



PAX Global Technology Limited 百富環球科技有限公司*

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立的有限公司)

Stock Code 股份代號 : 00327

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告 2020



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About This Report

關於本報告

REPORT PURPOSE, PERIOD AND SCOPE

This is the fifth Environmental, Social and Governance Report (this "Report") published by PAX Global Technology Limited ("PAX" or the "Company", together with its subsidiaries, collectively known as the "Group", "we", "our" or "us"), aiming to disclose the sustainability strategies, policies and performance of the Group from 1 January 2020 to 31 December 2020 (the "Reporting Period") to its stakeholders. Unless otherwise stated, the reporting scope of this Report covers the core business of the Group in Hong Kong and the People's Republic of China ("PRC") which accounts for over 77% of the total revenue of the Group in 2020, including:

- Pax Technology Limited;
- Pax Computer Technology (Shenzhen) Co., Ltd.; and
- Wonder Pax Technology (Shenzhen) Co., Ltd.

REPORTING STANDARDS

This Report is prepared in accordance with the requirements set out in Appendix 27 "Environmental, Social and Governance Reporting Guide" (the "ESG Guide") to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("Hong Kong Stock Exchange"). For more information about the corporate governance of the Group, please refer to the "Corporate Governance Report" in the 2020 Annual Report.

報告目的、期間及範圍

這是百富環球科技有限公司（「百富」或「本公司」）及其附屬公司（統稱「本集團」或「我們」）發表的第五份環境、社會及管治報告（「本報告」），旨在向持份者披露本集團於二零二零年一月一日至二零二零年十二月三十一日期間（「報告期間」）的可持續發展策略、方針及表現。除非另有說明，本報告的報告範圍涵蓋本集團於香港及中國的核心業務，相關業務佔集團二零二零年度的總營業額超過77%，包括：

- 百富科技有限公司；
- 百富計算機技術（深圳）有限公司；及
- 萬達百匯科技（深圳）有限公司。

報告準則

本報告根據香港聯合交易所有限公司（「聯交所」）上市規則附錄二十七《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）的準則披露。更多有關本集團的企業管治內容，可參見二零二零年年報內的《企業管治報告》。

About This Report

關於本報告



REPORTING PRINCIPLES

The Group prepared this Report based on the reporting principles in the ESG Guide, which include:

Principle 原則	Definitions 意思
Materiality 重要性	The issues covered in this Report should reflect the impacts of the Group on the economy, environment and society which are significant to stakeholders 報告所涵蓋的議題應反映對持分者為重大的集團對經濟、環境及社會的影響
Quantitative 量化	This Report should disclose key performance indicators in a measurable way. 報告應以可計量的方式披露關鍵績效指標。
Balance 平衡性	This Report should fairly present the information of the Group to reflect a comprehensive picture of the sustainability performance of the Group. 報告應公允地披露集團的信息，以反映集團整體的可持續發展表現。
Consistency 一致性	Preparation of this Report should be based on methods over time. 集團應確認編製環境、社會及管治報告的方法與過往所用者一致。

This Report is a vital channel for the Group to keep contact and communicate with our stakeholders. We believe that guaranteeing the relevancy and materiality of environmental, social and governance information is of paramount importance for our stakeholders.

DATA COLLECTION METHOD

The information cited in this Report comes from the Group's official documents and statistical data, and was approved by the Board of Directors of the Group in April 2021.

FEEDBACK

The Group values every stakeholder opinion and sees it as the key in driving the Group's sustainable development. If you have any opinion towards this Report or the Group's sustainable development, you are welcomed to contact us at IR@pax.com.hk.

報告原則

本報告依照《環境、社會及管治報告指引》所載列的報告原則編撰，包括：

Responses from the Group 集團的回應

Through engaging with stakeholders as well as considering the Group's business nature and development, material sustainability issues are identified.

透過與持份者溝通，同時考慮集團的業務性質和發展，識別當前的重大可持續發展議題。

The Group discloses its key environmental and social performance indicators quantitatively where appropriate.

在可行情況下，以量化方式披露本集團的環境和社會關鍵績效指標。

The Group has identified and disclosed the environmental, social and governance issues with significant impact on the Group's business, including the achievements and challenges faced by the Group, in this Report.

本集團已識別對於其業務有重大影響的環境、社會及管治議題，當中包括其成果及所面對的挑戰，並於報告中披露。

The reporting scope and reporting method of this Report are substantially consistent with those of the prior year, and this Report has also disclosed year-to-year comparative information.

報告的報告範圍與匯報方法與去年大體一致，報告內亦已披露環境年度對比數據。

本報告為我們與持份者聯繫及溝通的重要渠道之一。我們深信確保環境、社會及管治資料的相關性及重要性，對持份者而言至關重要。

資料收集方式

本報告引用的數據及資料來自本集團的正式文件及統計數據，並於二零二一年四月獲本集團董事會通過。

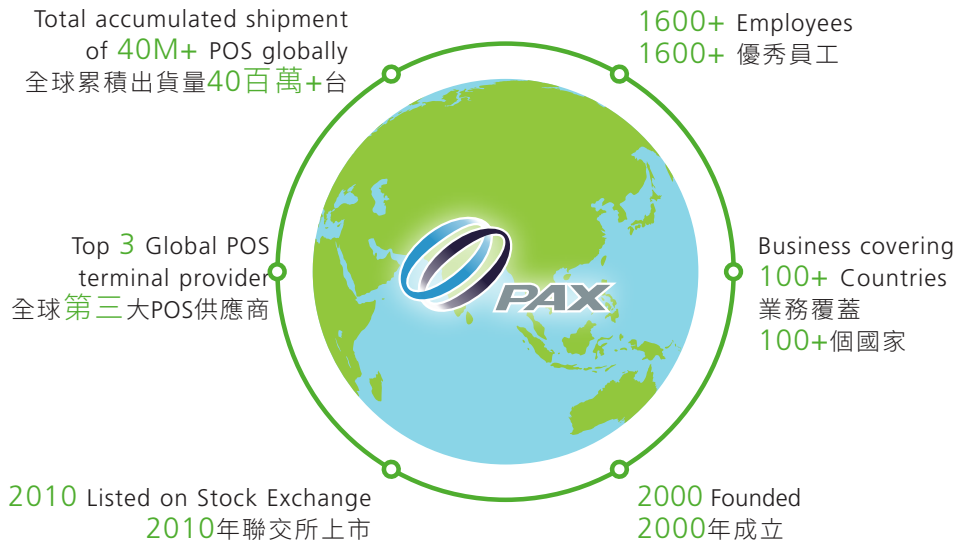
意見回饋

每一位持份者的意見對本集團而言均至關重要，並在推動本集團可持續發展上起關鍵作用。如閣下對本報告或本集團的可持續發展表現有任何意見，歡迎透過IR@pax.com.hk與我們聯絡。

About Pax Global 關於百富環球

PAX is a leading electronic payment point-of-sale terminals (“E-payment Terminals”) solutions provider in the world. Being established in 2020 and listed on the Main Board of The Stock Exchange of Hong Kong Limited (“Stock Exchange”) in December 2010, the Group is dedicated to providing outstanding and cost-effective smart, desktop, wireless and mobile E-payment Terminals (“POS”) and consumer-operated equipment, contactless card readers, E-payment Terminals software and related services. With its headquarter in Hong Kong, PAX operates its research and development (“R&D”) and operation centre in Shenzhen, China and is actively expanding its business to the globe. Currently, PAX has set up offices in the USA, Italy, South Korea, Japan and India etc. We work with over 90 distributors and partners to sell our products to over 100 countries, with total accumulated shipment volume of PAX E-payment Terminal products reaching over 40 million units, thus forming a strong “Global Presence”.

百富是全球領先的電子支付終端解決方案供應商，本集團於2000年成立並於2010年12月於香港聯合交易所有限公司（「聯交所」）主板上市，專注為客戶提供卓越、高性價比及優質的智能、臺式、無線及移動電子支付終端(POS)和消費者操作設備、非接觸式讀卡設備及電子支付終端軟件以及相關服務。百富以香港為總部，於中國深圳設有研發及營運中心，並積極將業務拓展至全球各地。此外，百富現時於美國、意大利、韓國、日本及印度等地均設有分公司，與全球超過90個分銷商及夥伴合作，銷售產品至超過100個國家，全球總累積出貨量超過40百萬台，實現強大的「全球佈局」。



AWARDS, HONOURS AND CERTIFICATIONS

獎項、榮譽及認證

China Software Industry Association Certificate of Enterprise Credit Grade – AAA grade
 中國軟件行業協會企業信用等級證書—AAA級

Guangdong Province Engineering Technology Research Center
 廣東省工程技術研究中心

The Best TMT Company in the Golden Hong Kong Stocks Awards 2020
 2020年金港股「最佳TMT股公司」

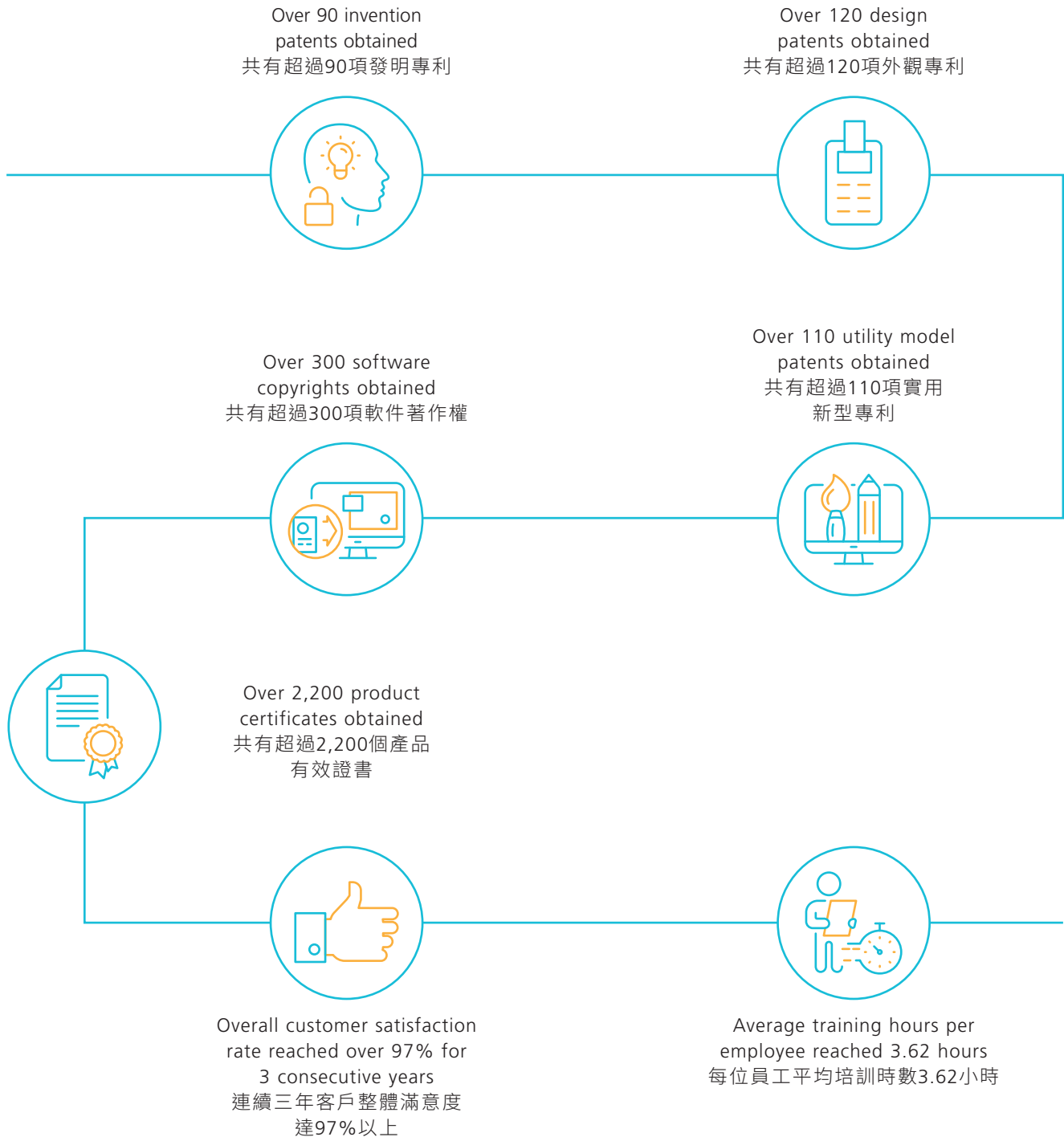
Shenzhen Software Industry Association Software Enterprise
 深圳市軟件行業協會軟件企業

How We Put Forward Sustainability 我們如何推動可持續發展



SUSTAINABILITY OVERVIEW

可持續發展概覽



How We Put Forward Sustainability 我們如何推動可持續發展

SUSTAINABILITY VISION

PAX is dedicated to managing its business in a responsible manner through incorporating environmental and social factors into business development and decision-making processes, hence promoting sustainable development, bringing long-term value to stakeholders and our next generations, as well as allowing our business to realize long-term success. The Group has already established the "Environmental, Social and Governance Policy" which sets out our pledge in terms of sustainability, guiding each business department and team to incorporate sustainability issues into daily operations. Regarding the continuous growth and expansion of our business around the globe, this policy is regarded as the key to realizing sustainable development of the Group as it enables us to standardize the strategies of sustainability among different departments and businesses.

