



**WANKA ONLINE INC.**  
**萬咖壹聯有限公司\***

(Incorporated in the Cayman Islands with limited liability)

( 於開曼群島註冊成立的股份有限公司 )

Stock Code 股份代號 :1762



# 2020

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 環境、社會及管治報告

\* For identification purposes only 僅供識別

**Supply Chain Management**  
供應鏈管理

**Services**  
服務

**Anti-Corruption**  
反貪腐

**Environment**  
環境

**Community**  
社區

**Key Performance Indicators**  
關鍵績效指標

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## About the Group 有關本集團

Wanka Online Inc. is a fast-growing technology company in the mobile Internet market, helping connect businesses from various industries to hundreds of millions of Android-based smartphone users in China. We provide Android-based content distribution services for marketers seeking mobile advertising, online-video distribution and game co-publishing services. Under the close strategic partnership with MHA and Quick App Alliance, we were in a position to build an Android-based mobile ecosystem that serves industrial players through approaching the largest group of smartphone users in China at any time anywhere. The ecosystem we have built had helped our distribution channels, particularly those of smartphone manufacturers, to maximise their monetisation potential by matching online advertising opportunities with marketers seeking to advertise their contents. It also provides marketers with access to a massive user base accumulated by smartphone manufacturers in a cost-effective manner.

萬咖壹聯有限公司是移動互聯網市場上的一家快速增長的科技公司，幫助各行各業的企業與中國數以億計安卓智能手機用戶建立聯繫。我們向尋求移動廣告、網絡視頻產品分發及遊戲聯運服務的行業客戶提供安卓內容分發服務。在與硬核聯盟及快應用聯盟建立的緊密戰略合作下，我們可以隨時隨地接觸到中國最大的智能手機用戶群，構建了服務於行業參與者的安卓移動生態系統。我們構建的生態系統助力我們的分發渠道，尤其是智能手機製造商，通過將線上廣告機會與尋求發佈內容廣告的行業客戶進行精準匹配，使手機製造商的分發渠道實現變現能力的最大化。同時，我們亦推動行業客戶以具有成本效益的方式通過智能手機製造商積累了龐大的用戶基礎。

## OVERVIEW

This is the third Environmental, Social and Governance (“ESG”) report of the Company, which presents a review of the Company’s performance on ESG issues. Unless otherwise stated, this report should be read in conjunction with the 2020 annual report of the Company, in particular the Corporate Governance Report contained therein. Capitalised terms defined in the 2020 annual report of the Company shall have the same meanings when used in this ESG report, unless the context otherwise requires.

## REPORTING FRAMEWORK AND PRINCIPLES

This report is prepared in accordance with the ‘comply or explain’ provision of Environmental, Social and Governance Reporting Guide (hereinafter referred to as the “ESG Guide”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. Information as contained in this report is derived from the statistics, questionnaires, records and analytical results of the Group. An ESG Guide Content Index is set out in Appendix I of this report. The report is published in English and Chinese. In case of any conflicts between the two versions, the English version shall prevail.

This report was made under the following principles:

### Materiality 重要性

Materiality was assessed based on the results obtained from stakeholder engagement. The material issues identified were verified by the Board.  
重要性的評估結果是基於持份者的意見所得。董事會已核實所識別的重要議題。

### Balance 平衡

The content and data provided in the report are unbiased. We discussed both our achievements and rooms for improvement in all the ESG aspects.  
本報告的內容及數據均無偏頗。我們就環境、社會及管治各方面的成果及改善空間進行討論。

## 概覽

這是本公司第三份環境、社會及管治報告，當中呈列本公司就環境、社會及管治事宜表現的概覽。除另有註明外，本報告應與本公司二零二零年年報（尤其當中所載的企業管治報告）一併閱讀。除文意另有所指外，本公司二零二零年年報所界定的詞彙，在本環境、社會及管治報告使用時具有相同涵義。

## 報告框架及原則

本報告乃遵照香港聯合交易所有限公司證券上市規則附錄二十七《環境、社會及管治報告指引》（下稱「環境、社會及管治報告指引」）的「不遵守就解釋」條文編製。本報告所載資料源自本集團的統計數據、問卷、記錄及分析結果。環境、社會及管治指引的目錄索引載於本報告附錄一。本報告以英文及中文版本刊發。兩個版本之間如有任何衝突，概以英文版本為準。

本報告的編製乃遵循以下原則：

### Quantitative 量化

We used quantitative methods to measure and disclose applicable key performance indicators (“KPIs”). The methodologies, assumption or calculation have been explained in the corresponding context, where applicable.  
我們使用定量方法來衡量和披露適用的關鍵績效指標（「關鍵績效指標」）。方法、假設或計算已在相應位置（如適用）進行說明。

### Consistency 一致

We adopted consistent methodologies to allow a fair comparison of our performance over time. Where applicable, changes to the methods or KPIs used have been explained in the corresponding section.  
我們採用一致的方法，公平地比較我們歷來的表現。在適用的情況下，我們已在相應章節說明所採用的方法或關鍵績效指標的變化。

## About the Report 有關本報告

### REPORTING, SCOPE AND EXTENT

All information provided in this report covers the 2020 calendar year (the “Reporting Period”), which is consistent with the financial year of the Company’s 2020 annual report. Consistent with the 2019 ESG report, the policy document, declaration and data set out in this report cover the subsidiaries in Beijing and Shanghai, which are the core business operation places of the Group. The Group’s performance relative to various KPIs, with comparison to 2018 and 2019 results, are disclosed in the Key Performance Indicators section.

### FEEDBACK ON THIS REPORT

We have taken into consideration the interests and requirements of our internal and external stakeholders. We have an effective communication channel with our stakeholders and we welcome any comments and suggestions you may have on this report. You may submit your feedback of this report at: [esg@wankaonline.com](mailto:esg@wankaonline.com).

### GOVERNANCE

The Board plays a primary role in overseeing the Group’s ESG endeavours. The Board reviews the ESG policy and oversees the execution of the Group’s ESG strategy and issues. The Group has an ESG Working Group, comprised of members from the management and head of various departments, report directly to the Board and is responsible for advising the Board for any ESG improvement area, managing the risks and opportunities and to achieve long-term sustainability.

### 報告、範圍及界限

本報告提供的所有資料涵蓋二零二零年曆年（「報告期」），與本公司二零二零年年報的財政年度一致。與二零一九年環境、社會及管治報告一致，本報告所載的政策文件、聲明及數據涵蓋北京及上海附屬公司，均為本集團的核心業務經營地點。本集團與多項關鍵績效指標有關的表現連同與二零一八年及二零一九年業績的比較披露於關鍵績效指標一節。

### 本報告反饋意見

我們已考慮內部及外部持份者的利益及要求。我們與持份者保持有效的溝通渠道，並歡迎閣下對本報告提出任何意見及建議。閣下可通過電郵[esg@wankaonline.com](mailto:esg@wankaonline.com)提交有關本報告的反饋意見。

### 管治

董事會在監督本集團的環境、社會及管治工作中扮演著主要角色。董事會審閱環境、社會及管治政策，並監督本集團環境、社會及管治策略及事項的執行情況。本集團已成立環境、社會及管治工作組，由管理層成員及各部門負責人組成，直接向董事會報告，及負責就任何環境、社會及管治改進領域向董事會提供建議並管理風險及機遇，以實現長期可持續發展。

### APPROVAL

To the best of its knowledge, this report addresses all relevant material issues and fairly presents the ESG performance of the Group. This report was reviewed and approved by the Board.

### THE COMPANY'S CORE VALUE/VISION OF CORPORATE RESPONSIBILITY

Adhering to the vision of Interconnecting the Intelligent world, we aim at helping connect businesses from various industries to hundreds of millions of smartphone users. We promote harmony to different stakeholders, balancing the interests from the environment and the community.

We will continue to place more emphasis on ESG management, and encourage every individual, business partner and peer to take part in the implementation of our ESG strategy.

### 批准

據董事會所深知，本報告處理所有相關重大事宜，並公允呈報本集團在環境、社會及管治方面的表現。董事會已審閱及批准本報告。

### 本公司的核心價值／企業責任願景

秉持「連接萬物互聯的智能世界」的願景，我們旨在幫助不同行業將業務與數以億計的智能手機用戶連接。我們促進不同持份者之間和諧共處，平衡環境與社區的利益。

我們將繼續提高注重環境、社會及管治的管理，並鼓勵每位個人、業務夥伴及同業參與實施我們的環境、社會及管治策略。

## Our ESG Policy 我們的環境、社會及管治政策

We set the ESG policy which governs our business and operational decisions to consider our economic, environmental and social implications, in addition to ensuring that we fully comply with laws and regulations. Our ESG policy are reviewed regularly to ensure the relevance and appropriateness to our business. The ESG policy has been approved by the Board.

Our ESG policy states our vision and ESG's principles, which include the four main areas of our ESG strategy:

- 1) Marketplace
- 2) Ethics
- 3) Labour
- 4) Environment

Going forward, we will continue to integrate our ESG measures into our operations.

