

環境、社會及管治報告
ESG REPORT
2020

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聯交所環境、社會及管治報告指引索引



About the report

關於本報告

Scope and boundary

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

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

This report details our ESG commitments, management approach and performance during the period from 1 January to 31 December 2020. The content of the report covers our operations in Hong Kong and Mainland China. This report is published on the Stock Exchange’s website (www.hkexnews.hk) and the Company’s website (www.ctil.com).

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

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涵蓋範疇及範圍

此乃按照香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27所載之環境、社會及管治報告指引（「指引」）編製的環境、社會及管治（「環境、社會及管治」）報告。

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

本報告詳述自二零二零年一月一日至十二月三十一日止期間我們對環境、社會及管治的承諾，其管理方式和表現。本報告涵蓋我們於香港及中國內地的業務。本報告刊發於聯交所網站（www.hkexnews.hk）及本公司網站（www.ctil.com）。

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

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Message from the Board

董事會致辭

C&T is a sustainability committed information technology (“IT”) software and service company. Our sustainability visions chime in with C&T visions. The management has to conduct risk assessment on a regular basis, to consider quantitative and qualitative factors affecting the inherent risks and effectiveness of respective controls. The ownership of these risks lies with the responding business functions with stewardship residing with the Board. Internal auditors are responsible for assessing and reviewing the effectiveness of the controls in financial, operational and compliant ways.

2020 was a tough but challenging year. The most material challenge we had in 2020 was to against the outbreak of COVID-19. It was incorporated into the Company’s enterprise wide risk management framework that management had to identify, control, review and monitor this risk continually. In the premise, we have implemented preventive actions to safeguard all employees’ and visitors’ health and safety. At its heart are scheduling a cleaning and disinfection service more often, arranging work-from-home policy to minimise social contact and adopting a stringent monitoring system on employees’ health history. In addition to temperature checks, a mask-on and a social distancing policy are also taking effect. Going through this challenge is an on-going process, we continue upholding the people-centric principle to protect employees’ health at our heart.

The second challenge we faced in 2020 was retaining talent. In IT industry, talents are a foundation stone of business success. The loss of key talent may result in business failure including loss of key customers and project delay. These drive the management look for offering competitive remuneration packages, enhance welfares and benefits and adopt fair employment practices that beyond the norm.

As usual, we are dedicated to and prudent to following the corporate’s sustainability visions by offering different IT solutions to help clients to digitalise. Our cloud-based central platform can transform the society’s paper-based procedures into automated and auditable management. Efficiency and reliability are two things to assess performance of IT solutions. We are pleased to see customers are satisfied with our solution offerings in helping them streamline and speed up their working procedures. We also realise the importance on product safety and information security. This requires us working harder to recruit talents and enhance employees’ awareness of cyber security.

科聯是一間致力於可持續發展的資訊科技（「資訊科技」）軟件及服務公司。科聯的可持續發展願景與其整體願景互相契合。管理層必須定期進行風險評估，以考慮量化及質化潛在風險之影響因素，以及各項措施的成效。該等風險的責任由相應的業務職能部門承擔，並由董事會統籌管理。內部核數師負責從財務、運營和合規的角度評估和審查控制的有效性。

二零二零年可謂難關重重，荊棘滿途。縱觀全年，最大的挑戰當數新型冠狀病毒疫情。應對疫情已納入本公司的風險管理架構，觸及企業各個層面，而管理層必須持續識別、控制、檢討和監測該風險。我們在此基礎上實施了預防措施，以保障全體員工和訪客的健康安全。當中的首務是安排更頻密的清潔和消毒，推行在家工作政策以減少社交接觸，以及採用嚴格程序來監測員工的健康史。除體溫檢查外，佩戴口罩和社交隔離措施也同時生效。克服難關的道路既阻且長，我們會繼續秉持以人為本的原則，全心全意保護員工健康。

我們在二零二零年面臨的第二個挑戰是挽留人才。在資訊科技行業，人才是企業成功的根本。流失關鍵人才，可能會令企業陷入困境，包括流失重要客戶及項目延期等。本此信念，管理層致力提供具競爭力的薪酬待遇，提高福利，並採取優於常規的公平僱傭措施。

一如既往，我們謹守企業的可持續發展願景，藉由提供不同的資訊科技解決方案，協助客戶實現數碼化。我們的雲端中央平台，可以將社會普遍的紙本程序，轉化為自動化和可審計的管理系統。要評估資訊科技解決方案的表現，就必須從效率及可靠性兩者著手。我們很高興看到客戶對我們提供的解決方案感到滿意，認為其有助簡化和加快工作程序。我們也意識到產品安全和資訊安全的重要性。因此，我們會更著力招聘人才及提高員工的網絡安全意識。

Message from the Board

董事會致辭

Our long-standing commitment to maintaining high quality of services, remaining attentive to information security management and business ethics, and respecting intellectual property right made us gaining trust and long-term supports of our customers. We are glad to say that we had a stable customer profile in the year that stabilised our business. Providing software and solution services business enable us to become robust to the world's lockdown and supply chain instability.

Pandemic changes the way we do business and the way we live. We can take this opportunity to continue driving change within C&T to build a sustainable future. In addition to on-going waste reduction and energy saving measures, we have coordinated and integrated range of employee engagement activities to convey and disseminate a "green thinking" in workplace. C&T also promotes sustainable cuisines and no disposable utensils available in gatherings.

With the support of our best-of-breed software products, effective IT solutions and quality services, we are pledged to maintain an equilibrium between our business growth, the wellbeing of our staff, the community and the environment. We foresee the pandemic is deriving a whole new working and living style. We are hoping C&T can lead the way to digitalisation in Hong Kong and embrace this change to build a greener, more resilient and smarter world with IT.

