



InvesTech Holdings Limited 威訊控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號: 1087



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

2020

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ABOUT THIS REPORT

InvesTech Holdings Limited (the “Company”, together with its subsidiaries, the “Group”) is delighted to present the Environmental, Social and Governance (the “ESG”) report (the “ESG Report”) for the year ended 31 December 2020 (the “Year”).

During the Year, the Group has continued to be an eco-friendly corporation and has tried its best to minimise the harm (if any) it would cause to the environment. Through the Group’s efforts in guiding staff to adopt environmentally friendly habits in the office, its green procurement policy, and its environmentally friendly technological innovations, the Group endeavors to cultivate a green living environment for its staff and the community where it has operations.

The Group’s staff is the cornerstone to its success. To offer them with ample development opportunities, sponsorships are available to those who participated in job related professional trainings and development courses. The Group ensures the competitiveness of its staff remuneration packages by conducting regular reviews. A safe and healthy working environment is also provided to the Group’s staff. As much as it cares for its staff, the Group continues to extend this care to the communities it has operations in within the People’s Republic of China (the “PRC”) during the Year.

REPORTING STANDARD

This ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities of The Stock Exchange of Hong Kong Limited. Corporate governance will be addressed separately in the section headed “Corporate Governance Report” in the annual report of the Company for the Year to be published in the middle of April 2021. The information presented in this ESG Report is prepared based on the principles of materiality, quantitative, balance and consistency.

關於本報告

威訊控股有限公司(「本公司」，連同其附屬公司統稱「本集團」)欣然提呈截至二零二零年十二月三十一日止年度(「本年度」)的環境、社會及管治(「環境、社會及管治」)報告(「環境、社會及管治報告」)。

於本年度，本集團繼續作為一間對環境友善的企業，並盡其最大努力減低可能對環境造成的傷害(如有)。透過持續指引員工於辦公室採納環保的習慣、綠色採購政策以及使用我們的創新環保技術，本集團致力為我們的員工及我們業務營運所在社區建立綠色生活環境。

員工是本集團成功的基石。為讓彼等有充分發展機會，參與工作相關的專業培訓及發展課程的員工可以獲得贊助。本集團定期檢討員工薪酬待遇，以確保我們所提供薪酬待遇的競爭力。本集團亦為員工提供安全健康的工作環境。在關注員工的同時，本集團於本年度繼續將關愛延伸至其在中華人民共和國(「中國」)開展業務所在的社區。

報告準則

本環境、社會及管治報告根據香港聯合交易所有限公司證券上市規則附錄二十七所載環境、社會及管治報告指引編製。企業管治事項則於本公司將於二零二一年四月中刊發的本年度年報「企業管治報告」一節另行載述。本環境、社會及管治報告所載資料乃基於重要性、量化、平衡及一致性原則編製。



SCOPE OF THE ESG REPORT

This ESG Report covers the period from 1 January 2020 to 31 December 2020. This ESG Report focuses on the core business segment of the Group, which is the provision of network system integration including the provision of network infrastructure solutions, network professional services and mobile internet software of mobile office automation software business. It has offices in a few provinces of the PRC, Hong Kong and Vietnam.

COMMENTS AND FEEDBACK

The progress of the Group depends in part on valuable comments from stakeholders. Your feedback will help the Group to evaluate its sustainability performance and to improve its ESG performance in future. Should you have any comments or advice regarding the content of this ESG Report, please feel free to forward to:

Address:
Room 1201, 12/F, C C Wu Building
302-308 Hennessy Road
Wanchai, Hong Kong

APPROACH TO SUSTAINABLE DEVELOPMENT

The Group acknowledges the importance to make a positive contribution to the public and society and create long lasting benefits for the Group's stakeholders in a manner that is responsible, transparent and respectful. The ongoing responsibility of the Group is to manage its sustainability performance through the balancing between economic development and preservation of the environment. The Group identifies and evaluates the materiality of the diverse range of ESG topics that are interrelated with our business operations (set out in the section of Materiality Assessment of this ESG Report) to promote the Group's sustainable development.

