



SMARTAC INTERNATIONAL HOLDINGS LIMITED

環球智能控股有限公司

(Formerly known as Smartac Group China Holdings Limited)

(前稱中國智能集團控股有限公司)

Incorporated in the Cayman Islands with limited liability

於開曼群島註冊成立之有限公司

Stock Code 股份代號 : 395

2020

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THIS REPORT

The Environmental, Social and Governance (“ESG”) Report published by Smartac International Holdings Limited (the “Company”) and its subsidiaries (collectively the “Group” or “we”) elaborates their commitment and strategies and provides an overview for its stakeholders of the efforts and achievements on corporate social responsibility and sustainable development for the year ended 31 December 2020 (“FY2020”).

Reporting Principles

This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and is prepared in accordance with the four reporting principles: materiality, quantitative, balance, and consistency; and the “comply or explain” provisions contained therein. It is recommended that this report is read in conjunction with the Company’s annual report, in particular the Corporate Governance Report and Directors’ Report.

Information and feedbacks

For detailed information about our environmental, social and corporate governance, please refer this ESG report. We welcome and highly value your feedback. Should you have any advice, please contact us at investors@smartacgroup.com.

Scope and Boundary

The report of FY2020 focuses on the sustainability approach, performance in environmental and social aspects of our core business in Hong Kong, namely (i) Online to Offline (“O2O”) commerce segment; and (ii) electronic payment solutions segment. The key performance indicators (“KPIs”) disclosed in the ESG Report focused on our operations in Hong Kong. The Group will make continual efforts in reviewing the performance in environmental and social aspects, and consider expanding the scope of the ESG Report in the future.

Statement of the board (“Board”) of directors (“Directors”)

In order to ensure the establishment of competent ESG risk management measures and internal control system, the Board is responsible for directing the sustainability strategies and the reporting of ESG, while the management of the Group would execute the strategies and practice sustainability in their daily operation. The Board reviews and revises the Group’s policy on sustainable development from time to time to ensure the effectiveness of the system for accomplishing the expectations and needs of the stakeholders. Internal reviews, such as independent assessments and analysis, are also arranged to improve ESG management.

有關本報告

環球智能控股有限公司(「本公司」)及其附屬公司(統稱「本集團」或「我們」)所刊發的環境、社會及管治(「環境、社會及管治」)報告闡述於截至二零二零年十二月三十一日止年度(「二零二零財年」)的承諾及策略，亦為持份者概述在企業社會責任及可持續發展方面的努力及成就。

報告原則

本報告符合香港聯合交易所有限公司證券上市規則附錄27所載環境、社會及管治報告指引的條文，並根據四項報告原則：重要性、量化、平衡及一致性；及當中所載「不遵守就解釋」條文編製。建議將本報告與本公司年報(尤其是企業管治報告及董事會報告)一併閱讀。

資料及回饋

有關我們環境、社會及企業管治的詳情，請參閱本環境、社會及管治報告。我們歡迎及非常重視閣下的回饋。若閣下有任何建議，請透過investors@smartacgroup.com聯絡我們。

範疇及界限

二零二零財年報告針對我們於香港的核心業務(即(i)線上線下(「O2O」)商務分部；及(ii)電子支付解決方案分部)在環境及社會方面的可持續發展方法及績效。環境、社會及管治報告所披露的關鍵績效指標(「關鍵績效指標」)集中於我們於香港的營運。本集團將不斷努力檢討環境及社會方面的績效，並於日後考慮擴大環境、社會及管治報告範圍。

董事(「董事」)會(「董事會」)聲明

為確保建立有效的環境、社會及管治風險管理措施及內部控制制度，董事會負責指導可持續發展策略及環境、社會及管治的匯報工作，而本集團的管理人員將在日常營運中執行該等策略並實踐可持續發展。董事會不時檢討及修訂本集團的可持續發展政策，以確保該制度有效達成持份者的期望及需要。我們亦已安排內部檢討(例如獨立評估及分析)以改善環境、社會及管治的管理工作。

The ESG Working Group is authorized by the Board to carry out ESG-related tasks. While the ESG Working Group looks after the day-to-day management of ESG issues, the Board is responsible for the oversight of the overall management and decisions relating to the sustainability governance of the Group.

環境、社會及企業管治工作小組獲董事會授權進行環境、社會及企業管治相關工作。環境、社會及企業管治工作小組負責環境、社會及企業管治議題的日常管理，而董事會則負責監督有關本集團可持續發展管治的整體管理及決策。



This report has been reviewed by the ESG Working Group and approved by the Board of the Company. An annual review will be carried out by the Board on the ESG initiatives to make sure adequate measures has been taken to enhance sustainability governance. The Board sets out ESG goals and targets on relevant KPIs and make comparisons on yearly review. A materiality assessment is carried out with stakeholders every year to identify and prioritize material ESG and risk related issues. We aim to make full use of our ESG data and reduce carbon footprint by raising employees' ESG awareness, ultimately driving the change of behavior towards incorporating ESG initiatives into our operational strategy. We strive to provide a supportive working environment to our employees, while minimizing any environmental impact caused by our operational activities.

本報告已由環境、社會及管治工作小組審閱並經本公司董事會批准。董事會將對環境、社會及管治措施進行年度審閱，確保已採取足夠措施提升可持續發展管治。董事會制定環境、社會及管治目標及相關關鍵績效指標的目標，並在年度審閱中進行比較。我們每年與持份者進行重要性評估，以確定及優先處理重大環境、社會及管治以及風險相關議題。我們旨在充分利用我們的環境、社會及管治數據，並透過提高僱員的環境、社會及管治意識以減少碳足跡，最終推動行為改變，將環境、社會及管治措施納入我們的營運策略。我們致力為僱員提供充滿支持的工作環境，同時盡量減低我們營運活動導致的任何環境影響。

Stakeholder Engagement and Communication with Stakeholders

The Group recognises the importance of stakeholders' views to our business. As sustainable investing evolves and our stakeholders' interests grows, we continually refine and exemplify our commitment to communicating with stakeholders, including both internal and external parties. We established diversified channels to understand their expectations and needs, which are essential to our business development. We endeavor to provide our stakeholders with clear information about our business operations and ESG issues.

持份者的參與及與持份者溝通

本集團深明持份者觀點對業務的重要性。隨著可持續投資不斷發展及持份者利益有所增長，我們會繼續完善及實現與內部及外部持份者溝通的承諾。我們已設立不同渠道，以了解彼等的期望及需要，這對業務發展而言實屬重要。我們會努力為持份者提供有關我們業務營運及環境、社會及管治議題的清晰資料。

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During FY2020, the Group engages with our stakeholders' through multiple communication channels, summarized as follows:

於二零二零財年，本集團透過多個溝通渠道與持份者接觸，概述如下：

Stakeholders 持份者	Expectation and requirements 期望及要求	Means of communications and response 溝通及回應方法
Government and regulators 政府及監管機構	<ul style="list-style-type: none">— Compliance with national policies, laws and regulation 遵守國家政策、法律及法規— Support local economic growth 支持當地經濟增長— Drive local employment 促進當地就業— Pay taxes in full and on time 按時足額繳稅	<ul style="list-style-type: none">— Regular information reporting 定期匯報資訊— Examinations and inspections 審核及檢查
Shareholders 股東	<ul style="list-style-type: none">— Returns 收益回報— Compliant operation 合規經營— Raise in company value 提升公司價值— Transparency of information and effective communication 訊息透明度及有效溝通	<ul style="list-style-type: none">— General meetings 股東大會— Announcements 公告— Email, telephone communications and company website 電郵、電話溝通及公司網站
Partners 合作夥伴	<ul style="list-style-type: none">— Operate with integrity 誠信經營— Equal rivalry 公平競爭— Performance of contracts 依法履約— Mutual benefits and win-win results 互利共贏	<ul style="list-style-type: none">— Business communications 業務溝通— Engagement and cooperation 洽談合作
Customers 客戶	<ul style="list-style-type: none">— Outstanding products and services 優質產品及服務— Health and safety 健康與安全— Performance of contracts 依法履約— Operate with integrity 誠信經營	<ul style="list-style-type: none">— Customer service centre and hotlines 客戶服務中心及熱線— Customer communication meetings 客戶溝通會議— Calling for feedback 回訪