我們設定環境、社會及管治政策，規範我們的業務及營運決策，除確保我們完全遵守法律及法規外，亦需考慮我們對經濟、環境及社會的影響。我們定期審閱環境、社會及管治政策，以確保對我們業務的相關及合適程度。有關的環境、社會及管治政策已獲董事會批准。

我們的環境、社會及管治政策闡述我們的願景和環境、社會及管治原則，包括我們的環境、社會及管治策略的四個主要範疇：

- 1) 市場
- 2) 專業操守
- 3) 勞工
- 4) 環境

展望未來，我們會繼續將環境、社會及管治措施納入經營業務內。

The Company aims to response and feedback to any material concerns of the stakeholders on a timely manner. To evaluate our performance on ESG, we conduct stakeholder engagement exercise and materiality assessments on an ongoing basis. Their opinions are reflected to the ESG report and facilitated our development plans and operational strategies. We connected with our stakeholders through various channels set out as below.

本公司旨在對持份者的任何重大關注作出適時回應及反饋。為評估我們的環境、社會及管治表現，我們持續進行持份者參與行動及重要性評估。彼等的意見乃反映於環境、社會及管治報告，促進我們的發展計劃及經營策略。我們透過下文所載多種渠道與持份者聯絡。

External Stakeholders 外部持份者		
Government and regulators 政府及監管機構	Investors, shareholders and media 投資者、股東及媒體	Customers 客戶
<ul style="list-style-type: none"> <li>Verbal and written communications on a need basis 按需要進行口頭及書面的聯絡溝通</li> </ul>	<ul style="list-style-type: none"> <li>Annual general meeting and notices 股東週年大會及通告</li> <li>Corporate publications including annual report, interim report and ESG report 公司刊物(包括年度報告、中期報告以及環境、社會及管治報告)</li> <li>Circulars and announcements 通函及公告</li> <li>Direct communication via a designated email address 通過指定電郵地址直接溝通</li> <li>Press release 新聞發佈</li> <li>Roadshows and investor meetings 路演和投資者會議</li> <li>Questionnaires and interviews 問卷及採訪</li> </ul>	<ul style="list-style-type: none"> <li>Questionnaires 問卷</li> <li>Customer meetings 客戶會議</li> <li>On-site visits 實地考察</li> </ul>
Suppliers and business partners 供應商及業務夥伴	Non-governmental organisations and industry associations 非政府組織及業界組織	Local communities 地方社區
<ul style="list-style-type: none"> <li>Questionnaires 問卷</li> <li>Meetings 會議</li> <li>On-site visits 實地考察</li> </ul>	<ul style="list-style-type: none"> <li>Meetings and correspondences with market practitioners and related associations 與市場參與者及相關組織舉行會議及進行書信往來</li> </ul>	<ul style="list-style-type: none"> <li>Community events 社區活動</li> <li>Collaborative projects 合作項目</li> <li>Press release 新聞發佈</li> </ul>

## Stakeholder Engagement 持份者的參與

### Internal Stakeholders 內部持份者

#### Employees 僱員

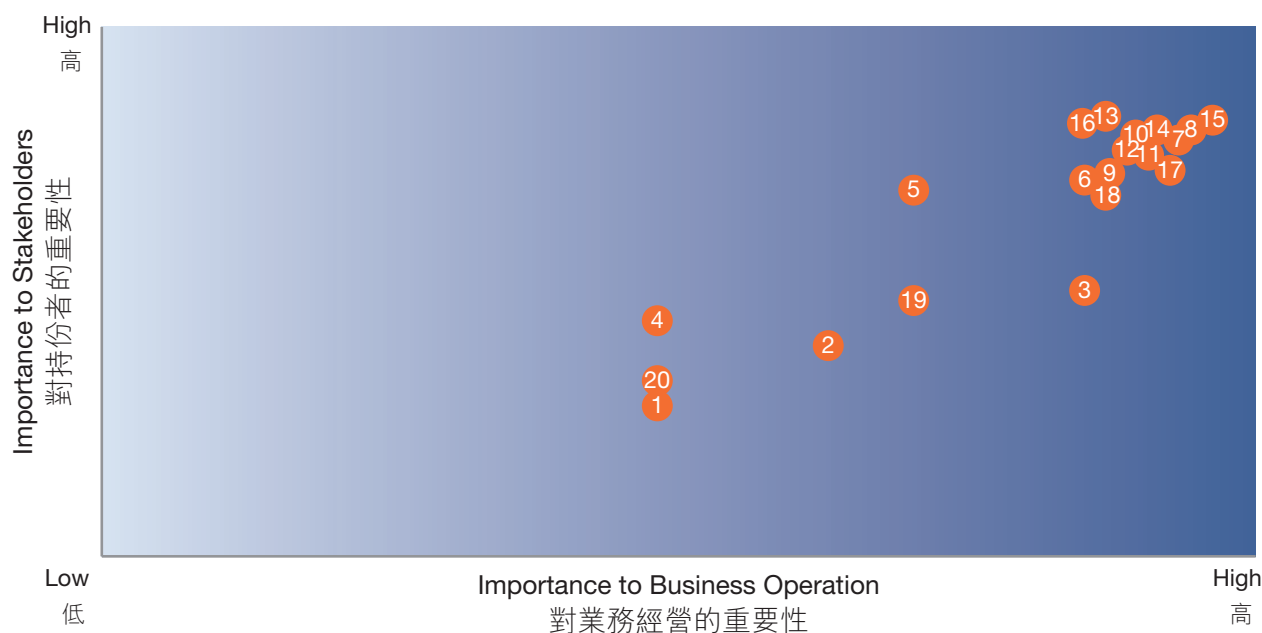
- Monthly newsletters  
每月通訊
- Questionnaires and interviews  
問卷及採訪
- Regular intranet communication  
定期內聯網溝通
- Internal staff training  
內部員工培訓

During the year, we conducted a comprehensive materiality assessment that included internal evaluations and surveys with both our internal and external stakeholders. We identified 10 material areas from the materiality matrix, which the Company aims to manage and report on.

於年內，我們進行全面的重要性評估，包括向內部及外部持份者進行內部評估及調查。我們從重要性矩陣中識別出本公司旨在管理及報告的十個重要範疇。

## Materiality Matrix 2020

### 二零二零年重要性矩陣



In the materiality assessment, stakeholders were asked to rate a list of ESG topics in terms of their relevance and importance to our business as well as to the wider community. The tables below included the material areas that were identified as important by our stakeholders and our business operations:

在重要性評估中，持份者須根據其對我們業務以及對更廣泛社區的相關性及重要性對一系列環境、社會及管治主題進行評分。下表列出我們的持份者確定為重要的重要領域及我們的業務營運：

Social 社會	
7	Employee Development and Training 僱員發展及培訓
8	Employee Safety and Health 僱員安全及健康
Operating Practices 營運慣例	
10	Compliance in Industry 行業的合規性
11	Responsible Business Practices 負責任的業務常規
12	Service Quality 服務質素
13	Provision of Stable Services 提供穩定服務
14	Protection and Respect for Intellectual Property Rights 保護及尊重知識產權
15	Customer Satisfaction 客戶滿意度
16	Protection of Personal Data and Customer Privacy 保障個人資料及客戶私隱
17	Health Cyberspace 健康網路空間

## Our People 我們的員工

Employees are among our great assets. We believe that our employees is a core organisation capability that strive for our long-term success and to fulfil our Company's mission. As at 31 December 2020, we had 249 employees, among which, 219 employees are based in Beijing and Shanghai. We are committed to providing a sound work environment, investing in staff well-being and offering our employees opportunities to learn, grow and reach their full potentials. We care for the well-being of our employees. For example, we celebrate special occasions with our employees, such as birthday party and anniversary events. We also have a running group for our employees to ease their work-related pressure.

In order to balance work and family responsibility of our employees, we adopted flexible working hour practice, which allow our employees with family commitments can devote more time before or after work to take care of family matters.

All our employment is voluntary. Child labour and forced labour are strictly prohibited in our entire business. We make sure that we are strictly complies with the applicable employment laws and regulations. The human resource department would inspect the identification documents of candidates during the recruitment process to prevent recruiting child labour. We are not aware of any non-compliance cases in relation to applicable employment laws and regulations, including Provision on the Prohibition of Using Child Labour of the PRC, Labour Contract Law of the PRC and the Labour Law of the PRC, during the Reporting Period.