COMMUNICATION WITH STAKEHOLDERS

The Group understands that maintaining effective and continuous communication with stakeholders and addressing their views are of great importance to the Group's long-term growth and success. The Group engages with a wide network of stakeholders, including employees, customers, suppliers, shareholders and investors, business partners, regulatory authorities and community.

環境、社會及管治報告範圍

本環境、社會及管治報告涵蓋二零二零年一月一日至二零二零年十二月三十一日期間。本環境、社會及管治報告專注於本集團的核心業務分部，即提供網絡系統整合，包括提供網絡基礎建設解決方案、網絡專業服務及移動辦公室自動化軟件的移動互聯網軟件業務。其於中國數個省份、香港及越南設有辦事處。

意見及反饋

本集團之發展有賴持份者提供寶貴意見。閣下的反饋有助本集團評估其可持續發展表現及改善日後的環境、社會及管治表現。如對本環境、社會及管治報告的內容有任何意見，請寄送至：

地址：
香港灣仔
軒尼詩道302-308號
集成中心12樓1201室

可持續發展方法

本集團意識到以負責任、透明和尊重的方式為公眾和社會作出積極貢獻並為本集團持份者創造長期利益的重要性。本集團的持續責任是通過經濟發展與環境保護之間的平衡來管理其可持續發展績效。本集團確定並評估與我們的業務營運相關的各種環境、社會及管治主題的重要性(載於本環境、社會及管治報告的重要性評估一節)以促進本集團可持續發展。

持份者溝通

本集團深知與持份者維持有效持續溝通並回應其觀點對於本集團的長期增長及成功至關重要。本集團與廣泛的持份者交流，包括僱員、客戶、供應商、股東及投資者、業務夥伴、監管機構及社區。

COMMUNICATION WITH STAKEHOLDERS (continued)

持份者溝通(續)



The following table presents the methods of communication between each stakeholder and the Group.

下表呈列各持份者與本集團之間的溝通方式。

Stakeholders 持份者	Methods of Communication 溝通方式
Employees 僱員	<ul style="list-style-type: none"> Performance appraisals Regular briefing Training sessions including seminars and workshops Meeting and discussion on work performance Online platform (Virsocial) 表現考核 定期簡報 培訓課程，包括研討會及工作坊 工作表現會議及討論 線上平台(威思客)
Customers 客戶	<ul style="list-style-type: none"> Complaint and feedback channels Visits by customer relation personnel Continuous direct communication 投訴及反饋渠道 客戶關係人員造訪 持續直接溝通



COMMUNICATION WITH STAKEHOLDERS (continued)

持份者溝通(續)

Stakeholders 持份者	Methods of Communication 溝通方式
Suppliers 供應商	<ul style="list-style-type: none">– Supplier assessment system– Continuous direct communication– 供應商評估系統– 持續直接溝通
Shareholders and investors 股東及投資者	<ul style="list-style-type: none">– General meetings– Regular corporate publications including financial reports and results announcements– Circulars and announcements– Corporate website– 股東大會– 定期的企業出版物，包括財務報告及業績公告– 通函及公告– 公司網站
Business partners 業務夥伴	<ul style="list-style-type: none">– Meetings– Visits– 會議– 造訪
Regulatory authorities 監管機構	<ul style="list-style-type: none">– Statutory filings and notification– Ad-hoc enquiries– Seminars– E-mails– 法定申報及通知– 臨時查詢– 研討會– 電郵
Community 社區	<ul style="list-style-type: none">– Donations and voluntary activities– Corporate website– Social media– Mailbox– 捐贈及志願活動– 公司網站– 社交媒體– 郵箱

MATERIALITY ASSESSMENT

The Group has invited internal and external stakeholders to participate in surveys in order to identify material sustainability issues of ESG. The survey covers aspects of environment, employment and labour practices, operation practices, and community, aiming to rank the relative importance of eighteen identified topics.