Stakeholders 持份者	Expectation and requirements 期望及要求	Means of communications and response 溝通及回應方法
Environment 環境	— Energy saving and emission reduction 節能減排	— Reporting 遞交報告
Industry 行業	— Drive industry development 促進行業發展	— Participation in industry forums 參與行業論壇 — Visits and inspections 訪問及檢查
Employees 僱員	— Protection of rights 保障權利 — Occupational health and safety 職業健康與安全 — Remunerations and benefits 薪酬及福利 — Career development 事業發展	— Employee communication meetings 僱員溝通會議 — House journals and intranet 企業期刊及內聯網 — Trainings and workshops 培訓及工作坊 — Employee activity 僱員活動
Community and the Public 社區及公眾	— Improve community environment 改善社區環境	— Company website 公司網站 — Announcements 公告 — Social media platforms 社交媒體平台

Materiality Assessment

The Group commissioned an independent third-party consultant for assistance in conducting a just and fair materiality assessment during the preparation of the ESG Report. The materiality assessment was performed in the following three main phases: (i) identifying potential material ESG issues that might affect the Group's business or stakeholders; (ii) inviting internal and external stakeholders, including employees, management, directors, clients, suppliers, and community, to conduct a survey for understanding their views and expectations of the Group's response to and disclosures of ESG issues; and (iii) prioritising the preliminarily identified ESG issues based on the analysis results of the questionnaire survey.

重要性評估

本集團委託獨立第三方顧問於編製環境、社會及管治報告時就進行公正及公平的重要性評估提供協助。重要性評估分以下三個主要階段進行：(i) 確定可能影響本集團業務或持份者的環境、社會及管治潛在重要議題；(ii) 邀請內部及外部持份者（包括僱員、管理人員、董事、客戶、供應商及社區）進行調查，以了解其對本集團回應及披露環境、社會及管治議題的觀點及期望；及(iii) 根據問卷調查的分析結果，確立初步確定的環境、社會及管治議題的優先次序。

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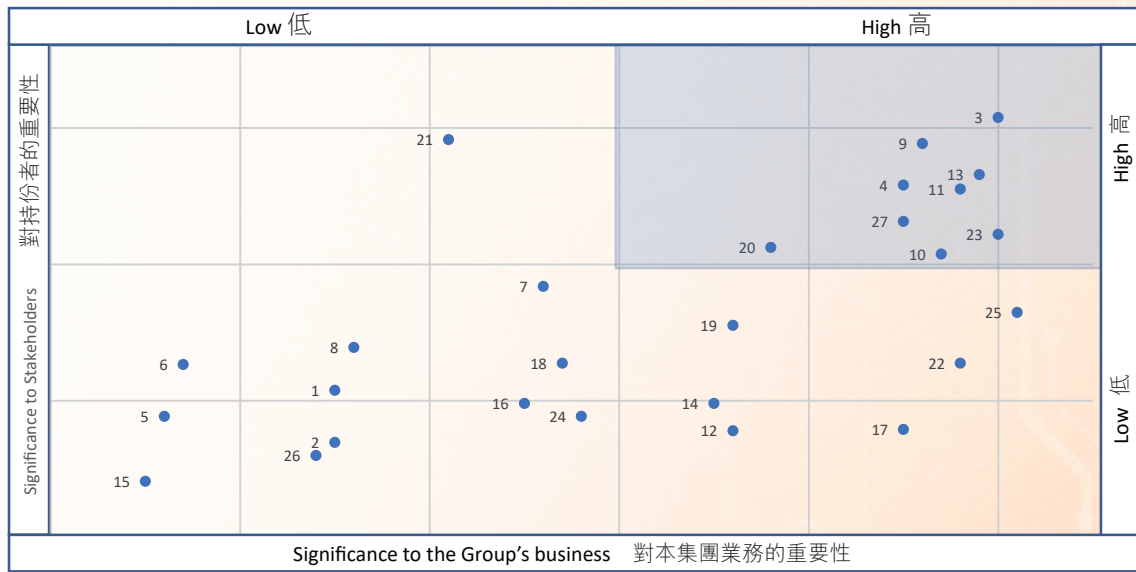
環境、社會及管治報告

Environment 環境	Labour Practices 勞工常規	Operation Practices 營運慣例	Community Investment 社區投資
1. Environmental compliance 環境合規	9. Employees' remuneration 僱員薪酬	16. Operational compliance 營運合規	27. Charity and community development 公益慈善及社區發展
2. Greenhouse gas emission 溫室氣體排放	10. Labour policies and compliance 勞工政策及合規	17. Procurement practices 採購慣例	
3. Waste management 廢棄物管理	11. Occupational health and safety 職業健康與安全	18. Managing environmental and social risks of supply chain 管理供應鏈的環境及社會風險	
4. Energy consumption 能源消耗	12. Diversity and equal opportunity 多元化及平等機會	19. Selection of vendors 挑選供應商	
5. Use of water resources 水資源使用	13. Training and development 培訓與發展	20. Customer health and safety 客戶健康與安全	
6. Use of materials 材料使用	14. Non-discrimination 不歧視	21. Marketing and labeling 營銷及標籤	
7. Environmental policies 環境政策	15. Prevention of child labour and forced labour 防止童工及強制勞工	22. Intellectual property right protection 知識產權保護	
8. Impact and respond to climate change 對氣候變化的影響及應對		23. Quality assurance 質量保證	
		24. Anti-corruption 反貪污	
		25. Information privacy 資料私隱	
		26. Anti-competitive behavior 反競爭行為	

A stakeholders' survey has been carried out for identifying key areas of concerns on ESG aspects. We have identified 27 ESG concerns, materiality of the general disclosure with respect to the relevant KPIs is as illustrated by the materiality matrix below:

我們已進行持份者調查，以確定有關環境、社會及管治方面的主要關注領域。我們已確定27個環境、社會及管治關注事項，涉及相關關鍵績效指標的一般披露的重要性如下列重要性矩陣圖所示：

Materiality Matrix 重要性矩陣圖



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Material issues were identified and summarized as follows:

重大議題已確定及概述如下：

Area of focus 重點領域	Material Issues 重大議題
Environmental protection 環境保護	Use of Resources 資源使用 Waste management 廢棄物管理 Energy consumptions 能源消耗
Labour Practices 勞工常規	Employees' Remuneration 僱員薪酬 Labour policies and compliance 勞工政策及合規 Training and Development 培訓與發展 Health and Safety 健康與安全
Operating practices 營運慣例	Operational Compliance 營運合規 Intellectual Property Right Protection 知識產權保護 Information Privacy Protection 資料私隱保障 Quality assurance 質量保證
Community investments 社區投資	Charity and Community Development 公益慈善及社區發展

ENVIRONMENTAL PROTECTION

Environmental Policies

We strive to continuously improve our environmental performance and minimize the environmental impact of our business operations. We target to ultimately integrate environmental considerations and controls into our business processes to reduce carbon footprint. The Group has made reference to relevant environmental rules and low-carbon measures suggested by relevant government departments and organizations, and we educate our employees to implement these practices. Details of the adopted measures can be referred to the section on “Use of Resources”.

During FY2020, there was no incident of non-compliance with local relevant environmental laws and regulations relating to exhaust gas and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste that have a significant impact on the Group, and therefore no penalty was imposed on the Group during FY2020.

Emissions

Greenhouse Gas (“GHG”)

The Group’s major business focusing on O2O commerce and electronic payment solutions, with the absence of manufacturing and construction activities, majority of our operations are conducted in an office environment and limited environmental impact is caused directly by our office operations. The Group does not generate significant air or water pollutants. The wastewater generated by the Group is mainly domestic sewage and is discharged into municipal wastewater treatment plant.

Carbon footprint arising from our day-to-day operations is mainly from electricity consumption for our office, emissions from vehicles and business travel of our Directors and employees and paper waste disposal at landfills. Greenhouse gas emissions are not identified as material to the Group.

Waste Management

Due to our business nature, the Group does not produce material hazardous wastes from its daily office operations other than tube lights, batteries and used computers. Non-hazardous wastes produced during FY2020 were mainly general office wastes and domestic refuse, waste paper which were at a reasonable level, including used paper, used stationery, and packaging materials. All these wastes were collected and disposed of properly. No hazardous waste with significant environmental impact is produced due to the Group’s business nature.