We recognise the benefits of diversified staff structure and believe it as one of the vital elements in sustaining a competitive advantage of the Group. We have a diversified talents with various expertise and background. As at 31 December 2020, the analysis of employee information of the Group are as follows:

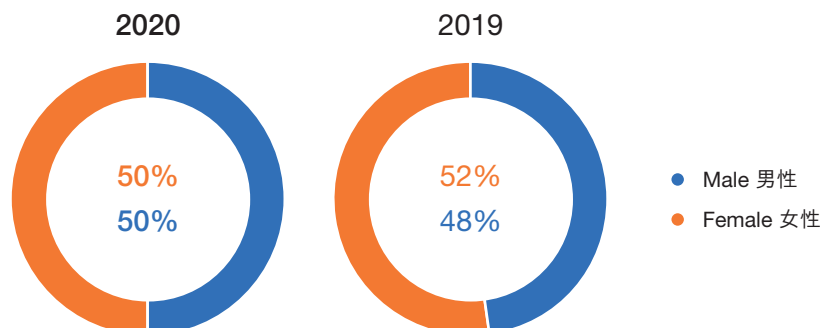
員工是我們的重要資產之一。我們認為，員工是爭取實現我們長遠的成功及實現本公司使命的核心組織能力。於二零二零年十二月三十一日，我們聘用249名僱員，其中219名僱員駐於北京及上海。我們致力提供良好的工作環境，投資於員工福利並為僱員提供學習、成長及發揮其全面潛質的機會。我們關心僱員福祉。例如，我們為僱員慶祝特別日子，如生日派對及週年慶典。我們亦為員工設立跑步小組，以緩解彼等的工作相關壓力。

為使僱員在工作與家庭責任方面平衡發展，我們採納靈活工時制度，讓負起家庭責任的僱員可在上班之前或之後有更多時間照顧家庭事務。

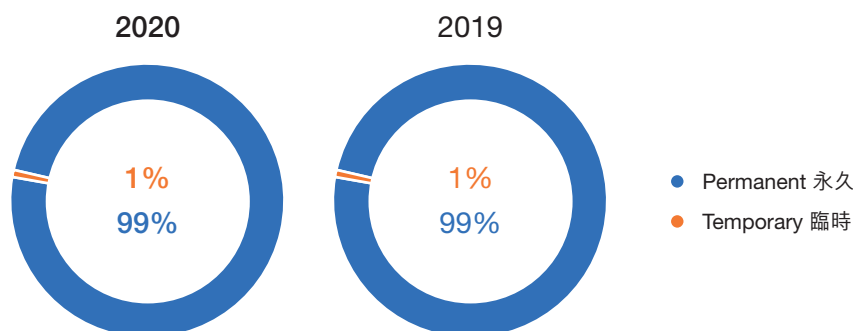
我們僱用的所有人員均屬自願。嚴禁在我們整個業務過程中使用童工及強制勞工。我們確保嚴格遵守適用就業法律及法規。人力資源部門會在招聘過程中檢查候選人的身份證件，以防止聘用童工。於報告期內，我們並不知悉存在任何有關適用就業法律及法規（包括《中華人民共和國禁止使用童工規定》、《中華人民共和國勞動合同法》及《中華人民共和國勞動法》）的違規情況。

我們認可多元化員工結構的益處，認為此為維持本集團競爭優勢的重要因素之一。我們擁有具有各種專業知識和背景的多元化人才。截至二零二零年十二月三十一日，本集團員工資料分析如下：

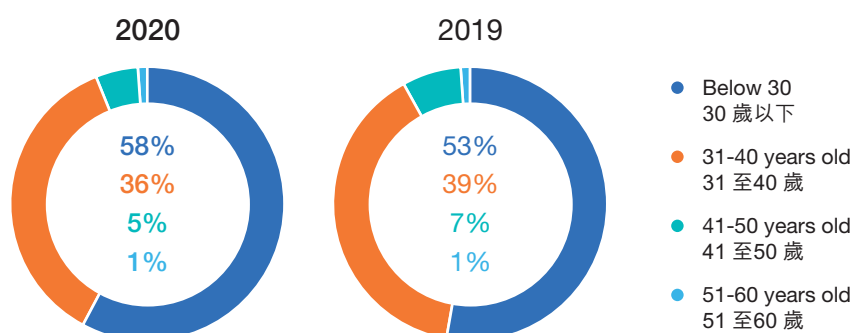
### Total Workforce by Gender 按性別劃分員工總數



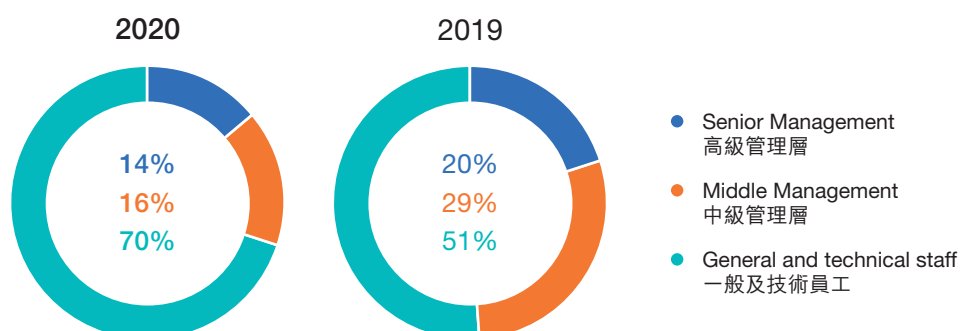
### Total Workforce by Employment Contract 按僱傭合同劃分員工總數



### Total Workforce by Age Group 按年齡組別劃分員工總數



### Total Workforce by Employee Type 按員工類型劃分員工總數



## COMPENSATION AND WELFARE

As part of our human resources strategy, we offer employees competitive pay, welfare, performance-based cash bonuses and other incentives to attract and retain talent. The bonus system is performance-based and designed to reward employees with excellent performance. Appraisals are reviewed on annual basis to evaluate individual performance and contribution. The appraisal results will be used as a reference for salary adjustment, the bonus and remuneration reward, promotion and placement. We have also set up several share-based incentive schemes including share awards and share options to motivate employee who have made contribution to the development of the Group.

To cultivate a family-like atmosphere at our workplace, we offer our staff a variety of welfare. Depending on their needs and circumstances, they are entitled to apply for different types of leave, including maternity leave, paternity leave, marriage leave, leave for injuries and occupational diseases and compassionate leave.

## TALENT RECRUITMENT

We have defined the job qualification and job description for each position as criteria for employing new staff. We primarily recruit our employees through recruitment agencies, on-campus job fairs and online recruiting channels, including our corporate website, job search websites and social networking platforms.

We emphasise the importance of equality of opportunities and commitment to ensure an equal opportunities and equal employment environment for all staff, job applicants and other concerned parties. We are dedicated to providing equal opportunities for all candidates. We prohibit all forms of discrimination based on gender, ethnicity, race, age, religious, sexual orientation or family status. Our selection process are consistently applied to all job applicants and the recruitment evaluations are based on the applicants' education level, professional qualification, experience, skills and abilities.

## 薪酬及福利

作為人力資源政策的一部分，我們為僱員提供具競爭力的薪酬、福利、按表現派發的現金花紅及其他獎勵以吸引及挽留人才。花紅派發制度以表現為基準，為獎勵傑出表現的員工而設。每年進行一次表現審查以評估個別人員的表現及貢獻。審查結果將用作調整薪金、花紅及獎勵酬金、晉升及調任的參考指標。我們亦設立多項股份激勵計劃，包括股份獎勵及購股權，以鼓勵對本集團發展作出貢獻的員工。

為在我們的工作場所營造家庭般的氛圍，我們為員工提供多種福利。根據其需要及情況，彼等有權申請不同類別的假期，包括產假、陪產假、婚假、工傷假及職業病假以及私事假。

## 招聘人才

我們已將每個職位的工作資格及職位描述確定為僱用新員工的標準。我們主要通過招聘代理、校園招聘會及網上招聘渠道，包括我們的公司網站、工作搜尋網站及社交網絡平台等聘用僱員。

我們強調平等機會及承擔的重要性，以確保所有員工、職位申請人及其他相關人士享有平等機會及平等就業環境。我們致力於為所有候選人提供平等機會。我們嚴禁基於性別、民族、種族、年齡、宗教、性取向或家庭狀況的一切形式的歧視。我們的甄選過程貫徹應用於所有求職者，且招聘評估基於求職者的教育水平、專業資格、經驗、技能和能力。

## EMPLOYEE DEPARTURE

We value our relationship with our employees and handle employee departure (whether by resignation or dismissal) in accordance with applicable laws and regulations. In order to improve employee retention, we collect and analyse the reasons behind of the turnover. We arrange an exit interview with each of the departing employees to understand the reasons for their departure and welcome any of their suggestions for future improvement of the Company. During the Reporting Period, the monthly turnover rate of the employees is 5.4%.

## EMPLOYEE TRAINING AND DEVELOPMENT

To ensure their knowledge and skills keep pace with the fast-changing technology environment, we nurture the capabilities of our employees with comprehensive training and continuous development program. We have adopted a training protocol, pursuant to which we provide pre-employment and regular continuing management and technical training to our employees. All our new employees are compulsory to join the training courses to ensure their understanding on our culture, policies, rules and regulations.