Accordingly, the following matrix has been developed to identify and prioritise the Group's material topics. The Group's management approach and performance for these topics are discussed in details in this ESG Report. This materiality assessment allows the Group to meet the expectations of its stakeholders and improve the quality of this ESG Report. Based on the survey results, eight material ESG topics are identified and highlighted in the following table:

重要性評估

本集團邀請內部及外部持份者參與調查，以確定環境、社會及管治的重大可持續發展議題。調查涵蓋環境、僱傭及勞工常規、營運常規以及社區方面，旨在對十八個已確定主題的相對重要性進行排名。

因此，已制定以下矩陣來確定及優先處理本集團的重大主題。本集團就該等主題的管理方法及表現乃於本環境、社會及管治報告中詳細討論。此重要性評估使本集團能夠滿足持份者的期望，並改善本環境、社會及管治報告的質素。根據調查結果，已確定八個重要環境、社會及管治主題，並在下表重點列出：

Materiality Matrix 重要性矩陣



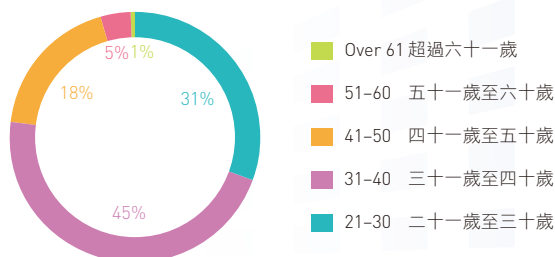
No. Topics 序號 主題	No. Topics 序號 主題
1 Greenhouse gas emission 溫室氣體排放	10 Market competitiveness 市場競爭力
2 Energy consumption and efficiency 能源消耗及效益	11 Product/Service quality and safety 產品/服務質素及安全
3 Non-hazardous waste generation 無害廢棄物的產生	12 Customer satisfaction 消費者滿意度
4 Employment rights 僱傭權益	13 Mechanisms for handling complaints and replies 處理投訴和應對的機制
5 Diversity and equal opportunity 多元化和平等機會	14 Protection of intellectual property rights 保護知識產權
6 Employer-employee relations 僱主與僱員的關係	15 Consumer data protection and privacy 消費者資料保障及私隱
7 Employee benefits 員工福利	16 Anti-corruption 反貪污
8 Employee trainings and developments 員工培訓和發展	17 Charitable donation 慈善捐款
9 Occupational health and safety 職業健康及安全	18 Participation in voluntary work 義務工作參與

EMPLOYMENT AND LABOUR PRACTICES

1. Employer-employee relationship

As the Group values its human resources as its greatest asset, the Group continues to nurture its employees and provide them with ample opportunities. The Group carefully treats and cares about every employee by committing to building a safe and healthy occupational working environment, and by focusing on talent cultivation with the purpose of creating a harmonious situation between the Group and its employees.

As at 31 December 2020, the Group employed a total of 256 staff, including employees working in the PRC, Hong Kong and Vietnam.



The above illustrates the age composition of staff connected to the Group's business: 31% of the Group's staff is in the age between 21 and 30, while 45% is between 31 and 40, and 18% between 41 and 50. The relatively even age distribution reflects the Group's anti-discrimination stance based on age.

2. Employment right

The Group strictly follows the labor laws and regulations in the PRC, Hong Kong and Vietnam. During the Year, the Group has not noted any cases of non-compliance in relation to laws and regulation about employment and labour standards.

Internal or external fraudulent behaviours are strictly prohibited. The Group's stringent recruitment procedures prevent child labour or forced labour. The Group's staff handbook sets out strict professional ethics and personal qualities for staff to abide by.