環境保護

環境政策

我們致力不斷改善我們的環境表現，並盡量降低業務營運對環境的影響。我們的目標為最終將環境考慮因素及控制措施納入我們的業務流程，從而減少碳足跡。本集團已參考相關政府部門及組織建議的相關環境規則及低碳措施，而我們則教導僱員實施該等慣例。有關所採取措施的詳情可參閱「資源使用」一節。

於二零二零財年，並無發生有關廢氣及溫室氣體排放、向水及土地的排污，以及有害及無害廢棄物的產生並對本集團有重大影響的當地相關環境法律及法規的不合規事件，因此本集團於二零二零財年未受任何處罰。

排放物

溫室氣體（「溫室氣體」）

本集團的主要業務集中於O2O商務及電子支付解決方案，由於並無涉及製造及建築活動，我們的大部分營運均在辦公室環境中進行，而有限的環境影響則直接由辦公室業務所造成。本集團不會產生重大空氣或水污染物。本集團產生的廢水主要為生活廢水，並排放至市政污水處理廠。

日常營運產生的碳足跡主要來自辦公室用電量，以及車輛、董事及僱員差旅與棄置廢紙於堆填區所產生的排放。溫室氣體排放對本集團而言並未確定為重大。

廢棄物管理

基於我們的業務性質，本集團不會從其日常辦公室營運中產生光管、電池及廢舊電腦以外的重大有害廢棄物。二零二零財年產生的無害廢棄物主要為處於合理水平的一般辦公室廢棄物、生活垃圾及廢紙，包括已使用過的紙張、已使用過的文具及包裝材料。所有該等廢棄物均已妥善收集及棄置。基於本集團的業務性質，其並無產生對環境造成重大影響的有害廢棄物。

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The data related to GHG emissions and non-hazardous waste generation of the Group's operation in Hong Kong is as follows:

本集團香港業務的溫室氣體排放量及產生的無害廢棄物相關數據如下：

ENVIRONMENTAL KPIs	環境關鍵績效指標	QUANTITY	
		數量	UNIT
		2020	單位
		二零二零年	
Air Emission	廢氣排放量		
Nitrogen oxides (NO _x)	氮氧化物 (NO _x)	7.94	kg 公斤
Sulphur oxides (SO _x)	硫氧化物 (SO _x)	0.02	kg 公斤
Respirable suspended particulates (RSP)	呼吸懸浮顆粒 (RSP)	0.761	kg 公斤
GHG emissions	溫室氣體排放量		
Total GHG Emissions	溫室氣體排放總量	19.56	tonnes CO ₂ -e 噸二氧化碳當量
Scope 1 — Direct emissions	範圍1 — 直接排放量	3.25	tonnes CO ₂ -e 噸二氧化碳當量
Scope 2 — Energy indirect emissions	範圍2 — 能源間接排放量	11.37	tonnes CO ₂ -e 噸二氧化碳當量
Scope 3 — Other indirect emissions	範圍3 — 其他間接排放量	4.86	tonnes CO ₂ -e 噸二氧化碳當量
Intensity of GHG emissions (tonnes CO ₂ -e/m ² floor area)	溫室氣體排放密度 (噸二氧化碳當量/平方米樓面面積)	0.071	tonnes CO ₂ -e/m ² 噸二氧化碳當量/平方米
Intensity of GHG emissions (By revenue)	溫室氣體排放密度 (按收入計)	0.117	kg/RMB'000 公斤/人民幣千元
Waste	廢棄物		
Total non-hazardous waste produced tonnes *	所產生無害廢棄物總量 (噸) *	3.24	tonnes 噸
Intensity of non-hazardous waste produced (tonnes/m ² floor area)	所產生無害廢棄物密度 (噸/平方米樓面面積)	0.012	tonnes/m ² floor area 噸/平方米樓面面積
Intensity of non-hazardous waste produced (kg/RMB'000)	所產生無害廢棄物密度 (公斤/人民幣千元)	0.019	(kg/RMB'000) 公斤/人民幣千元

Note:

Scope 1 emissions come from direct GHG emissions from combustion of fuels in stationary or mobile sources (excluding electrical equipment) to generate electricity, heat or steam.

Scope 2 emissions come from indirect GHG emissions from the generation of purchased electricity.

Scope 3 emission include other indirect GHG emissions that occur outside the Company such as emissions from business travel of employees and paper waste disposed at landfills.

* The data of non-hazardous waste, including general domestic wastes, are based on best estimation by the management.

附註：

範圍1的排放來自燃燒固定或移動來源(不包括電氣設備)中的燃料以產生電力、熱能或蒸汽的直接溫室氣體排放。

範圍2的排放來自產生已購買電力的間接溫室氣體排放。

範圍3的排放包括本公司以外出現的其他間接溫室氣體排放，例如僱員差旅及棄置廢紙於垃圾堆填區所產生的排放。

* 無害廢棄物(包括一般生活廢棄物)的數據乃基於管理層的最佳估計。

Use of Resources

As with our new business focus on retail shops and e-commerce, the Group foresees that packaging materials would constitute to a significant portion on carbon footprint when business scales. The Group has been exploring for new ways to lessen the waste generated on packaging material, and have employed a number of measures to reduce, reuse and recycle.

Save as disclosed above, resources used by the Group are mainly attributed to electricity and water consumption at its offices. There is no applicable data of water consumption because it is not feasible to obtain water withdrawal and discharge data as an individual occupant of leased office premises in Hong Kong where water supply and discharge are not billed to us separately by the respective building management. There is no issue in sourcing water that is fit for purpose whereas the Group considers its water consumption level is reasonable.

The total electricity, paper consumption, and total packaging material for finished products for the Group's operation in Hong Kong are as follows:

資源使用

由於我們將新業務集中於零售店舖及電子商務，本集團預計包裝材料於業務規模擴大時將構成碳足跡的重大部分。本集團一直探索減少包裝材料所產生廢棄物的新方法，並已採取多項有關減少使用、重複使用及循環再用的措施。

除上文所披露者外，本集團使用的資源主要為其辦公室的水電消耗。由於作為香港租賃辦公室物業的個別佔用人取得取水及排水量數據並不可行，且相關樓宇管理公司並無向我們獨立發出供水及排水賬單，故概無耗水量的適用數據。求取適用水源並無問題，而本集團則認為其耗水量水平屬合理。

本集團香港業務的製成品耗電總量、耗紙量及包裝材料總量如下：

Consumption data comparison	消耗量數據比較	2020 二零二零年	Target for 2021 二零二一年的目標
Electricity (kWh)	電力(千瓦時)	14,041	Net decrease 淨減少
Printing Paper (kg)	印刷紙張(公斤)	250kg	Net decrease 淨減少
Packaging material	包裝材料		
— paper bags	— 紙袋	19,500	Net decrease on packaging material
— paper boxes	— 紙箱	31,200	包裝材料的淨減少
— Plastic tube	— 膠管	51,986	
— Plastic wrap	— 保鮮紙	5 rolls	卷

Target

The Board has set forth a target to maintain a net decrease on energy, paper consumption and packaging material in the coming year, the following are steps undertaken to achieve these objectives. Comparison will be made across years in the future, forming the basis of ESG initiatives. Target for water efficiency is not presented as data gathering is not applicable.

目標

董事會已制定一項目標，以於未來一年保持能源、紙張消耗及包裝材料的淨減少，以下為實現該等目標所採取的步驟。本集團將於日後進行跨年度比較，以構成環境、社會及管治計劃的基準。由於數據收集並不適用，故並無呈列節水目標。

Emission Reduction, Resource Conservation and Waste Reduction

In resource conservation, the Group strives to reduce energy, water and other resources consumptions during operation as a means to reduce GHG emissions and waste generation, as well as helping enhance sustainability by reducing operational costs. In doing so, The Group has adopted a number of measures to maximise energy efficiency. Our environmental policy encourages our employees to switch off idled air conditioners, computers, lights and all electric devices to avoid energy wastage. We also promote the use of natural light so as to minimise electricity used for lighting. In choosing electrical appliances, we opt for energy-saving ones with "Grade 1" energy label issued by the Electrical and Mechanical Services Department reduce energy consumption. Filters of air conditioners are regularly cleaned for improving refrigerating efficiency. Due to the GHG emissions caused by vehicles and planes, priority is given to teleconferencing to avoid unnecessary business travel.