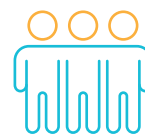
可持續發展願景

百富致力以負責任的方式管理自身的業務，於業務發展和決策過程當中融入環境及社會元素，推動可持續發展，為持份者和下一代帶來長遠價值，同時為我們的業務取得長遠成功。本集團所制訂的《環境、社會及管治政策》載列我們的可持續發展承諾，並指引各業務部門和團隊將可持續發展議題融入日常營運。隨著本集團的業務於全球持續增長和擴展，這份政策有助我們統一不同部門和業務地點實踐可持續發展策略的方向，對於實現集團整體的可持續發展發揮關鍵作用。



Striving for Excellence and Innovation 精益求精·成就創新

Focusing on research and development to bring long-term value to customers
專注研發及創新，為客戶帶來長遠價值



People-oriented Approach to Achieving Full Potential 以人為本·人盡其才

Aiming to be a desirable employer to safeguard employees' benefits
致力成為理想僱主，守護員工福祉



Shouldering Environmental Responsibility 保護環境·百富有責

Taking up environmental responsibility to tackle with climate change
對環境負責，應對氣候變化問題



Contributing to Society and Bringing Love to the Community 貢獻社區·惠澤社群

Taking up corporate social responsibility to bring positive influence to the community where we operate
履行企業社會責任，為業務所在社區帶來正面影響



Environmental, Social and Governance Risk Management 環境、社會及管治風險管理

The Board of Directors takes up the overall responsibility for the Group's environmental, social and governance strategies and performance. The Board is responsible for managing the risk management procedures of the Group to ensure the internal control measures in place are effective, and responsible for incorporating environmental, social and governance issues into the Group's risk management procedures. The Group collects internal and external data and relevant stakeholders' opinions through the use of various channels, historical data, forecasts, cases and information of other relevant domestic and overseas companies to identify major environmental, social and governance risks and formulate corresponding measures as well as reviewing the Group's risk management measures from time to time to ensure their effectiveness.

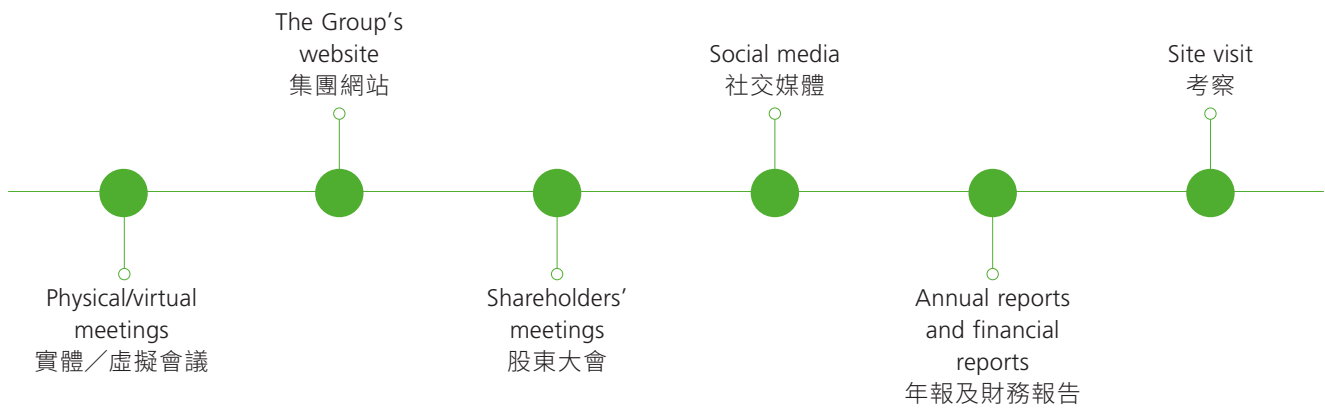
董事會對本集團的環境、社會及管治策略及表現承擔整體責任。董事會負責維持本集團的風險管理程序，確保所實行的內控措施行之有效，並將環境、社會及管治議題融入本集團的風險管理程序當中。本集團透過不同渠道、歷史數據、未來預測、案例以及國內外其他相關公司的資料全面收集內外部數據及持份者意見，以識別對本集團而言重大的環境、社會及管治風險，同時制定相應的應對措施，並適時審視本集團的風險管理措施，以確保其有效性。

Stakeholder Engagement

持份者參與

Stakeholder engagement is indispensable to the Group's journey to sustainability. We have identified employees, customers or distributors, suppliers and business partners, shareholders and investors, government and communities as the Group's key stakeholders. We aim to understand sustainable issues material to our stakeholders and address their concerned issues in the first place through frequent internal and external communications. Routine communication channels with stakeholders we have deployed include but not limited to:

持份者參與在本集團實踐可持續發展的里程中發揮不可或缺的作用。我們已識別員工、客戶或分銷商、供應商及業務合作夥伴、股東及投資者、政府和廣大社區為本集團的主要持份者。透過恆常的內部和外部溝通，我們可以了解哪些可持續發展事宜對他們而言最為重要，並盡量優先處理他們最關注的事宜。我們與持份者的恆常溝通渠道包括但不限於：



MATERIALITY ANALYSIS

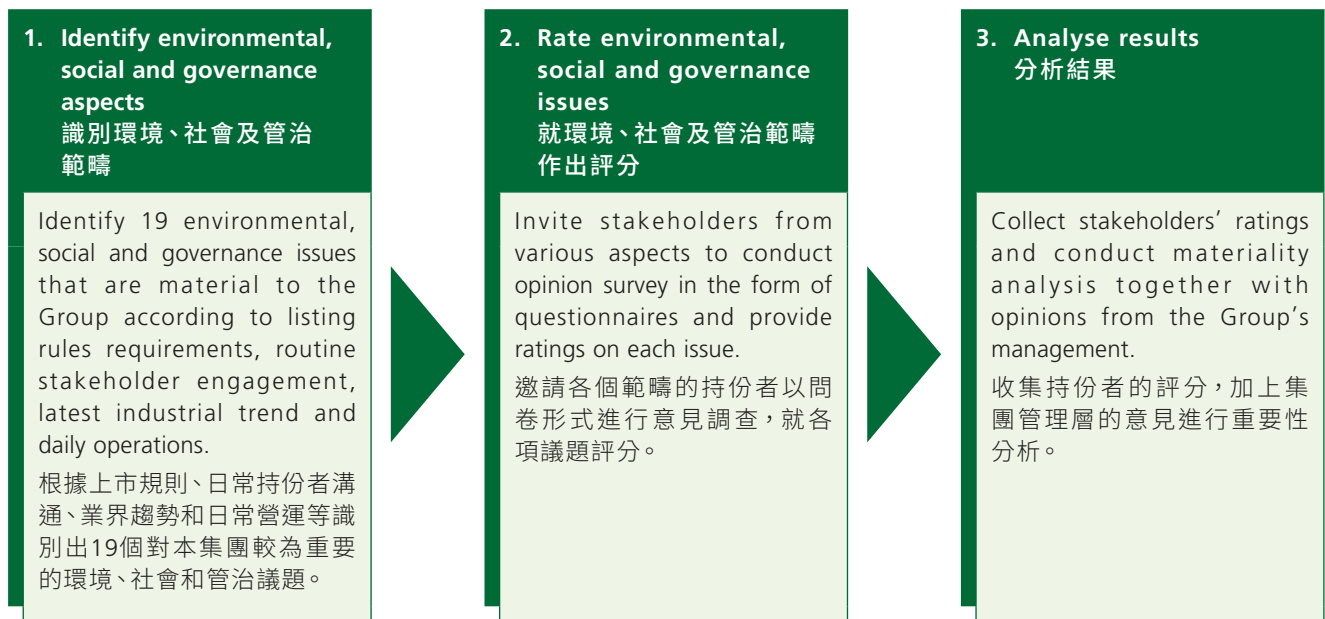
Apart from the above routine communication channels, we also conducted materiality analysis through online survey during the Reporting Period by inviting stakeholders of various aspects to provide ratings on 19 identified material sustainability issues, enabling the Group to identify issues that are more material to us, thus allowing us to improve our sustainability strategies and policies.

重要性分析

除了以上的恆常溝通渠道，我們於報告期間亦透過網上調查進行了重要性分析，廣泛邀請各類別的持份者就已識別的19個重大可持續發展議題進行重要性評分，以助本集團識別對我們而言較為重大的議題，以便改善我們的可持續發展策略和方針。

The steps of the materiality analysis include:

重要性分析的步驟包括：



Stakeholder Engagement

持份者參與



LIST OF MATERIAL ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES

重大環境、社會及管治議題列表

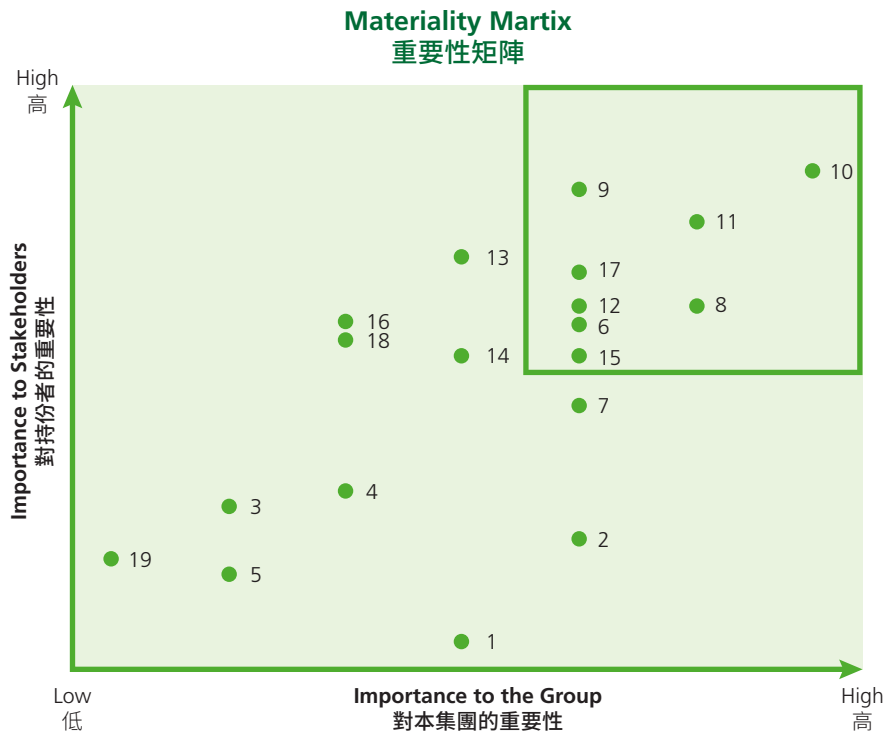
Environmental Protection and Green Operation 環境保護和綠色運營	Operating Practices 營運常規	Product and Service Responsibility 產品與服務責任	Quality of Working Environment 工作環境質素	Community Contributions 社區貢獻
1. Emissions management 排放管理	6. Suppliers' management 供應商管理	9. Research and innovations 研發及創新	14. Diversification and equal opportunity 多元化及反歧視	19. Community investment 社區投資
2. Resources management 資源管理	7. Assessment of suppliers' environmental and social performance 供應商環境及社會表現評估	10. Product and service quality 產品及服務質素	15. Employment relationship 僱傭關係	
3. Waste handling 廢物處理		11. Product safety 產品安全	16. Occupational health and safety 職業安全及健康	
4. Use of environmentally-friendly materials 使用環保物料	8. Anti-fraud and corruption training and measures 反舞弊貪污培訓及措施	12. Intellectual property 知識產權	17. Training and development 培訓及發展	
5. Climate change 氣候變化		13. Privacy protection 私隱保障	18. Employee benefits 員工福利	

Stakeholder Engagement

持份者參與

The materiality analysis results of the above issues are shown in the following materiality matrix. Indices on the top right-hand corner indicate the most significant issues identified and will be highlighted in this Report.