僱傭及勞工常規

1. 僱主與僱員的關係

由於本集團視人力資源為其最大資產，本集團繼續培育僱員並為其提供充足機會。本集團致力於營造安全健康的職業工作環境，並注重人才培養，以期在本集團與僱員之間建立和諧的環境，認真對待和關心每一位僱員。

截至二零二零年十二月三十一日，本集團總共僱用256名員工，其中包括中國、香港及越南的員工。



上圖呈列與本集團業務有關的員工年齡分佈：31%的員工年齡介乎21歲至30歲，45%的員工年齡介乎31歲至40歲，而18%的員工年齡則介乎41歲至50歲。相對平均的年齡分佈反映本集團反對年齡歧視的立場。

2. 僱傭權益

本集團嚴格遵守中國、香港及越南的勞工法例與規條。於本年度，本集團並未發現任何違反僱傭及勞工準則法例與規條的事件。

我們嚴禁任何對內或對外欺詐行為。本集團嚴格的招聘程序防止招聘童工或強制勞工。本集團的員工手冊載有清晰的職業道德及個人守則以供員工遵守。



EMPLOYMENT AND LABOUR PRACTICES (continued)

3. Diversity and equal opportunity

The Group prides itself as an equal opportunity employer and its staff has always enjoyed equal opportunities working with the Group. Discrimination based on sex, age, race or religion is intolerable at the Group's offices. During the Year, similar to past years, the Group has not received internal or external complaints regarding equal opportunities employment and have zero non-compliances concerning regulations such as the Sex Discrimination Ordinance, the Disability Discrimination Ordinance and Family Status Discrimination Ordinance. The Group's zero-tolerance attitude towards unfair discrimination applies across its recruitment, appraisals and counselling procedures.

4. Occupational health and safety

The Group is committed to protecting its staff's occupational health and providing them an enjoyable and safe working environment.

To encourage its staff to take care of their physical well-being, for staff of managerial grade or above, the Group subsidizes them to join gymnastic activities and provides them with medical insurances and annual body checking services.

For recreational events, the Group's management is happy to see that its staff had greatly enjoyed the events the Group organised. These include annual outings, birthday parties and other forms of staff gathering.

During the Year, the Group has not noted any cases of non-compliance in relation to laws and regulation about occupational health and safety.

僱傭及勞工常規(續)

3. 多元化及平等機會

本集團以身為平等機會僱主而自豪，為本集團效力的員工一直以來享有平等機會。本集團辦公室內絕不容忍性別、年齡、種族或宗教歧視。一如過去數年，本集團於本年度並無接獲有關平等就業機會的內部或外部投訴，亦沒有任何觸犯《性別歧視條例》、《殘疾歧視條例》及《家庭崗位歧視條例》的不合規事項。本集團對不公平歧視的零容忍態度亦適用於招聘、評估及諮詢程序。

4. 職業健康及安全

本集團致力保障員工的職業健康，並為彼等提供愉快及安全的工作環境。

為鼓勵員工照顧彼等的身體健康，本集團資助管理級或以上員工參加健身活動，同時提供醫療保險和每年身體檢查服務。

在康樂活動方面，本集團管理層喜見員工享受本集團安排的活動，包括週年旅行、生日派對及其他形式的員工聚會。

於本年度，本集團並不知悉任何有關職業健康及安全相關法律及法規的不合規個案。

EMPLOYMENT AND LABOUR PRACTICES (continued)

5. Employee trainings and development

Trainings related to the Group's products and services and technical trainings relevant to the industry to enhance staff's career development were provided during the Year. Topics of the trainings include web and software development skills, sales technique, project management, and customer service.

For positions relevant to sales, marketing or customer service, to better equip new recruits with the essential skills and knowledge for their duties, the Group provides trainings to the new recruits during their probation period and the new recruits will be required to prepare a presentation to their direct supervisors and department heads towards the end of their probation period. This ensures new recruits will be well prepared for their jobs after they become permanent staff.

