



ENVIRONMENTAL,
SOCIAL & GOVERNANCE
REPORT
2020

環境、社會及管治報告

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

INTRODUCTION

In the previous year, the Corona Virus Disease triggered a global instability in different industries. During the revolution, we see the potential and challenges of in the industry.

With the continuous grown of internet industry, the profit from consumer internet has been gradually craved up and the industry officially enters the “next round” – the generation of industrial internet. Taking this industry as a core of the new generation, HC Group Inc. (“HC Group” or the “Company”) and its subsidiaries (collectively referred as the “Group” or “we”) continuously commit to enable traditional industries with internet and data and work for its vision of being the leading industrial internet group in the People’s Republic of China (the “PRC” or “China”). In the process of developing its business, the Group also takes social impact into consideration and hence it consciously implemented a series of corporate social responsibility programme to contribute to the community. The Group firmly believes that it is the most effective way to create long-term value for shareholders and other stakeholders.

The Group focuses on a number of areas, including environmental protection, staff performance enhancement, community caring and poverty alleviation. The Group also actively combats cybercrime and has established the HC College to share business management experiences with the customers. Through cooperation with the stakeholders, the Group aims to build a robust and sustainable business environment.

BUSINESS OVERVIEW

The Group endeavours to become a leading industrial internet group in the PRC. Since its establishment in 1992, the Group has engaged in pragmatic and robust development, managed to be listed on the GEM of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) in 2003 with its stable performance and strength, and transferred its listing to the Main Board of the Stock Exchange on 10 October 2014. As of 31 December 2020, the Group had expanded its business to more than 100 cities nationwide, with branches established in over ten cities and a service team of around 1,658 employees in total.

By focusing on and integrating advantageous resources, in 2019 the Group established three business segments including technology-driven new retail, smart industries as well as platform and corporate services, which has invested and incubated several significant vertical “runways” and formulated a comprehensive industrial internet ecosystem.

The Group focuses on the vertical tracks of industrial internet and stresses on ecosystem construction, continues rolling out more and better products and services to our customers, with improving capability of empowering traditional industries and creating values for customers.

引言

在過去一年，新冠疫情反覆引發全球各行業的動盪。然而在變革中，我們看到了產業互聯網所蘊含的潛力與挑戰。

隨著中國互聯網行業發展的不斷深入，消費互聯網的「紅利」逐漸被瓜分，互聯網行業正式進入「下半場」— 產業互聯網時代。在這個以產業為核心的新時代，慧聰集團有限公司（「本公司」）及其附屬公司（統稱「本集團」或「我們」）持續致力於用互聯網和大數據賦能傳統產業，以成為中華人民共和國（「中國」）領先的產業互聯網集團為願景。在發展業務的同時，同時也考慮到對社會的影響，因此自覺推行社會企業責任，為社會的福祉貢獻心力。本集團深信，此舉實屬為股東及其他持份者創造長遠價值之最有效方式。

本集團專注在多個範疇，包括環境保護、員工扶助、關顧社會及扶助貧困。同時，本集團積極打擊網上欺詐，並建立慧聰商學院，與客戶分享營商管理經驗。我們通過與不同持份者的合作，建立一個穩健及可持續發展的營商環境。

企業概覽

本集團致力於成為中國領先之產業互聯網集團。本集團於一九九二年成立，公司成立後務實穩健發展，依靠穩定的業績和實力於二零零三年在香港聯合交易所有限公司（「聯交所」）GEM上市及二零一四年十月十日成功轉入聯交所主板上市。截至二零二零年十二月三十一日，本集團之業務範圍已經拓展至全國上百城市，在十餘個城市擁有分支機構，服務團隊合共約1,658名僱員。

通過聚焦及整合優勢資源，本集團於二零一九年形成了科技新零售、智慧產業、平台與企業服務三大事業群，投資孵化多條重要垂直賽道，建立起完整的產業互聯網生態。

本集團專注產業互聯網垂直賽道，重視生態圈建設，不斷為客戶提供更多、更好的產品和服務，賦能傳統產業、為客戶創造價值的能力不斷增強。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

INTRODUCTION, ENVIRONMENTAL, SOCIAL AND GOVERNANCE POLICIES

This Environmental, Social and Governance Report (the “ESG Report”) summarizes the environmental, social and governance (the “ESG”) initiatives, plans and performance of the Group, and demonstrates its commitment to sustainable development.

The Company is committed to becoming a leading group in industrial internet in China, adhering to the management policies of sustainable environmental, social and governance development. We are also committed to handling the Group’s environmental, social and governance affairs of the Group effectively and responsibly, which becomes a core part of our business strategy. We believe this is the key to our continued success in the future.

The ESG Governance Structure

In 2017, the Group established the ESG Task Force (the “Task Force”). The Task Force comprises core members from different departments of the Group and is responsible for collecting relevant information for our ESG aspects for the preparation of the ESG Report. The Task Force reports to the board of directors of the Company (the “Board”), assists in identifying and assessing the Group’s ESG risks, and assesses the effectiveness of the Group’s ESG internal control mechanism. The Task Force will also examine and assess our performance in different aspects such as health and safety, labour standards, and product responsibility in the ESG area. The Board sets the general direction of the Group’s ESG strategy and ensures the effectiveness of ESG risk control and internal control mechanism.

SCOPE OF REPORTING

The general disclosure and compliance issues in this report mainly cover the principal subsidiaries of the Group in the four major operation units: the Beijing office, the HC Website (the “hc360.com”), ZOL and the Beijing PanPass Information Technology Co., Ltd. (“PanPass”) (National Equities Exchange and Quotations stock code:430073):

- Beijing office is the head office in the PRC of the Group;
- the hc360.com committed to develop a platform on the Internet in helping small and medium sized enterprises to “improve industrial efficiency” and “create value for customers”;
- ZOL mainly integrates offline and online retail of electronics products by leveraging big data and internet technology, and links up various parties of technology industrial chain to provide online marketing services; and
- PanPass provides lifetime traceability and management services for brand customers as a platform with Z-SCM, a proprietary intellectual right supply chain management system, based on the technologies such as IoT, big data, artificial intelligence and computation, markers of digital code, QR code, RFID, etc. as carriers.

序言和環境、社會及管治方針

本環境、社會及管治報告(「本報告」)總結本集團在環境、社會及管治上的倡議、計劃及績效，並展示其在可持續發展方面的承諾。

本集團作為致力於成為中國領先之產業互聯網集團，秉承可持續發展的環境、社會及管治的管理方針，承諾有效及負責任地處理本集團的環境、社會及管治事務，並以此作為我們商業戰略的一個核心部分，因為我們相信這是讓我們在未來繼續取得成功的關鍵。

環境、社會及管治治理結構

在二零一七年，本集團成立了環境、社會及管治工作小組(簡稱「工作小組」)。工作小組由本集團不同部門的核心成員組成，負責搜集我們在環境、社會及管治方面的相關資料以編製環境、社會及管治報告。工作小組會向本公司董事會(「董事會」)匯報，協助辨識和評估本集團的環境、社會及管治風險以及評估本集團環境、社會及管治內部控制機制的有效性。工作小組亦會檢查和評估我們在環境、社會及管治範疇內環境、健康與安全、勞工標準、產品責任等不同方面的表現。董事會則會設定集團環境、社會及管治戰略上的大方向，並確保環境、社會及管治風險控制及內部控制機制的有效性。

報告範圍

本報告的環境及社會政策及措施的一般披露部分以及合規事宜涵蓋了本集團的主要附屬公司，包括北京總部辦公室、慧聰網(hc360.com)、中關村在綫(「ZOL」)及北京兆信信息技術股份有限公司(「兆信股份」)(新三板股票代碼：430073)四大單位：

- 北京總部辦公室為本集團的總辦事處；
- 慧聰網(hc360.com)，致力於開發出能夠幫助中小企業「提升產業效率」、「為客戶創造價值」的產業互聯網生意平台；
- ZOL主要透過利用大數據及互聯網技術，並連接科技產業鏈上各角色，提供網上營銷服務；及
- 兆信股份，以自主知識產權供應鏈管理體系Z-SCM為核心平台，基於IoT、大數據、人工智能(AI)、運算等技術，通數字碼、二維碼、RFID等標識物為載體，為品牌客戶提供產品全生命週期追溯及管理服務。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Unless specified otherwise, the disclosure scope of the Environmental Key Performance Indicators section of this report covers the Group's Beijing office, the hc360.com, ZOL and PanPass. We will continue to expand the scope of disclosure in the future after the Group's data collection system becomes more mature and the sustainable development work is enhanced.

REPORTING FRAMEWORK

The ESG Report is prepared pursuant to the Environmental, Social and Governance Reporting Guide under Appendix 27 to the Rules governing the listing of securities on the Stock Exchange (the "ESG Reporting Guide").

The corporate governance practices of the Group are set out in the corporate governance report on pages 99 to 113 of the annual report 2020.

REPORTING PERIOD

The ESG Report describes the ESG activities, challenges and measures taken by the Group during the year ended 31 December 2020 (the "Reporting Period").

STAKEHOLDER ENGAGEMENT

Stakeholder participation is an integral part of the Group's continuous improvement of the sustainable development performance. Therefore, the Group places emphasis on different stakeholders and their opinions on our operations and environmental, social and governance issues. In order to fully understand, respond to and handle the major concerns of different stakeholders, we have been closely communicating with different stakeholders including but not limited to investors, customers, suppliers, employees and the government.