長久以來，我們一直致力於維持優質服務、注意資訊安全管理和商業道德、以及尊重知識產權，並藉此贏得了客戶的信任和長期支持。於本年度，我們很欣慰擁有穩定的客戶群，使業務趨於穩定。通過提供軟件和解決方案服務的業務，我們有能力應對世界性的封鎖和供應鏈不穩。

疫情改變了大眾的營商和生活模式。我們可以借此機會，繼續推動科聯的內部變革，致力建立一個可持續發展的未來。除了持續進行的減廢和節能措施外，我們協調和整合了一系列的活動供員工參與，在工作場所傳達和宣揚「綠色思維」。此外，科聯亦推廣可持續發展餐飲，在聚會中不會使用即棄餐具。

科聯以領先同儕的軟件產品、有效的資訊科技方案及優質服務，致力於業務增長、員工福祉、社會及環境之間保持平衡。我們預見這股疫情正衍生出前所未見的工作及生活模式。我們希望科聯能引領香港的數碼化進程，把握轉機，以資訊科技建立一個更環保、更靈活和更智能的世界。

Foreword

前言

About the Company

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

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

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

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

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

關於本公司

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

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

「構建美好世界」的願景奠定科聯以下精益求精的價值觀：

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

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

Materiality assessment

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

Material topics identified by our stakeholders:

重要性評估

我們已進行全面的持份者參與評估，以了解持份者對環境、社會及管治方法和表現的看法及期望。在過程中，我們邀請了對業務有重大影響的主要內部及外界持份者溝通（包括僱員、供應商、客戶及投資者），透過問卷調查及訪談，持份者就其認為相關程度最高的環境、社會及管治議題提出反饋。在確認重要議題的過程中，我們納入持份者的反饋，以此作為制定長期環境、社會及管治策略的根基，以及編製本報告的重要參考資料。

我們的持份者確認的重要議題如下：

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

ESG responsibility

環境、社會及管治責任

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

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

Our talent

我們的人才

Being an employer of choice

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

We are keen to provide remuneration packages beyond the requirements of the Employment Ordinance; hence, full-paid sick leave, maternity leave, and paternity leave are provided to local staff. Upholding our work-life balance culture and continuous learning advocacy, C&T offers special paid leave such as birthday leave, marriage leave, compassionate leave, and graduation and examination time off. Medical insurance and education subsidy are also available to our local staff.

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

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

成為卓越的僱主

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

我們熱衷於提供較僱傭條例所規定的薪酬待遇更為優厚；因此，我們向本地員工提供全薪病假、產假及待產假。秉承我們提倡工作與生活平衡的文化並持續學習，科聯提供特殊的帶薪休假，例如生日假、婚假、思恤假、畢業和應試休假。本地員工亦可享受醫療保險和教育津貼。

Our talent

我們的人才

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

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

We strictly abide by labour regulations of where we operate, and prohibit the employment of child and forced labour. We are also committed to promoting a transparent and fair recruitment process. We acknowledge our responsibilities to actively promote a diversified working environment that is free from discrimination. It is believed that the potential of our employees will be fully enabled when they are given equal opportunities in terms of career development and promotion.

In 2020, we complied with all relevant laws and regulations, including the Employment Ordinance and the Occupational Safety and Health Ordinance of Hong Kong, the Labour Law and the Employment Contract Law of the People's Republic of China.

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

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

我們嚴格遵守經營所在地的勞工規例，並禁止聘用童工及強迫勞工。我們亦致力推動透明及公正的招聘程序。我們肩負積極推動無歧視多元工作環境的責任，並相信若能為僱員提供平等的職業發展及晉升機會，將有助其充分發揮潛能。

於二零二零年，我們遵守所有相關法律及法規，包括僱傭條例及職業安全及健康條例、中華人民共和國勞動法及勞動合同法。

Our talent 我們的人才

Diversity and inclusiveness

Employee profiles in 2019 and 2020 of our operations in Hong Kong and Mainland China, breakdown by gender, age group, employee category and geographical location are as below.

Year ended 31 December

截至十二月三十一日止年度

多元化與包容性

二零一九年及二零二零年香港及中國內地業務僱員情況列載如下，按性別、年齡組別、僱員類別及地區劃分。

		2020 二零二零年	2019 二零一九年
Our workforce	僱員人數	379	412
By gender		按性別劃分	
Female	女性	127	133
Male	男性	252	279
By age group		按年齡組別劃分	
< 25	< 25	58	79
25 – 29	25 – 29	67	72
30 – 39	30 – 39	132	141
40 – 49	40 – 49	93	85
> 50	> 50	29	35
By employee category		按僱員類別劃分	
Top	高級	9	8
Middle	中級	16	17
General	一般職級	354	387
By geographical location		按地區劃分	
Hong Kong	香港	246	269
Mainland China	中國內地	133	143

Our talent

我們的人才

Employee turnover rates in 2019 and 2020 of our operations in Hong Kong and Mainland China, breakdown by gender, age group and geographical location are as below.

二零一九年及二零二零年香港及中國內地業務僱員流失率列載如下，按性別、年齡組別及地區劃分。

Year ended 31 December

截至十二月三十一日止年度

		2020 二零二零年	2019 二零一九年
Overall turnover rate ¹	整體流失比率 ¹	20%	21%
By gender		按性別劃分	
Female	女性	10%	18%
Male	男性	24%	22%
By age group		按年齡組別劃分	
< 25	< 25	45%	20%
25 – 29	25 – 29	19%	40%
30 – 39	30 – 39	12%	13%
40 – 49	40 – 49	10%	15%
> 50	> 50	34%	23%
By geographical location		按地區劃分	
Hong Kong	香港	22%	26%
Mainland China	中國內地	15%	11%

¹ The turnover rate = the total number of leaver who either leave voluntarily, retire, or dismiss in the specified category / the total number of employees of the corresponding category as at the year end date.