6. Employee benefits

Competitive remuneration packages are offered to the employees of the Group based on the prevailing market practices and their individual performances. The remuneration package includes discretionary bonus, annual leave, sick leave, maternity leave, medical scheme, mandatory provident fund and fringe benefits provided in compliance with relevant regulations of the PRC.

Apart from annual performance appraisal, the Group also practises monthly and quarterly appraisals every year to review staff's performance. The Group's management considers the appraisal process to be a chance to communicate with staff and understand their concerns and needs, while at the same time to evaluate their achievement of the targets set by themselves and the Group's management. Outstanding staff would be rewarded with internal promotions and salary increment. The appraisal process also assists in organising training programmes for staff based on their strengths and weaknesses.

僱傭及勞工常規(續)

5. 僱員培訓及發展

於本年度本集團提供有關旗下產品及服務的培訓，以及與行業相關的技術培訓，以促進員工的事業發展。培訓的主題包括：網頁及軟件開發技術、銷售技巧、項目管理及客戶服務。

對於與銷售、營銷或客戶服務有關的職位，為了更好地令新員工具備關於其職責的基本技能及知識，本集團在試用期內為新員工提供培訓，而新員工須在試用期結束時，向其直屬主管及部門負責人作一次演示匯報。這可以確保新員工在成為長期員工後已對彼等的工作有充分準備。

6. 僱員福利

根據現行市場慣例及其個人表現向本集團僱員提供具競爭力的薪酬待遇。薪酬待遇包括酌情花紅、年假、病假、產假、醫療計劃、強制性公積金及根據中國相關法規提供的附帶福利。

除年度業績評估外，每年本集團亦於每月及每季度進行評估，以檢討員工的表現。本集團管理層認為，評估過程是與員工溝通並瞭解其關注重點及需求的機會，同時評估彼等能否達到其本身及本集團管理層設定的目標。出色的員工將獲得內部晉升與加薪獎勵。評估程序亦有助於按照員工的長處及弱點統籌有關培訓計劃。

ENVIRONMENTAL RESPONSIBILITIES

During the Year, the Group has maintained its stance as an environmentally responsible corporate. Well aware of the importance of sustainable development, the Group's staff pursues waste reduction and energy saving practices in their daily operations by following the eco-friendly policy of the Group and with the aid of the energy saving technologies developed by the Group.

1. Energy saving at the Group's offices

The Group's energy saving measures at its offices includes the following:

- Electricity-saving light bulbs are used at the Group offices.
- Lights and air conditioners would be turned off or would be set to the energy-saving mode when they are not in use.
- Lighting devices and light bulbs would be kept clean to attain highest illumination efficiency.
- To reduce the amount of paper used, most of the network printers are pre-set to print on both sides of a paper. Envelopes and loose minute jackets would be re-used, and any expired paper pad's back would be used for drafting or printing.

Electricity consumption in total and intensity

Aspects 2.1	範圍2.1	Unit	單位	2020 二零二零年 In'000 千位	2019 二零一九年 In'000 千位
Electricity usage	用電量	kWh	千瓦時	141.14	142.75
Electricity usage intensity	用電量密度	kWh/office	千瓦時／辦公室	23.52	23.79

Water consumption in total and intensity

Aspects 2.2	範圍2.2	Unit	單位	2020 二零二零年	2019 二零一九年
Water consumption	耗水量	cu.m	立方米	30.34	28.83
Water consumption intensity	耗水密度	cu.m/office	立方米／辦公室	5.06	4.81

環境責任

於本年度，本集團維持其作為對環境負責任的企業立場。本集團的員工深明可持續發展的重要性，並遵循本集團的環保政策及借助本集團開發的節能技術，在日常營運中致力減少廢物及節約能源。

1. 辦公室節能

本集團在辦公室的節能措施包括以下內容：

- 本集團辦公室使用節能燈泡。
- 電燈及空調不須使用時盡量關掉，或設定至節能模式。
- 保持燈光設備及燈泡潔淨以達致最高照明效益。
- 為減少用紙量，大部分網絡打印機均預設至雙面打印。信封及活頁紀錄紙夾將循環再用，而任何過期信紙簿背面將用作草稿或打印之用。

耗電總量及密度

耗水總量及密度



ENVIRONMENTAL RESPONSIBILITIES (continued)

2. Energy saving technologies

The Group prides itself as an energy saving technologies provider and has enjoyed the benefits of these technologies together with its customer over the years.