以上議題的重要性分析結果載於下列的重要性矩陣，當中右上角部分為是次分析得出最為關鍵的議題，將於本報告中重點披露。



Highlighted Issues

重點披露議題

Sections

披露章節

Pages

頁數

Highlighted Issues 重點披露議題	Sections 披露章節	Pages 頁數
6. Suppliers' management 供應商管理	Supply Chain Management 供應鏈管理	P. 18-19
8. Anti-fraud and corruption training and measures 反舞弊貪污培訓及措施	Anti-corruption Measures 反貪污措施	P. 17
9. Research and innovations 研發及創新	Striving for Innovations 引領創新	P. 12-13
10. Product and service quality 產品及服務質素	Quality Control 品質控制 Excellent Service 卓越服務	P. 14-16
11. Product safety 產品安全	Product Safety 產品安全	P. 13
12. Intellectual property 知識產權	Intellectual Property 知識產權	P. 17
15. Employment relationship 僱傭關係	Gathering Talents 凝聚人才	P. 20-21
17. Training and development 培訓及發展	Career Development 職業發展	P. 25-26

Striving for Excellence and Innovation 精益求精·成就創新



STRATEGY

PAX promises to provide E-payment Terminal products that meet international standards and excellent services to our customers to create long-term value. Our promise can be reflected in various policies and systems we have implemented, including the “Quality Manual”, “Management Procedures for Substandard Products”, “Management Procedures for Substandard Products” and “Management Procedure of Customer Complaints” etc. The Group’s quality management system of electronic payment system (including point-of-sales (“POS”) terminal, smart card reader and PIN keypads) design and production has met the standards of ISO9001:2015 Quality Management System, allowing us to strive for excellence for each product to meet or even exceed customers’ expectations.

We have implemented strict management on the health and safety, intellectual property, customer privacy, anti-corruption, advertising and labelling and supply chain management of our products and services, and ensure our business abides by relevant laws and regulations, including but not limited to the “Patent Law of the PRC” (《中華人民共和國專利法》), the “Rules for Implementation of the Patent Law of the PRC” (《中華人民共和國專利法實施細則》), the “Copyright Law of the PRC” (《中華人民共和國著作權法》), the “Regulation on Computers Software Protection” (《計算機軟件保護條例》), the “Personal Data (Privacy) Ordinance” of Hong Kong, the “Advertising Law of the PRC” (《中華人民共和國廣告法》) and the “Law of the PRC on Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》). During the Reporting Period, the Group did not encounter any relevant violations or lawsuits.

策略

百富承諾為客戶提供達到國際級水平的電子支付終端產品以及優質服務，以締造持久價值。此承諾可於我們的《質量手冊》、《不合格品管理程序》、《維修機具質量檢驗規範》、《客戶投訴管理程序》等多個政策和制度體現。本集團的電子支付系統（包括POS終端機、智能卡讀寫器及PIN密碼鍵盤）的設計及生產活動所採納的品質管理系統亦符合ISO9001:2015質量管理體系的標準，務求每一個產品都能盡善盡美，滿足甚至超越客戶期望。

我們在產品與服務的健康及安全、知識產權、客戶私隱、反貪污、廣告及標籤與供應鏈管理等方面均實施嚴格的管理，確保業務符合相關法律及規例的規定，包括但不限於《中華人民共和國專利法》、《中華人民共和國專利法實施細則》、《中華人民共和國著作權法》及《計算機軟件保護條例》、香港《個人資料（私隱）條例》、《中華人民共和國廣告法》和《中華人民共和國消費者權益保護法》等。於報告期間，本集團概無任何相關的違規訴訟。

Striving for Excellence and Innovation

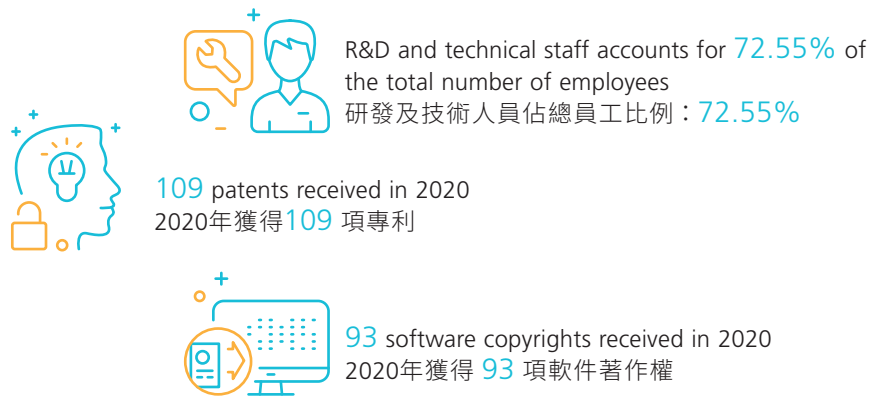
精益求精·成就創新

STRIVING FOR INNOVATIONS

PAX believes that it is definitely the key to success if we focus on innovations and development of new products in line with market trends. PAX has over 990 R&D and technical personnel who account for over 72% of the overall manpower. Equipped with professional techniques and innovative ideas of our R&D and technical personnel, the Group is able to develop new products unceasingly, hence expanding our development blueprint of technology.

引領創新

百富相信，專注研發和發展，不斷推陳出新，緊貼市場趨勢絕對是業務成功的關鍵。百富擁有超過990位研發及技術人員，佔員工總數超過72%。憑藉研發及技術人員的專業技術和創新思維，我們才得以不斷推出新產品，以持續擴展本集團的技術發展藍圖。



During the Reporting Period, we have received 109 patents, including 57 invention patents, 28 design patents and 24 utility model patents, as well as 93 software copyrights, accumulating a total of over 320 patents and over 300 software copyrights.

於報告期間，我們獲得109項專利，當中包括57項發明專利、28項外觀專利以及24項實用新型專利，另外亦獲得93項軟件著作權，累計共有超過320個專利以及超過300個軟件著作權。

During the Reporting Period, patents we have newly obtained include but not limited to:

於報告期間，我們新增的專利包括但不限於：

- Smart Payment Terminal (A30)
- QR Code Payment Terminal (QR25)
- Smart Payment Terminal (Q92)
- Smart Payment Terminal (Q25)
- Payment Box (D135)
- QR Code Payment Notice Speaker (CS60)
- Industrial PDA (X5)
- Industrial PDA (X3s)

- 智能支付終端(A30)
- 掃碼支付終端(QR25)
- 智能支付終端(Q92)
- 智能支付終端(Q25)
- 支付盒子(D135)
- 掃碼付款提示音箱(CS60)
- 工業PDA(X5)
- 工業PDA(X3s)



Striving for Excellence and Innovation 精益求精·成就創新



COVID-19 spread all over the world during the Reporting Period, it has imposed serious attack on a number of industries and economic activities around the world as well as a suspension of flight. PAX was unable to attend international industry exhibitions in the Reporting Period due to pandemic prevention and social distance measures. Notwithstanding, we value and treasure the opportunities to exchange ideas with our peers in the market. As such, we are dedicated to equip ourselves in this unprecedented time, hoping that we can showcase our excellent products and innovations to the world very soon once the pandemic is over.

PRODUCT SAFETY

With our products being sold to distribution points all around the globe, PAX's products are regulated by corresponding international and local financial and regulatory institutions. We ensure that all of our products have obtained required product certification to ease consumers' concerns. As at 31 December 2020, the Group owned a total of over 2,200 product certifications, which belong to more than 80 categories, including the "Restriction of Hazardous Substances" (RoHS), PayPass, PayWave, American Express ("AMEX") expresspay, Payment Card Industry Security Standards Council ("PCI"), "Europay, Mastercard, and Visa" ("EMV"), VISA ready, "China National Compulsory Product Certification" (referred to as "3C Certification"), "China UnionPay UnionPay Card Acceptance Terminal Application Specification" (《中國銀聯銀聯卡受理終端應用規範》) and "China UnionPay Smart Point of Sales Terminal Technical Specifications" (《中國銀聯智慧銷售點終端技術規範》), guaranteeing the safety of the hardware and software of terminals.

新冠肺炎於報告期間肆虐全球，全球多個行業和經濟活動都受到嚴重影響，航空亦遭到停擺。為配合防疫和社交距離措施，百富於報告期間未能參與國際的行業展覽會。雖然如此，我們仍十分重視並珍惜與同業及市場人士交流的機會。在這段艱難的期間，百富積極裝備自己，期待不久的將來在疫情完結之際，我們能再次向世界展示我們最為驕傲的產品和研發成果。

產品安全

百富產品的銷售點遍佈全球各地，受到國際和當地相關金融及監管機構的規範。我們確保所有產品獲得適用的產品有效證書，給消費者一個安心。截至二零二零年十二月三十一日，本集團共持有超過2,200個產品認證證書，符合RoHS、PayPass、PayWave、AMEX（美國運通，American Express）expresspay、PCI（支付卡產業聯盟安全標準委員會，Payment Card Industry Security Standards Council）、EMV（國際金融業界對於可使用晶片卡的POS終端機的標準）、VISA ready及《中國國家強制性產品認證證書》（簡稱《3C認證》）、《中國銀聯銀聯卡受理終端應用規範》、《中國銀聯智慧銷售點終端技術規範》等80多個類別的規範，保障機具硬件以及軟件的安全性。

Striving for Excellence and Innovation 精益求精·成就創新

QUALITY CONTROL

PAX is dedicated to designing, developing and producing POS terminals of the best quality which meet the highest health and safety standards internationally and locally, including the "Product Quality Law of the PRC" (《中華人民共和國產品質量法》), "Sale of Goods Ordinance (Cap. 26)" and "Supply of Services (Implied Terms) Ordinance (Cap. 457)" of Hong Kong. We have established the "Quality Manual" in accordance with ISO9001: 2015 Quality Management System and applied quality control system of the highest standards, thus regulating goods receipt, production and after-sales maintenance.

品質控制

百富致力設計、研發和生產符合國際與營運當地最高健康與安全標準，包括《中華人民共和國產品質量法》、香港法例第26章《貨品售賣條例》和香港法例第457章《服務提供（隱含條款）條例》，以及最高品質標準的POS產品。我們依照ISO9001：2015質量管理體系制定《質量手冊》並實施最高規格的質量控制系統，從進貨、生產到售後維修均採取最嚴格的標準。



Striving for Excellence and Innovation 精益求精·成就創新



EXCELLENT SERVICE

We understand that customer satisfaction is one of the key factors to evaluate our service quality. PAX listens to customers' opinions wholeheartedly to understand their demands and suggestions, such that we could enhance our service quality continuously. We have established numerous communication channels, including email, face-to-face meeting and fax etc. to keep close contact with our customers to collect their opinions or complaints. We have also introduced the "Management Procedure of Customer Complaints", guiding our employees to handle customer complaints in a stringent, sincere and timely manner.

We have established a widespread after-sales service network with service outlets all over the country to quickly respond to technical demand of products from customers. After delivering products to customers, we provide comprehensive one-end after-sales services, ranging from product return, operation training, regular on-site maintenance and on-site inspection, offering our customers with the best and smoothest user experience.