¹ 流失比率 = 在特定類別自願離職、退休或辭退的離職總人數 / 於年結日相應類別的僱員總人數。

Our talent 我們的人才

Developing talent

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

We encourage continuous education. To incentivise our employees to take role-related training and qualification assessments organised by external parties, we offer financial sponsorship as stated in our "Education Subsidy Policy". During the reporting year, certain employees were awarded certificates from the EC-Council, Microsoft, Kornerstone Institute and Project Management Institute. Some employees took part in training offered by the Great Learning Education Centre, Project Management Institute and Hong Kong Institute of Human Resources Management, on information technology and interpersonal skills. We also conducted soft skills training to our managerial staff to enhance their management skills. We have provided over HK\$93,000 to support our employees to attend around 680 hours of training during the reporting year.

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

Total training hours completed during the year by our employees are summarised as below.

Staff Training	員工培訓	Percentage of employees trained ¹ 接受培訓的僱員百分比 ¹	Average training hours per employee ² 每名僱員的平均培訓小時 ²
By gender	按性別劃分		
Female	女性	29%	0.38
Male	男性	26%	2.49
By employee category	按僱員類別劃分		
Top	高級	78%	1.00
Middle	中級	19%	0.19
General	一般職級	26%	1.88

¹ The percentage of employees trained = the total number of employees trained by specified category / the total number of employees of the corresponding category as at the year end date.

² The average training hours per employee = the total training hours by specified category / the total number of employees of the corresponding category as at the year end date.

人才發展

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

我們鼓勵持續教育。為了鼓勵僱員參加由外界舉辦並與其職銜相關的培訓課程及資歷評審，我們按照「教育資助政策」提供財政津貼。於報告年度，若干僱員獲EC-Council、微軟、格納思通有限公司及項目管理協會頒發證書。部分僱員參加由Great Learning Education Centre、項目管理協會及香港人力資源管理學會舉辦的資訊科技及人際關係培訓課程。我們亦已向管理職級員工進行軟性技能培訓，以提升其管理技巧。於報告年度，我們已提供超過93,000港元的資助，支持僱員參與約680小時的培訓。

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

僱員於年內完成的總培訓時間概述如下。

¹ 接受培訓的僱員百分比 = 在特定類別的受訓的僱員總人數 / 於年結日相應類別的僱員總人數。

² 每名僱員的平均受訓時數 = 在特定類別的受訓時數總和 / 於年結日相應類別的僱員總人數。

Our talent

我們的人才

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

During the reporting period, C&T signed the “Good Employer Charter 2020” and was recognised as a Family-friendly Good Employer. This charter applauds the adoption of employee-oriented good human resources management measures which can help boost staff morale and enhance employees’ sense of belonging.

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

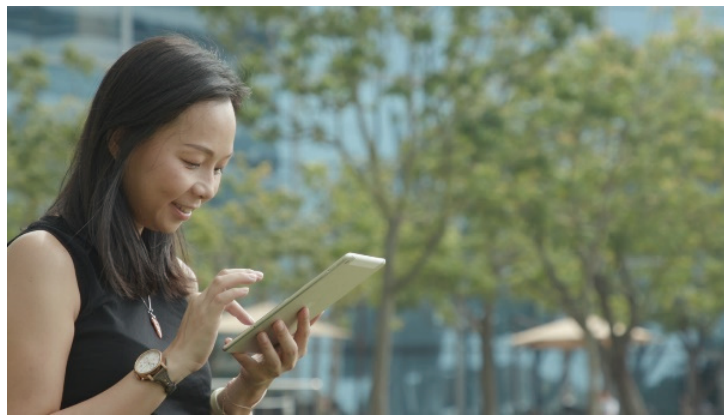
科聯於報告期內簽署了「好僱主約章2020」，並獲評選為「友」家好僱主。該約章嘉許本公司以員工為本的優良人力資源管理措施，有助提高員工士氣及增強歸屬感。



Our talent 我們的人才

Fostering employee engagement

Engaging employees can contribute to higher productivity and more profitability. It is in our best interest to keep employees engaged through efficient communication. During the reporting period, in addition to the C&T NewsNet, a regular internal email broadcast called “Regular Customer Highlights” was implemented. Through the Regular Customer Highlights series, a summary of the major new customer acquisitions of different software and solution teams was sent to our employees every two months. We hope this internal sharing can let our staff know more about the new customers and the overall business growth of the Group.



Promoting employee health and well-being

We are committed to providing a safe and harmonious working environment for employees. A comprehensive Occupational Safety and Health (“OSH”) framework has been in place for managing the OSH programme as a continuous practice.

In 2020, we deployed different practices in maintaining a good housekeeping, encouraging to use ergonomic monitor and keeping adequate fresh air ventilation in the workplace. Adequate first aid supply is also available at all times for minor injury in office area. The “Occupational Safety and Health Policy” is well communicated to our employees in embracing safety.

提高僱員參與度

鼓勵員工參與公司活動有助提高生產效率和盈利能力。通過有效溝通維持員工的參與度，符合我們的最佳利益。在報告期內，除了科聯集團通訊外，我們還定時推出名為「定期客戶焦點」的內部電子通訊。定期客戶焦點系列綜合各軟件和解決方案團隊吸納的主要新客戶，每兩個月發送一次給我們員工。我們希望通過這種內部分享的方式，讓員工更了解集團的新客戶和整體業務增長情況。