The Group's "Smart Energy Management System" provides an energy saving platform for both the Group and its customers. The system facilitates detection of any idle office equipment and will automatically switch off the relevant equipment. This technology helps to save energy while at the same time prolongs the life span of the relevant equipment.

Another technology developed by the Group, the "Building Management System", can collaborate with the "Smart Energy Management System" to achieve energy saving. By interconnecting the two systems, a corporation can plan and control office lighting and air-conditioning and provide energy and electricity consumption and carbon emission information by department, staff, time period and equipment. The analysis can help corporations to develop their energy saving strategy and achieve proactive energy management.

The work station booking system as part of the Group's "Smart Office" solution allows corporations to optimise usage of available furniture and equipment at their offices. This helps corporations avoid over ordering unnecessary equipment and lower resources wastage.

To the best of the Group's knowledge, the Group has not noted any non-compliances regarding environmental laws and regulations during the Year.

環境責任(續)

2. 節能科技

本集團以身為節能技術供應商而自豪，多年來與客戶共同享受有關技術帶來的好處。

本集團的「智能能源管理系統」為本集團及其客戶提供節能平台。該系統偵測任何閒置的辦公設備，並自動關閉相關設備。該技術有助於節省能源，同時延長相關設備的使用壽命。

另一項由本集團開發的技術「樓宇管理系統」可與「智能能源管理系統」配合以實現節能。藉由連接該兩個系統，企業可以計劃及控制辦公室照明及空調，並可得出各部門、員工、時段及設備的耗能及耗電量及碳排放資料。有關分析有助企業制訂節能策略並達致積極能源管理。

工位預訂系統是本集團「智能辦公」解決方案的一部分，令企業得以盡量善用現有的辦公室家具及設備，有助於企業避免過度訂購不必要的設備及減少資源浪費。

據本集團所深知，本集團於本年度概不知悉任何有關環境法律及法規的不合規情況。

ENVIRONMENTAL RESPONSIBILITIES (continued)

3. Emissions

Due to the nature of the Group's business, the Group's operations caused only minimal greenhouse gas (GHG) emissions to the environment. Its operations produced nil hazardous wastes for the Year. The Group has neither used any liquified petroleum gas nor other gases and thus does not have relevant GHG emissions to report for the Year.

The following presents GHG emissions in other areas:

GHG emissions from vehicles:

Aspects 1.1	範圍1.1	Unit 單位	2020 二零二零年	2019 二零一九年
Nitrogen oxides	氮氧化物	gram克	1,718.10	2,539.80
Sulphur oxides	硫氧化物	gram克	31.09	52.92
Respiratory suspended particles	可吸入懸浮粒子	gram克	126.50	187.00

GHG emissions from mobile combustion sources:

Aspects 1.2	範圍1.2	Unit 單位	2020 二零二零年	2019 二零一九年
Scope 1	範疇1			
Carbon dioxide	二氧化碳	kg公斤	4,991.40	8,496.00
Methane	甲烷	kg公斤	0.54	0.91
Nitrous oxide	一氧化二氮	kg公斤	2.34	3.98

環境責任(續)

3. 排放

基於本集團的業務性質，本集團的營運只對環境帶來極低的溫室氣體排放。於本年度，我們的營運並無製造有害廢物。本集團無需使用任何液化石油氣或氣體燃料，因此於本年度內並無相關的溫室氣體排放可作報告。