During the Reporting Period, the Group organised a total of 298 training classes of various topics including the Group's services, the latest development of markets, rules and regulation and technical skills etc. to enhance our employees' overall competency. We conducted 4,005 total hours of training in the form of in-house training courses and training seminars for our 171 employees. In light of COVID-19 pandemic measurement, we organised some of our training online in lieu of our usual seminars.

## COMMUNICATION WITH EMPLOYEE

We publish staff newsletters on a regular basis to keep all staff up to date with events and the latest business developments of the Group.

Our employees are encouraged to make suggestions or complaints in horizontal or vertical communications through our diverse communication channels, including complaint box, e-mail, routine meetings or announcements. To better respond, we have designated certain employees to handle complaints lodged inside the complaint box on confidential terms.

## 僱員離任

我們珍惜與僱員的關係，並根據適用法律及法規處理僱員離任（無論屬辭職或解僱情況）。為提高員工保有率，我們收集並分析員工流失的原因。我們為每名離職僱員安排離職面談以了解其離職的原因，並歡迎他們提出任何建議，讓本公司日後作出改善。報告期內，員工的月流失率為5.4%。

## 僱員培訓與發展

我們通過全面培訓及持續發展計劃培養僱員的能力，確保其知識及技能緊貼快速變化的科技環境。我們已採納一項培訓方案，我們據此為僱員提供職前培訓以及定期持續管理和技術培訓。所有新入職僱員必須參加培訓課程，以確保彼等對公司文化、政策、規則及規例的了解。

於報告期內，本集團已組織合共298次各種主題的培訓課，包括有關本集團的服務、市場、規則、規例及技術技能等方面的最新發展等，以提高我們僱員的整體能力。我們以內部培訓課程及培訓研討會形式為171名僱員提供了合計4,005小時的培訓。鑒於對COVID-19疫情的評估，我們組織了部分在線培訓來代替我們通常的研討會。

## 與僱員溝通

我們定期出版員工通訊，讓全體員工獲得有關本集團各事項及最近期業務發展的最新消息。

我們鼓勵員工通過多元化的溝通渠道，包括投訴箱、電郵、定期會議或公告，以平行或由下至上的溝通方式提出建議或作出申訴。為作出更理想回應，我們已委派若干僱員以機密方式處理投訴箱內的投訴。

## HEALTH AND SAFETY

Although the operation of the Group does not involve production, we strive to provide a safe and comfortable work environment for our employees. The Group complies with applicable laws and regulations, including the Labour Law of the PRC, the Labour Contract Law of the PRC, and the Implementation Regulations of the Labour Contract Law of the PRC in establishing and maintaining a safe and healthy workplace environment to secure our employees' interests and rights.

To ensure employee awareness of safe and healthy workplace behaviours and maintain high occupational safety and health standard across the Group, we organised regular fire drills and provided training on emergency management.

During the Reporting Period, we had not been subject to any fines or other penalties due to non-compliance with applicable health, safety or environmental regulations.

## 健康與安全

儘管本集團的營運並不涉及生產，但我們致力為僱員提供一個安全舒適的工作環境。本集團遵守適用的法律及法規，包括《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國勞動合同法實施條例》，以建立及維持一個安全健康的工作環境，從而保障僱員的利益及權利。

為確保僱員對安全健康的工作場所行為的意識及在本集團保持較高的職業安全與健康標準，我們定期舉行火警演習並提供應急管理的培訓。

於報告期內，我們並無因違反適用的健康、安全或環境法規而被判罰款或受到其他處罰。

## Our Response to COVID-19 我們應對COVID-19的措施

The spread of COVID-19 pandemic has resulted in global economic distress and impacted the business activities of the Group. Amidst these challenge, the Group took all necessary precautions to protect the health and safety of our employees, and strive for recovery of daily operations. We set up a pandemic prevention policies to manage the anti-pandemic effort.

We implemented work-from-home and flexible working arrangements for our employees. Split-team arrangements were also implemented so as to minimise the chance of infection. We have stepped up cleansing and disinfection of common areas daily in our office buildings. We have increased filter cleansing and air intake frequency for better air flow and ventilation. Visitor registration counters and body temperature checkpoints were set up at the entrance of our office buildings. We also distributed surgical masks and sanitizing gel to our employees. Since the outbreak, we have stayed in close communication with our employees to provide them with pandemic updates and health advice, and to address concerns from them.

We offered our customers special campaigns to support their business during the outbreak of COVID-19. One of the initiatives are the traffic support policies offered to the Quick App developers, which aim to facilitate the advertising of apps to smartphone users.

COVID-19疫情的蔓延導致全球經濟陷入困境，並影響本集團的業務活動。面對該等挑戰，本集團已採取一切必要的預防措施，以保障僱員的健康與安全，並致力恢復日常營運。我們制定防疫政策，以管理抗疫工作。

我們對僱員實行居家工作及靈活工作安排。我們亦實施分組安排，以盡量減少感染機會。我們已每日加強對辦公樓公共區域的清潔及消毒。我們增加過濾器清潔及進氣頻率，以改善空氣流通及通風。我們在辦公樓入口處設有訪客登記櫃檯及體溫檢測點。我們亦向僱員分發外科口罩及消毒凝膠。自疫情爆發以來，我們一直與僱員保持密切溝通，向彼等提供疫情最新情況及健康建議，並解決彼等的憂慮。

我們於COVID-19疫情期間向客戶提供特別活動以支持其業務。其中一項舉措是向快應用程序開發商提供流量支持政策，旨在促進向智能手機用戶投放應用程序廣告。

### Qingfeng Plan 輕風計劃



We launched the Qingfeng Plan, which targeted to provide support to small and medium sized mobile app developers in connection with the Quick App development. Qualified mobile application would be selected each month and advertisements for the selected mobile application would be displayed in advertising space in the Quick App so as to promote to smartphone users.

我們推出輕風計劃，旨在就快應用程序開發為中小型移動應用程序開發商提供支持。我們每月會選出合資格移動應用程序，並於快應用程序的廣告位置展示所選移動應用程序的廣告，以向智能手機用戶推廣。

## Supply Chain Management 供應鏈管理

We aim to deepen our cooperative relationship with our upstream business partners of the business chain. We aim to build reliable supply chain relationships with our suppliers as we work together to distribute quality services and products in the 5G era. We collaborated with a total of 206 approved qualified suppliers, including smartphone manufacturers and non-smartphone manufacturer distribution channel suppliers, primarily consisting of third party mobile app marketplaces and mobile news and social media content platforms. All of our suppliers are based in the PRC.

The operation and development of suppliers are closely related to the business and the performance of the Group. Therefore, we have strict management rules on the selection of suppliers and the continuous monitoring and management of the suppliers. There are growing expectation from stakeholders to take responsibility for its suppliers' ESG practices. When assessing new suppliers, we go beyond quality, cost, service and reputation to consider their business ethics, environmental protection, human rights and labour practices and performance by our strict assessment procedures prior to their engagement with us. We also undertake annual performance reviews on these aspects with our key suppliers. During the Reporting Period, we added 32 new qualified suppliers in Beijing and Shanghai.

We were not aware that any of our key suppliers had any significant actual and potential negative impacts on business ethics, environmental protection, human rights and labour practices, nor any non-compliance issues.

我們旨在深化與業務鏈上游業務夥伴的合作關係。我們的目標在於與供應商合作，於5G時代分銷優質服務及產品以建立可信賴的供應鏈關係。我們與合共206名經批准的合資格供應商合作，包括智能手機製造商及非智能手機分銷渠道供應商（主要包括第三方移動应用程序市集及移動新聞與社交媒體內容平台）。我們所有供應商均以中國為基地。

供應商的經營及發展與本集團的業務及表現息息相關。因此，我們在甄選供應商和持續監察及管理供應商方面設有嚴格的管理規則。持份者日益期望對其供應商的環境、社會及管治實踐承擔責任。在評估新供應商時，除質量、成本、服務及信譽之外，在委聘與我們合作的供應商之前，我們亦通過嚴格的評估程序考慮其業務操守、環境保護、人權及勞工行為與表現。我們亦就上述各方面對主要供應商進行年度表現審閱。於報告期內，我們在北京及上海增聘32名新合資格供應商。

我們並不知悉我們的任何主要供應商對業務操守、環境保護、人權及勞工行為有任何重大的實際及潛在負面影響，或有任何不合規情況。

We continue to strive to provide reliable products and services, by acting responsibly and protecting the interests of various stakeholders. We were awarded by vivo the “Companionship Award” (攜手同行獎) for 2020.

## RELIABLE SERVICES

Due to the nature of our business, we highly depend on the performance and reliability of the Internet infrastructure in areas where we operate, which is maintained by telecommunications carriers. Our information technology network is configured with multiple layers to secure our databases and servers for continuous monitoring and system protection. To protect security throughout the various stages of our data analytics, all user data tagged and processed are stored on both our firewall-protected physical servers and our cloud-based storage system operated by a prominent third party cloud service provider. As of 31 December 2020, we had 136 self-owned physical servers located in the Internet data centre.