Through various kinds of stakeholders' participation and communication channels, we will incorporate the expectations of stakeholders into our operational and environmental, social and governance strategies. The communication channels with the main stakeholders are as follows:

Key Stakeholders

主要持份者

Employees
員工

Communication Channels

聯繫管道

Employee Opinion Survey
員工意見調查
Channels for Employees Feedback (form, suggestion box, etc.)
員工表達意見的管道(表格, 意見箱等)
Employee Newsletter and Broadcasting
員工通訊和廣播
Intranet
內部網絡
Regular Management Newsletter and Performance Evaluations
定期的管理通訊和工作表現評核

除了特別列明以外, 本報告的環境關鍵績效指標部分的披露範圍為本集團的北京總部辦公室、慧聰網、中關村在綫及兆信股份。待集團之數據收集系統更趨成熟, 以及可持續發展工作深化之後, 我們將於未來繼續擴大披露範圍。

報告框架

環境、社會及管治報告依照聯交所證券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」)所編製編寫。

有關本集團的企業管治常規刊載於2020年年報第99至113頁的企業管治報告內。

報告期間

環境、社會及管治報告詳述本集團於截至二零二零年十二月三十一日止年度(「本報告期間」)取得的環境、社會及管治方面的活動、挑戰和採取的措施。

持份者參與

持份者參與是集團持續提升可持續發展表現不可或缺的一環, 因此本集團重視不同持份者及他們對我們經營及環境、社會及管治事務上的意見。為全面瞭解、響應及處理不同持份者的核心關注點, 我們一直與包括但不限於投資者、客戶、供貨商、員工及政府在內的不同持份者緊密溝通。

通過不同的持份者參與及溝通管道, 我們會將持份者的期望帶入我們的營運及環境、社會及管治戰略當中。持份者參與及溝通管道如下:

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Key Stakeholders

主要持份者

Investors/Shareholders

投資者／股東

Customers

客戶

Suppliers

供貨商

Government

政府

Communication Channels

聯繫管道

Annual General Meeting

股東周年大會

Annual Report and Interim Report

年報及中期報告

Announcements and Circulars

公告及通函

Investor Conferences

投資者會議

Customer Satisfaction Survey and Feedback Form

客戶滿意度調查和意見表

Customer Service Center

客戶服務中心

Customer Service Manager

客戶經理

Customer Service Hotline

客戶服務熱線

Customer Meetings

客戶會議

Group Website

集團網頁

Supplier Management Conferences and Events

供貨商管理會議及活動

Written Response to Public Consultation

書面回應公眾諮詢

The Group endeavours to improve its performance in the environmental, social and governance aspects through mutual cooperation, thus creating greater value for our country and our society.

我們致力於與我們的持份者合作以改善本集團在環境、社會及管治方面的表現，並為我們的國家和社會持續創造更大的價值。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

MATERIALITY ASSESSMENT

The management and staff of the Group's respective major functions have participated in the preparation of the ESG Report to assist the Group in reviewing its operations and identifying relevant ESG issues and assess the importance of related matters to our business and each stakeholder. Based on the assessed significant ESG issues, a data collection questionnaire was prepared to collect information from relevant departments and business units of the Group.

The following table is a summary of the Group's material ESG issues included in this report:

重要範疇評估

本集團各主要職能的管理層與員工均有參與編製環境、社會及管治報告，以協助本集團檢討其運作情況及鑒別相關環境、社會及管治事宜，並評估相關事宜對我們的業務以及各持份者的重要性。根據經評估的環境、社會及管治重要事項，以編製數據收集問卷，向本集團相關部門及業務單位收集數據。

下表為本報告所載本集團屬重大環境、社會及管治事宜之摘要：

Report Guide

報告指引

A Environmental

A. 環境

A1. Emissions

A1. 排放物

The ESG material aspects of the Group

本集團環境、社會及管治重要範疇

Exhaust Gas and GHG Emissions

廢氣及溫室氣體排放

Domestic Sewage

生活污水

Waste Management

廢物處理

A2. Use of Resources

A2. 資源使用

Energy Consumption

能源消耗

Water Consumption

水源消耗

A3. The Environment and Natural Resources

A3. 環境及天然資源

Working Environment

工作環境

B. Social

B. 社會

B1. Employment

B1. 僱傭

Compensation and Benefits

薪酬福利

Employment, Promotion and Dismissal

招聘、晉升及解聘

Equal Opportunity, Diversity and Anti-discrimination

機會平等、多元化及反歧視

B2. Health and Safety

B2. 健康與安全

Internal Health and Safety Management System

內部健康與安全管理制度

Fire Safety

消防安全

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Report Guide

報告指引

B3. Development and Training

B3. 發展及培訓

The ESG material aspects of the Group

本集團環境、社會及管治重要範疇

Training Management

培訓管理

20

Training Programs

培訓項目

21

B4. Labor Standard

B4. 勞工準則

Prevent Child and Forced Labour

防止童工或強制勞工

22

B5. Supply Chain Management

B5. 供應鏈管理

Supplier Assessment

供貨商審查

23

Fair and Open Procurement

公平及公開採購

24

B6. Product Responsibility

B6. 產品責任

Advertising and Labelling

廣告及標籤

25

Customer Service

客戶服務

26

User Data and System Security

用戶數據及系統保安

27

B7. Anti-corruption

B7. 反貪污

Prevention of Corruption

反腐倡廉

28

B8. Community Investment

B8. 小區投資

Corporate Social Responsibility

企業社會責任

29

During the year ended 31 December 2020, the Group confirmed that it has established appropriate and effective management policies and control systems for ESG issues and confirmed that the disclosed contents are in compliance with the requirements of the ESG Reporting Guide.

於截至二零二零年十二月三十一日止年度，本集團確認已就環境、社會及管治事宜設立合適及有效的管理政策及監控系統，並確認所披露內容符合報告指引的要求。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

CONTACT US

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG Report or our performance in sustainable development and email it to songwei01@hc360.com.

A. Environmental

A1. Emissions

General Disclosure and Key Performance Indicators (“KPIs”)

Global warming and climate change have become major environmental issues around the world. The Group adheres to the strategy of sustainable development during the operation. With the aim to reduce energy consumption and carbon emissions, the Group has been exploring operating models that have less harmful effects on the environment, recognising the importance of good environmental management, and striving to protect the environment in order to fulfill the Group’s commitment on social responsibility.

The Group regularly follows the latest national and regional environmental protection laws and regulations, thereby focusing on strengthening environmental protection measures in order to comply with related local laws and regulations and fully implement environmental policies. The Group complies with applicable laws and regulations, including “Environmental Protection Law of the People’s Republic of China”, “Law of the People’s Republic of China on the Prevention and Control of Atmosphere Pollution”, “Water Pollution Prevention and Control Law of the People’s Republic of China”, and “Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes”, etc.

In relation to the environmental aspect, this report is mainly aimed at the environmental impact and related measures of the Group’s offices in the PRC during daily operation. The Group has formulated relevant rules and regulations for the effective control and orderly management of the greenhouse gases and harmless waste generated during operation.

與我們聯絡

我們歡迎持份者提供意見及建議。閣下可就環境、社會及管治報告或我們在可持續發展方面的表現提供寶貴意見，並電郵至songwei01@hc360.com。

A. 環境

A1. 排放物

一般披露和關鍵績效指標（「關鍵績效指標」）

全球暖化及氣候變化已成為全球各地面對的重大環境問題。本集團在運營上堅持可持續發展的戰略，以減低能源消耗和碳排放為目標及一直探索對環境較少有害影響的營運方式，重視良好的環境管理，努力保護環境，以落實本集團應承擔的社會責任。

本集團定期追蹤最新國家和地區環境保護法律法規，以遵守當地政府相關的法律法規和貫徹落實環境政策，並以此為依據專註於加強環境保護的措施。本集團遵守適用法律法規，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》、《中華人民共和國水污染防治法》和《中華人民共和國固體廢物污染環境防治法》等等。

就環境層面報告，本報告主要針對本集團位於中國的辦公室在日常營運過程中對環境的影響及相關措施，並制定了有關環保管理制度和規程，規範運營中產生之小量溫室氣體和無害廢棄物等。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

The responsible persons in charge of the Group's environmental affairs supervise the implementation of the above measures and relevant environmental protection policies. Under the strict supervision and guidance, every department endeavours to implement the environmental protection policies of the Group and ensure that all operation processes comply with legal requirements. The responsible persons at all levels of environmental protection will continue to review the policies and implementation procedures of the Group and report to the management appropriately. Suggestions would be made if necessary. When unexpected incident causes abnormal discharge during operation, the responsible persons should take emergency measures immediately to prevent the outspread of pollution and report to the management level in a timely manner for efficient coordination.

During the Reporting Period, the Group did not have any violations of relevant local environmental laws and regulations in relation to exhaust gas and Greenhouse Gas ("GHG") emissions, water and land discharge, and the generation of hazardous and non-hazardous waste that have a significant impact on the Group.

Exhaust Gas and GHG Emissions

Exhaust Gas Emission

Due to our business nature, the Group does not generate significant amount of exhaust gas emissions directly during its operations.

GHG Emissions

The principal GHG emissions of the Group is the energy indirect GHG emissions generated from purchased electricity and paper waste in office (Scope 2 and 3) and direct greenhouse gas emissions from gasoline and diesel generated through transportation and natural gas generated through heating (Scope 1). The Group actively adopts electricity conservation and energy saving measures as well as other measures to reduce GHG emissions, including:

- proactively adopt measures for environmental protection, energy conservation, and water saving. Relevant measures are described under "Energy Consumption" in Section A2;
- conduct monthly vehicle maintenance to reduce fuel consumption effectively, thereby reducing carbon emissions and exhaust emissions;
- phase out any trucks that fail to satisfy the standards of the national and regional emission policy (National Standard IV or EU V), purchase regular diesel and gasoline for vehicles, and conduct annual inspections to ensure the compliance with national emission standards;

本集團環境事務相關負責人員會監督上述措施及相關環保政策的實施情況。讓各部門在嚴格的監察及指導下，盡其所能執行集團的環保政策，確保所有業務流程符合法律要求。各級環保事務負責人員會持續審視集團的政策及實程序，並適當匯報予管理層，如有需要會提出建議措施。在營運過程中，出現突發事件造成排污異常，負責人應該立即採取應急措施，防止污染擴大，並及時向管理層匯報，以做好協調工作。

於本報告期間，本集團並沒有任何就空氣及溫室氣體、排放物、水及土地的排污以及有害及無害廢棄物產生、對本集團有重大影響的當地相關環境法律法規之違規事件。

廢氣及溫室氣體排放

廢氣排放

基於業務性質，本集團的營運過程中並不會直接產生大量廢氣排放。

溫室氣體排放

本集團的主要溫室氣體排放來源於外購電力及辦公室紙張消耗造成的能源間接溫室氣體排放(範疇二及三)以及交通運輸所消耗的汽油和柴油以及供暖消耗天然氣造成的直接溫室氣體排放(範疇一)。本集團積極採取節電和節能措施，以減少溫室氣體排放，包括：

- 積極採取環保節能措施，相關措施將在A2部分中「能源消耗」分段中的說明；
- 對所屬車輛進行按月檢修，以有效地降低燃料消耗，從而減少碳排放及廢氣排放；
- 根據國家及地區排放政策規定(國標IV或歐盟五期)，淘汰不達標貨車，為車輛採購正規柴油、汽油，並每年進行檢驗，確保達到國家排放標準；

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

- environmental principles are taken into consideration when launching each project at the project level. For example, when selecting suppliers, consider whether the materials used by the suppliers in the activities are harmful to the environment and whether they can effectively save energy and reduce GHG emissions will be considered; and
 - reduce the number of business trips through utilising electronic communication such as video conference and WeChat meetings.
- 在項目層面上，於每一個項目上考慮環保原則，如選擇供貨商時考慮供貨商於活動使用之物料是否對環境有害及是否能夠有效節省能源和減低溫室氣體排放；及
 - 通過視像會議和微信會議等電子溝通方式減少出差次數。

In addition to the measures above, the Group will issue environmental-related memorandum to its staff to raise their awareness of environmental preservation. Also, notices and posters relating to the environmental information have been placed in the offices to promote the best practices of environmental management.