To reduce water consumption, the Group has launched multiple water efficiency initiatives. To raise the water-saving awareness among the Group, we encourage our employees to conserve water by controlling faucet at small to medium water flow. Maintenance on water equipment is intensified whereas regular inspection and replacement of ageing water pipes are conducted, so as to minimise water leakage and maximise water use efficiency.

For waste reduction, since the Group operates its business principally in offices, green office practices are particularly crucial in demonstrating our efforts in environmental protection. Procurement of office supplies is centralised and based on office needs in order to avoid wastage. Stationery are reused and ink cartridges and toners for copiers are recycled. We also promote paper conservation by encouraging employees to adopt double-sided printing. Where possible, documents are edited on the computer before finalisation to avoid paper waste caused by reprinting. Recyclable consumables are placed in designated areas before being collected by property management, while consumables for courier services are collected and recycled by courier companies. In light of our e-business operation, as packaging materials constitute an increasing portion of our waste as our business scales, the Group is endeavored to constantly explore on ways to simplify our packaging design so as to minimize wastage on packaging material. Our aim is to minimize packaging materials for corporate gifts and all online merchandise. Our marketing is mostly conducted via online means, on a few occasion where printed promotional material is inevitable, environmental consideration will be taken into account, for example, we would consider using recycled materials.

減少排放物、節約資源及減廢

在節約資源方面，本集團致力減少營運期間的能源、用水及其他資源消耗，以作為降低溫室氣體排放及廢棄物產生的方法，並透過減少營運成本協助增強可持續發展。為此，本集團已採取多項措施以盡量提高能源效益。我們的環境政策鼓勵僱員關掉閒置的冷氣機、電腦、電燈及所有電子儀器，以避免浪費能源。我們亦提倡使用自然光，以盡量減少照明所用電力。在選擇電器時，我們選擇具有機電工程署所發出「一級」能源標籤的節能產品，以減少能源消耗。我們定期清潔冷氣機隔塵網以改善製冷效能。由於車輛及飛機會造成溫室氣體排放，故我們優先採用電話會議以避免不必要的差旅。

為減少耗水量，本集團已推出多項節約用水措施。為提升本集團內節約用水意識，我們鼓勵僱員將水龍頭的水流量控制在低至中等以節省用水。我們加強對用水設備的保養，定期檢查及更換老化水管，以盡量減少漏水及盡量提高用水效益。

就減廢而言，由於本集團主要於辦公室經營業務，實踐綠色辦公對證明我們在保護環境方面的努力尤其重要。我們根據辦公需要，集中採購辦公室物資，以避免浪費。我們會重複使用文具並將影印機的墨盒及墨粉回收。我們亦透過鼓勵僱員採用雙面印刷推廣節約用紙。在可行情況下，文件在落實前盡量以電腦進行編輯，避免重印引致浪費紙張。我們將可回收消耗品放置於指定地點以待物業管理人員收集，而速遞服務的消耗品則由速遞公司收集並循環再用。鑒於我們的電子商務業務，隨著包裝材料因我們的業務規模擴大而在廢棄物中佔比越來越高，本集團致力不斷探索簡化包裝設計的方法，以盡量減少浪費包裝材料。我們的目標為盡量減少公司禮品及所有線上商品的包裝材料。我們的營銷大部分乃透過線上方式進行，在不可避免地使用印刷推廣材料的少數情況下將會考慮環境因素，例如我們會為此考慮使用再生材料。

As a technology-based company, we focus on software improvisation and purchase computer hardware only when necessary to reduce electronic waste.

Environment and Natural Resources Protection

The usage of paper in our business is by far contributed the most impact to the environment and we strive to reduce the impact of such by implementing the “go paperless” initiative for our back-office operations gradually. We encourage shareholders communications by electronic means, and we aim to reduce the printout of shareholders’/corporate communications gradually by stages, if cost and benefit concern being justified. Although the Group’s operations do not exert significant adverse effects on the environment and natural resources, we strive to minimise the potential environmental impacts. The Group understands the importance of employees’ support and participation in protecting the environment and natural resources. In this connection, employees are frequently reminded through emails and intranet to integrate the awareness of environmental protection into their daily work.

In strict compliance with all the national and regional laws and regulations regarding pollution control and environmental protection, including the Law of the PRC on Prevention and Control of Environmental Pollution by Solid Waste and Environmental Protection Law of the PRC, the Group continued to execute its practices that improve energy efficiency and give careful consideration to conserve resources during FY2020.

Climate Change Mitigation

In the year of COVID-19, the growth of e-commerce is unprecedented. With more convenient options for merchandise, it translates into a higher demand for downstream transportation, larger amount of inventory, and packaging materials required for goods to be delivered to customers. The robustness of e-commerce makes packaging inevitable. We acknowledge that the changing shopping behaviors brought about by the robust e-commerce industry would fuel extreme climate change in the future. As the manufacturing of plastic could release harmful fumes such as vinyl hydrochloride and benzene into the environment and it is widely used in the manufacturing process of packaging material. Even when these packaging materials are ended up in landfills, chemicals can leak from the material and eventually evaporate into the environment, contributing to climate change. When these plastic materials are released to the ocean, it can cause devastating problems to the marine life.

作為一間科技公司，我們集中於軟件改良，僅在必要時方購買電腦硬件以減少電子浪費。

環境及天然資源保護

迄今為止，在我們的業務中使用紙張對環境的影響最大，我們致力透過逐步為後台運作實施「無紙化」計劃減輕有關影響。倘成本及利益考量屬合理，則我們鼓勵透過電子方式與股東溝通，且我們旨在按階段逐步減少印刷股東／企業通訊。儘管本集團的營運並不會對環境及天然資源造成重大不利影響，我們仍致力將潛在的環境影響降至最低。本集團深明僱員支持及參與環境及天然資源保護的重要性。為此，我們經常通過電郵及集團內聯網提醒僱員將環境保護的意識融入彼等的日常工作。

為嚴格遵守所有國家及地區有關污染控制及環境保護的法律及法規（包括《中華人民共和國固體廢物污染環境防治法》及《中華人民共和國環境保護法》），本集團於二零二零財年繼續執行改善能源效益的措施，並作周詳考慮以保護資源。

氣候變化緩解

於2019冠狀病毒病爆發的一年內，電子商務的增長前所未見。更多便利的商品選擇轉而對下游運輸、更高庫存量及將貨品交付予客戶所需的包裝材料有更高需求。電子商務的蓬勃發展使包裝一環不可避免。我們明白，蓬勃的電子商務行業帶來不斷變化的購物行為為將於日後加劇極端的氣候變化。由於塑料製造會對環境釋放有害氣體（如鹽酸乙烯酯及苯），且在製造過程中廣泛使用包裝材料，即使該等包裝材料最終被棄置於堆填區，惟化學品可從有關材料中洩漏並最終蒸發至環境中，從而導致氣候變化。當該等塑料材料被排放至海洋時，亦會對海洋生物造成毀滅性的問題。

As a responsible earth citizen and an e-commerce solution provider, we believe in mitigating the effects of climate change would benefit the greater good. We have been actively seeking for ways to minimize packaging material and damage to the environment. In addition, we believe that every stakeholder in the supply chain should also take their part to mitigate climate change. We continue to work with suppliers and other stakeholders to contribute to a more sustainable supply chain and create value and synergy by incorporating our environmental and sustainability concerns into the sourcing process.

WORKPLACE AND EMPLOYMENT

Employment And Labour Practices

Employment

Employees are the most valuable assets and the core competitive advantage of the Group. The Group's practices and policies with respect to: (i) compensation and dismissal; (ii) recruitment and promotion; (iii) working hours; (iv) rest periods; (v) equal opportunity; (vi) diversity; (vii) anti-discrimination; and (viii) other benefits and welfare continued to comply with relevant laws and regulations, including but not limited to the Labour Law of the PRC and Employment Ordinance of Hong Kong. In order to ensure our employees' understanding of the Group's policies, employee handbook has been issued to each employee. Terms and conditions of employment, staff compensation and dismissal, staff benefits (including yearly bonus, allowances, leave entitlement, medical benefits, social security, mandatory provident fund and training), chance of promotion, occupational health and safety, complaint channels and office rules are clearly stated in the employee handbook. Our remuneration policy strictly adheres to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and other applicable laws and regulations relating to employment.