提升僱員健康及福祉

我們致力為員工提供一個安全和諧的工作環境。本公司設有全面的職業安全及健康（「職安健」）架構，持續管理職安健。

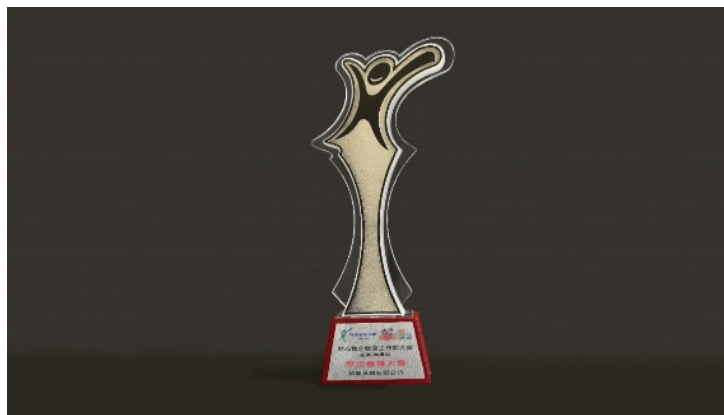
於二零二零年，我們採用了不同的措施來保持良好的室內整潔、鼓勵應用具備人體工程學設計的顯示屏及在工作間保持充足新鮮空氣流通。此外，任何時候亦有充足的急救用品以應對辦公室內的輕傷處理。我們已向僱員清楚說明「職業安全及健康政策」。

Our talent

我們的人才

Apart from physical health, we also care about employees' mental well-being in different aspects. In the reporting year, C&T was honoured with the “Joyful@Healthy Workplace Best Practices Award” at the “Occupational Health Award 2019–20” organised by the Occupational Safety and Health Council in recognition of our outstanding achievements in promoting healthy eating, physical activity and mental well-being.

除重視員工身體健康外，我們亦從多角度關心其心理健康。於報告年度，科聯在職業安全健康局舉辦的「職業健康大獎2019–20」中榮獲「好心情@健康工作間」大獎，以表揚我們在推廣健康飲食、體育活動及心理健康方面的突出成就。



With continuous development in building happy workplace culture, C&T received an honour as a “Happy Company” presented by the Promoting Happiness Index Foundation for the second consecutive year. As a recipient of the “Happiness-at-work Label”, we are delighted to offer a cheerful working environment and promote a positive and healthy lifestyle among employees.

科聯持續推動快樂職場文化，並連續兩年蟬聯香港提升快樂指數基金頒授的「開心企業」榮譽。作為「開心工作間標誌」的得獎者，我們樂於為員工提供一個開心的工作環境，以及推廣積極健康的生活方式。



Our talent 我們的人才

We have a designated team to coordinate and centralise efforts to monitor the implementation of our Occupational Safety and Health Policy and conduct regular safety inspections. Fire drills have been conducted periodically to show escape routes and provide sufficient fire-safety training for staff.

Advocating a work-life balance culture is one of our key practices in promoting employee health and well-being. A wide range of activities including the regular sharing of workplace and stress-relieving tips, organising leisure activities and improving staff welfare benefits was implemented in 2020. In January 2020, we organised a company activity for the preparation of the Green Power Hike and invited our Chairman of the Company as the leader to give professional training to our colleagues.



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

我們設有指定團隊，負責統籌及集中管理職業安全及健康政策執行情況的監察措施及舉辦定期安全檢查。我們定期舉辦火警演習以展示逃生路線及提供充足的消防安全培訓予員工。

我們提倡工作與生活平衡的文化，並視之為促進員工健康福祉的主要任務之一。我們於二零二零年推出了多項活動，包括定期分享職場減壓秘訣、籌辦休閒活動、提高員工福利待遇等。在二零二零年一月，我們組織了一次公司活動，為綠色力量環島行做準備，並邀請本公司主席擔當領隊，對同事進行專業培訓。

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

Our talent 我們的人才

Regarding the outbreak of COVID-19, in addition to complying with the public health measures of the HKSAR Government, the Company has taken the following measures to ensure our staff's health and safety:

- Body temperature checks for staff and visitors;
- Face masks and hand sanitisers provided for those staff in need and all staff required to wear face mask in office area;
- Regular deep cleaning to improve office hygiene;
- Installing door release buttons with non-touch sensor and applying nano anti-virus coatings in toilet area;
- Special work arrangements, including work-from-home, to minimise staff's risk of coronavirus exposure; and
- Rescheduling of company activities, such as the Annual Dinner Party, to reduce unnecessary social contact.

有關新型冠狀病毒疫情的爆發，除遵守香港特區政府的公共衛生措施外，本公司已採取以下措施以確保員工的健康和安全：

- 檢測員工及訪客的體溫；
- 供應口罩及搓手液予有需要的員工，規定所有員工在辦公室範圍內佩戴口罩；
- 定期安排深層清潔，改善辦公室衛生；
- 安裝免觸式感應開門制，廁所範圍亦塗上納米抗病毒塗層；
- 實施在家工作等特別工作安排，儘可能減低感染新冠肺炎的風險；及
- 延後週年聯歡晚宴等公司活動，減少非必要的社交接觸。



Our responsibilities

我們的責任

Continuous improvement in quality service

Throughout the years, we continuously provide high-quality IT solutions for the market. Routine communication with our customers is essential to understanding their needs and expectations. In 2020, we improved the processes of our customer survey. The format was restructured with more details related to our existing customers. The feedback related to user experience, project deployment, after sales services and effective communication channels was enhanced.

The practice was regularised and would extend further to other aspects to improve our services.



In the reporting year, our Human Resources Management Software (“HRMS”) service team in Hong Kong had successfully completed the external audit of International Organisation for Standardisation (“ISO”) 20000-1:2011 certification by ISO’s accredited assessment body since the achievement received from the ISO in 2017. The audit results commending the HRMS team’s consistent capability of high-quality IT service management (“ITSM”) have reiterated our position as a market-leading human resources management solution provider in Hong Kong.

The ISO 20000-1:2011 standard for ITSM has provided a framework for the team of HRMS to plan, implement, maintain and continuously improve high-quality services for the large group of enterprise customers engaging the market-leading human resources management system in Hong Kong.