除上述措施外，本集團會向員工發放環保通訊，以提高環保意識。此外，辦公室已掛上載有綠色信息的通告和海報，以宣傳環境管理的最佳實踐。

The summary of GHG emissions performance:

溫室氣體排放表現概述：

Indicator ¹	Total emissions in 2020 (calculated in tonnes) 2020年排放總量 (以噸計算)	Intensity – Total GHG emissions per employee (tonnes/employee) ² 密度－每位僱員溫室氣體 排放總量(噸/僱員) ²
Direct GHG Emissions (Scope 1) 直接溫室氣體排放(範圍1)	0噸(tonnes)	0.0噸(tonnes)
Indirect Emissions (Scope 2) 溫室氣體間接排放(範圍2)	261噸(tonnes)	0.38噸(tonnes)
Other Indirect Emissions (Scope 3) 其他間接排放(範圍3)	15 噸(tonnes)	0.02噸(tonnes)
Total Emissions (Scopes 1,2 and 3) 溫室氣體排放總量(範圍1、2及3)	276噸(tonnes)	0.40噸(tonnes)

Note:

備註：

- GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, the latest released emission factors of China's regional power grid basis., "How to prepare an ESG Report – Appendix II: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, and the latest release of greenhouse gas reporting emission factors from the UK Government's Department of Environment, Food and Rural Affairs (DERFA).
 - The number of employees in our Beijing office, the hc360.com, ZOL and PanPass covered by the ESG Report is 687 as at 31 December 2020.
- 溫室氣體排放數據乃按二氧化碳當量呈列，並參照包括但不限於世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、最新發佈的中國區域電網基線排放因子、聯交所發佈的《如何準備環境、社會及管治報告？－附錄二：環境關鍵績效指標匯報指引》及英國政府的环境、食品及農村事務部(DERFA)最新發佈的溫室氣體報告排放因子。
 - 本報告溫室氣體排放數據的披露範圍涵蓋了我們的北京總部、慧聰網、中關村在線及兆信股份。於截至二零二零年十二月三十一日，員工總數為687人。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Domestic Sewage

The Group also discharges domestic sewage during daily operation, which is discharged into the urban sewage pipe network after being purified by the underground sewage treatment facilities.

As the waste water discharged by the Group will be disposed through the municipal sewage pipe network to the regional water purification plant, the water consumption of the Group is considered as sewage discharge. The data on the discharge of sewage will be described in the section “Water Consumption” in Section A2.

Waste Management

The Group adheres to the waste management principles and strives to properly manage and dispose wastes produced by our business activities. All our waste management practices have been compiled with laws and regulations relating to environmental protection. The non-hazardous wastes generated by the Group's operations mainly consist of domestic waste. After collected and sorted by the Group, such wastes will eventually be collected and processed by general waste service providers. Recyclable wastes (such as paper) will be recycled for reuse.

We will regularly monitor the amount of domestic waste discharge and have implemented a number of reduction measures. The Group's offices have also provided suitable facilities and encouraged our staffs to sort and recycle the wastes to achieve the objectives in mitigating wastes, reusing and recycling during its operations. The Group maintains high standard in waste reduction, educates its employees the significance of sustainable development and provides relevant support in order to enhance their skills and knowledge in sustainable development. With the above measures we have adopted, the non-hazardous waste generated is minimized.

生活污水

本集團在日常運營過程中亦排放生活污水，排放的生活廢水經地下污水處理裝置淨化後會排入城市污水管網。

由於本集團排放的廢水會經市政污水管網送區域水質淨化廠處理，因此本集團耗水量即為污水排放量，污水排放量數據將於A2部分中「水源消耗」一節中說明。

廢物處理

本集團堅守廢物管理原則，致力適當處理及處置我們的業務活動產生的所有廢物。我們的所有廢物管理慣例符合相關環保法律及規例。本集團業務活動產生的無害廢棄物主要為生活垃圾。經收集及分類後，該類廢物最終會統一由一般廢物服務供貨商收集及處理，可循環再造的廢物(如紙張等)則會得到回收以再利用。

我們會定期監察生活垃圾排放量，並執行多項減少用量措施。本集團旗下辦公室亦提供適當設施，並鼓勵員工分類廢物來源及循環再用廢物，力求於營運過程中達致減廢、再用及再造的目標。本集團在減廢方面維持高標準，並教導員工可持續發展的重要性及提供相關支持，培養他們實行可持續發展的技能及知識。由於我們採取以上措施，因此所生產的無害廢物已經減至最少。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

The summary of major non-hazardous wastes discharge performance for the Group:

本集團的主要無害廢物排放表現概述：

Category of waste	Total discharge in 2020	Intensity – Total non-hazardous wastes discharge per employee (unit/employee)
廢物類別	2020年排放總量	密度－每位僱員相關無害廢物排放總量 (單位／僱員)
Domestic Waste ¹ 生活垃圾 ¹	51.62噸(tonnes)	0.08噸(tonnes)

Note:

備註：

- The domestic wastes discharge data covers the operation of our Beijing office, the hc360.com, ZOL and PanPass. As of 31 December 2020, the total number of employees is 687. The centralised waste treatment was taken in order to reduce its impact on the environment.

- 生活垃圾的排放數據涵蓋了我們的北京總部、慧聰網、中關村在線及兆信股份。於截至二零二零年十二月三十一日，員工總數為687人。生活垃圾透過集中壓縮管理減少對環境的影響。

Due to our business nature, the Group does not directly produce hazardous wastes in its business activities.

基於業務性質，本集團的營運過程中並不會直接產生有害廢棄物。

Digitalised Office

The Group is committed to establishing a digitalised office. The office makes full use of the online system, while general business notices and data transmissions are conducted through the internet system. Printing and copying are minimised to the largest extent to reduce paper usage, while double-side printing is also encouraged. The use of used envelopes and the reuse of used paper, cartons and folders are also encouraged during daily operation. The office is responsible for supervising the amount of paper usage and the waste paper is collected and disposed by the administrative department and the office. Reusable paper products, such as briefcases, envelopes, etc. are collected and recycled while the use of disposable paper products, such as paper cups and paper towels, is encouraged to minimise to the largest extent. In addition, the Group places “Green Message” reminders on office equipment to further enhance employees’ environmental awareness.

電子化辦公室

本集團致力於建立一個電子化的辦公室。辦公室內充分利用網上系統，一般事務性通知、數據傳送等通過網絡系統進行，建立電子工作流程。盡量避免打印及複印檔，減少使用紙張，辦公用紙盡量雙面使用，並盡量使用舊信封和循環使用曾用過的紙張、紙箱、信封及活頁夾。辦公室負責監督紙張用量；廢棄紙張由行政管理部及辦公室統一回收處理。收集並重複利用可反復使用的紙製品，如公文袋、信封等，以及盡量減少使用一次性紙製品，如紙杯、紙巾。除此以外，本集團亦會在辦公室設備貼上「環保訊息」提示，以提高員工的環保意識。

Green Procurement

The Group targets waste management from the source by procuring durable products and encouraging recycling. Computer equipment is indispensable for our online business platform, and the Group therefore has to purchase durable models, which are maintained and managed by the IT department and upgrade both hardware and software are upgraded on a timely basis. New computers are purchased only when necessary.

綠色採購

本集團從源頭著手，在採購時選擇耐用產品。提倡循環再用，計算機設備對於我們作為提供網絡平台是不可或缺，故本集團盡量選購耐用型號，並由計算機部負責進行維修及管理，定期為系統及硬件進行提升，只在必要時方添置新計算機。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

A2. Use of Resources

General Disclosure and KPIs

With the aim to actively promote the effective use of resources, the Group monitors the potential impact of business operations on the environment at real time and promotes green office and operating environment by adopting four basic principles, i.e. reduce, reuse, recycle and replace, thus minimising the impact of the Group on the environment.

Due to the business nature, the Group has a relatively low energy consumption and water consumption, especially on water consumption. As stated in A1, the Group has formulated policies and procedures related to environmental management to manage the use of water, electricity and oil by monitoring monthly usage statistics, focusing on management of key energy-consuming equipment, and regulating the operation procedure of equipment, in order to use the energy more efficiently.

The Group strictly complies with the “Water Law of the People’s Republic of China”, “Electric Power Law of the People’s Republic of China”, “Law of the People’s Republic of China on Conserving Energy”, and other relevant laws and regulations. During the Reporting Period, the Group was not aware of any material non-compliance of the above laws and regulations.

Energy Consumption

The major energy consumption of the Group during its daily operation is electricity and natural gas consumption in the operation, and petrol and diesel consumption via transportation.

The Group has formulated rules and regulations to achieve the goal of electricity saving and effective consumption. The relevant specific measures are as follows:

- select energy-efficient equipment and electrical appliances for use in production and office areas, and gradually replace obsolete equipment with energy-saving certified alternatives;
- forbid the use of large-power electrical appliances, such as heaters, kettles, refrigerators, etc., to avoid overload. Employees should turn off all electrical appliances that come with them when they leave office;
- turn off all the unnecessary lights, air conditioners, computers and other office equipment in office areas, conference rooms and corridors when they are not in use to avoid any waste;
- avoid the waste of electricity by not allowing employees to stay in the office after 23:00;
- use energy saving bulbs/LED lamps instead of traditional lamps;

A2. 資源使用

一般披露和關鍵績效指標

本集團以積極推動有效使用資源為宗旨，實時監察業務營運對環境帶來的潛在影響，並通過減少、重用、回收及取代四個基本原則，推廣綠色辦公及營運環境，將集團營運對環境的影響減至最低。

基於本集團的業務性質，本集團的能源消耗、用電量及耗水量相對較低，尤其耗水量微乎其微。如A1層面部分所述，本集團已制定了與環境管理相關的政策和程序，對水、電和油等能源使用進行管理，每月統計用量，對主要耗能設備進行重點管理，規範設備作業流程，以充分有效地利用能源。

本集團嚴格遵守《中華人民共和國水法》、《中華人民共和國電力法》、《中華人民共和國節約能源法》以及其他相關法律及法規。在報告期內，本集團並不知悉任何重大違反上述法律及法規的重大事宜。