During the Reporting Period, the Group was not aware of any incident of non-compliance that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

作為負責任的地球公民及電子商務解決方案供應商，我們認為減輕對氣候變化的影響將會造就更大利益。我們一直積極尋求盡量減少使用包裝材料及盡量減低對環境的破壞。此外，我們認為供應鏈中的每名持份者亦應為緩解氣候變化出一分力。我們繼續與供應商及其他持份者合作，透過將我們對環境及可持續發展的考量納入採購流程，為更可持續的供應鏈作出貢獻，從而創造價值及協同效應。

工作場所及僱傭

僱傭及勞工常規

僱傭

僱員是本集團最寶貴的資產及競爭優勢的核心所在。本集團有關(i)薪酬及解僱；(ii)招聘及晉升；(iii)工作時數；(iv)假期；(v)平等機會；(vi)多元化；(vii)反歧視；及(viii)其他待遇及福利的常規及政策均持續遵守相關法律及法規(包括但不限於《中華人民共和國勞動法》及香港的《僱傭條例》)。為確保僱員了解本集團的政策，每名僱員均獲發僱員手冊。僱員手冊清楚載列關於僱傭、員工薪酬及解僱、員工福利(包括年度花紅、津貼、可享假期、醫療福利、社會保障、強制性公積金及培訓)、晉升渠道、職業健康與安全、投訴渠道及辦公室規則的條款及細則。我們的薪酬政策嚴格遵守香港法例第57章《僱傭條例》及有關僱傭的其他適用法律及法規。

於報告期間，本集團並無發現任何有關補償及解僱、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對本集團有重大影響的不合規事件。

Equal Opportunities, Diversity and Inclusion

We embrace diversity and inclusion. We do not have specific requirements or conventions on gender, age and race in employment. Our recruitment policy stipulates that we recruit candidates based on their experience and expertise, and do not discriminate on grounds of gender, disability, pregnancy, marital and family status, racial background, religious belief, age or sexual orientation. The Group endeavours to provide a good working environment free from discrimination and harassment by putting the principle of equality and fairness into practice. We understand the importance of employees' opinions in enhancing workplace productivity and building a united and harmonious professional team. Therefore, contribution of valuable opinions from employees through verbal or written channels is encouraged to promote effective communication within the Group.

Salary and Benefits

The Group offers competitive remuneration and implements a sound performance appraisal system with appropriate incentives. Salaries are reviewed and adjusted on a yearly basis. Working hours are clearly set out in the employment contract. When working hours are extended, employees will be entitled to overtime pay or compensation leave upon prior approval of their managers. The Group offers our employees a yearly bonus based on their performance appraisals and the market trend. Employees are also entitled to paid leave for statutory holidays, annual leave, sick leave, marriage leave, compassionate leave and maternity leave. To create a harmonious working environment and enhance employees' sense of belongings towards the Group, the Group organises leisure activities to employees from time to time.

Health and Safety

Health and safety is of paramount importance to safeguard the well-being of our employees. With employees being our greatest assets, the Group is committed to creating a safe, healthy and comfortable working environment for each of its employees by identifying potential risks, taking preventive measures and offer necessary trainings from time to time to enhance workplace safety. The Group complies with relevant laws and regulations on occupational health and safety, including but not limited to the Law of the PRC on the Prevention and Control of Occupational Diseases and Occupational Safety and Health Ordinance of Hong Kong.

平等機會、多元化及包容性

我們擁護多元化及包容性。我們並無特定的就業性別、年齡及種族要求或慣例。我們的招聘政策規定，我們會根據其經驗及專業知識招聘應徵者，並不以性別、殘疾、懷孕、婚姻及家庭狀況、種族背景、宗教信仰、年齡或性取向為由進行歧視。本集團致力透過實踐平等及公平原則，提供一個不受歧視及騷擾的良好工作環境。我們明白僱員意見對提高工作場所生產力及建立團結和諧的專業團隊的重要性。因此，我們鼓勵僱員通過口頭或書面渠道提出寶貴意見，以促進本集團內的有效溝通。

薪金及福利

本集團提供具競爭力的薪酬，並設有完善的表現評核制度，實行適當獎勵措施。薪金會按年進行檢討及調整。僱傭合約亦清楚列明工作時數。倘工時延長，在獲其經理事先批准下，僱員將有權享有加班工資或補假。本集團根據表現評核及市場趨勢給予僱員年度花紅。僱員亦享有法定假期、年假、病假、婚假、恩恤假及產假等有薪假期。為營造和諧的工作環境及提升僱員對本集團的歸屬感，本集團不時為僱員舉辦休閒活動。

健康與安全

健康與安全對保障僱員的福祉至關重要。由於僱員為我們的最大資產，故本集團致力透過識別潛在風險、採取預防措施，以及不時提供必要培訓加強工作場所安全，為每位僱員營造安全、健康及舒適的工作環境。本集團已遵守職業健康與安全方面的相關法律及法規，包括但不限於《中華人民共和國職業病防治法》及香港的《職業安全及健康條例》。

The Group offers its employees medical insurance coverage and health check plans. Employees are trained to follow the safety rules and regulations in accordance with the employee handbook and employment contract. Training were provided from time to time to employees on the adequate use of protective gears to avoid accidents and protect both themselves and coworkers from safety risks. The Group is obliged to provide necessary personal protective equipment up to national standard at workplaces such as warehouse. Employees are reminded to keep the working environment clean and tidy. In addition, fire safety is regarded as an integral part of our business operation. We have established a comprehensive fire protection system, clarifying departmental responsibilities and setting out rules regarding fire safety. Regular safety checks have been conducted to identify potential safety risks. There was no significant incident of safety and work-related injury, and there were no work-related fatalities during FY2020 and in each of the past three years. Furthermore, no work-related injury has resulted in lost days for FY2020.

There was no incident of non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards being recorded for FY2020.

Employees' Well-being under COVID-19

During FY2020, challenges brought by the massive global outbreak of the COVID-19 was unprecedented, and our Company has adopted a series of measures to accord priority to the health and safety of all our staffs. A "Work from Home" regime was launched, allowing employees to work from home if required, subject to employees' roles. We also provide masks and hand sanitizers for our employees when they attend work to minimize the potential risk of spreading of virus. We encourage employees to check for symptoms from time to time and check temperature prior to entering the office premise. We assume every responsibility to assure that all necessary preventive and protective measures are taken to minimize occupational safety and risks, and we pledge to provide a blame-free environment and encourages employees to stay home if they are ill.

本集團為僱員提供醫療保險及健康檢查計劃。僱員會根據僱員手冊及僱傭合約接受培訓以遵從安全規則及規例。我們不時為僱員提供有關適當使用防護裝備的培訓，以防止事故發生並保護彼等自身及同事免受安全風險。本集團有責任在倉庫等工作場所提供符合國家標準的必要個人防護裝備。我們會提醒僱員保持工作環境清潔整齊。此外，消防安全被視為業務營運中不可或缺的部分。我們已設立完善的火警監控系統，釐清部門責任及訂明有關消防安全的規則。我們已定期進行安全檢查以確認潛在安全風險。於二零二零財年及過去三年各年，概無發生重大安全及工傷事故，亦無發生因工作關係而死亡的事。此外，於二零二零財年，並無因工傷造成損失工作日數。

於二零二零財年並無錄得任何有關提供安全工作環境及保護僱員免受職業危害並對本集團有重大影響的相關法律及法規的不合規事件。

在2019冠狀病毒病下的僱員福祉

於二零二零財年，全球大規模爆發2019冠狀病毒病帶來前所未有的挑戰，本公司已採取一系列措施，將全體員工的健康及安全放在首位。我們推出「在家工作」制度，於需要時根據僱員的工作職位允許僱員在家工作。我們亦為上班的僱員提供口罩及搓手液，以盡量降低病毒傳播的潛在風險。我們鼓勵僱員在進入辦公場所前，不時檢查症狀及檢測體溫。我們會承擔一切責任，確保採取所有必要的預防及保護措施，以盡量降低職業安全及風險，且我們承諾提供一個寬容環境，鼓勵僱員在生病時留在家中。

Development and Training

The Group believes that expertise and knowledge that we can offer to empower our employees are the keys to its business success. In face of today's changing market environment, employees are encouraged to enrich their knowledge and improve their skills and abilities through high quality training, so as to continually enhance the Group's performance and keep it in the forefront of the competitors. Therefore, the Group is committed to providing high quality training for employees. The Group provides induction training for new employees on the business operation, vision and mission, core values, business goals and overview, and the product knowledge. On-the-job training, covering knowledge of company policies, safety, management and technical skills, is also provided to improve employees' performance. We subsidize various internal and external staff training seminars covering various relevant topics on business management in order to assist our employees in equipping themselves for the fast-changing operating environment in Hong Kong. We aim to unleash our employees' potential to the full and we ensure their dedication in professional development is well rewarded.