卓越服務

客戶滿意度是衡量本集團服務質素的重要指標。百富用心聆聽客戶意見，了解他們的需求和建議，務求持續改善我們的服務質素。我們已建立各種溝通渠道，包括電郵、面談和傳真等與客戶保持聯繫，以收集他們的意見或投訴。本集團制定的《客戶投訴管理程序》為員工提供指引，指導他們以最嚴謹和用心的態度，及時響應並為客戶跟進投訴。

我們設有龐大的售後服務網絡，服務網點遍佈全國各地，能夠迅速響應客戶對產品的技術需求。交付產品到客戶手上後，我們提供全方位售後服務，包括產品退換、操作培訓、定期到現場維修及巡檢服務，給予客戶最優質、最流暢的機具使用體驗。



Customer Communication Channels 客戶溝通渠道

- | | |
|--------------------------|----------------------|
| 24-hour customer hotline | Face-to-face Meeting |
| 24小時客服熱線 | 面談 |
| Email | Fax |
| 電郵 | 傳真 |



Return 退換

We offer 15-day free return if customers identify any unqualified products
客戶開箱後15天內如發現有不合格品，我們可以安排免費退換



Training 培訓

We arrange training for customers upon request to get them familiarized with the operations of machines and handling of errors
我們會按照客戶需求安排培訓，讓客戶熟悉機具操作流程、故障處理等



Inspection 巡檢

Conduct regular inspections on-site and provide trainings on failure handling, machine maintenance, download of software etc. per request
定期前往客戶現場進行巡檢，並按需要提供簡單故障處理、機具維修、程序下載等培訓



Maintenance 維修

Provide on-site maintenance services for customer and formulate maintenance policy to regulate work requirements of personnel, repair standards and timeframe to safeguard the quality of maintenance
為客戶提供現場維修服務，並就保修流程制定政策，規範、人員工作要求、維修標準和時限，保障維修質量

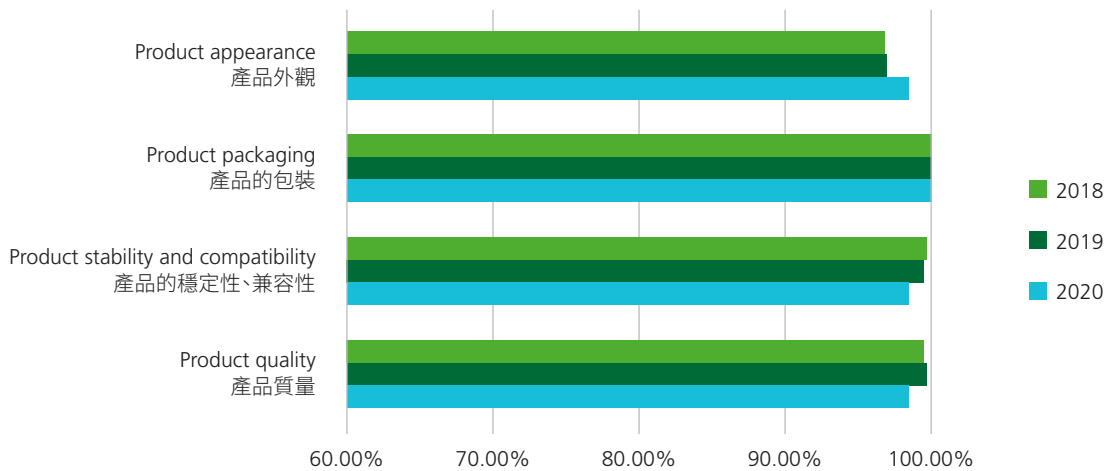
Striving for Excellence and Innovation

精益求精·成就創新

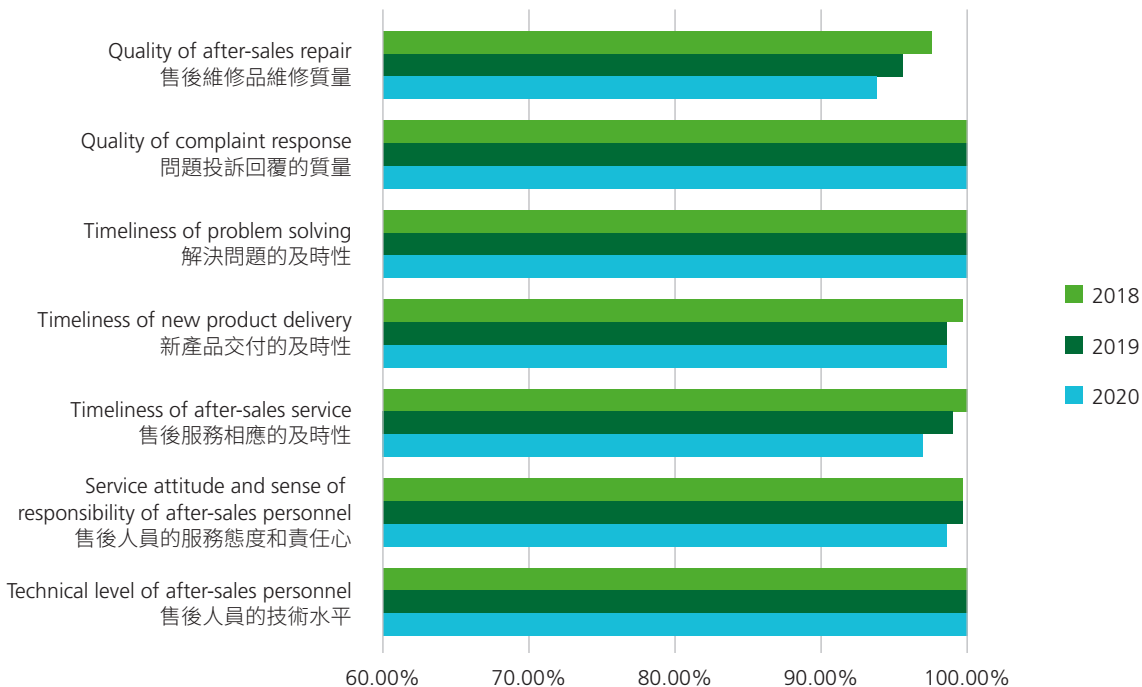
To further understand customer satisfaction to assist us in improving our service quality on a continuous basis, we conduct customer satisfaction survey annually by inviting major customers in the PRC to provide comments on their satisfaction on the Group's product and service. The overall satisfaction rate of customers has exceeded 97% for three consecutive years. We would identify the areas of improvement in our operations with respect to customers' feedback so as to improve ourselves to meet their expectations.

為深入了解客戶滿意度，幫助我們不斷改善服務質素，我們每年會進行客戶滿意度調查，邀請國內主要銷售客戶就對本集團產品及服務的滿意度提供意見。客戶的整體滿意度連續三年達到97%以上。針對客戶的反饋意見，檢討業務中不足的地方並作出改善，以滿足客戶的要求。

Product Quality and Usage 產品質量及使用



Service Quality 服務質素



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INTELLECTUAL PROPERTY RIGHTS

Being a leading enterprise in the industry highly involved in R&D, we are highly concerned with intellectual property rights and comply with the “Patent Law of the PRC” (《中華人民共和國專利法》), the “Rules for Implementation of the Patent Law of the PRC” (《中華人民共和國專利法實施細則》), the “Copyright Law of the PRC” (《中華人民共和國著作權法》) and the “Regulation on Computers Software Protection” (《計算機軟件保護條例》), striving to protect intellectual property rights of the Group and third parties. We have clearly outlined the guidance in our policy, requiring our employees to apply for patent and software copyrights for the Group’s invention patents, design patents, utility model patents and software copyrights. Without prior approval, employees are not allowed to disclose any relevant intellectual property rights to the third parties.

PRIVACY PROTECTION

It is of paramount importance to protect customer privacy. We are devoted to maintaining customers’ satisfaction towards the Group’s products and services, as well as preventing their personal information from being leaked. We are in compliance with the “Personal Data (Privacy) Ordinance” of Hong Kong and other relevant laws and regulations by requiring all of our employees to sign an agreement, promising that they would not disclose customer information and the Group’s R&D projects, techniques, financial data, software and other sensitive information to the third parties without prior consent in order to protect the interests of the Group and our customers.

ANTI-CORRUPTION MEASURES

PAX strictly prohibits any forms of corruption and illegal acts, including extortion, bribery, fraud and money laundering etc. To maintain corporate culture with integrity and transparency and ensure the compliance with requirements of relevant laws and regulations including the “Anti-Unfair Competition Law of the PRC” (《中華人民共和國反不正當競爭法》), the “Criminal Laws of the PRC” (《中華人民共和國刑法》) and Hong Kong “Prevention of Bribery Ordinance”. We have already formulated a scrupulous anti-corruption system, prohibiting our employees from being engaged in any inappropriate transfer of benefits with third parties. We have also set up a whistleblowing channel such that employees can report to the management if they suspect any corruption cases or other unlawful behaviours. We promise to conduct investigation and follow-up actions in a careful, stringent and timely manner to uphold the Group’s business ethics and integrity.

During the Reporting Period, we were not aware that the Group, its subsidiaries and employees were involved in any lawsuits or complaints related to corruption, extortion, bribery, fraud and money-laundering.

知識產權

作為涉及大量研發及創新的行業領先企業，我們十分重視知識產權，恪守《中華人民共和國專利法》、《中華人民共和國專利法實施細則》、《中華人民共和國著作權法》及《計算機軟件保護條例》等相關法律及規例，竭力保護並尊重自身和他人的知識產權。我們已制定清晰的指引，指導員工就本集團的發明專利、外觀設計專利、實用新型專利、軟件著作權等研發成果申請專利和登記軟件著作權。未經集團允許，員工不得向外展示任何相關知識產權。

私隱保護

保障客戶的私隱至為重要。我們確保客戶對本集團的產品及服務滿意之餘，亦致力保障其個人資料不會被洩漏。我們遵守於香港《個人資料(私隱)條例》及其他相關的法律及規例，要求所有員工簽署協議，承諾在未經同意的情況下不得將客戶的資料以及本集團的研發項目、技術、財務資料、軟件等敏感信息對外披露，以維護本集團和客戶的利益。

反貪污措施

百富嚴格禁止一切形式的貪污及其他違法行為，包括賄賂、欺詐、勒索及洗黑錢等。為秉持廉潔、透明的企業文化，同時確保業務恪守《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》及香港《防止賄賂條例》等法律及規例的規定，我們已制定嚴謹的反貪污體系，禁止任何員工與第三方的不合理利益輸送，並設有舉報途徑，如有任何懷疑貪污或違紀的情況，員工可向管理層舉報。我們承諾會以最謹慎和嚴謹的態度及時作出調查和跟進行動，以維持本集團的商業道德和誠信。

於報告期間，本集團並不知悉有關本集團、附屬公司及員工涉及任何與貪污、賄賂、勒索、欺詐及洗黑錢相關訴訟或投訴的情況。

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ADVERTISING AND LABELLING

The Group is in stringent compliance with the Trade Descriptions Ordinance (Cap. 362) of Hong Kong, the “Advertising Law of the PRC” (《中華人民共和國廣告法》), the “Law of the PRC on Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》) and other laws and regulations in relations to advertising and promotion to ensure that all the promotional content does not involve any misleading information regarding products and services in order to protect the right-to-know and benefits of consumers.

Since the Group is involved in product manufacturing and sales, we would conduct verification on the content of labels to ensure the authenticity of product labels.

SUPPLY CHAIN MANAGEMENT

PAX strives to become a role model among corporate citizens in the locations where we operate. As such, we actively promote the sustainable development of supply chain, in the hope of bringing positive impact to the supply chain with our influence. During the Reporting Period, we worked with 322 suppliers. We mainly work with suppliers in the PRC to greatly reduce the greenhouse gas emissions due to transportation of goods, especially flights.

We actively manage the environmental and social risks of our suppliers in order to minimize the potential threats of the supply chain imposed on the environment and community. All the suppliers we engage ought to sign the “Quality Agreement” which outlines our requirements in achieving sustainability, including protection of labour rights, occupational health and safety, intellectual property rights and compliance with the “Contract Law of the PRC” (《中華人民共和國合同法》) etc.

We would also manage the quality of our suppliers including raw material suppliers and outsourcing processing manufacturers through various channels such as the “Quality Agreement”, “Outsourcing Processing Manufacturers Agreement”, on-site evaluation, half-yearly evaluation, annual evaluation and quality meetings etc. to ensure that the product and service quality meets our requirements. If any problem is identified, we would arrange meeting with suppliers and require them to conduct corrective measures promptly. If any supplier is found to be unqualified, have serious delay in delivery or have material quality problem in the evaluation, we would conduct review and consider to disqualify corresponding suppliers.

廣告標籤

本集團嚴格遵守香港《商品說明條例》(第362章)、《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》及其他與廣告宣傳相關的法律及規例，確保宣傳內容所載有關產品及服務的資料並無失實陳述，保障消費者的知情權和利益。

由於本集團的業務涉及產品生產及銷售，我們會在印刷標籤前就其內容進行審核，確保產品標籤內容的真實性。

供應鏈管理

百富竭力成為業務所在地的模範企業公民，故我們積極推動供應鏈的可持續發展，期望透過自身影響力，為供應鏈帶來正面影響。於報告期間，本集團共聘用322家供應商，我們主要與國內供應商合作，大大減低因貨物運輸，尤其是航運而造成的溫室氣體排放。

我們積極管理供應商的環境及社會風險，務求將整體供應鏈對環境及社區的潛在危害減至最低。本集團所聘用的供應商均需簽訂《品質協議》，當中包含我們對供應商實踐可持續發展的要求，包括員工權益保護、職業健康和安全、知識產權和符合《中華人民共和國合同法》等。

我們亦會透過《品質協議》、《外協廠加工協議》、現場評鑑、半年評價、年度評價、品質會議等途徑管理供應商，包括原材料供應商和外協加工廠的品質，以確保其產品及服務質素符合我們的要求。如當中發現任何問題，我們會與供應商進行會議，要求彼等及時作出整改。如在評價中發現不合格、交期嚴重延誤或發生重大品質問題的供應商，我們會作出檢討，並考慮是否取消其供應商資格。

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Being a leading E-payment Terminals solutions supplier in the world, we are highly concerned about the impact on environment caused by our products. Therefore, we hope to lower the environmental risks of our products through strict supplier management. We require new suppliers to sign the “Pledge and Declaration of Non-Use of Hazardous Substances”, guaranteeing that their products have complied with the RoHS of European Union and the “Measures for the Control of Pollution from Electronic Information Products” (《強制性產品認證管理規定》) of the PRC during the manufacturing, production, packaging, storage, delivery and other processes to ensure that the products do not contain regulated hazardous substances or the contained hazardous substances do not exceed relevant standards.