能源消耗

在日常生產運營中，本集團的主要能源消耗為營運耗電及消耗的天然氣及交通運輸所消耗的汽油和柴油。

本集團制定了規章制度以達到節約用電及有效使用電力的目標，相關具體措施如下：

- 生產和辦公用電要選用節電的設備及電器，逐步用節能認證的新設備替代過時的設備；
- 員工嚴禁使用大功率自帶電器，如電暖氣、電水壺、電冰箱等，避免超負荷用電。員工下班離開工作區時應關閉自帶的所有電器；
- 辦公區、會議室和樓道內的燈、空調、計算機等辦公設備在不需要的時候，要及時關閉，避免浪費；
- 非因工作需要，晚上留置辦公場所一律不得超過23:00，以避免浪費電力；
- 使用慳電膽／LED燈，代替傳統燈管；

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

- forbid the run of idle equipment, unreasonable electric wiring distribution, etc.;
 - strictly regulate the use of air conditioners. During the summer, office air conditioning temperature should be adjusted to not less than 25 degrees Celsius; during the winter, the maximum set temperature should be 18 degrees Celsius to avoid the waste of power;
 - remind the employees to turn off their computers (host/monitor) when they go out for a long time, and switch them to standby or sleep mode when they go out for lunch; and
 - enhance the maintenance and overhaul of equipment, maintain the best condition of all electronic equipment for effective use of electricity.
- 嚴禁設備空運轉、配電線路佈線不合理等現象；
 - 嚴格規定空調的使用，辦公區供暖季室溫標準為18攝氏度，供冷季室溫標準為25攝氏度，以避免浪費電力；
 - 提醒員工長時間外出時要關閉自己的計算機(主機/顯示器)，中午外出就餐休息時，將計算機處理到待機或休眠狀態；及
 - 加強對設備的維護檢修，將各電子設備保持最佳的狀態，有效地使用電力。

In addition, by posting energy-saving slogans, etc. the Group instills the consciousness of energy conservation and environmental protection into the work and life of every employee. Due to our effective control on energy usage, we have largely reduced our energy consumption.

另外，本集團通過張貼節電標語等，將節能環保意識滲透到每位員工的工作和生活中。基於我們有效控制能源消耗，本集團大量減少了能源消耗。

During the Reporting Period, the energy consumption of the Group and its intensity were as follows:

於本報告期間，本集團能源消耗量和其密度為：

Type of energy	Electricity consumption ('000 kWh)	Intensity – generated amount per employee ('000 kWh/employee)
能源種類	能源消耗量兆瓦時	密度 ¹ —每位僱員 產生用量(兆瓦時/僱員)
Diesel 柴油	0	0
Petrol 汽油	108	0.56
Natural Gas 天然氣	0	0
Electricity 電力	360	0.52

Note:

備註：

- The data of energy consumption covers the operation of Beijing office, the hc360.com, ZOL and PanPass. As at 31 December 2020, the total number of employees was 687.
 - The natural gas usage is presented in terms of MWh and is based on, but not limited to, the conversion factors presented in the website "LS-energy HK" by CLP Power Hong Kong Limited.
- 本報告能源消耗數據的披露範圍涵蓋了我們的北京總部、慧聰網、中關村在線及兆信股份。於截至二零二零年十二月三十一日，我們的員工總數為687人。
 - 天然氣數據乃按兆瓦時呈列，並參照包括但不限於中華電力有限公司的「能源通識站」網站所載的換算因子。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Water Consumption

The water consumption of the Group mainly comes from the office water. We are not aware of any issue in sourcing water for the aforesaid purpose. We encourage all employees and customers to develop the habit of conserving water consciously. Pantry and washrooms are posted with environmental messages to remind employees for water conservation, which results in further enhancing our employees' awareness in water conservation.

We have made significant effort to reduce the use of water resources and minimize water usage. During the Reporting Period, the water consumption (i.e. wastewater discharge) of the Group and its intensity were as follows:

Water consumption (calculated in tonnes)

用水量(以噸計算)

6,200噸(tonnes)

Note:

1. The data of water consumption covers the operation of Beijing office, the hc360.com, ZOL and PanPass. As of 31 December 2020, the number of employees in Beijing Office and ZOL was 687.

Packaging Material

Due to our business nature, the Group does not produce any final products nor does it have any industrial facilities. Thus, it does not consume any significant amount of packaging materials during its daily operations.

水源消耗

本集團的用水主要是辦公區的生活用水。我們鼓勵所有員工和客戶養成自覺節約用水的習慣，本集團一直加強節水宣傳，茶水間及洗手間均貼有環保訊息，提醒員工節約用水，同時進一步提高了員工的節水意識。

由於疫情，清潔加強後耗水量有小幅度的增長。被於本報告期間，本集團用水量(即污水排放量)和其密度為：

Intensity¹ – generated amount per employee (tonnes/employee)

密度¹ – 每位僱員產生用量(噸/僱員)

9.02噸(tonnes)

備註：

1. 本報告水源消耗數據的披露範圍涵蓋了我們的北京總部、慧聰網、中關村在線及兆信股份。於截至二零二零年十二月三十一日，員工總數為687人。

包裝材料使用

基於業務性質，本集團不生產任何最終產品，亦沒有任何工業設施，因此在日常營運過程中並不會消耗大量包裝材料。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

A3. The Environment and Natural Resources

General Disclosure and KPIs

The Group focuses on the business impact of the Group on the environment and natural resources and pursues the best practice with the environment protection. In addition to complying with relevant environmental laws and regulations and international standards to properly preserve the natural environment, the Group has integrated the concept of environmental protection into its internal management and daily operation with the aim of achieving environmental sustainability.

Working Environment

The Group is committed to providing employees with a comfortable and green working environment to enhance work efficiency. The Group implements a 5S management system (sort, set in order, shine, standardise and sustain) to maintain office discipline and environmental hygiene and to keep the personal office area and public areas clean and tidy. Our staff will monitor the condition of the living and working environment from time to time to set up emergency plans in advance, and adopt prevention and control measures to identify problems and risks on a timely basis. We will deal with the identified problems and potential risks in time to maintain a sound working environment.

On the other hand, the Group regularly monitors and measures indoor air quality in the workplace. The Group maintains indoor air quality and filters pollutants and dust by using air purification equipment in the workplace and cleaning air conditioning system regularly.

A3. 環境及天然資源

一般披露和關鍵績效指標

本集團著重集團業務對環境及天然資源的影響，追求保護環境的最佳實務。除了遵循環境相關法規及國際準則，適切地保護自然環境外，為致力達成環境永續之目標，本集團亦將環境及天然資源保護的概念融入內部管理及日常營運活動當中。

工作環境

本集團致力為員工提供舒適及綠化的工作環境，以提升工作效率。本集團運用5S管理(整理、整頓、清掃、清潔、素養)維持辦公室秩序及環境衛生，保持個人辦公區域及公共區域環境整潔。我們的工作人員會不定時巡視生活區及辦公區，做好預防性的事前管理，及時發現問題和隱患，並及時解決，以保持良好的工作環境。

另一方面，本集團定期監控及測量工作場所的室內空氣質素。本集團通過在工作場所採用空氣淨化設備以及定期清潔空調系統等舉措，以維持室內空氣質素以及過濾污染物及灰塵。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

B. Social

B1. Employment

General Disclosure

The success of the Group is highly dependent on its capability to attract, cultivate and retain employees. Therefore, employees are the largest and most valuable asset and the core competitive advantage of the Group. The Group adheres to a people-oriented approach, respects and safeguards the legitimate interests of every employee, standardises labour employment management, protects employees' occupational health and safety. The Group also enhances democratic management, protects the vital interests of employees, and fully respects and values their enthusiasm, initiative and creativity in order to build a harmonious staff relationship. The Group's team adheres to the values of "HC's benefit first, actions correspond with words, true to our word, create values for customers".

The Group actively complied with laws and regulations, such as the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China" and the "Regulations on Work-related Injury Insurances". The Group has accordingly formulated a series of relevant personnel management policies to provide employees with a healthy, positive and motivative working atmosphere, and guides employees to actively integrate personal pursuits into the long-term development of the Group.

During the Reporting Period, the Group was not aware of any material non-compliance of laws and regulations in respect of human resources.

Compensation and Benefits

The Group, as an e-commerce operator, needs to be more creative and flexible than traditional businesses. The Group has established a fair, reasonable, and competitive remuneration system for salary payments to employees based on the principle of fairness, competition, incentives, reasonableness, and legality. The remuneration of the employees of the Group comprises basic salary, performance bonus, position subsidy, related subsidies and other various bonuses. In addition, the Group conducts annual assessments in accordance to changes in macro-economic factors (e.g. national policies and price levels), industry and regional remuneration levels, changes in the Group's development strategy, and the overall effectiveness of the Group, and makes corresponding adjustments to staff remuneration.

B. 社會

B1. 僱傭

一般披露

本集團的成功十分依賴於吸引、培養及留住員工的能力，因為員工是本集團最大及具價值的資產和競爭優勢的核心。本集團堅持以人為本，尊重和保障每一位員工的合法權益，規範勞動僱傭管理，保障員工職業健康安全，加強民主管理，維護員工切身利益，充分尊重和重視激發員工積極性、能動性和創造力，以構建和諧的勞動關係。本集團的團隊堅持「慧聰利益至上，言行一致，說到做到，為客戶創造價值」的價值觀。

本集團積極遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《工傷保險條例》等法律法規。本集團據此制定了一系列相關人事管理政策，為員工提供健康、陽光和向上的工作氛圍，引導員工積極將個人追求融入到本集團長遠發展之中。

於本報告期間，集團並未發現任何違反有關人力資源的法例和法規的重大事宜。

薪酬福利

本集團作為一家電子商務營運商，需要比傳統產業更創新及靈活。本集團建立了一套相對公平、合理且有競爭力的薪酬體系，基於公平、競爭、激勵、合理及合法原則，為員工發放薪酬。本集團員工薪酬由基本工資、績效工資、崗位補貼、相關補貼和各種獎金等組成。此外，本集團每年對國家政策和物價水平等宏觀因素的變化、行業及地區薪資水平、集團發展戰略變化以及集團整體效益情況進行評估，並對員工薪酬等作相應調整。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

The Group has signed and executed labour contracts with employees in accordance with the Labour Contract Law. The signing rate of the labor contracts is 100%. In accordance with the law, the Group legally pays “five social insurance and one housing fund” for its employees, namely endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance, and housing provident fund in accordance to the relevant laws and regulations in the PRC, to ensure that employees covered by social insurance.

The Group earnestly safeguards the legitimate interests of labour in accordance with the requirements of the national and local laws and regulations (e.g. the Labor Law), respects the rights of employees to rest and leave, and regulates their working hours and their rights for various types of rest times and holidays. Following the “Regulation on Paid Annual Leave for Employees” and other relevant regulations, we implement the paid leave policies for employees. In addition, employees are allowed to apply for flexible working schedule based on their job requirements.