Besides training, the Group also conducts regular appraisal of the employees' working performance. The results of the appraisal act as the basis of salary adjustment and promotion. As such, employees are encouraged to improve their working performance, thereby ensuring efficient business operation and enhancing the overall business performance of the Group.

During FY2020, our staffs dedicated 184 hours in participating in training and development activities. An analysis by employment type and by gender is as shown below:

發展及培訓

本集團相信我們可為僱員提供的專業技能及知識，此為其業務成功的關鍵所在。為應對現今不斷轉變的市場環境，我們鼓勵僱員透過高質量的培訓豐富彼等的知識並提升彼等的技能及能力，以持續提升本集團的表現及使其一直領先競爭對手。因此，本集團致力為僱員提供優質培訓。本集團會為新僱員提供入職培訓，以協助彼等熟悉業務營運、願景及使命、核心價值、業務目標及概覽以及產品知識。我們亦提供在職培訓以提升僱員表現，涵蓋公司政策、安全、管理及技能等知識。我們會資助各種內部及外部員工培訓研討會，涵蓋與業務管理相關的各個主題，以協助僱員為香港快速變化的經營環境裝備自己。我們旨在充分釋放僱員的潛力，確保彼等在專業發展方面的奉獻得以充分回報。

除培訓外，本集團亦定期評估僱員的工作表現。評估結果會作為薪金調整及晉升的基準。因此，我們鼓勵僱員改善工作表現，從而確保本集團業務的有效營運及提升整體業務表現。

於二零二零財年，我們的員工已投入184個小時參與培訓及發展活動。按僱傭類型及性別進行的分析如下文所示：

Percentage of trained employees — by Employment Type 受訓僱員百分比 — 按僱傭類型		
Director 董事	Managers 經理	General Staffs 一般員工
80%	45%	18%

Average training hours received by employees — by Employment Type 僱員接受的平均培訓時數 — 按僱傭類型		
Director 董事	Managers 經理	General Staffs 一般員工
19 Hours 小時	14.6 Hours 小時	17.5 Hours 小時

Percentage of training received by employees — By Gender 僱員受訓百分比 — 按性別	
Male 男性	Female 女性
44%	56%

Average hours of training received by employees — By Gender

僱員受訓平均時數 — 按性別

Male
男性

17.6 Hours 小時

Female
女性

16 Hours 小時

Labour Standards

Recruitment of child labour is strictly prohibited within the Group. Applicant's identity information is verified during the recruitment process. The Group enters into employment contract with employees in accordance with local laws and regulations, including but not limited to the Labour Contract Law of the PRC and Employment Ordinance of Hong Kong, with their job duties and working hours clearly stated in the contract to avoid any forms of forced labour. If any candidates were found to be child labour, their employment contract would be immediately terminated.

Working overtime is not encouraged within the Group and employees are entitled to overtime pay or compensation leave if they are required to work overtime. Also, the Group strictly abides by the law relating to minimum wage, such as the Labour Law of the PRC and Minimum Wage Ordinance of Hong Kong. Monthly salary payments, social insurance and mandatory provident fund contributions are made on time according to the employee handbook.

Workforce and Turnover

Data of total employees by gender, employment type and age group are as illustrated below:

As at 31 December 2020, the reportable business segment has in total 27 employees. There is no geographical information presented as all employees were based in Hong Kong during the FY2020.

勞工準則

本集團內部嚴格禁止聘請童工。於招聘過程中，我們會核實申請人的身份資料。本集團根據當地法律及法規（包括但不限於《中華人民共和國勞動合同法》及香港的《僱傭條例》）與僱員訂立僱傭合約，彼等職責及工時明列於合約中，以防止任何形式的強制勞工。倘發現任何應徵者為童工，則彼等的僱傭合約將立即終止。

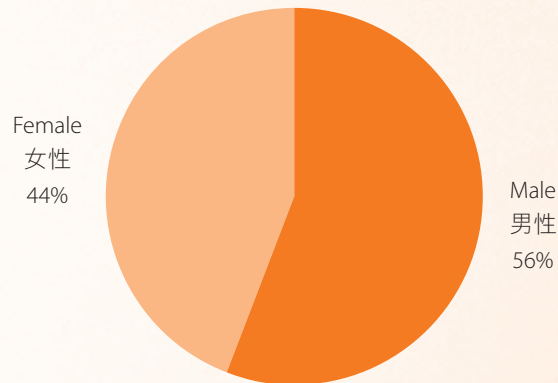
本集團內部不鼓勵加班工作，而僱員如需加班工作，則享有加班工資或補假。此外，本集團嚴格遵守有關最低工資的法律，例如《中華人民共和國勞動法》及香港的《最低工資條例》。月薪、社會保險及強制性公積金供款乃按照僱員手冊準時支付。

勞動力及流失比率

按性別、僱傭類型及年齡組別劃分的僱員總數數據闡述如下：

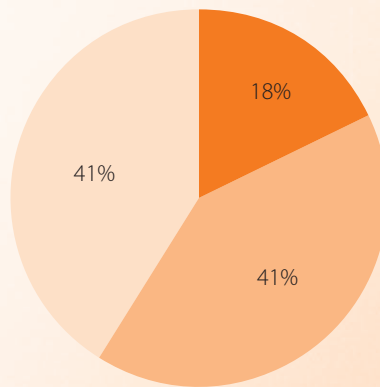
於二零二零年十二月三十一日，可呈報業務分部共有 27 名僱員。於二零二零財年，由於所有僱員均在香港工作，故並無呈列地理資料。

BY GENDER
按性別

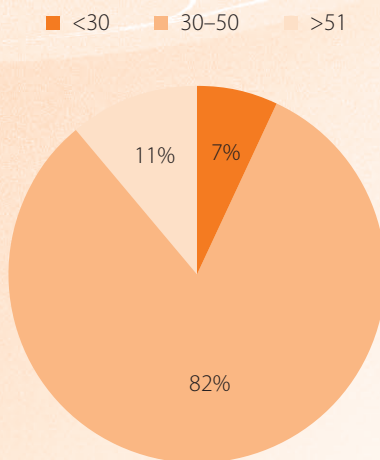


BY EMPLOYMENT TYPE
按僱傭類型

Director (董事) Manager (經理) General Staff (一般員工)



BY AGE GROUP
 按年齡組別



Employee Turnover Rate by Gender
 按性別劃分的僱員流失比率

Male
 男性

0%

Female
 女性

59%

Employee Turnover Rate by Age Group
 按年齡組別劃分的僱員流失比率

<30

0%

31-50

33%

51+

0%

The annual turnover rate was 27%.

年度流失比率為 27%。

The employee turnover by gender and by age group is as shown below:

按性別及按年齡組別劃分的僱員流失比率如下文所示：

Note: Turnover rate is defined as the rate of employees who voluntarily resign or leave because of retirement, dismissal, or other reasons, and is calculated according to the following formula:

附註：流失比率定義為因退休、解僱或其他原因而自願辭職或離職的僱員比率，並根據以下公式計算：

$$\text{Turnover rate} = \frac{\text{number of employee left during the year}}{(\text{number at beginning of year} + \text{number at end of year})/2}$$

$$\text{流失比率} = \frac{\text{年內離職的僱員人數}}{(\text{年初人數} + \text{年底人數})/2}$$

OPERATIONAL PRACTICES

Supply Chain Management

The Group values our longstanding relationship with our suppliers. We believe that stable supplier relationship can promote sustainable development and enhance quality control of our product and services. The Group has established a comprehensive supplier management system, which has set out the accountability of different departments, to assess the suitability of potential suppliers and evaluate the performances of existing suppliers. The Group only engages suppliers with relevant business or production license and to ensure the quality of our products and services are up to standard. Assessment of potential suppliers' quality management system, production and delivery conditions, are conducted during the vendor selection process. Existing suppliers are annually evaluated on the basis of their technical standards, quality of services and products, and client satisfaction. In the procurement process, ESG concerns has become one of our selection criteria upon vendor selection, as the Group would like to identify potential environmental and social risk along our supply chain to enhance sustainability development. Sustainable, fair-trade and environmentally friendly products are preferred and procurement decisions are not solely based on price concern.