作為全球領先的電子支付終端解決方案供應商，我們十分關注產品對環境所造成的影響，期望藉著嚴格的供應商管理，減低產品的環境風險。新供應商須簽署《不使用有害物質承諾保證、聲明書》，向我們承諾所供給的產品，不論在生產、製造、包裝、儲存、交付等過程中，均符合歐盟《關於限制在電子電器設備中使用某些有害成分的指令》(Restriction of Hazardous Substances, RoHS)標準和中國《電子信息產品污染控制管理辦法》的規定，確保產品不含受限制的有害物質，或所含的有害物質不超出相關標準。



People-Oriented Approach to Achieving Full Potential

以人為本·人盡其才

STRATEGY

Through upholding the “people-oriented” principle, PAX promotes a people-oriented working culture, striving to create an equal, diversified, supportive, healthy and safe workplace, invest in adequate resources in attracting and retaining talents, enabling them to learn and grow continuously and join hands with the Group for continuous development.

We clearly outline our arrangements on remuneration and dismissal, recruitment and promotion, working hours, rest periods, overtime work etc. through establishing the “Employee Handbook”, “Employee’s Code of Conduct” and other human-resources-related policies in order to lay out the responsibilities of the Group and employees and to protect our benefits.

The Group strictly obeys all relevant labour-related laws and regulations in the locations where we operate, including but not limited to the “Employment Ordinance” of Hong Kong, the “Labour Law of the PRC” (《中華人民共和國勞動法》), the “Law of the PRC on the Prevention and Control of Occupational Diseases” (《中華人民共和國職業病防治法》), the “Labour Contract Law of the PRC” (《中華人民共和國勞動合同法》), the “Law of the PRC on the Protection of Minors” (《中華人民共和國未成年人保護法》) and the “Provisions of Minors” (《中華人民共和國未成年人保護法》) and the “Provisions of Using Child Labour” (《禁止使用童工規定》). During the Reporting Period, the Group was not involved in any violations or complaints regarding labour-related laws and regulations.

GATHERING TALENTS

We believe that a diversified employee background can help put forward the Group’s development. As such, we actively recruit talents and provide equal recruitment opportunities to all candidates. We focus on their work ability and personal quality instead of their gender, place of origin, nationality, age etc., in the hope of building a strong team. As of 31 December 2020, PAX has a total of 1,370 employees in its core businesses in Hong Kong and the PRC, of which all are full-time employees.

策略

秉持「以人為本」的信念，百富提倡以人為本的職場文化，營造一個平等、多元化、包容、健康和安全的工作環境，投放充足的資源吸引和挽留人才，讓員工在百富不斷學習、成長，與本集團共同發展。

我們透過訂立《員工手冊》、《員工守則》及其他人力資源相關制度，明確有關薪酬及解僱、招聘及晉升、工作時數、假期、加班等安排，以列明本集團和員工的責任並保障雙方權利。

本集團嚴格遵守業務營運當地與僱傭相關的法律及規例，包括但不限於香港《僱傭條例》、《中華人民共和國勞動法》、《中華人民共和國職業病防治法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國未成年人保護法》及《禁止使用童工規定》等。於報告期內，我們並不涉及任何僱傭相關法律及規例的違規事件或投訴。

凝聚人才

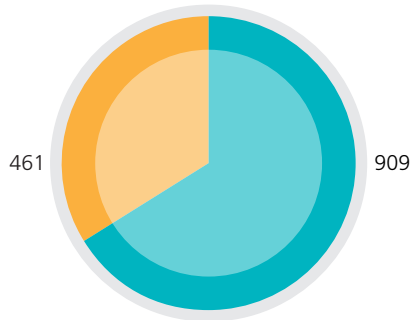
我們相信，多元化的員工背景有助推動企業向前發展，因此我們積極招賢納士，為所有應徵者提供平等的招聘機會，著重他們的工作能力和個人素質，不論其性別、籍貫、民族、年齡等因素，務求建立強大的團隊。截止二零二零年十二月三十一日，百富於香港及中國的核心業務一共聘有1,370位員工，全部為全職員工。

People-Oriented Approach to Achieving Full Potential

以人為本·人盡其才

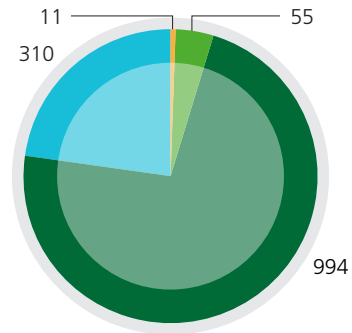


By Gender
按性別劃分



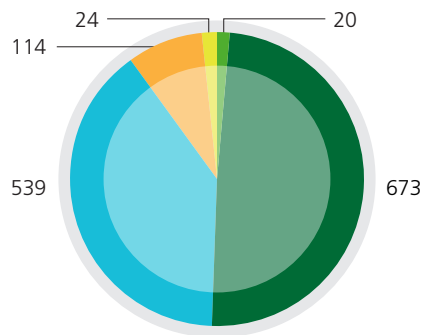
● Male 男
● Female 女

By Employment Type
按僱傭類別劃分



● Senior Management 高級管理層
● Middle Management 中級管理層
● Technical Staff 技術員工
● General Staff 一般員工

By Age
按年齡劃分的員工人數



● 20 or below 20歲或以下
● 21-30 21-30歲
● 31-40 31-40歲
● 41-50 41-50歲
● 51 or above 51歲或以上

People-Oriented Approach to Achieving Full Potential

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EMPLOYEE RIGHTS

To become a desirable employer, we shall be responsible for the rights and benefits of our employees. We put emphasis on equal opportunities and diversified work culture by embracing the differences among employees and adopting a “zero” tolerance approach towards any forms of workplace discrimination. Employees are required to sign an acknowledgement to guarantee to uphold the principle of anti-discrimination in pursuit of a harmonious work culture. We advocate transparency in communications and set up routine communication channels for our employees to raise opinions and complaints to the management, enabling us to improve our human resources policies continuously. We regard employees as the most important assets, so that we are committed to safeguarding their benefits by providing competitive remunerations and welfare, review remuneration system from time to time to ensure they are rewarded with reasonable wages. We comply with relevant laws and regulations including the “Labour Law of the PRC” (《中華人民共和國勞動法》), the “Labour Contract Law of the PRC” (《中華人民共和國勞動合同法》) and the “Social Insurance Law of the PRC” (《中華人民共和國社會保險法》) to offer employees with basic salary, bonuses, social insurance, housing provident fund, statutory and public holidays as well as other benefits. Other benefits include:

僱傭權益

為了成為一位理想僱主，我們必須對員工的權益和福祉負責。我們重視平等機會和多元的職場文化，接納員工之間的差異，並對任何職場歧視行為採取「零」容忍原則。員工入職時需要簽署保證書，確保彼等能夠秉持反歧視的原則工作，以建立和諧融洽的職場文化。我們提倡坦誠的溝通文化，設立恆常溝通渠道，讓員工向管理層提出意見和申訴，助我們不斷完善人力資源制度。員工是我們最為重要的資產，故此我們致力維護員工福祉，向他們報以具競爭力的薪酬及福利，適時檢討薪酬機制，確保他們得到合理待遇和報酬。我們謹遵從《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國社會保險法》等相關法律及規例，向員工提供基本薪酬、獎金、社會保險、住房公積金、法定及公眾假期以及其他福利。其他福利包括：

Leave 事假	Paternity leave 侍產假	Appraisal bonus 績效獎金
Sick leave 病假	Short working hours for breastfeeding 哺乳期間短時間工作制	Consolation money 慰問金
Annual leave 年休假	Festival welfare 節日福利	Medical subsidy 醫療輔助金
Work injury leave 工傷假	Marriage gift 婚育賀禮	Staff dormitory 員工宿舍
Marriage leave 婚假	Transport subsidy 交通補貼	Fitness equipment in dormitory 宿舍健身設備
Compassionate leave 喪假	Lunch subsidy 午餐補貼	Additional business insurance 額外商業保險
Maternity leave 產假	Telephone subsidy 通訊補貼	Long-term service award 長期服務獎

To encourage our employees to strive for excellence in work, we provide employees in the sales team with commissions, and employees in the R&D team with project bonuses. For employees who propose reasonable suggestions which are adopted by the Group, we may also reward them with suggestion bonuses to encourage them to join hand with the Group to grow together.

為勉勵員工在工作上不斷精益求精，我們為銷售崗位的員工提供銷售提成，亦會向技術開發項目小組的成員發放項目獎金，而對於提出合理意見並獲我們接納的員工，我們亦會考慮向其發放建議獎金。以鼓勵彼等與本集團共同進步。



People-Oriented Approach to Achieving Full Potential

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In addition, we would organize leisure activities regularly such as birthday parties, annual dinners and sport activities to strengthen the bonding among employees and their sense of belonging to the Group.

In light of the principle of protecting labour rights, we are in line with the requirements of the “Labour Ordinance” of Hong Kong, the “Law of the PRC on the Protection of Minors” (《中華人民共和國未成年人保護法》) and the “Provisions on the Prohibition of Using Child Labour” (《禁止使用童工規定》) to prohibit the recruitment of child and forced labour during operations. To ensure new employees have met legal working age, the Human Resources Department would verify their personal identity documents. We have also outlined the terms regarding remunerations, working hours, overtime leave, dismissal and termination of labour contracts etc. clearly in “Employee Code of Conduct” and other human resources-related policies to avoid the occurrence of forced labour and protecting the benefits of both the Group and our employees.

EMPLOYEE WELLBEING

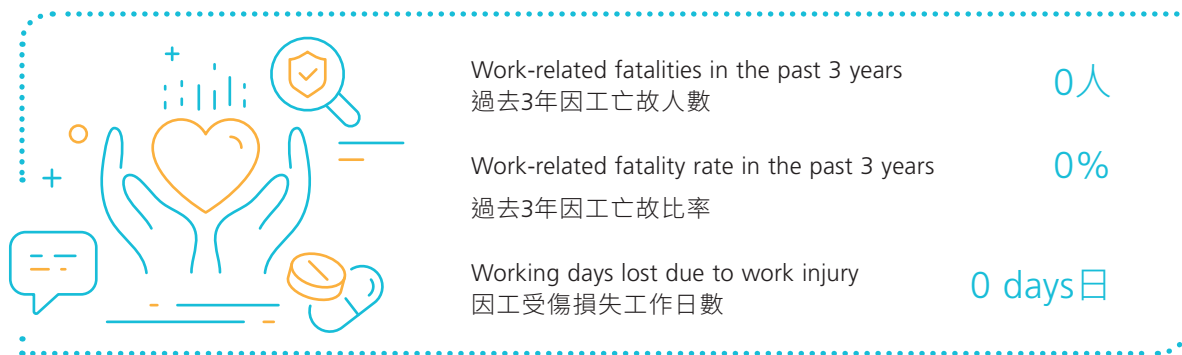
We are highly concerned about the health and safety of employees, thus we have set up a comprehensive occupational health and safety policy and related measures to safeguard employees’ physical and mental wellbeing at all domains. Apart from complying with the “Occupational Safety and Health Ordinance” of Hong Kong, the “Law of the PRC on the Prevention and Control of Occupational Diseases” (《中華人民共和國職業病防治法》), the “Regulation on Work-Related Injury Insurance” (《工傷保險條例》), the “Food Safety Law of the PRC” (《食品安全法》) and other law and regulations relating to occupational health and safety, the core business of the Group (including Design and Provision of Electronic Payment System (POS Terminal, Smart Card Reader and PIN Keypads) has also obtained OHSAS18001:2007 Occupational Health and Safety Management System certification to regulate occupational health and safety measures and minimize the health and safety risks of employees in the workplace. During the Reporting Period, the Group was not involved in any material breaches of occupational health and safety-related laws and regulations.