The Group has been committed to providing thoughtful and comprehensive employee benefits and actively organising various activities. On the one hand, it creates a warm family atmosphere with meticulous care to employees. On the other hand, it helps employees to enjoy work-life balance through such benefits. The relevant benefits and activities are as follows:

- organise various recreational activities, such as annual dinner and festival activities etc. to enhance the sense of belongings;
- provide employees with free drinks and snacks during rest periods;

本集團按照《中華人民共和國勞動合同法》依法與員工簽訂並履行勞動合同，勞動合同簽約率為100%。本集團依法為員工繳納「五險一金」，即養老保險、醫療保險、失業保險、工傷保險、生育保險以及住房公積金，保障員工享受社會保險待遇。

本集團按照《中華人民共和國勞動法》等國家和地方法律法規的要求切實保障勞動者合法權益，尊重員工的休息和休假的權利，規範員工的工作時間及其享有的各類休息時間和假期的權利。我們按照《職工帶薪年休假條例》等相關規定，實施員工帶薪年休假制度。此外，員工亦可因應工作情況申請彈性工作時間。

本集團一直致力於提供周到全面的員工福利，積極組織豐富多彩的活動，一方面營造溫暖的大家庭氛圍，讓員工感受到無微不至的關懷，另一方面亦透過這些福利幫助員工在工作與私人生活之間達致平衡。相關福利及活動如下：

- 舉辦年會、節日活動等娛樂文體活動，提高員工的歸屬感；
- 在小休時為員工提供免費茶水及小食；

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

- provide family vacation benefits such as marriage leave and maternity leave so that employees can spend time with their families; and
- deliver festive foods, such as mooncakes and Zongzi, to employees during certain traditional festivals (such as Lunar New Year, Mid-Autumn Festival and Dragon Boat Festival) in recognition of their contributions and dedicated work to the Group.
- 提供家庭休假福利，例如結婚假及產假，以及較長的春節假期，以便員工與家人共度時光；及
- 在某些傳統節日(比如農曆新年、中秋節及端午節)，向員工分發月餅及糉子等節日食品，藉以致謝他們對本集團之貢獻及辛勤工作。

Employment, Promotion and Dismissal

The Group has continuously established and improved its recruitment and selection system. In the recruitment process, we will standardise the hiring procedures and recruitment principles, adhere to the hiring principles of morality, knowledge, ability, experience and fitness applicable to job positions as well as the principles of justice, fairness, equality, and openness, so as to continuously attract talents.

The Group specifies the basis and process for staff promotion, transfer and demotion management, regulates the departure process, and protects the interests of both employees and the Group.

The Group has implemented a fair and open assessment system to provide employees with opportunities for promotion and development based on their work performance and internal assessment results so as to explore their potential at work. In order to optimise the allocation of human resources within the Group, to provide more opportunities and platforms for employees' career development and to meet the Group's needs of sustainable development, the Group establishes a reserve talent pool and arranges tailor-made trainings and leadership positions for key training targets. The Group gives priority to promote employees who contribute more than the others.

招聘、晉升及解聘

本集團不斷建立和完善人才招聘選拔制度。在招聘過程中規範錄用流程和招聘原則，堅持品德優秀、學識、能力、經驗和體格適合於所任崗位的聘任原則，堅持公正、公平、平等及公開原則，從而不斷吸引和招攬優秀人才。

本集團明確人員晉升、調動和降級管理的依據及流程，規範離職流程，以保護員工和集團雙方的利益。

本集團已經落實了一套公平公開的考核制度，按照員工的工作表現及內部考核結果，為員工提供晉升及發展的機會，以發掘其工作潛能。為實現集團內部人力資源的優化配置，為員工的職業發展提供更多的機會和平台，滿足集團可持續發展需求，本集團建立了後備人才庫，對重點培養對象安排有針對性的培訓和領導崗位鍛煉。對集團有更多貢獻的員工，本集團在競聘上崗時優先任用。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Equal Opportunity, diversity and anti-discrimination

We also value multiculturalism as it can enhance staff communication and creativity. The Group strictly complies with national and local government regulations by adopting a fair, just and open recruitment process and developing relevant system files to eliminate discrimination in the recruitment process. Employees faces no discrimination regardless of race, gender, colour, age, family background, ethnicity, ethnic tradition, religion, physical fitness and nationality and thus allowing them to enjoy fair treatment in every aspect including recruitment, salary, training and promotion. In the Group, male and female staff received the same remuneration with the same job duties. The Group endeavours to attract professionals with diverse backgrounds to join together. We also recruit from different minority groups, including Manchu, Hui, Mongol, Miao, Zhuang, Tuja, Tibetan, Duar and Dong, etc.

B2. Health and Safety

General Disclosure

The Group recognises the importance of the health and safety of its employees, commits itself to providing employees with a healthy, safe and comfortable working environment and strives to eliminate potential health and safety hazards at workplaces. We enforce relevant laws and regulations such as the “Labor Law of the People’s Republic of China”, “Law of the People’s Republic of China on Prevention and Control of Occupational Diseases” and “Fire Protection Law of the People’s Republic of China”, etc.

During the Reporting Period, the Group did not record any accidents that resulted in death or serious physical injury and no claims or compensation were paid to our employees due to such events, and was not aware of any material non-compliance of laws and regulations relevant to health and safety of employees.

Internal Health and Safety Management System

The Group maintains an internal audit and inspection system to ensure the health and safety of customers, the public and employees during the operation. The review process is designed to ensure that the workplace is under constant monitoring and to identify and correct the deficiencies that do not meet the standard. The Group regularly reviews the safety issues of offices and actively encourages employees to report health and safety incidents and risks. The information learned from proactive monitoring and the issues identified in the retrospective review will be used to further improve the training programs, policies, and operation procedures to maintain safe behavioural norms.

機會平等、多元化及反歧視

本集團推崇多元文化，這有助加強員工之間的溝通及創造力。本集團嚴格遵守國家及地方政府各項法規，採取公平、公正、公開的招聘流程，制定了相關制度檔以杜絕招聘過程中的歧視現象，不因種族、性別、膚色、年齡、家庭背景、民族傳統、宗教、身體素質和國籍等因素歧視任何一位員工，讓員工在招聘、薪酬、培訓和晉升等各個階段享受公平待遇，男女員工同工同酬，以盡力羅致不同背景的專才加入本集團。我們亦聘用少數民族員工，包括滿、回、蒙古、苗、壯、土家、藏、達斡爾、侗族等。

B2. 健康與安全

一般披露

本集團高度重視員工的健康與安全，致力於為員工提供健康、安全和舒適的工作環境，努力消除潛在工作場所健康及安全危害。我們嚴格執行《中華人民共和國勞動法》、《中華人民共和國職業病防治法》、《中華人民共和國消防法》等相關法律法規。

於本報告期內，集團並無錄得任何導致死亡或嚴重肢體受傷的意外事件，並無因該等事件而向我們的僱員支付索償或補償以及並未發現任何違反僱員健康與安全相關的法律法規的重大事宜。

內部健康與安全管理制度

本集團維持內部審核及檢查制度，以確保營運過程中客戶、公眾及員工的健康及安全。審核過程旨在保證工作場所處於不斷的監控中，發現設定標準有關的不足之處並加以整改。本集團會定期檢查及審查各辦公室的安全問題，並積極鼓勵員工報告健康及安全事故及風險。從主動監控中瞭解的情況及從事故回顧中發現的問題會用於進一步改善及完善培訓計劃、政策及工作實踐，從而確立安全行為規範。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

We have developed a series of code of conduct for safety management in office, which is in line with the mission of "Prevention go first, Eliminate the invisible dangers" to ensure the safety in the office areas. The Group regulates the operation procedures, including the placement of office facilities and office appliances, regional electricity operation, safety training and exercises, prevention of malignancy accidents, first-aid treatment tools, setting up fire-fighting equipment and personal conduct standards for employees. All employees are required to follow the safety guidelines.

We also arrange body checks for employees and pay particular attention to employees who have abnormal examination results and give them treatment advice. We also organise occupational health seminars to raise the health awareness of our employees.

Fire Safety

The Group has also formulated fire safety systems in accordance with the "Fire Protection Law of the People's Republic of China" and the "Administrative Regulations of Fire Control Supervision of Construction Works". Fire drills are conducted to raise the staff's awareness of fire prevention and improve the fire evacuation plans. In addition, we also have first aid kits and fire extinguishers in workplace in response to emergencies.

B3. Development and Training

General Disclosure

As the Internet and technology are developing rapidly in the e-commerce industry, the Group needs to understand the market environment and improve their organisation skills and personal abilities to enhance their competitiveness. The Group focuses on the internal training and the establishment of development system. Employees at all levels can satisfy their needs of trainings through multiple training programs, including induction training, management skills training, technical skills training and potential talent training. Through these trainings, they are able to enhance the skill sets and upgrade the quality of services of the Group, not only boosting the sustainable development of the Group, but also facilitating the personal growth of individual employees.

我們制定了一系列辦公室安全行為規範，本著「預防為主，杜絕隱患」，保障辦公區域的安全，規範涵蓋辦公設施及辦公用具的擺放、區域用電操作、安全培訓及演習、防止惡性事故、急救處理工具、消防器材設置、員工個人行為規範等範疇。所有員工都必須遵守安全指引。

我們亦有安排員工進行健康體檢，關注體檢異常者並給予治療建議。我們亦會組織職業健康研討會以提高員工的健康意識。

消防安全

本集團亦根據《中華人民共和國消防法》和《建設工程消防監督管理規定》制定消防安全制度，進行火警演練以加強全體員工的防火意識和改進我們的消防疏散計劃。此外，我們亦有於辦公室不同地點放置急救及防火用品並清楚標示放置地方以應對緊急情況。

B3. 發展及培訓

一般披露

在電子商務行業裏，互聯網及科技發展迅速，本集團需要瞭解市場狀況及提升組織及個人能力，從而提升競爭力。因此，本集團注重企業內部管理培訓與發展體系的建立，通過入職培訓、管理人員培訓、高潛人才培訓等多元化培訓項目來滿足各級各層級員工的能力需求，提升員工技能，使員工能夠持續提供高質量的服務，助力集團可持續發展，同時助力員工個人成長及發展。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Training Management

The Group has developed training related procedures to regulate the training management of employees. Internal training is the main type of training in the Group. The management formulates annual training proposals and establishes corporate training files. The management regularly reviews the effectiveness of different internal and external training courses, so as to improve the effectiveness of the Group's training system. The Group will also conduct surveys with the trainees on their perception of the training courses, so that the training courses can better meet the needs of the employees. The Group will also provide allowances, remuneration and promotion incentives to encourage employees to participate in external training courses, such as relevant professional qualifications examinations. According to the training proposals, the Group evaluates and monitors the implementation of its training courses to provide appropriate training courses for different levels of employees.