Product Responsibility

The Group complies with laws and regulations relating to its business operation in areas like health and safety and advertising matters. The laws and regulations included but not limited to the Advertising Law of the PRC and Product Quality Law of the PRC. The Group stresses the importance of providing customers with accurate and true information. All product information, including descriptions and pictures, strictly comply with national laws and regulations on online shopping platform. The Group also pays high attention to the quality and safety of its services. A rigorous quality inspection system is implemented to assure the quality of products. Inspection of product labels, appearance and other criteria is conducted upon product arrival. For returned products, they will be inspected with stricter standards. The Group has established an enterprise resource planning system for managing goods record and delivery. We strive to provide unbeatable customer service. Performance of customer service representatives is reviewed regularly, on performance criteria such as timeliness of response and courtesy, to ensure our quality of customer service are up to standard. When a complaint is received, it would be assessed immediately. Internal investigation will be conducted to identify the possible causes of the issue, so that corresponding remedial actions can be taken.

營運慣例

供應鏈管理

本集團重視我們與供應商的長期關係。我們相信穩定的供應商關係可促進可持續發展並提高我們產品及服務的質量控制。本集團已成立全面的供應商管理制度，當中列明不同部門所承擔的責任，以評核潛在供應商是否合適及對現有供應商的表現作出評估。本集團僅委聘具備相關業務或生產牌照的供應商，以確保我們產品及服務的質量符合標準。在挑選供應商的過程中，我們會評估潛在供應商的質量管理制度、生產及交付條件。至於現有供應商方面，我們則每年按其技術標準、服務及產品質量以及客戶滿意度為基準進行評估。在採購過程中，環境、社會及管治關注事項已成為我們挑選供應商時的挑選標準之一，原因為本集團謹此希望在我們的供應鏈中確認潛在環境及社會風險，以增強可持續性發展。可持續、公平貿易及環保產品乃屬首選，且採購決策不僅基於價格問題而定。

產品責任

本集團遵守有關業務營運的健康及安全以及廣告事宜的法律及法規。該等法律及法規包括但不限於《中華人民共和國廣告法》及《中華人民共和國產品質量法》。本集團強調向客戶提供準確及真實資料的重要性。所有產品資料(包括描述及圖片)均嚴格遵守有關線上購物平台的國家法律及法規。本集團亦高度重視其服務質量及安全，並實施嚴格的質量檢查制度，以確保產品質量。我們會於產品到達時檢查產品標籤、外觀及其他標準。退回的產品則會以更嚴格的標準進行檢查。本集團就貨品記錄及交付管理成立企業資源計劃系統。我們致力提供卓越的客戶服務。為確保客戶服務的質量符合標準，我們按照回應時間及禮貌等表現標準定期檢討客戶服務代表的表現。我們會即時評核已接獲的投訴個案，進行內部調查以確認事件可能出現的原因，從而採取相應補救行動。

Environmental, Social and Governance Report

環境、社會及管治報告

During FY2020, there was no products sold or shipped subject to recalls for safety and health reasons and there was no material complaint or damage claim received on our product sold or service rendered.

Data and Privacy Protection

The Group strictly abides by the Trademark Law of the PRC, Patent Law of the PRC, Copyright Law of the PRC, and other relevant laws and regulations during operation. The Group attaches importance to data protection. It is the Group policy to forbid all personnel from using personal devices to backup company's files. Authorisation is necessary for staff to view client information. Source code backup is performed from time to time to protect critical information from losing due to any system crashes and errors. Sensitive data, such as private personal data, shall be marked for destruction and can only be access by authorised users. A robust incident reporting regime is implemented and employees are required to report on any incidents of data leakage, with subsequent remedial actions to be taken.

Due to the Group's business nature, the protection of intellectual property rights of customers, suppliers and the Group is of paramount importance. Confidentiality clauses are included in the contracts to be entered into between the Company, customers and suppliers to safeguard the intellectual property rights and confidentiality for all parties.

Our employee handbook and employment contract stipulates that employees are not allowed to disclose any information obtained in connection with their employment, including but not limited to trade secrets, know-how, client information, supplier information and other proprietary information.

During FY2020, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to privacy matters.

於二零二零財年，概無因安全及健康原因而召回已出售或運送產品，亦無就我們的已出售產品或已提供服務收到任何重大投訴或損壞索償。

資料及私隱保障

本集團於營運期間嚴格遵守《中華人民共和國商標法》、《中華人民共和國專利法》、《中華人民共和國著作權法》及其他相關法律及法規。本集團強調保障資料的重要性。本集團已制定政策禁止所有人員使用個人設備將公司文件備份。員工須獲得授權方可查看客戶資料。我們亦會不時進行源代碼備份工作，以保障重要資料免因任何系統故障或錯誤事故而遺失。敏感資料(例如私人個人資料)應標註為銷毀，僅可由授權用戶查閱。我們已實施健全的事故報告機制，要求僱員報告任何資料洩漏事故，並採取後續補救行動。

由於本集團的業務性質，保護客戶、供應商及本集團的知識產權至關重要。本集團、客戶及供應商訂立的合約中包括保密條款，以保障所有訂約方的知識產權及機密資料。

我們的僱員手冊及僱傭合約訂明，僱員不得披露受聘期間所獲得的任何資料，包括但不限於商業機密、技術知識、客戶資料、供應商資料及其他專有資料。

於二零二零財年，本集團已遵守一切有關私隱事宜並對本集團有重大影響的相關法律及法規。

Anti-corruption and Whistleblowing Policy

The Group strictly complies with all the national and regional laws and regulations relating to extortion, fraud and money laundering, such as the Criminal Law of the PRC and Prevention of Bribery Ordinance of Hong Kong. To promote integrity and prevent unethical pursuits, the Group has implemented an effective whistleblowing policy for reporting wrongdoings in accordance with employee handbook. Integrity agreement with external parties has been signed to avoid any advantage given or received in the conduct of the Group's business.

Trainings will be conducted to directors and employees on topics on corruption and conflict of interest from time to time.

During FY2020, no violation of laws, regulations, or internal provisions of the Group relating to anti-corruption had occurred during operation.

Community Investment

Together, we fight the virus

The year 2020 was an exceptional year where the unprecedented COVID-19 outbreak has rocked the world's economy and laid new norms and opportunities ahead. During February 2020, the time when the outbreak has spread globally with uncontrollable rage, our society faced enormous shortages of face masks under such pandemic situation. In light of paying tribute to the medical professionals who risk their lives to fight the virus for the community, the Group has tried its best to secure and donate a total of 2000 N95 face masks to the Hospital Authority as a means to give back to our community. These masks were donated and delivered to the Hospital Authority on 25 February 2020.

Not only we invest in the community with our resources and strength, we also encourage our staff to take part in voluntary work and donation. Community engagement has been our core value and we wish to create rippling social impact through volunteering and charity service to foster social harmony.