此外，我們會定期舉辦文娛康樂活動，如生日會、年會和體育活動等，建立員工之間的連繫，加強他們對本集團的歸屬感。

本著維護僱傭權益的原則，我們遵從香港《僱傭條例》、《中華人民共和國未成年人保護法》及《禁止使用童工規定》的規定，在業務營運中禁止僱用童工及強制勞工。為確保新聘員工達到合法工作年齡，人力資源部門會核實其身份證明文件。我們亦於《員工守則》及其他人力資源相關制度清晰列明薪資、工時、加班假期、解僱、解除勞動合同等相關規定，以免發生強制勞動的情況，同時保障本集團和員工的雙方利益。

員工安康

我們非常關心員工的健康和安全，設有完善的職業健康及安全制度及相關措施，從多方面照顧員工的身心健康。除了遵守香港《職業安全及健康條例》、《中華人民共和國職業病防治法》、《工傷保險條例》及《食品安全法》等與職業健康及安全相關的法律及規例，本集團的主要業務（涵蓋電子支付系統（POS終端機、智能卡讀寫器和PIN密碼鍵盤）的設計與提供）亦已獲得OHSAS18001:2007職業健康安全管理體系認證，進一步規範職業健康及安全措施，減低員工在職場所面對的健康及安全風險。於報告期間，本集團並不涉及任何嚴重違反與職業安全相關法律及規例的情況。



People-Oriented Approach to Achieving Full Potential 以人為本·人盡其才

Concerning occupational health, we arrange regular health check for employees, provide protective masks for employees responsible for placement in factory, set up gas collection pipeline in solder paste printing and welding equipment to prevent employees from inhaling excessive exhaust gas. We also provide electrostatic bracelets or ankle bracelets for machines and tools repair personnel, and provide anti-static mats to prevent the personnel from getting electric shock. As for occupational safety, in order to lower the safety risks of workplace, we would conduct regular cleaning and arrange regular fire inspection and related trainings. Moreover, since our factory in Guangzhou has a canteen, we have established relevant systems to regulate the procedures of canteen hygiene, food storage and transportation etc. to safeguard environmental and food hygiene.

針對健康方面，我們為員工安排定期醫療體檢，亦會向位於廣州工廠從事貼片的員工提供防護面罩，並在錫膏印刷及焊接設備設置集氣管道收集廢氣，以免員工吸入廢氣，另外亦會為從事機具維修的員工提供靜電手環或腳環和防靜電墊，以免其觸電。而針對安全方面，為減低工作環境的安全隱患，我們會定期進行清潔，並安排定期消防檢查和相關培訓。此外，由於廣州工廠設有食堂，我們已建立相關制度，規範食堂衛生、食品儲存和運輸等程序，保障環境和食物衛生。

The spread of COVID-19 has imposed a big strike to the economy and livelihood of people. We understand that the pandemic has caused adverse impact on the live and wellbeing of employees. As a result, we implement a number of pandemic prevention measures in line with the principle of "Prevention First, Safety in Priority" to safeguard the health and safety of employees at all levels. The measures put into practice include but not limited to:

新冠肺炎肆虐，不論經濟或民生都受到前所未有的衝擊和影響。我們明白疫情對員工的生活和身心都造成嚴重影響，故我們貫徹「預防為主，安全第一」的抗疫方針，實施多項防控措施，從多方面保障員工的健康和安全。具體措施包括但不限於：

- Establish the pandemic prevention leading group and working group to coordinate the pandemic prevention plan and measures, strengthen relevant promotion, inspections and purchase of supplies to reduce the risks of virus spread
- Require employees to conduct body temperature check and wear masks every day to work
- Prohibit meal gatherings
- Store waste masks and food boxes in designated places
- Conduct frequent disinfection on office equipment
- Purchase pandemic prevention supplies such as protective masks, disinfectant and thermometers
- Allow employees to work from home to reduce the risks of cross infection
- 成立防控領導小組及工作組，協調疫情防控方案和措施，加強相關宣傳、檢查和物資採購等，減低疫情風險
- 員工每天上班需接受體溫檢測及佩戴口罩
- 嚴禁人員聚集用餐
- 廢棄口罩及餐盒需存放於指定位置
- 經常消毒辦公設備
- 購置防護口罩、消毒用品、紅外測溫設備等防護用品
- 允許員工在家工作，減少交叉感染風險

Apart from the above, we provided an aggregate of approximately HKD\$735,000 and RMB\$5,830,000 to employees in Hong Kong and employees in the PRC respectively as a pandemic prevention subsidy, showcasing the Group's care and encouragement to our employees.



此外，我們向香港及中國大陸的員工分別發放合共約735,000港元及約5,830,000元人民幣的防疫補助基金，以表本集團對員工的心意和鼓勵。

People-Oriented Approach to Achieving Full Potential 以人為本·人盡其才

CAREER DEVELOPMENT

In view of our continuous development, we understand that we ought to keep track on the latest market trends and technology in order to pursue continuous development of the Group's business. At the same time, we hope that every employee can have the opportunity to strive for excellence to grow with PAX. Therefore, we are dedicated to enhancing the career development ladder and invest unceasingly in training, allowing employees to have adequate opportunities to learn and grow.

To ensure every employee is treated equally in career development, we would conduct performance appraisal quarterly, half-yearly and yearly to evaluate employees' work performance, ability and quality in an objective and fair way. The results of the appraisal will form the major reference for employee promotion and salary adjustment and can help employees achieve self-development according to their career development directions.

It is our priority to strengthen employee training during the Reporting Period. We integrate the training needs of each department and the business development direction of the Group to formulate an annual training plan to arrange a number of internal and external training courses for employees, hoping to enhance their professional knowledge and skills to boost R&D and innovations in terms of product development.

職業發展

隨著本集團的業務持續增長，我們需要不斷緊貼最新的市場動態和技術，讓業務繼續茁壯發展。同時，我們希望每一位員工都可以得到盡展所長的機會，與百富共同發展。故此，我們致力完善職業發展階梯，並投放源源不絕的資源於員工培訓，給予員工足夠的機會學習和發揮。

為確保每位員工在職業發展方面得到公平對待，我們會透過季度、半年度和年度的績效考核，客觀而公平地評核員工的工作表現、能力和素質。績效考核的結果將作為員工晉升和薪酬調整的重要依據，有助員工根據自己職業發展路向，於本集團內不斷發展。

加強員工培訓是我們在報告期間的重點工作。我們綜合各部門的培訓需求和本集團的業務發展方向，制定年度培訓計劃，為員工安排豐富的內外部培訓課程，提升他們的專業知識和技能，進而啟發研發和創新，為產品注入創新元素。



Total training hours in 2020:

2020年度總培訓時數：

over 4,900 hours

超過4,900小時

Average number of training per employee:

每位員工平均受訓時數：

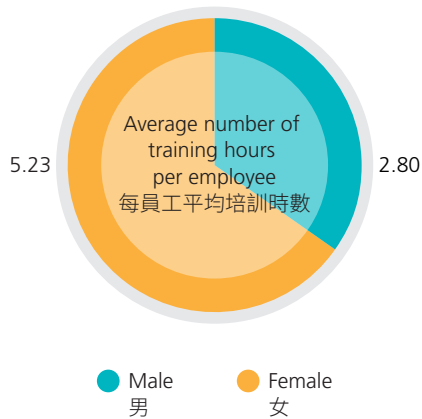
3.62 hours

3.62小時

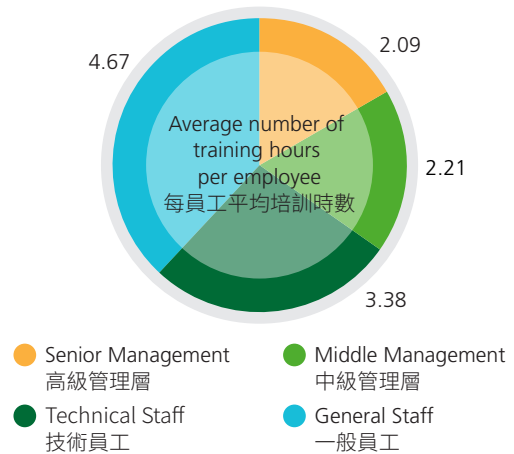
People-Oriented Approach to Achieving Full Potential

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By Gender
按性別分類



By Employment Type
按僱傭類別分類



During the Reporting Period, training topics of courses we offered to employees include but not limited to:

於報告期間，我們為員工提供的培訓內容包括但不限於：



Introduction to new product
新產品介紹



Product design
產品設計



Introduction to technical specifications
技術規範介紹



Product safety
產品安全



Manufacture process
生產流程



Laws and regulations
法律及法規

Shouldering Environmental Responsibility 保護環境·百富有責



STRATEGY

PAX strictly manages its environmental performance in line with ISO14001:2015 Environmental Management System¹. Regarding the continuous growth of the Group's business and production, we identify environmental factors and impacts material to the Group and manage our daily operations and production systematically through establishing the "Environmental Manual" together with a number of internal monitoring measures, aiming to minimize our carbon footprint to promote environmental sustainability in pursuit of low-carbon economy.

The Group is dedicated to ensuring compliance of our operations by abiding by applicable environmental laws and regulations, including "Environmental Protection Law of the PRC" (《中華人民共和國環境保護法》), the "Atmospheric Pollution Prevention and Control Law of the PRC" (《中華人民共和國大氣污染防治法》), the "Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste" (《中華人民共和國固體廢物污染環境防治法》) etc. During the Reporting Period, we were not aware that the Group was involved in any material violation of environmental-related laws and regulations in the locations where our business operates.

ENERGY, AIR AND GREENHOUSE GAS EMISSIONS

Climate change has become a material environmental issue in the spotlight among different places around the world. We expect that we can address the issue of climate change and minimize and alleviate risks related to climate change as far as possible through strictly managing the Group's energy consumption, air and greenhouse gas emissions. The Group's energy consumption, air and greenhouse gas emissions mainly come from purchased electricity that supports the operations of offices and factory, fuel consumption of company vehicles, and liquefied petroleum gas ("LPG") consumption in canteen and dormitory. Apart from these, the Group's production activities also generate certain exhaust gas, including particulate matters, tin and their chemical compounds and volatile organic compounds ("VOCs"). To better manage our energy consumption, the Group would measure and record energy consumption data from time to time to seek appropriate measures to enhance energy efficiency and reduce air and greenhouse gas emissions to help alleviate climate change problem. Measures we have implemented include choosing LED lights, prioritizing the purchase of energy saving equipment, requiring employees to turn off lights, air conditioners and televisions while leaving office area and conference rooms, designating dedicated personnel to patrol after work to make sure power supply is turned off, setting the air conditioning at designated temperature, installing solar energy plus air source heat pump central heating system in staff dormitory to heat domestic water etc.

¹ The scope of the ISO14001: 2015 Environmental Management System certification covers the Design and Provision of Electronic Payment System (POS Terminal, Smart Card Reader and PIN Keypads).

ISO14001：2015環境管理體系的認證範圍涵蓋電子支付系統（POS終端機、智能卡讀寫器和PIN密碼鍵盤）的設計和提供。

策略

百富依照ISO14001:2015環境管理體系¹，嚴格管理我們的環境表現。隨著本集團的業務和工廠產量持續增長，我們識別對本集團而言重大的環境因素和對環境的影響，透過制定《環境手冊》並實施多項內部監督措施，有系統地管理日常營運和生產活動，盡量將我們的碳足跡減至最低，以推動環境的可持續發展，實現低碳經濟。

本集團致力確保業務的環境合規性，於營運中恪守適用的環保法律及規例，包括《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》等。於報告期間，我們並不知悉本集團涉及嚴重違反任何在業務營運地點與環境相關法律及規例的情況。

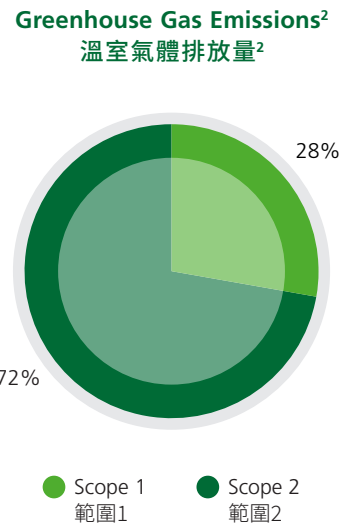
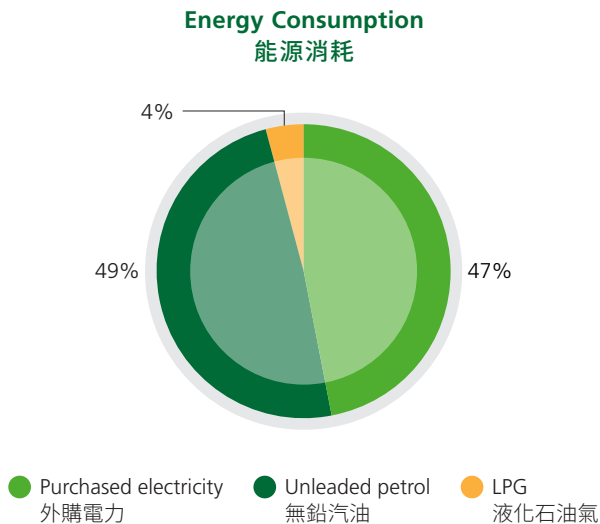
能源、廢氣及溫室氣體排放

氣候變化已成為全球各地關注的重大環境議題。藉著嚴格管理本集團的能源消耗、廢氣以及溫室氣體排放，我們期望能在應對氣候變化的議題上出一分力，盡量減低並緩解氣候相關風險。本集團的能源消耗、廢氣及溫室氣體排放主要來自支持辦公室及工廠營運的外購電力、公司車輛的燃油消耗，以及食堂及宿舍的液化石油氣消耗。此外，本集團的生產業務亦會產生少量廢氣，包括顆粒物、錫及其化合物和揮發性有機化合物(VOCs)。為有效管理自身的能源消耗，本集團會不時量度並記錄能耗數據，以便尋求合適的措施提升能源效益，同時減低廢氣及溫室氣體排放，減緩氣候變化問題。我們已實施的措施包括選用LED燈、優先選購節能機器、要求員工離開辦公區域及會議室後關燈、空調及電視機、安排專人下班後巡視以確保電源關閉、將空調設定在指定溫度、於員工宿舍利用太陽能加空氣源熱泵中央加熱系統加熱生活用水等。

Shouldering Environmental Responsibility 保護環境·百富有責

During the Reporting Period, the Group's energy consumption mainly came from unleaded petrol and purchased electricity which accounts for 48.88% and 47.23% of the overall energy consumption respectively. At the same time, consumption of LPG accounts for 3.89% of the overall energy consumption.