Training Programs

The Group's in-house corporate training includes various forms of training courses, such as CEO leadership training, HCL middle level training, HC management study, HC public seminars by famous speakers, rotational training on integrated management themes, HC 90-day mini business school training, new employee training, potential talent training, etc.

As the Group grows and the number of employees increases, we provide the management level with a series of courses related to soft skill development. The goal is to strengthen their leadership and management skills, which is expected to drive the team to grow. The soft skills courses mainly focus on the following areas:

- leadership training system;
- all-rounded ability training system; and
- action learning training system.

The Group also recognises the importance of occupational safety training to protect the personal safety of employees. The relevant policies have been described in detail in sections B2, "Fire Safety" and "Internal Health and Safety Management System".

培訓管理

本集團制定了培訓相關程序以規範員工的培訓管理工作。本集團培訓方式主要為企業內部培訓，按年度由管理層擬定培訓計劃，建立企業培訓檔案。管理層會定期審視不同外部及內部培訓課程的有效性以協助提高集團培訓制度的效率。本集團亦會向受訓員工調查他們對培訓課程的觀感，以使培訓計劃及課程更能迎合員工的需求。本集團亦會提供津貼及薪酬及晉升獎勵，以鼓勵員工參加外部培訓課程如員工考取相關的專業資格，可獲得加薪或晉升機會。根據年度培訓計劃，本集團評估及監控其培訓課程的執行，以為不同級別的員工提供適當的培訓課程。

培訓項目

本集團企業內部培訓包括不同類型的培訓項目，如CEO領導力培訓、HCL中層管理培訓、慧聰大講堂管理研修班、慧聰大咖說公開課、綜合管理主題輪訓、慧聰90天mini商學院培訓、新員工培訓、高潛人才培訓等等。

隨著公司發展，員工數目增加，為增強營運效率，我們為管理層提供一系列軟性技能課程。目的是加強他們的領導及管理能力，期望帶動團隊成長。軟性技能課程著重以下範疇：

- 領導力課程體系；
- 通用能力課程體系；及
- 行動學習課程體系。

本集團亦重視職業安全培訓以保障員工個人安全，相關政策已經在B2部分「消防安全」及「辦公室安全行為規範」兩節詳細描述。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

B4. Labor Standard

General Disclosure

Prevent Child and Forced Labour

The Group has complied with the “Convention on the Abolition of Forced Labour” in respect of employment of labor, the “Labor Law of the People’s Republic of China” in respect of employing child labor under 16 and their legal rights, and the “Provisions on Prohibition of Child Labor”, which has been enacted and implemented since 1 December 2002.

The Group strictly prohibits the employment of any child labour and forced labor for the business in the PRC. The Group explicitly states the age requirement in the post of recruitment. New employees are required to provide true and accurate personal data when they are onboard. Recruiters should strictly review the entry documents including medical examination certificates, academic certificates, identity cards, and household registration information. The Group has established comprehensive recruitment procedures to check the background of candidates and reporting procedures to handle any exceptional situations, as well as the regular checking and audit procedures in order to prevent any child labor or forced labor in operation.

In addition, the Group’s employees’ overtime work complies with the principle of voluntariness so as to avoid violation of labour standards and effectively protect the rights and interests of employees. The Group also prohibits punitive measures, management methods and behaviours such as verbal abuse, physical punishment, violence, and mental oppression on employees for any reasons.

At the same time, the Group also refrains from appointing sellers and contractors, that hire child labour or forced labor in their operations, to provide administrative supplies and services.

During the Reporting Period, the Group was not aware of any material non-compliance of the laws and regulations related to the prevention of child labour or forced labor.

B4. 勞工準則

一般披露

防止童工或強制勞工

本集團已遵守有關僱用勞工《廢止強迫勞動公約》、有關僱用16歲以下青少年及其法律權益的《中華人民共和國勞動法》，以及自二零零二年十二月一日起制定及執行的《人民共和國禁止使用童工規定》。

本集團嚴格禁止其中國業務僱用任何童工及強制勞工。本集團在招聘簡章上明確規定入職時的年齡要求，並要求新員工入職時提供真實準確的個人資料，招聘人員嚴格審查入職數據報括體檢合證明、學歷證明、身份證、戶口等資料。本集團已建立需檢查候選人背景的完善的招聘流程及處理任何例外情況的正式的報告程序，另外亦定期進行審查及檢查，以防止經營中存在的任何童工或強制勞動。

此外，本集團員工加班遵循自願原則，以避免違反勞工準則，切實維護員工權益。本集團亦禁止以任何理由對員工進行辱罵、體罰、暴力、精神壓迫等懲罰性措施、管理方法和行為。

與此同時，本集團亦避免委聘該等已知悉在其經營中僱用童工或強制勞動的賣方和承包商提供行政用品及服務。

於本報告期間，本集團並未發現任何違反防止童工或強制勞工相關的法律法規的重大事宜。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

B5. Supply Chain Management

General Disclosure

In addition to purchasing products according to the specified standards, price trends and product requirements, the Group also places great emphasis on the management of potential environmental and social risks in the supply chain. In order to regulate the procurement process and cost control more effectively and improve the transparency of procurement, the Group has established a rigorous and regulated procurement system and selection procedures, and puts forward requirements for suppliers on environmental and social risk control. The Group regularly evaluates supplier performance, strengthens the management of environmental and social risks, promotes the sustainable development of the enterprise, in order to build up the corporate image and reputation of the enterprise.

Supplier Assessment

The Group expects suppliers to meet our standards in terms of environment, quality, society, corporate governance, business ethics, etc. We have established regulations on environmental, social and ethical standards that require a positive impact on our suppliers' environmental and social issues, including operational compliance, employee safety and health, social responsibility, business ethics, and environmental protection, etc.

We will take steps to examine whether our major suppliers are in compliance with relevant laws and regulations and other standards for health, safety, forced labour and child labor, as well as to examine suppliers' awareness of the abovementioned aspects. We terminate the cooperation contract with suppliers that may cause or have caused serious pollution or serious social accidents. Through the above review process, we can minimise the potential environmental and social risks in the supply chain.

B5. 供應鏈管理

一般披露

除了根據所需產品的規格及價格趨勢及產品需求採購商品外，集團亦高度重視供應鏈中潛在環境和社會風險的管理。為更有效規範採購流程及有效地控制成本，提高採購管理的透明度，本集團建立了嚴格而規範的採購政策體系及供貨商甄選流程，並對供貨商提出了環境及社會風險控制方面的要求。本集團會定期對供貨商表現作出評估，加強環境與社會風險的管理，推動企業可持續發展能力的提升，樹立負責任的企業品牌和形象，提高企業聲譽。

供貨商審查

本集團期望供貨商能夠在環境、質量、社會、企業管治、商業道德等多方面合符我們的標準。我們就環境、社會及道德標準制定了相關規章檔，要求對供貨商在環境及社會事宜上產生正面的影響，主要範疇包括營運合規合法、員工安全與健康、社會責任、商業道德、及環境保護等。

我們會採取措施以考察其主要供貨商是否有在健康、安全、強迫勞工及童工方面符合相關法律法規以及其他所須達到的標準，以及考察供貨商在上述各方面的意識。我們對可能造成嚴重污染或造成嚴重社會危害的企業或已造成重大環境或社會事故的供貨商，本公司對其終止供應合同。通過上述審查程序，我們可以最大限度的減少供應鏈中潛在的環境及社會風險。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Fair and Open Procurement

The Group's procurement process strictly follows the relevant provisions of the "Bidding Law of the People's Republic of China" and other relevant regulations, and is in an open, fair and justice environment. The Group will not discriminate against any suppliers and will not allow any corruption or bribery. Employees and other individuals who have relationship with relevant suppliers will not be permitted to participate in related procurement activities. The Group focuses on the integrity of its suppliers and partners. We will only select suppliers and partners who have good business records in the past and have not committed any serious law violations or violations of business ethics. The Group procurement procedure has a higher chance of involving conflict of interest. To avoid conflict of interest, projects valued at more than RMB100,000 are open for tender. The tender team consists of members from several departments to review and analyse the tender document.

The Group has established a series of approval procedures to manage potential conflicts of interest in procurement. Before establishing any business relationship with a new supplier, the Group conducts due diligence to grasp the background and the relationship of the suppliers with the Group. The Group requires suppliers to agree to the anti-bribery and anti-corruption provisions of our supply agreement. In case of violation, the Group will immediately terminate the business with the supplier. We also prohibit suppliers and partners from obtaining procurement contracts or partnerships through any form of benefits transfer.

B6. Product Responsibility

General Disclosure

As the leading e-commerce service platform in China, the Group recognises the importance of service quality and corporate reputation. To be successful in the e-commerce sector, besides focusing on product design and innovation, a safe and reliable internet platform is also necessary. We actively ensure the quality of our services through internal control. We also maintain continuous communication with our customers to ensure that we understand and fulfill their needs and expectations, so that we can improve the quality of our services in the long run. We actively abide by the laws and regulations related to consumer protection, such as "Consumer Protection Law of the People's Republic of China", the "Advertising Law of the People's Republic of China", and "Cybersecurity Law of the People's Republic of China", etc.

公平及公開採購

本集團採購過程嚴格參照《中華人民共和國招標投標法》等相關規定，在公開、公平、公正的條件下進行，不會對任何供貨商有歧視性待遇，不允許任何貪污賄賂行為，與相關供貨商有利益關係的員工及其他個人不會被允許參與相關採購活動。本集團關注供貨商及合作夥伴的誠信。我們只會挑選過去營商紀錄良好，沒有任何嚴重違規或違反商業道德行為的供貨商及合作夥伴。本集團的採購程序較有可能涉及利益衝突，為避免出現利益衝突，涉及人民幣10萬元以上的項目會進行公開招標，並設立由多個部門組成的招標小組審查及分析投標內容。

本集團已設立一系列審批流程以管理採購中的潛在利益衝突。與新供貨商建立任何業務關係前，本集團進行盡職調查，以掌握其背景及其與本集團的關係。本集團要求供貨商同意我們供應協議中的反賄賂及反腐敗條文。一旦違反，本集團將立即終止與該供貨商的業務。我們亦嚴禁供貨商及合作夥伴以透過任何形式的利益輸送而取得採購合約或合作關係。

B6. 產品責任

一般披露

本集團作為全國領先電子商務服務平台，十分重視服務質量及企業信譽，因為在電子商務平台成功，除了專註於產品及創新外，亦需要一個安全可靠的網絡平台。我們積極透過內部監控確保服務質素，亦一直保持與顧客的溝通，確理解及滿足顧客的需求和期望，並希望瞭解客戶的滿意情況，以對我們的服務質量不斷作出改進。我們積極遵守《中華人民共和國消費者權益保護法》、《中華人民共和國廣告法》、《中華人民共和國網絡安全法》等消費者保護相關法律法規的規定。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

During the Reporting Period, the Group did not identify any material non-compliance of the laws and regulations related to the quality of products and services.