優質服務的持續改進

多年來，我們不斷為市場提供高質素的資訊科技解決方案。為了解客戶的需求和期望，日常溝通必不可少。在二零二零年，我們重組了客戶意見調查的流程，加入更多與現有客戶有關的細節，使內容更加豐富。有關用戶體驗、項目部署、售後服務及有效溝通渠道的回饋都得到加強。

我們已把此做法常規化，將會進一步延伸至其他領域以優化各項服務。

我們香港的人力資源管理軟件（「人力資源管理軟件」）服務團隊自從於二零一七年獲國際標準化組織（「國際標準化組織」）頒授 ISO 20000-1：2011 認證後，於報告年度成功完成外部審核。審核結果認同人力資源管理軟件團隊在資訊科技服務管理（「資訊科技管理」）方面，擁有一貫的優秀能力，並指出人力資源管理軟件為領先同儕的方案供應商，再次肯定我們於香港市場的地位。

ISO 20000-1：2011 在資訊科技管理方面的標準，為人力資源管理軟件團隊提供框架，以助優化規劃、實施、維持和持續優化服務，為選用此頂尖人力資源管理系統的廣大香港企業客戶效勞。

Our responsibilities

我們的責任

In 2020, while enhancing its policy to ensure smooth customer service operations in typhoon and other unstable situations so as to enhance resources allocation and minimise customer inconvenience, our HRMS enhanced the customer feedback mechanism to better understand and analyse customers' satisfaction and needs in order to further improve customer experience and relationship.

於二零二零年，本集團改善政策以確保客戶服務能於颱風侵襲及其他不穩定情況下能夠暢順運作，並改善資源分配及降低不便，與此同時，我們的人力資源管理軟件亦已改善客戶反饋意見機制，更充分了解分析客戶滿意度及需要，進一步改善客戶體驗及關係。



Upholding ethical conduct

We do not tolerate any corrupt practices. To mitigate bribery and corruption risk, we have outlined our operating principles in our “Code of Business Conduct Policy”. The policy provides guidance on the appropriate practice when dealing with our suppliers, contractors, business partners and other external parties. Our expectations to conduct of employees have been well stated in the Employee Handbooks. We have organised anti-corruption training to directors and our staff and they are required to attend. The latest training session was arranged in 2020 with Independent Commission Against Corruption and the Hong Kong Institute of Directors.

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

In 2020, we complied with all relevant laws and regulations in relation to anti-corruption that have a significant impact on us, including but not limited to Prevention of Bribery Ordinance of Hong Kong, the Criminal Law and the Anti-Money Laundering Law of the People's Republic of China and noted no confirmed corruption-related incident in our operations.

秉持道德操守

我們不容忍任何舞弊行為。為減低賄賂及舞弊風險，我們制訂「業務操守政策守則」，說明我們的營運宗旨。政策針對與供應商、承辦商、業務夥伴及其他外聘方進行交易的適當做法提供指引。至於我們對僱員操守的期望，已清楚載列於僱員手冊。我們定期對董事及員工進行反貪培訓並要求彼等參加。最新培訓乃於二零二零年與香港廉政公署及香港董事學會合辦。

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

於二零二零年，我們已遵守所有對我們有重大影響涉及反貪污的相關法律及法規，包括但不限於香港防止賄賂條例、中華人民共和國刑法及反洗錢法，而業務營運中並無發現經證實的舞弊相關事件。

Our responsibilities

我們的責任

Protecting IP rights and data privacy

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

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

The policy requires our employees respect and protect intellectual property rights in our day-to-day operations. This includes the careful handling and usage of trade secrets, patents, trademarks and copyrights, as well as business, marketing and service plans, engineering ideas, design and databases. Data is protected by a number of physical, electronic and procedural safeguards that are in line with the regulatory requirements.

In 2020, we complied with all relevant laws and regulations that have a significant impact to us, including Personal Data (Privacy) Ordinance, and no incident of information leakage reported during the reporting year.

Our environment

我們的環境

Our relationship with the environment

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

保護知識產權及資料私隱

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

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

政策規定我們的僱員須於日常營運中尊重及保護知識產權。包括謹慎處理及使用商業秘密、專利、商標及版權，以及業務、市場推廣及服務計劃，工程意念、設計和數據庫。數據受到多種符合法規要求的物理、電子及程序保護措施的保障。

於二零二零年，我們遵守所有對我們有重大影響的相關法律及法規，包括個人資料（私隱）條例，且於報告年度內並無任何資料外洩事件報告。

我們與環境的關係

作為富社會責任感的公民，我們密切關注環境質素。在開發業務時，我們努力降低對環境的影響。我們保護環境的決心體現在我們的環保政策的訂立。政策表明我們致力於環境保護，盡力減低業務營運對環境的影響，以及透過我們的解決方案推動可持續發展的承諾。除遵守相關法例及監管要求外，政策亦為我們的管理層及僱員提供日常營運指引，其中包括我們在節能、減少溫室氣體排放、減少廢物及綠色採購方面的環保政策。政策可供科聯全體僱員查閱，並定期更新。

Our environment

我們的環境

In 2020, we complied with all applicable environmental regulations including Air Pollution Control Ordinance and Waste Disposal Ordinance.

Providing environmental solutions for customers

Our solution offerings follow closely the Environmental Policy of the Company. From design to implementation, we are dedicated to realising our corporate's vision "To build a better world with Information Technology" and inspiring our clients to adopt IT to protecting our environment.

People's daily lives induce huge paper wastage. The situation is also obvious in human resources management. In 2020, our HRMS provided system customisation services for McDonald's, a popular fast-food restaurant chains in Hong Kong, to optimise human resources workflow management through automated function modules for duties such as payroll, leave and claim management. The implementation of new functions minimised paper forms for employees to submit human resources related applications facilitating a paperless office practice while enhancing document management to minimising form-filling errors.