於報告期間，本集團的能源消耗主要來自無鉛汽油及外購電力，分別佔總能源消耗量48.88%及47.23%，而液化石油氣則佔總能源消耗量3.89%。



WASTE

Although the waste emissions of the Group are considered as immaterial, we are still dedicated to managing the hazardous and non-hazardous waste the Group generated in order to lower the negative impact the Group has imposed on the environment. We acknowledge the importance of managing waste at source, thus we actively advocate the concepts of reduce waste at source, recycle and reuse by using paper and other office supplies wisely to ensure that our waste emissions would not cause material burger to the environment.

Based on the Group's business nature, we generated non-hazardous waste including paper, other general refuse, plastic, food waste, waste electronic equipment etc., and hazardous waste including waste activated carbon, waste drums, used oil and discarded printed circuit board ("PCB") scraps.

廢棄物

雖然本集團的廢棄物排放並不重大，但我們亦致力管理業務所產生的有害以及無害廢棄物，以減低本集團對環境的負面影響。我們深明從源頭管理廢棄物的重要性，故我們在公司層面積極提倡源頭減廢、回收重用的概念，善用紙張、辦公用品等資源，以確保廢棄物排放不會對環境構成重大負擔。

基於本集團的業務性質，我們所產生的無害廢棄物包括紙張、其他生活廢物、塑膠、廚餘、廢電子設備等，而有害廢棄物則包括廢活性炭、廢包裝桶、廢機油和廢PCB邊角料等。

² In accordance with The Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition) published by World Business Council for Sustainable Development and World Resources Institute, Scope 1 direct emissions are resulted from operations that are owned or controlled by the Group, while Scope 2 indirect emissions are resulted from the generation of purchased or acquired electricity, heating, cooling and steam consumed within the Group.
根據由世界企業永續發展協會及世界資源研究所所發行的溫室氣體盤查議定書-企業會計與報告標則(修訂版)，範圍1直接排放涵蓋有本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍2間接排放則涵蓋來自本集團內部消耗(購回來的或取得的)電力、熱能、冷凍及蒸氣所引致的「間接能源」溫室氣體排放。

Shouldering Environmental Responsibility 保護環境·百富有責



We would classify, store and handle non-hazardous waste, food waste generated from canteen of factory and hazardous waste properly. Non-hazardous waste would be handled by the government environmental department for collection and disposal. Food waste will be handled in correspondence with laws and regulations such as the “Food Safety Law of the PRC” (《中華人民共和國食品安全法》), the “Regulation on the Implementation of the Food Safety Law of the PRC” (《食品安全法實施條例》) and the “Measures for the Supervision and Administration of Food Safety in Catering Services” (《餐飲服務食品安全監督管理辦法》). Hazardous waste will be recycled by certified recyclers. In order to reduce office paper consumption at source to protect valuable natural resources, we advocate the concept of “paperless” office by encouraging employees to adopt double-sided printing, use electronic means for communication, recycle and reuse envelopes, paper, paper bags and other paper products, reduce the use of disposable paper cups where possible, and place signs of “Save Paper” in office area to remind our employees to reduce the use of paper. In addition, we would use degradable soy inks and paper certified by the Forest Stewardship Council (FSC) to print financial reports to ensure the source of paper is sustainable.

WATER

Despite the fact that we do not face any problem in water sourcing in locations where our business operates, we are highly concerned about the Group’s water consumption and wastewater emissions. We have implemented a number of water-saving measures and strictly monitor and manage wastewater emissions in order to avoid wastewater being improperly discharged and causing negative impact to the surrounding environment. The Group’s factory in Panyu, Guangzhou would generate a certain amount of wastewater. We have adopted rain and sewage diversion to collect wastewater separately which will undergo pre-treatment in three-tier septic tanks and three-tier oil and residue separation tanks to ensure it meets the first-grade standard for the second-time frame of the “Discharge Limits of Water Pollutant” (《水污染物排放限值》) (DB44/26-2001) of Guangdong Province before discharge.

SUSTAINABLE PRODUCT LIFE CYCLE

PAX understands that our business would impose certain impact on the surrounding environment. As such, we are devoted to identifying the material impact imposed on the environment and natural resources of our products in their life cycles and conduct stringent management in terms of purchase, production and after-sales period, aiming at minimizing such impact.

我們會將無害廢棄物、工廠食堂所產生的廚餘以及有害廢棄物妥善分類存放和處理。無害廢棄物會交由政府環衛部門統一收集及清運，而廚餘會按照《食品安全法》、《食品安全法實施條例》及《餐飲服務食品安全監督管理辦法》等法律及規例處置，有害廢棄物亦會交由具備受認可資質的回收商回收處理。為了從源頭減少辦公用紙的消耗，以保護珍貴的天然資源，我們在辦公室提倡「無紙化辦公」的概念，鼓勵員工盡量採用雙面打印、使用電子化溝通渠道、回收重用信封、紙張、紙袋等紙製品、減少使用一次性紙杯，並於辦公範圍張貼「節約用紙」標示，提醒員工減少用紙。此外，我們在印刷財務報告時亦會選用獲森林管理委員會(Forest Stewardship Council, FSC)認可的紙張，確保其來源是可持續。

用水

縱然本集團的營運所在地在求取適用水源上未面臨任何問題，但我們仍十分關注本集團的用水消耗以及廢水排放。我們實施多項節約用水的措施，同時對廢水排放進行嚴格監察及管理，以免廢水遭到不當排放而對周邊環境造成負面影響。本集團位於廣州番禺的工廠會產生一定程度的廢水。我們在工廠採取雨汙分流制將廢水分開收集，並透過三級化糞池及三級隔油池進行預處理程序，達到廣東省《水污染物排放限值》(DB44/26-2001)第二時段一級標準方能對外排放。

可持續產品生命週期

百富深明本集團的業務會對周邊環境造成一定程度的影響，故我們致力識別產品於整個生命週期對環境及天然資源造成的重大影響，並從採購、生產以至售後整個產品生命週期進行嚴格管理，務求將影響減至最低。

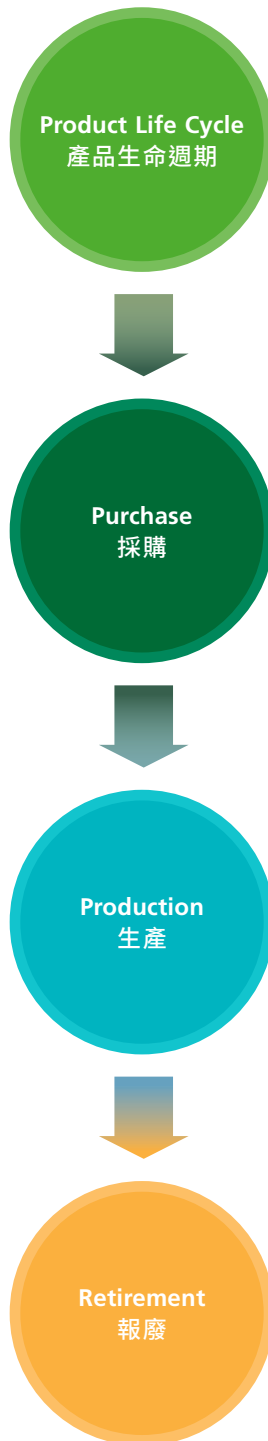
Shouldering Environmental Responsibility

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Manufacturing processes such as welding and solder paste printing would generate exhaust gas, smoke and noise. To ensure emissions meet relevant regulations of where we operate, including the "Emission Limit of Atmosphere Pollution Emissions" (《大氣污染物排放限值》) in Guangdong Province and the "Emission Standard for Industrial Enterprises Noise at Boundary" (《工業企業廠界環境噪聲排放標準》), we would engage certified third party testing institution to inspect the exhaust gas and noise generated by the factory regularly to ensure the emissions do not exceed the standards. Besides, we would reduce our impact on the environment through the following policies:

焊接、錫膏印刷等生產過程會產生廢氣、煙塵和噪聲，為確保排放符合營運當地的相關監管條例，包括廣東省《大氣污染物排放標準排放限值》、《工業企業廠界環境噪聲排放標準》等，我們會定期委託受認可的第三方檢測機構，就工廠所排放的廢氣和噪聲進行檢測，確保排放不會超出標準限值。此外，我們會透過以下措施減低噪聲及排放對環境的影響：

- Seal equipment used for solder paste printing and welding to collect dusts 將錫膏印刷和焊接設備密封，以集中收集煙塵
- Install gas gathering pipelines or gas collectors to collect exhaust gas and treat exhaust gas through smoke purification equipment and activated carbon absorption devices before discharge 設置管道或集氣罩收集廢氣，並透過煙霧淨化設備和活性炭吸附裝置對廢氣進行預處理後，方能對外排放
- Prioritize the use of low-noise equipment 優先選用低噪音設備
- Conduct shock absorption, hermetic shielding, sound insulation, noise reduction and other measures to avoid noise from disturbing the surroundings 採取減震、密封屏蔽、隔音和消音等措施，以免噪音對周邊環境造成滋擾
- Prohibit night time production 嚴禁於夜間進行生產



Require raw material (including electronic components and equipment) suppliers to sign RoHS-related agreement to guarantee that their products do not contain prohibited hazardous substances or the contained hazardous substances are less than international standard to avoid products causing serious pollution to the environment.

要求原材料包括電子零件和設備的供應商簽署RoHS相關聲明，承諾其產品不含受禁止的有害物質，或含有有害物質濃度不超過國際標準，避免對環境造成嚴重污染。

Our E-payment Terminals would be retired due to damage of components or aging. To prevent the metal or plastic materials in the Terminals from imposing negative impact on the environment, we would collect retired machines from customers and engage entrusted recyclers with "Guangdong Provincial Hazardous Waste Management License" (《廣東省危險廢物經營許可證》) to disintegrate, separate, crush parts and housing and conduct harmless treatment on the machines.

我們的電子支付終端機會因機件損壞或老化而報廢。為免機具內的金屬和塑膠等物料對環境造成負面影響，我們會向客戶統一收集報廢機具，並委託有《廣東省危險廢物經營許可證》認可的回收商統一收集並對機具進行解體、分拆、粉碎部件及外殼並進行無害化處理。

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ENVIRONMENTAL FOOTPRINT

The following table outlines the major environment data of the Group during the Reporting Period and 2019:

環境足印

下表詳列本集團於報告期間以及二零一九年的主要環境數據：

Emissions	排放物	2020 二零二零年	2019 二零一九年	Unit 單位
Nitrogen oxides (NO _x)	氮氧化物(NO _x)	208.53	336.24	kg 千克
Sulphur oxides (SO _x)	硫氧化物(SO _x)	5.06	7.72	kg 千克
Particulate matters (PM)	顆粒物(PM)	15.09	24.51	kg 千克
Total emissions (Scope 1 & 2) ³	總排放量(範圍1及2) ³	3,490.99	4,243.70 ⁴	Tonnes CO ₂ e 公噸二氧化碳 當量
Scope 1 (Direct emissions)	範圍1(直接排放)	969.17	1,447.19	Tonnes CO ₂ e 噸二氧化碳 當量
Scope 2 (Indirect emissions)	範圍2(間接排放)	2,521.82	2,796.51 ⁴	Tonnes CO ₂ e 噸二氧化碳 當量
Intensity	密度	2.55	2.97 ⁴	Tonnes CO ₂ e/ employee 公噸二氧化碳 當量/僱員

³ In accordance with The Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition) published by World Business Council for Sustainable Development and World Resources Institute, Scope 1 direct emissions are resulted from operations that are owned or controlled by the Group, while Scope 2 indirect emissions are resulted from the generation of purchased or acquired electricity, heating, cooling and steam consumed within the Group.