Advertising and Labelling

We have strict protocols for uploading products onto the websites. Product sellers are not allowed to post any product information that violates or infringes intellectual property rights or counterfeit products. The Group has established a clear guidance for sellers regarding the posting information. The non-compliance products are detected through automatic search system and that the non-compliance products would be delisted. All non-compliance cases are recorded for future follow-up. Moreover, the sellers who post non-compliance product information will be disqualified. They will be forbidden to sell their products in the Group's internet sales platform. Any cases that may constitute breach of laws are referred to the judiciary. Conscientious verification is required before becoming the seller and user to protect users' rights and benefits.

In relation to the brand promotion and advertising, we strictly comply with the "Advertising Law of the People's Republic of China", ensuring that all information published through advertising, promotion, marketing, media conferences, brochures, mobile phone manuals, etc. are true and in full compliance with applicable laws and regulations. The Group specifies the norms and standards for the label to avoid misrepresentation and exaggerated descriptions. In addition, we strictly manage offline events and spokesperson activities to ensure the accuracy and effectiveness of each of our promotional activities.

於本報告期間，集團並未發現任何違反產品及服務質量相關的法律法規的重大事宜。

廣告及標籤

本集團對於客戶在網站上發佈的商品有嚴格的規範。賣家不可發佈任何違法、侵犯知識產權或有關假貨的信息。本集團為賣家提供清晰的發佈指引，表明產品的卷標及亮點必須清晰可見，避免模糊信息，讓客戶能清楚瞭解產品特性及規格等數據。自動檢測工具亦會搜索侵權產品及不符合規定的發佈，違規發佈會下架處理，而且發佈違規信息的賣家可能會被取消賣家資格，不得再於本集團網上銷售平台售賣商品。所有的違規個案都會記錄在案，再作跟進。如涉及違法行為，會交由司法機關處理。此外，為保障用戶利益，在成為賣家及用戶前，都須要通過嚴謹的認證以確認其身份。

有關本集團自身品牌的宣傳及廣告，我們遵從《中華人民共和國廣告法》，確保所有經廣告、宣傳、營銷、媒體發佈會、宣傳手冊、手機說明書等途徑發佈的資料內容真實，且完全符合適用法律法規。本集團訂明傳播卷標的規格及標準，避免失實及過分渲染的描述。此外，我們嚴格管理線下及代言人活動，確保各項宣傳活動的準確性及有效性。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Customer Service

Complaint Management

Customers can file complaints by mail, telephone, touch screen terminal, or in person. The Group has dedicated personnel and facilities to record the complaint process and keep the process confidential to protect the interests of all parties involved and to ensure that the complaint process is conducted fairly and properly recorded. The Group has set up quality inspection departments and customer service departments to handle complaints. They are responsible to explain the complaint process to the complainant, conduct detailed investigation, reasons analysis, verification, actively monitor and manage the complaint process, coordinate and communicate with the parties involved, record all relevant results in an accurate and confidential manner, and properly respond to the complainant. All preliminary complaints and comments will be processed and responded directly by the quality control department, sales department, and customer service department within 24 hours. We require that every complaint should be properly submitted to and handled by the responsible personnel and manager and prohibit staff from reaching a private settlement with the complainant.

The Group regards customer complaint management as an important part of service quality improvement of the e-commerce platforms. The complaints are regularly reported to senior management for review. We are committed to understanding the facts and causes of each complaint case. In this way, the Group identifies the responsible parties and ways of improvement, makes recommendations and ensures that the relevant administrative departments can immediately implement the necessary improvements.

Customer Privacy Protection

The Group is committed to complying with the privacy laws and regulations in the PRC, including the “Cybersecurity Law of the People’s Republic of China”, etc., and has established corresponding systems, rules and procedures, and purchased corresponding equipment to ensure that the customer privacy rights in the operation process are strictly guaranteed. The Group has issued a data collection statement in each e-commerce service provision platform, informing customers that all personal data collected will be treated as strictly confidential and for exclusive use only. At the same time, all employees responsible to handle customer data must comply with the guidelines for handling personal data. Only the authorised employees can access the restricted information upon approval. Disciplinary actions will be taken in violation of relevant guidelines. Except as provided in the relevant laws and regulations, the Group will not publish or disclose user information to any third party without the permission of the user.

客戶服務

投訴管理

客戶可通過郵件、電話、觸摸屏終端或親自提交投訴。本集團有專人及設施記錄投訴過程，過程保密，以保護所有參與各方的利益及確保投訴過程公平進行並獲妥善記錄。本集團設立了質檢部門及客戶服務部門處理投訴，負責向投訴人說明投訴流程、進行詳細調查及根由分析、進行深入事實認定、積極監督及管理投訴流程、與所涉各方進行協調及溝通、以保密方式準確記錄所有相關結果及妥善回復投訴人。所有初步投訴及意見將由質檢部門、客戶服務部門或銷售部門24小時內直接處理及回復。我們要求每一項投訴都通過質檢部門、銷售部門、及客戶服務部門妥善提交及處理，禁止員工與投訴人達成私下和解。

本集團將客戶投訴管理視作持續改善電子商務平台服務質量的重要組成部分。投訴報告會定期上報高級管理層審閱。我們致力理解每項客戶投訴的事實情況及根本原因，確定責任方及有待改進之處，並提出建議及確保相關行政部門立即實施必要改進措施。

客戶隱私保護

本集團承諾嚴格遵守中國內地隱私相關法律法規，包括《中華人民共和國網絡安全法》等等，制定了相應的制度、規則、流程，並且購進了相應的設備，確保作業流程中涉及的客戶的隱私權利得到嚴格保障。本集團已在各個電子商務服務流程頒佈個人資料收集聲明，當中告知客戶，所有收集的個人資料將被視為嚴格保密並僅作指定用途。同時，處理客戶數據的所有員工，不論何人均必須遵守處理個人資料的指引，僅有獲授權員工可在獲准的情況下查閱受限制資料，違反相關指引將處以紀律處分。除相關法律法規規定的情形外，本集團不會未經用戶的允許向任何第三方廠商公開、透露用戶數據。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

User Data and System Security

As one of the leading industrial internet groups in the PRC, the Group has established a comprehensive data acquisition system. The data collected through the Internet will be encrypted multiple times to ensure the security during transmission as much as possible. The Group has established policies to regulate the use of working networks, including prohibiting the disclosure of passwords of the internal account, changing passwords of the internal account regularly, and setting up guest wireless accounts.

The Group strictly prohibits anyone from transmitting the Internet Protocol Address (IP address), account number, password and related information of the server room, which is regarded as company confidential data. Our servers are equipped with antivirus software, firewall, intrusion detection and prevention system to resist external attacks. To ensure the security, the services are under 24-hour monitoring by a professional security team.

The Group has developed relevant policies to enhance the data backup and management to prevent the loss of core data and secure the data in disaster situations. We effectively classify data by the time of storage, amount of data stored in backups, importance of the data, effective use period and specific usage. We also perform assessment regularly to test the integrity and recoverability of the data backup.

The Group complies with the “Cybersecurity Law of the People’s Republic of China” and adopts technical measures and other necessary measures, so as to ensure the safe and stable operation of the network, respond to network security incidents effectively, prevent illegal criminal activities and maintain the integrity, confidentiality and availability of the network data.

B7. Anti-corruption

General Disclosure

The Group believes that a clean corporate culture is the key to our continued success. Therefore, we recognise the importance of anticorruption work and system building, commit ourselves to building a clean and transparent corporate culture. We strictly comply with the provisions of laws and regulations such as the “Company Law of the People’s Republic of China”, “The Bidding Law of the People’s Republic of China”, “Interim Provisions on Prohibiting Commercial Bribery” and “Regulations of the People’s Republic of China for Suppression of Corruption”, etc.

用戶數據及系統保安

作為全國領先的產業互聯網集團之一，本集團已建立綜合數據採集系統，通過互聯網收集的數據會被多次加密，以盡可能確保傳輸過程中的安全性。本集團制訂了相關政策規管員工工作網絡使用，包括禁止泄露內部賬號的密碼、定期更換內部賬號的密碼以及設定訪客用無綫賬號。

本集團嚴禁任何人傳播機房設備因特網通訊協議地址(IP地址)、賬號、密碼及相關信息，視之為公司機密。我們的服務器安裝了殺毒軟件、防火牆、入侵檢測及預防系統抵抗外來攻擊，更配備了專業的安全團隊進行24小時監測及待命，以確保服務器的安全。

本集團制訂了相關政策制度以加強數據的備份與管理，避免核心數據丟失，並且預防災難情況下的數據安全。我們有效地分類數據，備份數據的保存時間及數據儲存量根據其重要程度和有效利用周期以及具體使用情況確定。我們亦定期進行備份數據完整性及可恢復性測試。

本集團遵守《中華人民共和國網絡安全法》，並採取技術措施及其他必要措施，以保障網絡安全穩定運行，有效應對網絡安全事故，防範非法犯罪活動並維持網絡數據的完整性、保密性及可用性。

B7. 反貪污

一般披露

本集團相信廉潔的企業文化是我們持續成功的關鍵，因此我們極為重視反腐倡廉的工作及制度建設，致力於建設廉潔公開透明的企業文化。我們嚴格遵守《中華人民共和國公司法》、《中華人民共和國招標投標法》、《關於禁止商業賄賂行為的暫行規定》和《中華人民共和國懲治貪污條例》等法律法規的規定。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

During the Reporting Period, the Group was not aware of any material non-compliance of laws and regulations concerning the prevention of bribery, blackmail, fraud and money laundering.

Prevent Corruption

Internal Control Mechanism

The Group has set up an anti-bribery function, which is responsible to formulate the framework for anti-bribery and corruption policies, guide and supervise the implementation of policies and procedures of the Group's operations at all levels. Each of the Group's subsidiaries will report any suspected bribery and corruption incidents to the Chief Financial Officer (the "CFO") of anti-bribery function. The CFO will then conduct further investigations and determine appropriate action plans when necessary.

The Group pays attention to the potential bribery and corruption in the procurement process. Therefore, we have established rules and regulations to regulate the procurement process properly, which is described in Section B5, "Fair and Open Procurement".