We have set up a dedicated data security team to monitor the information security. We have a Data Security Policy which all our employees shall be complied with. We organise cyber security related trainings for all employees from time to time to increase their awareness and share advanced technologies and experiences.

We back up user data on a daily basis in separate and various secured data back-up systems to minimise the risk of user data loss or leakage. We also conduct frequent reviews of our back-up systems to ensure that they function properly and are well maintained. We have also implemented a variety of protocols and procedures, such as regular system checks, password policy, server access logging, network access authentication, user authorisation review and approval and data back-up, as well as data recovery test, to safeguard our data assets and prevent unauthorised access to our network.

During the Reporting Period, our systems maintained 100 per cent system reliability in serving the users.

我們持續致力提供可靠的產品及服務，負責任地行事及保障不同持份者的利益。我們於二零二零年獲vivo授予「攜手同行獎」。

## 可靠的服務

由於我們的業務性質，我們高度依賴營運所在地區由電訊營運商維持的互聯網基礎設施的表現及可靠度。我們的信息技術網絡採用多層式結構以保障我們的數據庫及伺服器能進行持續監察及系統保護。為了在數據分析各階段保障安全，所有已標記及處理的用戶數據同時儲存在我們設有防火牆保護的實體伺服器及由知名第三方雲端服務供應商營運的雲端儲存系統內。截至二零二零年十二月三十一日，我們在互聯網數據中心擁有136個實體伺服器。

我們已成立一個專責的數據安全團隊以監察信息安全。我們設有全體僱員均須遵守的數據安全政策。我們不時為全體僱員舉辦與網絡安全相關的培訓，以提高其警覺性及分享先進技術與經驗。

我們每日為用戶數據進行備份，儲存在獨立及多個安全數據備份系統內，從而將用戶數據損失或外洩的風險減至最少。我們亦經常覆核備份系統以確保其正常運作及維持良好狀態。我們亦實施多項規則及程序，如定期系統檢查、密碼政策、伺服器登入紀錄、網絡訪問認證、用戶授權審批及數據備份，以及數據復修測試，以保障我們的數據資產及防止未經授權登入我們的網絡。

於報告期內，我們的系統在服務用戶方面維持百分百的系統可靠度。

## USER PRIVACY

It is our responsibility to protect user data in our business and operation. We are in stringent compliance with the Network Security Law of the PRC, and we strictly keep confidential the user information and we take measures to safeguard the safe and stable operation of the network system. We have accessed to an extensive volume of anonymised user data from smartphone manufacturers with whom we cooperate. However, we do not collect any personally identifiable information from smartphone users. We only possess anonymised user data for data analytics and we would not identify any specific end user. All personally identifiable information of the end users, such as names, email addresses, contact information, identification numbers, cookies, device IDs, IP addresses, and other online identifiers, have been removed during the anonymisation process. We would also not outsource any of the anonymised data to any third parties for analytics, nor do we share the anonymised data with any third parties. Other business partners with whom we interact, including marketers, mobile app developers and other suppliers of distribution channels have no access to any personal data or anonymised data.

We treat all user data and developers' information as highly confidential. For example, for back-end storage of the information submitted by mobile app developers, we use various encryption technologies to protect the security and confidentiality of such information.

Only authorised staff on a need to know basis are allowed to access and process the data and access to data without authorisation is strictly prohibited. The use of data requires identity verification before the employees can access the data. Furthermore, we also enter into confidentiality agreements with our employees who have access to any aforementioned privacy information. We required our employees not to misuse any of the confidential information while in office, to surrender all confidential information in possession while resigning, and to retain their confidential obligations after they leave office. Operation logs are required to keep, and we have implemented disaster recovery and backup procedures to help ensure data integrity.

## 用戶私隱

我們有責任在業務及營運過程中保護用戶數據。我們嚴格遵守《中華人民共和國網絡安全法》，且我們將用戶信息嚴格保密，並採取措施保障網絡系統的安全及穩定運作。我們可以取用跟我們合作的智能手機製造商持有的大量匿名用戶數據。然而，我們不會向智能手機用戶收集任何可辨識的個人資料。我們只管有匿名用戶數據作數據分析，且我們不會識別任何特定終端用戶。終端用戶的所有個人可識別資料，如姓名、電郵地址、聯絡資料、身份證號碼、cookies、設備識別碼、IP位址及其他網上可識別資料均已在匿名化過程移除。同時，我們不會將任何匿名數據外發給任何第三方進行分析，亦不會與任何第三方分享匿名數據。與我們互動的其他業務夥伴，包括營銷商、移動應用程式開發商及分銷渠道的其他供應商，均無法取得任何個人數據或匿名數據。

我們將所有用戶數據及開發商資料高度保密。例如，在後端儲存移動應用程式開發商提交的資料時，我們使用各種加密技術以保障有關資料的安全及機密。

只有獲授權員工需要知道的情況下才獲准取用及處理有關數據，而未經授權取用數據乃被嚴禁。如要使用數據，僱員須認證身份後才可取用數據。此外，我們亦與有權取用任何上述私隱資料的僱員訂立保密協議。我們規定僱員不得在辦公室內不當使用任何機密資料，離任時須交出其持有的全部機密資料，並在離任後繼續履行保密責任。運作記錄須予保存，且我們已實施災後修復及備份程序以協助確保數據完整。

As part of our internal control mechanism, we also review the service agreements between our smartphone manufacturer partners and their users to confirm that they contain appropriate confidentiality provisions. We also sample check the process of how smartphone users receive such service agreements from smartphone manufacturers to understand if adequate mechanisms have been put in place to allow users to acknowledge and accept such service agreements before starting to use the devices.

## HEALTH CYBERSPACE

In relation to the advertising content delivered by us, we have established the Advertising Audit Protocol according to The Advertisement Law of the PRC to ensure that all information published by us is not false, fraudulent, misleading, and in full compliance with applicable laws and regulations.

Our customers are required to sign a service agreement with us to confirm their responsibilities of the authenticity of their advertisements. We would also conduct review of advertisers for their proper qualifications. For advertising content related to certain types of products and services, such as alcohol, cosmetics, automobile, pharmaceuticals and medical, we would confirm that the advertisers have obtained requisite government approvals, including operating qualifications, proof of quality inspection for the advertised products, government pre-approval of the content of the advertisements and filings record with the local authorities.

We specify the requirements and standards of advertising descriptions to avoid misrepresentation and exaggerated descriptions. We would also review the advertising contents to ensure compliance with the applicable PRC laws and regulations. For advertisements involving presentation of patents, logo, copyrights and trademarks, we would request the advertisers to provide the registered documents of such patents, logo, copyrights and trademarks for declaration of originality to ensure the proper authorisation and to avoid infringement of any third-party intellectual property rights.

作為內部控制的部分機制，我們亦審閱智能手機製造商夥伴及其用戶之間的服務協議，以確認內含適當的保密條文。我們亦抽樣檢查智能手機用戶如何從智能手機製造商收取有關服務協議的過程，以了解是否備有充足機制讓用戶在開始使用設備之前確認及接納該等服務協議。

## 健康網絡空間

就我們發送的廣告內容而言，我們已根據《中華人民共和國廣告法》成立廣告主審機制，以確保我們發佈的所有資料不存在虛假、欺詐、誤導成份，並全面遵守適用法律及法規。

客戶須與我們簽訂服務協議，確認其對廣告真實性的責任。我們亦會檢討廣告商是否具備適當資格。有關若干產品及服務類別的廣告內容，如酒類、化妝品、汽車、藥物及醫療等，我們需確認廣告商已取得所需政府批文（包括經營資格）、廣告產品的質檢證明、政府對廣告內容的預先批文及向地方機關作出備案的記錄。

我們訂明廣告描述的規定及標準，以避免失實陳述及誇大描述。我們亦會審閱廣告內容，以確保遵守適用的中國法律及法規。廣告如涉及呈報專利、標誌、版權及商標，我們會要求廣告商提供宣告其原創性的該等專利、標誌、版權及商標的註冊文件，以確保適當授權及避免侵犯任何第三方知識產權。

We have embedded an anti-cheating system to monitor fake Internet traffic to prevent fraud that may distort the effectiveness of our business operations and the quality of our services. We have a dedicated team of 19 people that is responsible for the day-to-day management of the system. Whenever an anomaly is detected (such as the advertisement only have download pattern but no exposure time or a single user switch different IP addresses during a day), the system would report the incident to the Group for further verification.

### HEALTH ENVIRONMENT FOR OUR USERS

Leveraging our extensive experience, in-deep understanding of user profiles, preferences, tastes and playing habits, we offer one-stop game co-publishing services to game developers. As of 31 December 2020, we had co-published 26 mobile games in the PRC. We are in strict compliance with the Circular of the Ministry of Culture on the Implementation of the Interim Measure on Administration of Online Games, the Notice on Preventing Minors from Indulging in Online Games and the Administrative Measures on Internet Information Services.

To safeguard the physical and mental health of game users, all the co-publishing games will firstly be reviewed internally before the publishing. We would ensure all the games obtained the relevant credentials in the State Administration of Press, Publication, Radio, Film and Television of the PRC and implemented the real name system and anti-addiction system in compliance with the regulatory requirements of the PRC.