以下呈列我們於其他範疇的溫室氣體排放：

由車輛排放的溫室氣體：

由流動燃燒源排放的溫室氣體：

ENVIRONMENTAL RESPONSIBILITIES (continued)

3. Emissions (continued)

Indirect GHG emission from electricity consumption:

Aspects 1.2	範圍1.2	Unit 單位	2020 二零二零年	2019 二零一九年
Scope 2 Indirect GHG Emissions: CO ₂	範疇2 間接溫室氣體 排放：二氧化碳	kg 公斤	111,498.39	112,774.90

Indirect GHG emission from business travelling:

Aspects 1.2	範圍1.2	Unit 單位	2020 二零二零年	2019 二零一九年
Scope 3 Indirect GHG Emissions: CO ₂	範疇3 間接溫室氣體 排放：二氧化碳	kg 公斤	11,462.65	27,192.60

Non-hazardous wastes produced:

Aspects 1.4	範圍1.4	Unit 單位	2020 二零二零年	2019 二零一九年
Non-hazardous waste disposal	非有害廢物處理	Tonnes 噸	0.57	1.01
Non-hazardous waste intensity	非有害廢物密度	Tonnes/office 噸／辦公室	0.10	0.17

環境責任(續)

3. 排放(續)

由耗電間接排放的溫室氣體：

業務差旅間接排放的溫室氣體：

產生的非有害廢物：



OPERATION PRACTICES

1. Supply chain management

During the Year, the Group has maintained a just, transparent and competitive bidding system for the procurement of both goods and services. During the selection of suppliers or contractors, the Group's policy ensures the selection factors are fair and serves the best interest of the Group. Such factors include price, specification and quality of product, service quality and product support, and social and environmental contributions of the suppliers. The Group does not engage suppliers with questionable social or environmental conducts.

The Group ensures impartiality of the procurement process by involving the participation of personnel from different functions and seniority: the responsible purchasing staff, the purchasing manager, the business director and the financial controller. This ensures proper review and authorisation and segregation of duties over the Group's suppliers selection process.

2. Service responsibility

To uphold the service standards as stated in the Group's service management policy, the Group assigns customer service executives to each of its operating region to care for its customers. The executives are responsible for after-sales services and product support.

The Group would like to have its customers to be able to fully utilise and enjoy the Group's products and services. As such, responsibilities, working procedures, the required training, and servicing standards are well defined for its engineers and customer service executives.

In the service management policy, service level escalation matrix depending on the technicality of each case is set. This is to ensure the appropriate personnel with the required expertise would always attend to customer enquiries and resolve the case according to the Group's service standard and up to the customer's satisfaction.

A feedback mechanism is also adopted to check on customer's satisfaction. After resolution of each case, the customer service executive is required to perform client satisfaction survey.

營運常規

1. 供應鏈管理

於本年度，本集團就貨品及服務的採購流程持續使用一套公正透明且具競爭力的投標系統。在挑選供應商或分包商時，本集團的政策確保遴選的考慮因素屬公平公正，並符合本集團的利益。有關因素包括供應商的價格、商品規格及質素、服務質素及產品支援，及其對社會及環境的貢獻等。本集團不會採用其社會或環境行為成疑的供應商。

透過讓不同職能及職級的人員（包括採購負責人員、採購經理、業務總監及財務總監）參與採購流程，以確保有關程序屬公正。有關做法可確保本集團挑選供應商的程序經妥善檢討、授權及職責分工。

2. 服務責任

為維持本集團服務管理政策所述的服務水平，本集團指派客戶服務專員於各營運地區照顧客戶的需要。服務專員負責售後服務及產品支援。

我們希望客戶能充分利用及享受本集團的產品及服務。因此，我們對工程師及客戶服務專員的職責、工作流程、所須培訓及服務標準均有清晰界定。

我們於服務管理政策中列明取決於各個案技術細則的服務水平升級配對，確保擁有所需專業知識的人員能解答客戶諮詢，而個案能按照本集團的服務水平處理並令客戶感到滿意。

我們亦就檢查客戶滿意度採納反饋機制。解決各個案後，客戶服務專員需進行客戶滿意度調查。

OPERATION PRACTICES (continued)

2. Service responsibility (continued)

Quarterly statistics and analysis of overall customer satisfaction level would be compiled for the management to reflect on areas that require further improvement.