Code of Conduct for Employees

The Group does not allow any form of corruption. Severe punishment measures will be taken once the corruption is confirmed. The Group has a strict internal control system and has established regulations on anti-corruption, which all employees must comply with, including:

- employees are strictly prohibited from exploiting their power, influencing the decision making, and misappropriating the assets and data of the Group for personal benefits;
- employees must actively support and cooperate with the audit department. If any obstructing behaviour against the work of internal audit were identified, the employment will be terminated immediately;
- directors and employees are not allowed to obtain or provide benefits to customers, contractors, suppliers or parties with whom the Group has business relationships; and
- the employee who is engaged in exploiting power, malpractices, misappropriation of funds and accepting bribes will be dismissed by the Group, and will be transferred to the competent judiciary authorities for further action.

於本報告期間，集團並未發現任何違反有關防止賄賂、勒索、欺詐及洗黑錢的法律法規的重大事宜。

反腐倡廉

內部控制制度

本集團設有反賄賂職能，由本公司首席財務官負責。該職能負責制定反賄賂及腐敗政策及程序的整體框架，對集團經營各個方面的政策及流程實施進行指導及監管。本集團各子公司將實時向本公司反賄賂職能負責人報告任何疑似賄賂及腐敗事件，首席財務官其後將於必要時進行任何進一步調查並確定合適的行動方案。

本集團重視採購流程中潛在的賄賂貪污可能性，因此我們制定了相關規章制度對此進行管理，該規章制度已在層面B5「公平及公開採購」一節描述。

員工守則

本集團不允許任何形式的貪污腐敗行為，一旦發現確認，即採取嚴厲的懲處措施。本集團設有嚴格的內部控制制度，制定了關於反腐倡廉的規定，所有員工都必須遵守，包括：

- 員工嚴禁利用其因獲本集團聘用而行使權力、影響決定及行動或存取公司資產及資料，以謀取私人或個人利益；
- 員工必須積極給予支持和配合審計部門的工作，如發現阻擾內審部工作的行為，立刻解除勞動關係；
- 董事及員工均不得向客戶、承辦商、供貨商或與本集團有業務關係之人士取得或提供利益；及
- 對利用職務之便、營私舞弊、挪用資金和收受賄賂者，本集團解除與員工的勞動合同，並將其移交司法處理。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Whistleblowing mechanism

The Group has established a whistleblowing mechanism to maintain integrity and transparency of the Group. The Group also encourages employees and all business-related parties, including customers and suppliers, to proactively report any suspected misconduct issues (such as negligence, corruption and bribery, etc.) anonymously to the management of the Group by telephone or email. Management will handle the report promptly, fairly and confidentially. On the other hand, the whistleblowing mechanism also ensures that whistle-blowers will not be treated unfairly and will not be dismissed or disciplined without a proper reason.

B8. Community Investment

General Disclosure

Corporate Social Responsibility

The Group believes that the company is a social cell that grows with the nurturing of social maternity while shoulders the responsibility of returning to society. As a responsible corporate citizen, the Group has always been committed to supporting various public welfare and community activities and hopes to contribute to the community through professional services. The Group actively cooperates with charitable organisations to organise social activities to support public welfare and charitable projects, so as to establish a good corporate image while fulfilling social responsibilities.

The Group is committed to cultivating employees' sense of social responsibility. Thus, the Group encourages employees to participate in charity activities during their work and private time to make greater contributions to society. It has also been arranging for the Group's staff to participate in charity events related to environmental issues, donations for students and social services. We believe, employees can raise their awareness of citizen and establish the correct values through participating the charitable activities personally.

The Group will continue to expand our business, contribute to our community in different ways and promote corporate social responsibility.

During the Reporting Period, the Group participated in the following activities:

1. In 2020, the Corona Virus Disease pull every Chinese people's heartstring. The Group contributed in the prevention and control of the pandemic. On 6th February, The Group donated 200 RHT atmospheric treatment machines to Wuhan, including 50 to Wuhan Jinyintan Hospital and 30 to Wuhan Union Hospital.
2. Under emergency of insufficiency of materials due to the pandemic, PanPass donated around 100 thousand anti-counterfeit labels to enterprises and brands, helping the public to identify authenticity.

舉報制度

本集團亦一步設立了舉報制度以建立及維持集團的廉潔和透明文化。該舉報制度讓所有員工以及所有與員工有接觸的獨立第三方(包括顧客、供貨商等等)可以去向管理層以電話及電郵方式匿名舉報集團內玩忽職守、貪污、受賄及其他不當行為。管理層將迅速、公平以及秘密地處理舉報。另一方面，舉報制度亦保障舉報者不會因舉報而受到不公平的對待，舉報者不會被無理解僱、無理接受紀律處分等等。

B8. 小區投資

一般披露

企業社會責任

本集團相信，企業是社會的細胞，因社會母體的哺育而成長，同時也肩負回報社會的責任。作為負責任的企業公民，本集團一直致力支持各項公益及小區活動，並希望以專業回饋社會。本集團積極履行作為企業公民的社會責任。本集團積極與公益和慈善組織合作，組織以公益和慈善為目的的社會活動，在履行社會責任的同時樹立良好公眾形象。

本集團希望培養員工的社會責任感，因此一直鼓勵員工於工作期間及私人時間參與社會公益活動，為社會作更大貢獻，亦一直安排公司員工參與環保公益、捐資助學和社會服務等活動。我們相信，借著親身參與回饋社會的活動，可以令員工的公民意識得以提升，以樹立正確的價值觀。

本集團日後將繼續拓展業務之餘，仍會透過以不同方式為我們的小區作貢獻及推廣企業社會責任。

在本報告期內，本集團參與過以下活動：

1. 2020年，新型冠狀病毒肺炎疫情牽動著每一個中國人的心。在此次疫情防控工作中，慧聰也貢獻了自己的力量。2月6日，慧聰集團為武漢捐贈200台RHT空氣處理系統，其中武漢金銀潭醫院50台，武漢協和醫院30台。
2. 慧聰集團旗下兆信股份，為社會緊急物資生產的每個品牌企業免費提供約10萬枚防偽標籤，為企業和品牌保駕護航，為大眾在疫情緊急，物資短缺的情況下，查詢真偽、去偽存真。

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

The ESG Reporting Guide Content Index of the Stock Exchange of Hong Kong Limited

香港聯合交易所有限公司的《環境、社會及管治報告指引》內容索引表

Subject Areas, Aspects,

General Disclosures and KPIs

層面、一般披露及
關鍵績效指標

Description

描述

Section/Declaration

章節／聲明

Page

頁數

Aspect A1: Emissions

層面A1：排放物

General Disclosure

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to Exhaust Gas and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

Emissions

P.7-11

一般披露

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。

排放物

KPI A1.1 (“comply or explain”)

The types of emissions and respective emissions data.

Emissions – Exhaust Gas and GHG Emissions, Domestic Sewage
排放物－廢氣及溫室氣體排放、生活污水

P.8-14

關鍵績效指標A1.1(「不遵守就解釋」)

排放物種類及相關排放數據。

KPI A1.2 (“comply or explain”)

GHG emissions in total (in tonnes) and intensity.

Emissions – Exhaust Gas and GHG Emissions
排放物－廢氣及溫室氣體排放

P.9

關鍵績效指標A1.2(「不遵守就解釋」)

溫室氣體總排放量(以噸計算)及密度。

KPI A1.3 (“comply or explain”)

Total hazardous waste produced (in tonnes) and intensity.

Not applicable – Explained

P.11

關鍵績效指標A1.3(「不遵守就解釋」)

所產生有害廢棄物總量(以噸計算)及密度。

不適用－已解釋

KPI A1.4 (“comply or explain”)

Total non-hazardous waste produced (in tonnes) and intensity.

Emissions – Waste Management

P.11

關鍵績效指標A1.4(「不遵守就解釋」)

所產生無害廢棄物總量(以噸計算)及密度。

排放物－廢物處理

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
KPI A1.5 (“comply or explain”) 關鍵績效指標A1.5(「不遵守就解釋」)	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述減低排放量的措施及所得成果。	Emissions – Exhaust Gas and GHG Emissions 排放物－廢氣及溫室氣體排放	P.8-9
KPI A1.6 (“comply or explain”) 關鍵績效指標A1.6(「不遵守就解釋」)	Policies on the efficient use of resources, including energy, water and other raw materials. 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。	Emissions – Waste Management 排放物－廢物處理	P.10-11
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。	Use of Resources 資源使用	P.12-14
KPI A2.1 (“comply or explain”) 關鍵績效指標A2.1(「不遵守就解釋」)	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Use of Resources – Energy Consumption 資源使用－能源消耗	P.13
KPI A2.2 (“comply or explain”) 關鍵績效指標A2.2(「不遵守就解釋」)	Water consumption in total and intensity. 總耗水量及密度。	Use of Resources – Water Consumption 資源使用－水源消耗	P.14
KPI A2.3 (“comply or explain”) 關鍵績效指標A2.3(「不遵守就解釋」)	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Use of Resources – Energy Consumption 資源使用－能源消耗	P.12-13

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
KPI A2.4 (“comply or explain”) 關鍵績效指標A2.4(「不遵守就解釋」)	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。	Use of Resources – Water Consumption 資源使用－水源消耗	P.14
KPI A2.5 (“comply or explain”) 關鍵績效指標A2.5(「不遵守就解釋」)	Total packaging material used for finished products (in tonnes) and with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及每生產單位佔量。	Not applicable – Explained 不適用－已解釋	P.14
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 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。	The Environment and Natural Resources 環境及天然資源	P.15
KPI A3.1 (“comply or explain”) 關鍵績效指標A3.1(「不遵守就解釋」)	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。	The Environment and Natural Resources – Working Environment, Noise Management 環境及天然資源－工作環境、噪音管理	P.15

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
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, antidiscrimination, 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。	Employment 僱傭	P.16-19
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。	Health and Safety 健康与安全	P.19-20

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
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。	Development and Training 發展與培訓	P.20-21
Aspect B4: Labor 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 labor 有關防止童工或強制勞工的： (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。	Labor Standards 勞工準則	P.22
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。	Supply Chain Management 供應鏈管理	P.23-24

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
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。	Product Responsibility 產品責任	P.24-27
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。	Anti-corruption 反貪污	P.27-29

Environmental, Social and Governance Report 2020

環境、社會及管治報告2020

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及 關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
Aspect B8: Community Investment 層面B8：小區投資			
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. 有關以小區參與來瞭解營運所在小區需要和確保其業務活動會考慮小區利益的政策。	Community Investment 小區投資	P.29



ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT 2020