我們已裝置反欺詐系統來監察虛假的互聯網流量，以防止可能扭曲業務營運效力及服務質素的詐騙情況。我們擁有一支由19人組成的專責團隊，負責系統的日常管理。在偵測到不尋常情況時（例如廣告只有下載模式但並無曝光時間或者單一用戶在同一天內轉換多個不同IP地址），系統會向本集團報告有關事件以作進一步驗證。

### 為用戶提供的健康環境

憑藉我們豐富的經驗、對用戶資料、偏好、品味及遊戲習慣的深入了解，我們為遊戲開發人員提供一站式遊戲聯合發佈服務。截至二零二零年十二月三十一日，我們於中國聯合發行26款手機遊戲。我們嚴格遵守《文化部關於貫徹實施〈網絡遊戲管理暫行辦法〉的通知》、《關於防止未成年人沉迷網絡遊戲的通知》及《互聯網信息服務管理辦法》。

為維護遊戲用戶的身心健康，所有聯合發行的遊戲將首先在發佈之前進行內部審查。我們將確保所有遊戲均獲得中華人民共和國國家新聞出版廣電總局的相關批號，並按照中國的監管要求實施實名制及防沉迷系統。

## RESPECTING THE INTELLECTUAL PROPERTY RIGHTS

We respect and strive to protect the intellectual property rights. Each of our employee must enter into a confidentiality agreement acknowledging that all inventions, trade secrets, developments and other processes generated by them on our behalf are our property, and assigning to us any ownership rights that they may claim in those works. We obtain marketers approval on the use of logos and names before the advertisement distribution. In case of any non-compliance of intellectual property rights found in our distribution channel, we would remove the disputed content immediately.

As at 31 December 2020, we held 51 software copyrights registered with the State Copyright Bureau of China and 85 trademarks in various categories and registered with the China Trademark Office.

During the Reporting Period, we did not have any material disputes or any other pending legal proceedings of intellectual property rights with third parties.

## CUSTOMER SERVICE AND SATISFACTION

Our customers include marketers seeking mobile advertising, online-video distribution and game co-publishing services. We have established a mechanism for handling and resolving complaints. There is a designated team in the customer service department to handle compliant cases.

A standardised complaint handling procedures are formulated, that requested the team to record the complaint requests, report the complaints to relevant departments for further investigations, notify the complainant the investigation results and provide the complainant a satisfactory solutions. All the complaints would be recorded and followed up for future improvements.

During the Reporting Period, we did not receive any complaints which could have a significant impact on the Group.

## 尊重知識產權

我們尊重及致力保護知識產權。各僱員必須簽訂保密協議，確認其代表本公司產生的所有發明、商業機密、發展及其他程序均屬本公司財產，並向我們轉移其於有關工作中可能聲稱的任何所有權。在廣告發佈前，我們就使用標誌及名稱取得營銷商批准。倘若發現分銷渠道出現任何侵犯知識產權的不合規情況，我們會立即移除具爭議的內容。

於二零二零年十二月三十一日，我們持有51項已向中國國家版權局註冊的軟件版權及85項已向中國商標局註冊的各類商標。

於報告期內，我們並無任何與第三方有關的知識產權重大爭議或任何其他待決法律訴訟。

## 客戶服務及滿意度

我們的客戶包括尋求移動廣告、網上視頻發佈及遊戲聯合發行服務的營銷商。我們建立了處理和解決投訴的機制。客服部門有指定團隊處理投訴案件。

我們制定規範的投訴處理程序，要求團隊記錄投訴請求、將投訴報告提交相關部門進行進一步調查、將調查結果通知投訴人，並為投訴人提供滿意的解決方案。所有投訴均會予以記錄在案及跟進，以於日後改進。

於報告期內，我們不曾收到任何可能對本集團造成重大影響的投訴。

### DEVELOPMENT OF NEW SERVICES

We are committed to provide excellent services. We strive to expand into additional markets to promote and deliver different contents and services to smartphone users in more efficient and innovative manners.

During the Reporting Period, the Company and Xin Point Holdings Limited, a Cayman Island company listed on the Main Board of the Stock Exchange (stock code: 1571), established Wanxin Chelian Technology (Shenzhen) Co., Limited, that engaged in the internet-of-vehicle business. We also launched the first SaaS products, Qingzhou (輕舟), which is focused on quick app services.

### 發展新服務

我們矢志提供卓越服務。我們致力擴展至其他市場，以更高效兼創新的方式向智能手機用戶推廣及提供不同的內容和服務。

於報告期內，本公司與信邦控股有限公司（一間於聯交所主板上市的開曼群島公司）（股份代號：1571）成立萬信車聯科技（深圳）有限公司，從事車聯網業務。我們亦推出第一款SaaS產品——輕舟，專注於快應用服務。

We are committed to a high standard of business ethics and integrity across our operations. We strictly comply with the Criminal Law of the PRC, the Criminal Procedure Law of the PRC, the Anti-Unfair Competition Law of the PRC and the Supervision Law of the PRC. To govern the conduct of our employees, we have adopted an internal anti-bribery and anti-corruption policies, which clearly conveys the message of zero tolerance in relation to fraudulent activity to all the employees and suppliers/potential suppliers and have identified certain forbidden conduct in these policies, including, among others, the prohibition to acceptance of bribes or rebates, embezzlement or misappropriation of our assets, and forgery or alteration of our accounting records. We have developed a monitoring system to implement anti-bribery and anti-corruption measures so as to ensure that our employees comply with our policies. We also conduct a fraud and bribery risk assessment on an annual basis and our audit committee reviews and approves our annual risk assessment results and policies.

Our whistleblowing policy encourages all our stakeholders, including employees and suppliers, to report genuine concerns about any actual or suspected fraudulent activities. The whistleblowing policy outlines the whistleblowing channels by phone and e-mail and we will ensure that informants and whistle-blowers are protected when assisting in the investigation.

In April 2020, we organised an anti-corruption training to all our Directors and staff to refresh their understanding of compliance obligations and strengthen their anti-bribery and anti-corruption awareness.

During the Reporting Period, there were no cases of non-compliance and we did not receive any reports on corruption.

我們致力於在整個營運過程中維持高標準的業務操守及誠信。我們嚴格遵守《中華人民共和國刑法》、《中華人民共和國刑事訴訟法》、《中華人民共和國反不正當競爭法》及《中華人民共和國監察法》。為規範僱員行為，我們已採納內部反賄賂及反貪腐政策，向所有僱員及供應商／潛在供應商清晰表達對欺詐行為零容忍的訊息，並在該等政策中識別若干嚴禁行為，其中包括禁止接受賄賂或回佣、侵佔或挪用本公司資產，以及虛假或篡改會計記錄。我們已開發一個監察系統以實施反賄賂及反貪腐措施，從而確保我們的僱員遵守政策。我們亦每年進行一次欺詐及賄賂風險評估，並由我們的審核委員會審批我們的年度風險評估結果及政策。

我們的舉報政策鼓勵所有持份者（包括僱員及供應商）報告有關任何實際或可疑欺詐活動的真正憂慮。舉報政策概述以電話及電郵方式作出舉報的渠道，且我們會確保提供資料者及舉報人在協助調查時獲得保護。

於二零二零年四月，我們為所有董事及員工舉辦反腐培訓，以更新彼等對合規責任的了解，並加強彼等的反賄賂及反貪腐意識。

於報告期內，並無不合規情況且我們並無接獲任何貪腐報告。

We recognise the importance of environmental protection and conservation of natural resources in our business operations. We have made continuous effort to develop a more sustainable business and address the threat of climate change. We have implemented a number of energy-saving measures in an effort to lower the greenhouse gas (“GHG”) emissions. Environmental considerations are one of our key priorities. As a leading internet company in the industry, we actively promote green energy-saving and environmentally friendly concepts, and conduct our business in accordance with the relevant laws and regulations, and industrial policies of the PRC.

The majority of GHG emissions of the Group are indirectly generated from electricity consumed at our workplace. Although the Group has immaterial impact on the environment and does not involve in the production of products and the use of packaging materials, we aim to promote measures of green office, and endeavours to minimise the consumption of energy resources and production of emissions in its daily operations.

During the Reporting Period, the Group was not aware of any non-compliance with the Environmental Protection Law of the PRC and the law of the PRC on Prevention and Control of Atmospheric Pollution and other relevant standards, rules and regulations that have a significant impact on the Group relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

### CLIMATE CHANGE

Our business operations could be significantly affected by climate change. Climate change brings both risks (including physical and transitional risks) and opportunities on our business. Physical risks refer to impacts that are event-driven and longer-term shifts in climate patterns, such as flooding. Transition risks refer to risks emerging from the transition to a lower-carbon economy, such as policy, legal, technology and market changes. We identify and review risks regularly and prioritise resources to mitigate and manage any emergent and significant risks.