3. Privacy and data protection

As a technology service provider, all confidential data related to the Group's businesses, financial and customer information are securely protected and only used for internal purpose. We strictly protect the customers' data and information by taking various protection measures, such as implementation of network and application firewall, regular security updates and proper encryption of data transmission, access right control and adequate hosting and server security. Employment contract of the Group's employees includes provisions of confidentiality, providing that any leakage of confidential information in breach of any privacy rules is strictly prohibited. As such, in carrying out its operations, the Group adheres to the Personal Data (Privacy) Ordinance and expressly reiterates confidentiality obligations. During the Year, the Group has not encountered any incident of non-compliance with applicable laws and regulations related to protection of data privacy and intellectual property.

4. Anti-corruption

For the prevention of corruption and fraud, the Group has set up the compliance manual and implemented the reporting mechanism to provide its staff with guidance to deal with potential fraud. Staff are encouraged to report business practices that are suspected of violating laws or regulations and, to this end, a secured and independent reporting channel is specifically set up.

During the Year, the management of the Group has not found any cases of bribery or fraud. Through the established code of conduct, compliance manual and reporting mechanism, as well as the controlled environment developed by staff throughout the years, the Group believes that the risk of the occurrence of fraudulent behaviour has been minimised. The Group will continue to monitor the related risks so as to maximise values for its shareholders and stakeholders.

營運常規(續)

2. 服務責任(續)

我們會編製季度整體客戶滿意度水平統計及分析，供管理層考慮需進一步改善的範疇。

3. 私隱及資料保護

作為技術服務供應商，與本集團業務、財務及客戶資料有關的所有機密資料均受安全保護，僅用於內部用途。我們通過採取各種保護措施來嚴格保護客戶的數據及資料，例如實施網絡及應用程式防火牆、定期進行安全更新以及對數據傳輸進行適當的加密、存取權限控制以及充足的託管和伺服器。本集團僱員的僱傭合約包括保密條款，嚴禁違反任何私隱規則的任何機密資料洩露。因此，於開展營運時，本集團遵守個人資料(私隱)條例並明確重申保密責任。於本年度，本集團並無任何違反有關保護資料私隱及知識產權的適用法律法規的事件。

4. 反貪污

為防止貪污及欺詐，本集團已設立合規手冊及實施通報機制，為員工提供應對潛在欺詐的指引。本集團鼓勵員工舉報懷疑違法或違規的商業行為，並已就此特設安全及獨立的舉報管道。

於本年度，本集團管理層並未發現任何行賄或欺詐事件。透過已確立的行為守則、合規手冊及通報機制，以及全體員工多年來建立的控制環境，本集團相信公司已將發生欺詐行為的風險減至最低。本集團將持續監察有關風險，盡量為其股東及持份者提高價值。



COMMUNITY RESPONSIBILITIES

The Group takes pride in being an innovative high-tech enterprise. To contribute to the information technology industry by helping industry peers, the Group has joined 北京中關村高新技術企業協會 to assist in administration and review works for the association. The association provides services including certification services for small to medium high-tech enterprises, software copyright registration, dispute mediation among industry peers, and financing services.

社區責任

本集團以身為一家創新型高科技企業而自豪。為協助同業並藉此對資訊科技業作出貢獻，本集團加入北京中關村高新技術企業協會，輔助該會的行政及檢討工作。該會提供的服務包括中小型高科技企業的認證服務、軟件版權登記、業內同行間的糾紛調解以及融資服務。



InvesTech Holdings Limited
威訊控股有限公司