於二零二零年，我們遵守所有適用環保規例包括空氣污染管制條例及廢物處置條例。

為客戶提供環保解決方案

我們提供的解決方案緊貼本公司的環保政策。從設計到實行，我們都致力實現企業「善用資訊科技構建美好世界」的願景，引導客戶利用資訊科技保護環境。

在日常生活中大量紙張被人類浪費。此情況在人力資源管理方面尤其明顯。在二零二零年，我們的人力資源管理軟件為麥當勞（香港一間受歡迎快餐連鎖店）提供了系統定製服務，通過自動化功能模組，改善其人力資源工作流程的管理，包括支薪、假期和索賠管理等。實施新功能後，員工就人力資源相關申請提交的紙張表格得以減少，促成了無紙辦公，並加強文檔管理以減少表格填寫錯誤。



Our environment

我們的環境

Our efforts in improving environmental performance

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

In the reporting year, we joined the corporate membership of Green Council, setting out new directions in improving C&T’s environmental performance. One of the achievements was the completion of the “Goals for Sustainable Development Goals (“SDGs”)” action checklist and participation in a series of sustainability trainings which provided more insights on transforming business operations and value chains by implementing sustainability at corporate level.

Our efforts in the environmental protection was recognised in 2020 as we attained a EcoPartner certificate from in the BOCHK Corporate Environmental Leadership Award. The award was organised by the Federation of Hong Kong Industries (“FHKI”) and sponsored by Bank of China (Hong Kong) (“BOCHK”) since 2015, with an aim to promote active participation in environmentally conscious practices among the manufacturing and services enterprises in Hong Kong and the Pan-Pearl River Delta (“Pan-PRD”) region to further reduce environmental footprints in these communities.



我們致力改善環保表現

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

在報告年度，我們加入環保促進會成為企業會員，為改善科聯的環境表現勾畫出新方向。在眾多成果中，我們完成了「可持續發展目標」的行動清單，並參與了一系列可持續發展培訓，從而增進知識，了解如何在企業層面實行可持續發展，藉以轉化業務營運和價值鏈。

於二零二零年，憑藉在環境保護方面的努力，我們獲中銀香港企業環保領先大獎認為環保傑出伙伴。該獎項始創於二零一五年，由香港工業總會（「工總」）主辦，中國銀行（香港）（「中銀香港」）贊助，旨在推動香港及泛珠三角地區（「珠三角」）的製造和服務企業積極參與環保實踐，進一步降低該等社區的環境足跡。



Our environment

我們的環境

Apart from regular activities organised by environmental organisations, C&T staff have actively participated in the company's go-green workshops and activities. An upcycling workshop organised by Lung Fu Shan Environmental Education Center was conducted in January 2020. More than 20 colleagues gathered together to know more about plastic pollution and raise daily awareness of environmental protection through do-it-yourself (DIY) making of recycled products.



除了定期參加環保組織舉辦的活動外，科聯員工也積極參加本公司的環保工作坊和活動。於二零二零年一月，龍虎山環境教育中心舉辦了一個升級再造工作坊，二十多名同事齊聚一堂，親手制作回收產品，了解更多關於塑膠污染的知識，提高日常環保意識。

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

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

Besides, a number of recycling programmes were conducted to collect festive wastes, such as red packets, mooncake tins and desk calendars.

此外，我們展開了多項回收活動，例如收集利事封、月餅罐及座台月歷等節日廢物。

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

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

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

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

Our environment

我們的環境

In 2020, we supported the International Coastal Cleaning Campaign and started a new commitment to protect our coastal, a global event initiated by the Ocean Conservancy since 1986 and coordinated by Green Council. As a Hong Kong Green Organisation, C&T is committed to adopting green initiatives and practices, and also facilitating the public's engagement in environmental protection, saving our world together.

於二零二零年，我們參與了國際海岸清潔運動（海洋保護協會自一九八六年發起，並由環保促進會協調的全球活動），並對保護海岸許下新承諾。作為香港的綠色組織，科聯一方面致力於綠色倡議和實踐，亦推動公眾參與環保，共同為拯救地球出力。



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

另一方面，我們會監察不同的環保指標，以便持續改善我們業務營運中的環保表現。我們一直密切監察耗電、用紙及碳排放情況。以下數據有助我們檢討環保表現及制定改善措施。

Year ended 31 December

截至十二月三十一日止年度

		2020 二零二零年	2019 二零一九年	Change 變動
Office in Hong Kong	香港辦公室			
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	303,284	301,250	+0.7%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度 (千瓦時/平方米面積)	163	162	+0.6%
Carbon emission (Scope 2 only) ² (tonnes CO ₂ -e)	碳排放(僅指範圍2) ² (公噸二氧化碳當量)	215	244	-11.9%
Carbon intensity (tonnes CO ₂ -e/m ² floor area)	碳排放密度 (公噸二氧化碳當量/平方米面積)	0.12	0.13	-7.7%

Our environment

我們的環境

Year ended 31 December

截至十二月三十一日止年度

		2020 二零二零年	2019 二零一九年	Change 變動
Office in Mainland China³				
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	188,425	174,718	+7.8%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度 (千瓦時/平方米面積)	104	114	-8.8%
Carbon emission (Scope 2 only) ⁴ (tonnes CO ₂ -e)	碳排放(僅指範圍2) ⁴ (公噸二氧化碳當量)	150	142	+5.6%
Carbon intensity (tonnes CO ₂ -e/m ² floor area)	碳排放密度 (公噸二氧化碳當量/平方米面積)	0.08	0.09	-11.1%

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

2 We are accounting for Scope 2 carbon emission (indirect emission from consumption of purchased electricity) only. Our operation involves insignificant direct emission from consumption of vehicle fuels. According to the Sustainability Reports published by the Hongkong Electric Company, the carbon footprint per kWh of electricity sold in 2019 was 0.81kg and 2020 was 0.71kg.

