certificate” issued by the Hong Kong Green Organisation Certification to recognise our effort in waste reduction and energy conservation.

Our community

我們的社區

Our contribution to community

With a vision to progress and prosper with our community, we are committed to giving back by contributing to a stronger and more inclusive society. We encourage and facilitate our employees to participate in volunteer services and charitable activities.

In 2019, we have extended the “C&T Social Caring Star Award & Incentive Scheme” by promoting more variety of community participation. We have been actively engaging in different sustainability initiatives for the environment, society and governance. Over two hundred volunteering hours have been contributed, hoping to integrate sustainability ideas into the corporate’s operation.

In October 2019, we participated in Sower Action Challenging 12 Hours as such charity event can provide an excellent opportunity for us to demonstrate our team spirit and encourage our staff to support the people in need.

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（「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。綠色採購政策會被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「減廢證書」及「節能證書」，以表揚我們於減廢及節能的努力。

我們對社區的貢獻

與社區一同進步成長為我們的願景，我們致力回饋社會，共建更加強盛及包容的社會。我們鼓勵及協助僱員參與志願服務及慈善活動。

於二零一九年，我們透過推廣更多類型的社區參與，延續「科聯愛心之星獎勵計劃」。我們積極參與各種環境、社會及管治的可持續發展計劃。投入超過兩百小時的義務工作，期望將可持續發展的理念融入企業營運之中。

於二零一九年十月，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。

Our community 我們的社區

Active involvement in charitable donation is also one of the important initiatives to give back our society. We took part as Silver Sponsor in “Pink Walk for Breast Health 2019” organised by Hong Kong Breast Cancer Foundation to support the breast health advocacy. In the reporting year, we participated in eight donation programs and donated around HK\$14,000 to different associations. This is our commitment to corporate social responsibility with continued efforts to improve the well-being of the community, employees and environment.



積極參與慈善捐贈亦是回饋社會的重要舉措之一。我們以銀贊助商身份參與香港乳腺癌基金會組織的「乳健同行2019」，以支持乳房健康倡議。於報告年度，我們參與八個捐贈項目及捐出約14,000港元予不同協會。此舉乃我們對履行企業社會責任，不斷努力促進社區、僱員福利及改善環境的投入。

Colleagues dressed in pink coming together at the Peak in October 2019 and joined hands to raise public awareness and deepen public's understanding of breast cancer.

同事們穿著粉紅服飾於二零一九年十月來到山頂，攜手提高公眾意識及加深公眾對乳腺癌的了解。

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 in recognition of the Company's outstanding contribution to the community.

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」證書以讚揚公司在社會方面出色的表現及貢獻。

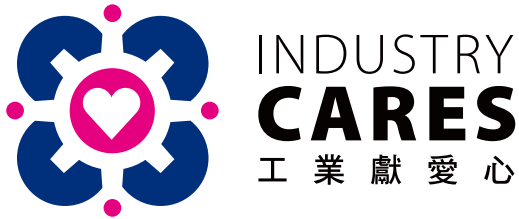


C&T has been honored with Certificate of Merit of the HSBC Living Business ESG Awards for two consecutive years, 2018 and 2019, recognising the Group's effort in implementing good sustainability practices.

科聯於二零一八年及二零一九年連續兩年獲頒「滙豐營商新動力」環境、社會及管治優異獎，以表揚本集團實施良好的可持續發展措施。

CSR Awards

企業社會責任獎項



Award received from the Industry Cares Certificate by the Federation of Hong Kong Industries CSR Recognition Scheme for the third consecutive year in recognising our extensive involvement in the society.

連續三年獲香港工業總會CSR表揚計劃「工業獻愛心」證書，以表彰我們廣泛參與社會關愛活動。



Hong Kong General Chamber of Small and Medium Businesses recognised our contribution in society inclusion through the “Partner Employer Award”.

香港中小型企業總商會通過「友商有良」嘉許計劃獎表揚我們促進社會共融的貢獻。



CSR Awards

企業社會責任獎項



Nominated as a Hong Kong Green Organisation and received the “Energywi\$e Certificate” and “Wastewi\$e Certificate” from the Environmental Campaign Committee (“ECC”) in recognition of the Group’s effort in environmental protection.

被提名為香港綠色組織，並獲得環境運動委員會（「環運會」）頒發「節能證書」及「減廢證書」，以表揚集團在環境保護方面的努力。



HKEX Environmental, Social and Governance Guide Content Index

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。

HKEX Environmental, Social and Governance Guide Content Index

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”. 我們香港辦公室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	

HKEX Environmental, Social and Governance Guide Content Index

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 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	
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」。

HKEX Environmental, Social and Governance Guide Content Index

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。	Diversity and inclusiveness 多元化與包容性	
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。	Diversity and inclusiveness 多元化與包容性	

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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 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 employee health and well-being 提升僱員健康及福祉
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 employee health and well-being 提升僱員健康及福祉
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 employee health and well-being 提升僱員健康及福祉
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 employee health and well-being 提升僱員健康及福祉

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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 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. 有關防止童工及強制勞工的： (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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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。	Not disclosed 不披露	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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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。	Continuous improvement in quality service 優質服務的持續改進	
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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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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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





**Look deep into nature,
then you will know,
what we can do better
to the World.**



computer  technologies

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