根據由世界企業永續發展協會及世界資源研究所所發行的溫室氣體盤查議定書-企業會計與報告標則(修訂版)，範圍1直接排放涵蓋有本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍2間接排放則涵蓋來自本集團內部消耗(購回來的或取得的)電力、熱能、冷凍及蒸氣所引致的「間接能源」溫室氣體排放。

⁴ With reference to the emission factors for Mainland China based operations newly supplemented in “How to prepare an ESG report” published by the Hong Kong Stock Exchange, the scope 2 indirect emission in 2019 has also been restated.

我們參考了香港聯交所刊發的《如何準備環境、社會及管治報告》中最新所補充的中國內地外購電力排放系數，並對我們2019年度的範圍二(間接排放)數據作重新計算。

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Emissions	排放物	2020 二零二零年	2019 二零一九年	Unit 單位
Hazardous waste	有害廢棄物			
Total	總量	0.00⁵	0.20	Tonnes 公噸
Intensity	密度	0.00	0.00	Tonnes/ employee 公噸／僱員
Non-hazardous waste	無害廢棄物			
Total	總量	58.12	137.59	Tonnes 公噸
Amount disposed	處置量	48.68	54.90	Tonnes 公噸
Paper	紙張	0.35	0.12	Tonnes 公噸
Other general refuse and food waste	其他生活廢物及廚餘	48.33	54.78	Tonnes 公噸
Amount recycled	回收量	9.44	82.69	Tonnes 公噸
Paper	紙張	9.30	11.70	Tonnes 公噸
Plastics	塑膠	0.14	0.17	Tonnes 公噸
Waste electronic equipment	廢電子設備	0.00⁶	70.82	Tonnes 公噸
Intensity	密度	0.04	0.10	Tonnes/ employee 公噸／僱員

⁵ The generation of hazardous waste during the Reporting Period was immaterial.
報告期間所產生的有害廢棄物並不重大。

⁶ The Group was not aware of material generation of electronic waste.
本集團於報告期內並不知悉有重大廢電子設備產生。

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Use of Resources	資源使用	2020 二零二零年	2019 二零一九年	Unit 單位
Total energy consumption ⁷	總能源耗量 ⁷	6,387.99	8,348.47	MWh 千個千瓦時
Purchased electricity	外購電力	3,016.96	3,345.15	MWh 千個千瓦時
Unleaded petrol	無鉛汽油	3,122.70	4,774.70	MWh 千個千瓦時
LPG	液化石油氣	248.33	228.62	MWh 千個千瓦時
Intensity	密度	4.67	5.83	MWh/ employee 千個千瓦時/ 僱員
Total water consumption ⁸	總耗水量 ⁸	114,040.00	138,397.05	m ³ 立方米
Intensity	密度	83.42	96.71	m ³ /employee 立方米/僱員
Total amount of packaging material	包裝物料總量	1,297.00	1,077.99	Tonnes 公噸
Paper	紙	1,229.00	1,010.45	Tonnes 公噸
Plastics	塑膠	68.00	67.54	Tonnes 公噸
Intensity	密度	0.95	0.75	Tonnes/ employee 公噸/僱員

⁷ The Group considers that the amount of solar energy consumed by the dormitory is not significant, so the total energy consumption does not include the relevant amount.
本集團認為宿舍所耗用的太陽能數量並不重大，故總能源耗量沒有涵蓋相關用量。

⁸ The total water consumption does not include that in Pax Technology Limited as the water supply is controlled by the building management office and relevant management office has failed to provide water data to individual tenants.
總耗水量不包括香港辦公室，由於其供水為大廈管業處自行控制，相關管業處未能向個別租戶提供用水數據。

Contributing to Society and Bringing Love to the Community 貢獻社區·惠澤社群

STRATEGY

PAX understands the importance of giving back to community. We are highly concerned about the community where our business operates, thus we actively address the needs of community through participating in and organizing various community activities and working with local non-profitable organizations, aiming at give back to society regarding our achievements throughout years.

Regarding the severe pandemic spread, PAX is dedicated to taking up the responsibility as a corporate citizen to give a hand to society to get through this unprecedented time capitalizing on the Group's resources and influence. At the beginning when the virus was spread, being concerned with the severity of the pandemic, a subsidiary of PAX in the United States initiated a WeChat group, advocating members in the USA Chinese Worker Association and Jacksonville Chinese Association to purchase masks and other medical supplies locally with one of our warehouses as the collection point to donate supplies to the frontier medical staff in Wuhan to address their demand for pandemic prevention supplies.



We notice that a number of animals have been abandoned or even tortured. To take up our social responsibility, the Group has donated a total of over HK\$80,000 to Lok Hong Social Service Association, Fruit Garden Social Enterprise Ltd. and SPCA (HK) to support their work in taking care of abandoned or stray animals. In particular, Fruit Garden Social Enterprise Ltd. would give priority to hire the underprivileged, helping them to boost confidence and contribute to society.

Besides, we also donated HK\$30,000 during the Reporting Period to a non-profitable organization, Youth Global Network Limited to support their Project C which provides computer coding and community mentoring programs, thus enhancing the computer skills and career opportunities of youth in need, and promoting social integration.

策略

百富深切明白投放資源回饋社區的重要性。我們非常關注業務所在地的社區，透過參與並舉辦各類型公益活動，與本地非牟利機構合作，積極回應社區的需要，希望將本集團多年來所取得的豐碩成果回饋社區。

鑑於疫情嚴峻，百富致力承擔企業公民的責任，透過本集團的資源和影響力，向社會伸出緩手，共渡時艱。在疫情初始期間，得悉疫情嚴峻，百富美國附屬公司率先發起微信群組，召集美國華人工協會以及傑克遜維爾市華人協會的成員在當地採購口罩和其他醫療物資，並以其中一個倉庫作為物資集合地點，將物資捐給在武漢對抗疫情的前線醫護人員，以舒緩當地對防疫物資的需求。



我們意識到有不少動物遭遺棄甚至虐待，為履行社會責任，本集團於報告期間向樂康社會服務聯會、果園社企和香港愛護動物協會捐款合共80,000港元，以支持這些機構照顧受遺棄或流浪動物的工作。其中，果園社企亦會優先聘用弱勢社群人士，讓他們重拾自信，重投社會服務。

此外，我們於報告期間亦向非牟利機構－突破運動青年的數碼成長C計劃(Project-C)捐款30,000港元，支持他們為有需要青少年提供電腦編程課程和師友同行計劃，提升青少年的電腦技巧和就業機會，促進社區共融。

Environmental, Social and Governance Reporting Guide Index

環境、社會及管治報告指引索引

Subject Areas, aspects, general disclosure and key performance indicators (“KPIs”)

主要範疇、層面、一般披露及關鍵業績指標

Section

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A. Environmental

A. 環境

Aspect A1: Emissions

層面A1：排放物

General Disclosure

一般披露

Shouldering Environmental
Responsibility
保護環境 • 百富有責

P. 27-33

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。

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KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emission data. 排放物種類及相關排放數據。	Environmental Footprint 環境足印	P. 31-33
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	Environmental Footprint 環境足印	P. 31-33
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Environmental Footprint 環境足印	P. 31-33
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	Environmental Footprint 環境足印	P. 31-33
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。	Energy, Air and Greenhouse Gas Emissions 能源、廢氣及 溫室氣體排放	P. 27-28
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。	Waste 廢棄物	P. 28-29

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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。

Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.

註：資源可用於生產、儲存、運輸、樓宇、電子設備等。

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P. 27-33

KPI A2.1 Direct and/or indirect energy consumption by type in total and intensity.

關鍵績效指標 按類型劃分的直接及／或間接能源總耗量及密度。

A2.1

Environmental Footprint
環境足印

P. 31-33

KPI A2.2 Water consumption in total and intensity.

關鍵績效指標 總耗水量及密度。

A2.2

Environmental Footprint
環境足印

P. 31-33

KPI A2.3 Description of energy use efficiency initiatives and results achieved.

關鍵績效指標 描述能源使用效益計劃及所得成果。

A2.3

Energy, Air and Greenhouse Gas Emissions
能源、廢氣及
溫室氣體排放

P. 27-28

KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.

關鍵績效指標 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。

A2.4

Water
用水

P. 29

KPI A2.5 Total packaging material used for finished products and with reference to per unit produced.

關鍵績效指標 製成品所用包裝材料的總量及每生產單位佔量。

A2.5

Environmental Footprint

環境足印

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<i>Aspect A3: Environmental and Natural Resources</i> 層面A3：環境及天然資源		
General Disclosure 一般披露	Sustainable Product Life Cycle 可持續產品生命週期	P. 29-30
Policies on minimizing 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。		
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Sustainable Product Life Cycle 可持續產品生命週期
關鍵績效指標 A3.1	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。	P. 29-30

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B. Social B. 社會

Employment and Labour Standards

僱傭及勞工常規

Aspect B1: Employment

層面B1：僱傭

General Disclosure 一般披露

People-oriented Approach
to Achieving Full Potential
以人為本•人盡其才

P. 20-26

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。

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。	Gathering Talents 凝聚人才	P. 20-21
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。	Not disclosed during the Reporting Period 於報告期間並不披露	N/A 不適用

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<i>Aspect B2: Health and Safety</i> 層面B2：健康與安全		
General Disclosure 一般披露	Employee Wellbeing 員工安康	P. 23-24
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。		
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。	Employee Wellbeing 員工安康 P. 23-24
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。	Employee Wellbeing 員工安康 P. 23-24
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。	Employee Wellbeing 員工安康 P. 23-24

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Aspect B3: Development and Training

層面B3：發展及培訓

General Disclosure

一般披露

Career Development
職業發展

P. 25-26

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。

KPI B3.1 The percentage of employees trained by gender and employee category.

關鍵績效指標 按性別及僱員類別劃分的受訓僱員百分比。

B3.1

Not disclosed during the Reporting Period
於報告期間並不披露

N/A
不適用

KPI B3.2 The average training hours completed per employee by gender and employee category.

關鍵績效指標 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。

B3.2

Career Development
職業發展

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<p><i>Aspect B4: Labour Standards</i> 層面B4：勞工準則</p>		
<p>General Disclosure 一般披露</p>	Employee Rights 僱傭權益	P. 22-23
Information on:		
<p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p>		
relating to preventing child and forced labour.		
有關防止童工或強制勞工的：		
<p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>		
<p>KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.</p> <p>關鍵績效指標 描述檢討招聘慣例的措施以避免童工及強制勞工。</p> <p>B4.1</p>	Employee Rights 僱傭權益	P. 22-23
<p>KPI B4.2 Description of steps taken to eliminate such practices when discovered.</p> <p>關鍵績效指標 描述在發現違規情況時消除有關情況所採取的步驟。</p> <p>B4.2</p>	Employee Rights 僱傭權益	P. 22-23

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Operating Practices 營運慣例			
<i>Aspect B5 :Supply Chain Management</i> 層面B5：供應鏈管理			
General Disclosure 一般披露		Supply Chain Management 供應鏈管理	P. 18-19
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。			
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management 供應鏈管理	P. 18-19
關鍵績效指標 B5.1	按地區劃分的供應商數目。		
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management 供應鏈管理	P. 18-19
關鍵績效指標 B5.2	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。		

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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。

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 disclosed during the Reporting Period 於報告期間並不披露	N/A 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 during the Reporting Period 於報告期間並不披露	N/A 不適用
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。	Intellectual Property Rights 知識產權	P. 17
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	Quality Control 品質控制	P. 14
KPI B6.5 關鍵績效指標 B6.5	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。	Privacy Protection 私隱保護	P. 17

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Aspect B7: Anti-Corruption

層面B7：反貪污

General Disclosure

一般披露

Anti-corruption Measures
反貪污

P. 17

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。

KPI 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.	Anti-corruption Measures 反貪污	P. 17
關鍵績效指標 B7.1	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。		
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption Measures 反貪污	P. 17
關鍵績效指標 B7.2	描述防範措施及舉報程式，以及相關執行及監察方法。		

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<i>Aspect B8: Community Investment</i> 層面B8：社區投資			
General Disclosure 一般披露	Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群	P. 34	
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。			
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution. 專注貢獻範疇。	Not disclosed during the Reporting Period 於報告期間並不披露	N/A 不適用
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。	Not disclosed during the Reporting Period 於報告期間並不披露	N/A 不適用