3 Included offices in Shanghai, Beijing and Nanjing in 2019 and offices in Shanghai, Beijing, Shenzhen and Nanjing in 2020.

4 According to the latest Emission Factors for purchased electricity within Mainland China, published by National Development and Reform Commission, the emission factor for East China Regional Grid, North China Regional Grid and South China Regional Grid, are 0.7921 t-CO₂/MWh, 0.9419 t-CO₂/MWh and 0.8042 t-CO₂/MWh, respectively.

1 電力消耗報告內容包括辦公室中央空調、照明及其他電子設備所消耗的電力。

2 我們僅計入範圍2碳排放(使用已購買電力所產生的間接排放)。我們的業務營運涉及使用汽車燃油所產生的少量直接排放。根據香港電燈有限公司公佈的可持續發展報告,二零一九年及二零二零年每已售千瓦時電力的碳足跡分別為0.81千克及0.71千克。

3 二零一九年包括於上海、北京及南京之辦公室;二零二零年包括上海、北京、深圳及南京之辦公室。

4 根據國家發展和改革委員會最新發佈的中國區域電網基準線排放因子,華東區域電網、華北區域電網及華南區域電網的排放因子分別為0.7921公噸二氧化碳/百萬瓦小時、0.9419公噸二氧化碳/百萬瓦小時及0.8042公噸二氧化碳/百萬瓦小時。

C&T believes that delivering energy saving messages to our employees is critical to minimising electricity consumption.

科聯相信向我們的員工傳達節能信息,對減少用電量尤其重要。

In terms of energy conservation, we attempt to avoid unnecessary consumptions. A new system was developed to allow employees turn on their office computers remotely, simply input the user ID to activate the work-from-home arrangement. The new practise was implemented in 2020 to alleviate un-used equipment with sleep mode function after idle for 1 hour. We have also put in place a time zone system for lighting in our local office where all non-essential lights in the public areas are turned off after 6pm on business days.

就節約能源而言,我們會盡量避免不必要的消耗。我們已開發了一個新系統,讓員工遙距開啟辦公室電腦,只需輸入用戶帳號,即可以啟動在家工作安排。是項新措施於二零二零年實施,會在未使用設備閒置一小時後啟動睡眠模式,從而減低消耗。我們的本地辦公室照明亦已設有時區系統,於公共空間的所有非必要照明均會於營業日下午六時後熄滅。

Our environment

我們的環境

Taking part in the HKSAR Government's Energy Saving Charter on "No ILB" (incandescent light bulbs), we have replaced traditional fluorescent tubes and light bulbs with energy-efficient LED lights and T5 fluorescent tubes. We have also retired less energy-efficient electronic appliances for more efficient ones in our Hong Kong office.

我們已參與香港特區政府的「不要鎢絲燈泡節能約章」，以較具能源效益的LED燈及T5光管取代傳統光管及燈泡。我們於香港的辦公室亦已採用更具能源效益的電器，以取代能源效益較低的裝置。



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

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

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

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

Paper usage

Year ended 31 December

截至十二月三十一日止年度

		2020 二零二零年	2019 二零一九年	Change 變動
Total paper consumption (in tonnes)	總紙張消耗量 (以噸計)	1.7	2.4	-29.2%
Intensity (tonnes/m ²)	密度 (噸/平方米)	0.0005	0.0007	-28.6%

In the reporting year, a noticeable reduction in paper usage was achieved. In 2020, some administration processes and internal communications have been changed to non-tangible format in order to achieve a paperless office.

紙張用量

報告年度的紙張消耗量顯著減少。於二零二零年，部份行政流程和內部通信都改為虛擬格式，以實現無紙辦公。

Our environment

我們的環境

Our green procurement practices

Our commitment to the environment can also be observed in our procurement practices. We purchase electronic and paper products to support our operation. These products impose environmental impact throughout their life-cycles. This urged us to develop our Green Procurement Policy, which governs the purchasing practices in our day-to-day business. In addition to our regular practices in green procurement, several new criteria were added when choosing suppliers, such as product environmental certification, fair trade label and sustainability statement.

As a way of saving cost, the policy also encourages our staff to purchase products with less packing and greater durability.

During the reporting period, we were awarded the “Wastewi\$e Certificate” and “Energywi\$e Certificate” issued by the Environmental Campaign Committee (ECC) alongside the Environmental Protection Department and in conjunction with nine organisations to recognise our effort in waste reduction and energy conservation.

我們的綠色採購常規

我們對環境的承諾亦可從我們的採購常規中體現。我們需購買電子及紙張產品支援我們的業務運作，而此等產品在其生命週期中會對環境造成影響。受此推動，我們訂立綠色採購政策，規管我們於日常業務中的購買常規。在綠色採購常規之外，我們還在挑選供應商時增加了若干新標準，例如環保產品認證、公平貿易標籤和可持續發展聲明。

為節省成本，政策亦鼓勵僱員購買較少包裝及更耐用的產品。

於報告期間，我們獲環境運動委員會（環運會）聯同環境保護署及九個機構合頒發「減廢證書」及「節能證書」，以表揚我們於減廢及節能的努力。



Our community 我們的社區

Our contribution to community

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

In 2020, we were honoured with the “Social Capital Builder Award 2020” by the Community Investment and Inclusion Fund (“CIIF”) of the Labour and Welfare Bureau, recognising the Company’s contribution to the development of social capital in Hong Kong.



We are always extending our support to the society. Continuing from the participation in “Pink Walk for Breast Health” in 2019, our Chairman, Ir. Ng Cheung Shing has contributed select pieces of his photography to Hong Kong Breast Cancer Foundation for charity sales. The photo book called “Perfect Moment” has been released for fund raising to support the breast health advocacy. The response was overwhelming and brought our society involvement to the next level.