反貪污及舉報政策

本集團嚴格遵守有關勒索、欺詐及洗黑錢的所有國家及地區法律及法規，例如《中華人民共和國刑法》及香港的《防止賄賂條例》。為推崇誠信及防止不道德活動，本集團已實施有效舉報政策，供僱員根據僱員手冊舉報不當行為。我們已與外部人士簽署誠信協議，避免任何一方於進行本集團業務時提供或收取任何利益。

我們將不時為董事及僱員進行有關貪污及利益衝突等主題的培訓。

於二零二零財年，概無於營運期間違反與反貪污有關的法律、法規或本集團內部條例。

社區投資

同心抗疫

二零二零年是非一般的一年，前所未見的2019冠狀病毒病爆發衝擊全球經濟，並為未來帶來新常態及機遇。於二零二零年二月，疫情肆虐、散播全球，社會在有關疫情情況下面臨口罩嚴重短缺。為向冒性命風險為社區對抗病毒的專業醫護人員致敬，本集團盡力取得及向醫院管理局捐出合共2000個N95口罩，藉此回饋社區。該等口罩於二零二零年二月二十五日捐出及運抵醫院管理局。

我們不僅利用我們的資源及實力作出社區投資外，亦鼓勵員工參與義工活動及捐獻。社區參與向來是我們的核心理念，我們期望透過義工及慈善服務逐漸為社會帶來影響，促進社會和諧。

APPENDIX

ESG Reporting Guide

附錄

《環境、社會及管治報告指引》

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
Environmental 環境		
A1. Emissions 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。	Environmental Protection — Environmental Policies — Emissions 環境保護 — 環境政策 — 排放物
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。	Environmental Protection — Emissions 環境保護 — 排放物
KPI A1.2 關鍵績效指標 A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Environmental Protection — Emissions 環境保護 — 排放物
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Environmental Protection — Emissions 環境保護 — 排放物
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Environmental Protection — Emissions 環境保護 — 排放物

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
KPI A1.5 關鍵績效指標 A1.5	Description of emission targets set and steps taken to achieve them. 描述所設立的排放量目標及為達到這些目標所採取的步驟。	Environmental Protection — Use of Resources 環境保護 — 資源使用
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction targets and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，以及減廢目標及為達到這些目標所採取的步驟。	Environmental Protection — Use of Resources 環境保護 — 資源使用
A2. Use of Resources 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。	Environmental Protection — Use of Resources 環境保護 — 資源使用
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 (e.g. per unit of production volume, per facility). 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(如以每產量單位、每項設施計算)。	Environmental Protection — Use of Resources 環境保護 — 資源使用
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	Not Applicable Environmental Protection — Use of Resources 不適用 環境保護 — 資源使用
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所設立的能源使用效益目標及為達到這些目標所採取的步驟。	Environmental Protection — Use of Resources 環境保護 — 資源使用
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 target(s) set and steps taken to achieve them. 描述求取適用水源上是否有任何問題，以及所設立的用水效益目標及為達到這些目標所採取的步驟。	Environmental Protection — Use of Resources 環境保護 — 資源使用
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Environmental Protection — Use of Resources 環境保護 — 資源使用

Environmental, Social and Governance Report

環境、社會及管治報告

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
A3. The Environment and Natural Resources 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。	Environmental Protection — Use of Resources — Environment and Natural Resources Protection 環境保護 — 資源使用 — 環境及天然資源保護
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。	Environmental Protection — Use of Resources — Environment and Natural Resources Protection 環境保護 — 資源使用 — 環境及天然資源保護
A4. Climate Change 氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Environmental Protection — Climate Change Mitigation 環境保護 — 氣候變化緩解
KPI A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及已採取管理有關事宜的行動。	Environmental Protection — Climate Change Mitigation 環境保護 — 氣候變化緩解

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
Social		
社會		
B1. Employment		
僱傭		
Employment and labour practices		
僱傭及勞工常規		
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。	Workplace And Employment — Employment and Labour Practices — Employment 工作場所及僱傭 — 僱傭及勞工常規 — 僱傭
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Workplace and Employment — Employment and Labour Practices — Workforce and Turnover
關鍵績效指標 B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	工作場所及僱傭 — 僱傭及勞工常規 — 勞動力及流失比率
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Workplace and Employment — Employment and Labour Practices — Workforce and Turnover
關鍵績效指標 B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	工作場所及僱傭 — 僱傭及勞工常規 — 勞動力及流失比率

Environmental, Social and Governance Report

環境、社會及管治報告

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
B2. Health and Safety 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。	Workplace and Employment — Employment and Labour Practices — Health and Safety 工作場所及僱傭 — 僱傭及勞工常規 — 健康與安全
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	Workplace and Employment — Employment and Labour Practices — Health and Safety 工作場所及僱傭 — 僱傭及勞工常規 — 健康與安全
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。	Workplace and Employment — Employment and Labour Practices — Health and Safety 工作場所及僱傭 — 僱傭及勞工常規 — 健康與安全
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。	Workplace and Employment — Employment and Labour Practices — Health and Safety 工作場所及僱傭 — 僱傭及勞工常規 — 健康與安全

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
B3. Development and Training 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。	Workplace and Employment — Employment and Labour Practices — Development and Training 工作場所及僱傭 — 僱傭及勞工常規 — 發展及培訓
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別劃分(如高級管理層、中級管理層)劃分的受訓僱員百分比。	Workplace and Employment — Employment and Labour Practices — Development and Training 工作場所及僱傭 — 僱傭及勞工常規 — 發展及培訓
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。	Workplace and Employment — Employment and Labour Practices — Development and Training 工作場所及僱傭 — 僱傭及勞工常規 — 發展及培訓

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
B4. Labour Standard 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。	Workplace and Employment — Employment and Labour Practices — Labour Standards 工作場所及僱傭 — 僱傭及勞工常規 — 勞工準則
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。	Workplace and Employment — Employment and Labour Practices — Labour Standards 工作場所及僱傭 — 僱傭及勞工常規 — 勞工準則
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。	Workplace and Employment — Employment and Labour Practices — Labour Standards 工作場所及僱傭 — 僱傭及勞工常規 — 勞工準則

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
OPERATING PRACTICES		
營運慣例		
B5. Supply Chain Management		
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。	Operational Practices — Supply Chain Management 營運慣例 — 供應鏈管理
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 不予披露
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，以及相關執行及監察方法。	Operational Practices — Supply Chain Management 營運慣例 — 供應鏈管理
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Operational Practices — Supply Chain Management 營運慣例 — 供應鏈管理
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Operational Practices — Supply Chain Management 營運慣例 — 供應鏈管理

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
B6. Product Responsibility 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。	Operational Practices — Supply Chain Management — Product Responsibility 營運慣例 — 供應鏈管理 — 產品責任
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召回的百分比。	Operational Practices — Supply Chain Management — Product Responsibility 營運慣例 — 供應鏈管理 — 產品責任
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。	Operational Practices — Supply Chain Management — Product Responsibility 營運慣例 — 供應鏈管理 — 產品責任
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。	Operational Practices — Supply Chain Management — Data and Privacy Protection 營運慣例 — 供應鏈管理 — 資料及私隱保障
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召回程序。	Operational Practices — Supply Chain Management — Product Responsibility 營運慣例 — 供應鏈管理 — 產品責任
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。	Operational Practices — Supply Chain Management — Data and Privacy Protection 營運慣例 — 供應鏈管理 — 資料及私隱保障

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
B7. Anti-corruption 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。	Operational Practices — Supply Chain Management — Anti-Corruption and Whistleblowing Policy 營運慣例 — 供應鏈管理 — 反貪污及舉報政策
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Operational Practices — Supply Chain Management — Anti-Corruption and Whistleblowing Policy
關鍵績效指標 B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	營運慣例 — 供應鏈管理 — 反貪污及舉報政策
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Operational Practices — Supply Chain Management — Anti-Corruption and Whistleblowing Policy
關鍵績效指標 B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	營運慣例 — 供應鏈管理 — 反貪污及舉報政策
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Operational Practices — Supply Chain Management — Anti-Corruption and Whistleblowing Policy
關鍵績效指標 B7.3	描述向董事及員工提供的反貪污培訓。	營運慣例 — 供應鏈管理 — 反貪污及舉報政策

Subject Areas 主題範疇	Content 內容	Section in the ESG Report 環境、社會及管治報告內章節
Community 社區		
B8. Community Investment 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發行人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。	Community Investment — Together, We Fight the Virus 社區投資 — 同心抗疫
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Community Investment — Together, We Fight the Virus 社區投資 — 同心抗疫
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Community Investment — Together, We Fight the Virus 社區投資 — 同心抗疫



SMARTAC INTERNATIONAL HOLDINGS LIMITED

環球智能控股有限公司

(Formerly known as Smartac Group China Holdings Limited)

(前稱中國智能集團控股有限公司)

Incorporated in the Cayman Islands with limited liability

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