我們認識到環境保護及天然資源保育對我們業務營運的重要性。我們不斷努力發展更具可持續性的業務及應對氣候變化。我們已實施多項節約能源措施，以減少溫室氣體（「溫室氣體」）排放。對環境的考慮是我們的主要優先事項之一。作為業內領先的互聯網公司，我們積極提倡綠色節能環保概念，並根據中國的相關法律法規和行業政策開展業務。

本集團大部分溫室氣體排放來自工作場所耗電。儘管本集團對環境的影響不大，且並不涉及製造產品和使用包裝材料，但我們旨在提倡綠色辦公室措施，並致力於在日常營運過程中盡量減少能源消耗及產生排放。

於報告期內，本集團並無發現任何不合規情況，違反《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》及有關廢氣及溫室氣體排放、向水及土地的排污，以及產生有害及無害廢棄物的其他相關標準、規則及規例，因而對本集團造成重大影響。

### 氣候變化

我們的業務營運可能受到氣候變化的重大影響。氣候變化為我們的業務帶來風險（包括實體及轉型風險）及機遇。實體風險指由洪水等事件引起的影響和較長期氣候模式的變化。轉型風險指向低碳經濟轉型過程中出現的風險，如政策、法律、技術和市場變化。我們定期識別及審查風險，並優先安排資源降低及管理任何緊急與重大風險。

### Transition Risks

We are not aware of any current specific regulatory requirements related to carbon emissions that may impose significant risk to the Group's operation. However, failure to take proactive steps to address climate change, it may lead to adverse reputational impact to our image and loss of customers.

### Physical Risks

The increase in temperature will lead to higher electricity consumption, and extreme weather events, such as typhoons and flooding that can possibly result in physical damage to facilities, resulting in higher maintenance costs and insurance premiums.

### Opportunities

By improving the energy efficiency, the operational costs for energy consumption would be reduced. The increasing momentum to address climate change accelerate investment in technological innovations, which enable us to take advantage of the new business model for the development of low carbon services.

## ENERGY SAVING MEASURES

The accelerating GHG emissions is inherently linked with the climate-related catastrophic consequences that are happening across the world. Thus, to alleviate the rising level of GHG, we have taken measures that aims to reduce the energy consumption and carbon emission. Our environmental protection measures included:

- to keep the office room temperature at 26°C;
- to turn off all lighting and air conditioners when not in use;
- to encourage the use of public transport; and
- to encourage video conferences in replacement of business trips.

In 2020, we target to reduce our GHG emissions per floor area in 2020 by 10% compared with 2019. The target for 2020 has been achieved. We will continue to explore suitable and practical opportunities to incorporate renewable energy and other approaches to offset our carbon emissions.

### 轉型風險

我們並不知悉有關碳排放的任何現行特定監管規定可能對本集團的營運構成重大風險。然而，未能採取積極措施應對氣候變化，可能會對我們的形象及客戶流失造成不利的聲譽影響。

### 實體風險

氣溫上升將導致用電量增加，而颱風及洪水等極端天氣事件可能導致設施實物損壞，從而產生更高的維護成本及保險費。

### 機遇

透過提高能源效率，能源消耗的運營成本將會降低。應對氣候變化的勢頭日益增強，加速對技術創新的投資，從而使我們能夠利用全新商業模式發展低碳服務。

## 能源節約措施

溫室氣體排放加快與世界各地與氣候相關的災難性後果有著內在的聯繫。因此，為緩減不斷提高的溫室氣體水平，我們已採取措施，目的在於減少能源消耗量及碳排放量。我們的環保措施包括：

- 保持辦公室溫度在攝氏26度；
- 所有照明和空調不使用時會關閉；
- 鼓勵使用公共交通工具；及
- 鼓勵以視像會議代替公幹。

於二零二零年我們的目標是我們的單位建築面積溫室氣體排放量較二零一九年減少10%。二零二零年的目標已經實現。我們將繼續物色合適及實用的機會，以納入可再生能源及其他方法抵銷我們的碳排放。

## THE ENVIRONMENT AND NATURAL RESOURCES

Our major impact on the environment and natural resources is the emissions and resources consumed in our operations, which is illustrated as below and in the Key Performance Indicators section.

### USE OF WATER

In view of principal business activities of the Group, we do not consume significant amounts of water. We mainly operate in office premises and we did not encounter any problems in sourcing water for our operations. Although water consumption is considered as minimal, we have policies to save water such as regular checking for any water leakage in offices and the use of automatic water tapping. We also encourage saving water by driving behavioural changes in the workplace.

### USE OF PAPER

The Group continued to encourage a paperless working environment. We implemented the following policies that aim to greatly reducing paper consumption:

- using the office printing machines to regularly collect and assess the efficiency of the paperless environment;
- implementing electronic office systems for filing and reporting to replace paper documentation;
- reusing paper products, such as manila envelopes and envelopes for internal document transfers; and
- encouraging staff to use double-sided printing and recycled paper to save paper.

In 2020, we aim to further reduce our paper consumption by 20%. The target for 2020 has been partially achieved. We made steady progress towards reducing the paper consumption and to increase the recycling rate and we will continue to progress on these initiatives in 2021.

## 環境及天然資源

我們對環境及天然資源的主要影響為排放及營運所消耗的資源，詳情載於下文及關鍵績效指標一節。

### 用水

鑑於本集團的主要業務活動性質，本集團不會耗用大量水資源。我們主要在辦公物業經營且我們就經營並無遭遇有關求取水源的任何問題。儘管用水視為極少，我們訂有節約用水政策，如定期檢查辦公室是否漏水並使用自動水龍頭。我們亦在工作場所提倡改變行為以節約用水。

### 用紙

本集團繼續鼓勵無紙化工作環境。我們實施以下政策，以大幅降低紙張消耗：

- 使用辦公打印機定期收集及評估無紙化環境的效率；
- 實施電子辦公系統進行歸檔及報告，以取代紙質文件；
- 重複使用紙製品，如公文袋、信封等作內部文件傳遞；及
- 鼓勵員工使用雙面印刷及再生紙以節省紙張。

二零二零年，我們旨在進一步減少20%的紙張消耗。二零二零年的目標已經部分實現。我們在減少紙張消耗及提高回收利用率方面取得穩步進展，二零二一年我們將繼續推進該等倡議。

## GENERAL WASTE AND HAZARD WASTE

Our approach to waste management consists of 4Rs: reduce, reuse, recycling and replace which aims to implement proper waste treatment and waste disposal. We have set up recycling boxes to promote the recycling of used toner, ink cartridges and paper.

The major types of non-hazardous waste are general office waste, which are collected and managed by the professional cleaning service providers. We produced limited hazardous waste, such as electrical equipment and florescent tubes, which are managed by approved specialist contractors. The Group's office generates a small amount of domestic wastewater. All the wastewater has been connected to the municipal sewage pipeline network and entered the urban sewage treatment plant, which is discharged according to the required standards.

## 普通廢棄物及有害廢棄物

我們的廢棄物管理方式由4R步驟組成：即減少、再用、再生及取代，旨在實踐適當處理廢棄物及處置廢棄物。我們設有回收箱以推動回收碳粉盒、墨盒及紙張。

非有害廢棄物的主要類型為一般辦公廢棄物，由專業清潔服務提供商收集及管理。我們產生包括電子設備及日光燈管在內數量有限的有害廢棄物，由認可專門承包商管理。本集團的辦公室產生少量生活廢水。所有廢水已連接至市政污水管道網絡以進入城市污水處理廠，並根據規定標準排放。

We endeavour to build a better community which we serve. We place great emphasis on cultivating social responsibility awareness among our staff and encouraging them to better serve our community.

During the Reporting Period, we collaborated with Harbin Normal University (哈爾濱師範大學), Yanching Institute of Technology (燕京理工學院) and Hefei University of Technology (合肥工業大學) to organise the Talent Program (英才計劃), providing the internship position to the students to empower them to translate their learnings into actions.

The Group will continue to seek opportunities to serve the community through a wider range of channels.