我們對社區的貢獻

與社區一同進步成長為我們的願景，我們致力共建強盛與包容以回饋社會。我們鼓勵及協助僱員參與志願服務及慈善活動。

於二零二零年，本集團獲勞工及福利局社區投資共享基金（「社區投資共享基金」）頒發「社會資本動力獎2020」，表揚本公司發展香港社會資本的貢獻。

我們時刻向社會伸出支援之手。自二零一九年參與「乳健同行」活動以來，本公司主席吳長勝先生已把自己的攝影佳作捐獻予香港乳癌基金會，作義賣之用。捐贈的照片匯集成攝影集《完美一刻》，協助乳健籌款。反應之熱烈把我們的社會參與帶到另一境界。

HKEX ESG Guide Content Index

聯交所環境、社會及管治報告指引索引

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

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聯交所環境、社會及管治報告指引索引

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

HKEX ESG Guide Content Index

聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect A2: Use of Resources 層面 A2 : 資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Our environment 我們的環境	
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity. 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度。	Our efforts in improving environmental performance 我們致力改善環保表現	
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity. 總耗水量及密度。	Not material 不重大	C&T's operation does not involve consumption of water in significant quantities. Therefore we are not disclosing on this figure. 科聯業務營運並無耗費大量水資源。因此我們並無披露該數據。
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Our efforts in improving environmental performance 我們致力改善環保表現	
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題, 以及提升用水效益計劃及所得成果。	Not material 不重大	C&T's operation does not involve consumption of water in significant quantities. Therefore we are not disclosing on this indicator. 科聯業務營運並無耗費大量水資源。因此我們並無披露該指標。

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	Not material 不重大	As an IT services provider, C&T does not produce any packaged products. For quantities of paper consumed, please refer to "Our environment". 作為資訊科技服務供應商，科聯不生產任何包裝產品。有關內部耗費的紙張量，請參閱「我們的環境」。
Aspect A3: The Environment and Natural Resources 層面 A3：環境及天然資源			
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Not material 不重大	As an IT services provider, we consider our operation not impacting the environmental and natural resources significantly. 作為資訊科技服務供應商，我們認為本公司營運對環境及天然資源並無造成重大影響。
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Not material 不重大	As an IT services provider, we consider our operation not impacting the environmental and natural resources significantly. 作為資訊科技服務供應商，我們認為本公司營運對環境及天然資源並無造成重大影響。

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B1: Employment 層面B1：僱傭			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our talent 我們的人才	
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Diversity and inclusiveness 多元化與包容性	
KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Diversity and inclusiveness 多元化與包容性	
Aspect B2: Health and Safety 層面B2：健康與安全			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Promoting employee health and well-being 提升僱員健康及福祉	
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Promoting employee health and well-being 提升僱員健康及福祉	

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ESG Aspects 環境、社會及管治報告層面	Disclosed in 披露章節	Remarks 備註	
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	Promoting employee health and well-being 提升僱員健康及福祉	
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Promoting employee health and well-being 提升僱員健康及福祉	
Aspect B3: Development and Training 層面 B3：發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Developing talent 人才發展	
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Developing talent 人才發展	We ensure that our employees received regular training relevant to their job duties. Our efforts in employee development and training can be found in "Our talent". 我們確保員工能定期接受與其職責相關的培訓。有關我們對僱員發展及培訓的資源投放，請參閱「我們的人才」。
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Developing talent 人才發展	We ensure that our employees received regular training relevant to their job duties. Our efforts in employee development and training can be found in "Our talent". 我們確保員工能定期接受與其職責相關的培訓。有關我們對僱員發展及培訓的資源投放，請參閱「我們的人才」。

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B4: Labour Standards 層面 B4：勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工及強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Not material 不重大	As an IT services provider, we mainly employ talents who have specific qualifications and work experience. We consider the risk in engaging child and forced labor is very low. Therefore we are not disclosing on this. 為資訊科技服務供應商，我們主要聘用具備特定資歷及相關工作經驗的人才。我們認為僱傭童工及強制勞工的風險非常低。因此我們並無作出相關披露。
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Not disclosed 不披露	See remark for KPI B4 “General Disclosure”. 見關鍵績效指標 B4「一般披露」備註。
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Not disclosed 不披露	See remark for KPI B4 “General Disclosure”. 見關鍵績效指標 B4「一般披露」備註。
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Our responsibilities 我們的責任	We regard misconduct of suppliers, such as corruption and disclosure of confidential information as key ESG-related risk of engaging contractors. 我們認為委聘的外判商牽涉的主要環境、社會及管治風險為供應商過失，例如貪污及洩露機密資料。

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ESG Aspects	環境、社會及管治報告層面	Disclosed in	披露章節	Remarks	備註
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Not disclosed 不披露			
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Not disclosed 不披露		Our policy requires activities outsourced to external parties to comply with the same security requirements as in-house activities. 我們的政策要求外判予外界各方的業務活動須遵照與內部業務活動相同的安全要求。	
Aspect B6: Product Responsibility 層面 B6：產品責任					
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our responsibilities 我們的責任			
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用		As an IT services provider, C&T does not produce any tangible products. This indicator is therefore not applicable. 作為資訊科技服務供應商，科聯不生產任何有形產品。因此該指標不適用。	
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Not disclosed 不披露			

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ESG Aspects	環境、社會及管治報告層面	Disclosed in	披露章節	Remarks	備註
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Protecting IP rights and data privacy 保護知識產權及資料私隱			
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Continuous improvement in quality service 優質服務的持續改進			
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Protecting IP rights and data privacy 保護知識產權及資料私隱			
Aspect B7: Anti-corruption 層面B7：反貪污					
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Upholding ethical conduct 秉持道德操守			
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Upholding ethical conduct 秉持道德操守			
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Upholding ethical conduct 秉持道德操守			

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





**Healing the world
means saving ourselves
and the future**



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