我們致力於將我們所服務的社區建立得更加美好。我們非常重視培養員工的社會責任意識，鼓勵彼等更好地為社會服務。

於報告期內，我們與哈爾濱師範大學、燕京理工學院及合肥工業大學合作組織英才計劃，為學生提供實習職位，使其能夠將所學轉化為行動。

本集團將繼續尋求機會，透過更廣泛的渠道服務社會。



Talent Program  
英才計劃

### WORKFORCE

### 員工

Year 年度		2020 二零二零年	2019 二零一九年	2018 二零一八年
<b>By gender</b>				
<b>按性別劃分</b>				
Male		109	114	149
男性				
Female		110	122	152
女性				
<b>By age group</b>				
<b>按年齡組別劃分</b>				
Below 30		126	125	189
30歲以下				
31 to 40		79	92	95
31至40歲				
41 to 50		13	17	16
41至50歲				
Over 50		1	2	1
50歲以上				
<b>By employee category</b>				
<b>按僱員類別劃分</b>				
Senior management	Male	17	28	27
高級管理層	男性			
	Female	14	19	14
	女性			
Middle management	Male	14	32	37
中級管理層	男性			
	Female	20	36	28
	女性			
General staff	Male	76	53	79
普通員工	男性			
	Female	76	65	106
	女性			
Contract and temporary staff	Male	2	1	6
合約及臨時員工	男性			
	Female	0	2	4
	女性			

# Key Performance Indicators

## 關鍵績效指標

### EMPLOYEE TURNOVER

### 僱員流失率

Year 年度		2020 二零二零年	2019 二零一九年	2018 二零一八年
<b>By gender</b>				
<b>按性別劃分</b>				
Male		69	113	66
男性				
Female		73	91	38
女性				
<b>By age group</b>				
<b>按年齡組別劃分</b>				
Below 30		78	152	79
30歲以下				
31 to 40		57	45	23
31至40歲				
41 to 50		6	7	2
41至50歲				
Over 50		1	0	0
50歲以上				
<b>By employee category</b>				
<b>按僱員類別劃分</b>				
Senior management	Male	23	14	0
高級管理層	男性			
	Female	9	6	0
	女性			
Middle management	Male	20	24	13
中級管理層	男性			
	Female	19	11	9
	女性			
General staff	Male	26	71	47
普通員工	男性			
	Female	44	70	26
	女性			
Contract and temporary staff	Male	0	4	6
合約及臨時員工	男性			
	Female	1	4	3
	女性			

### HEALTH AND SAFETY

### 健康及安全

Year 年度	2020 二零二零年	2019 二零一九年	2018 二零一八年
Number of reportable injuries 申報受傷數目	0	0	0
Number of lost days due to work injury 因工傷損失工作日數	0	0	0

### TRAINING AND DEVELOPMENT

### 培訓及發展

Year 年度		2020 二零二零年	2019 二零一九年	2018 二零一八年
Average hours of training by employee category 按僱員類別劃分的平均培訓時數				
Senior management 高級管理層	Male 男性	19	28	51
	Female 女性	18	29	42
Middle management 中級管理層	Male 男性	22	13	29
	Female 女性	18	18	23
General staff 普通員工	Male 男性	26	16	4
	Female 女性	23	10	3
Contract and temporary staff 合約及臨時員工	Male 男性	0	11	7
	Female 女性	0	12	7

## Key Performance Indicators 關鍵績效指標

### RESOURCES MANAGEMENT

### 資源管理

Year 年度		2020 二零二零年	2019 二零一九年	2018 二零一八年
<b>Electricity</b>				
<b>電力</b>				
Total Electricity consumption	kWh	80,803	91,785	63,121
總耗電量	千瓦時			
Electricity consumed per floor area	kWh/m <sup>2</sup>	35.8	35.0	34.6
每建築面積單位耗電量	每平方米千瓦時			
<b>Paper</b>				
<b>紙</b>				
Total paper consumption	kg	2,930	3,354	3,060
總耗紙量	千克			
Total paper collected for recycling	kg	606	676	614
紙張收集供循環再生總量	千克			
<b>Water</b>				
<b>水</b>				
Total water consumption (note)	m <sup>3</sup>	1,795	1,832	2,397
總耗水量 (附註)	立方米			
Water consumed per floor area	m <sup>3</sup> /m <sup>2</sup>	0.8	0.7	1.3
每建築面積單位耗水量	立方米／平方米			
<b>Non-hazardous waste</b>				
<b>無害廢棄物</b>				
Waste disposed to landfill for general office waste	tonnes	1.8	2.0	1.9
運往一般辦公室廢棄物堆填區處置的廢棄物	噸			
<b>Hazardous waste</b>				
<b>有害廢棄物</b>				
Waste batteries	kg	9.72	1.36	1.24
廢電池	千克			
Fluorescent tubes	piece	75	–	20
日光燈管	件			

Note: The amount of water consumed represents the amount of water consumed according to the water bills received.

附註：耗水量指根據接獲水費單所示的耗水量。

### GHG EMISSION

### 溫室氣體排放

Year 年度		2020 二零二零年	2019 二零一九年	2018 二零一八年
Scope 1 Direct emissions (note 1) 範圍1直接排放(附註1)	tonnes 噸	0.3	1.6	1.6
Scope 2 Energy indirect emissions (note 2) 範圍2能源間接排放(附註2)	tonnes 噸	83.2	85.3	43.6
Scope 3 Other indirect emissions (note 3) 範圍3其他間接排放(附註3)	tonnes 噸	14.2	15.4	11.7
Total emissions (Scope 1, 2 and 3) 總排放(範圍1、2及3)	tonnes 噸	97.7	102.3	56.9
Total emissions (Scope 1, 2 and 3) per floor area 每建築面積單位總排放(範圍1、2及3)	tonnes/m <sup>2</sup> 每平方米噸	0.04	0.04	0.03

#### Notes:

#### 附註：

- The data covers emissions from combustion of fuels in mobile sources controlled by the Group. The emission factors are adopted from “How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs” published by Hong Kong Exchanges and Clearing Limited.
- The data covers emissions resulting from the generation of the electricity which the Group purchased. The emission factors during the Reporting Period are adopted from “2019 Baseline Emission Factors for Regional Power Grids in China for CDM and CCER Projects” issued by the Ministry of Ecology and Environment of the PRC.
- The data covers emissions from paper consumption and use of fresh water and sewage discharge.

- 數據涵蓋來自本集團所控制移動源燃料燃燒產生的排放。排放系數採用香港交易及結算所有限公司刊發的「如何編備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引」。
- 數據涵蓋本集團所購電力發電產生的排放。於報告期內排放系數採用中華人民共和國生態環境部刊發的《二零一九年度減排項目中國區域電網基準線排放因子》。
- 數據涵蓋來自紙張消耗及用水產生的排放以及污水排放。

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## 附錄一—環境、社會及管治報告指引內容索引

Subject Area, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Disclosures or Remarks 披露或備註
<b>A. Environmental</b> <b>A. 環境</b>		
<b>Aspect A1: Emissions</b> <b>層面A1: 排放物</b>		
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：	Environment 環境
KPI A1.1 關鍵績效指標A1.1	(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 The types of emissions and respective emission data 排放物種類及相關排放數據	Key Performance Indicators 關鍵績效指標
KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity 溫室氣體總排放量（以噸計算）及（如適用）密度	Key Performance Indicators 關鍵績效指標
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity 所產生有害廢棄物總量（以噸計算）及（如適用）密度	Key Performance Indicators 關鍵績效指標
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity 所產生無害廢棄物總量（以噸計算）及（如適用）密度	Key Performance Indicators 關鍵績效指標
KPI A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	Energy Saving Measures 能源節約措施
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	General Waste and Hazard Waste 普通廢棄物及有害廢棄物

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#### Disclosures or Remarks 披露或備註

##### Aspect A2: Use of Resources

##### 層面A2: 資源使用

General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials 有效使用資源 (包括能源、水及其他原材料) 的政策	Energy Saving Measures 能源節約措施  Use of Water 用水  Use of Paper 用紙
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity 按類型劃分的直接及／或間接能源總耗量 (以千個千瓦時計算) 及密度	Key Performance Indicators 關鍵績效指標
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity 總耗水量及密度	Key Performance Indicators 關鍵績效指標
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	Energy Saving Measures 能源節約措施
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	Use of Water 用水
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	Not applicable to the Group's business that does not require packaging materials 不適用於無需包裝材料的本集團業務

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### 附錄一 – 環境、社會及管治報告指引內容索引

Subject Area, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Disclosures or Remarks 披露或備註
<b>Aspect A3: The Environment and Natural Resources</b> <b>層面A3: 環境及天然資源</b>		
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	Energy Saving Measures 能源節約措施
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	Energy Saving Measures 能源節約措施
<b>Aspect A4: Climate Change</b> <b>層面A4: 氣候變化</b>		
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 識別及減輕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	Climate Change 氣候變化
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影響的行動	Climate Change 氣候變化  Energy Saving Measures 能源節約措施

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#### Disclosures or Remarks 披露或備註

#### B. Social B. 社會

#### Aspect B1: Employment 層面B1: 僱傭

General Disclosure 一般披露	Information on:  (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	Our People 我們的員工
KPI B1.1 關鍵績效指標B1.1	(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 Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	Our People 我們的員工  Key Performance Indicators 關鍵績效指標
KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	Our People 我們的員工  Key Performance Indicators 關鍵績效指標

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Subject Area, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Disclosures or Remarks 披露或備註
<b>Aspect B2: Health and Safety</b> <b>層面B2: 健康與安全</b>		
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：	Health and Safety 健康與安全
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	Key Performance Indicators 關鍵績效指標
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	Key Performance Indicators 關鍵績效指標
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	Health and Safety 健康與安全
<b>Aspect B3: Development and Training</b> <b>層面B3: 發展及培訓</b>		
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	Employee Training and Development 僱員培訓及發展
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	Key Performance Indicators 關鍵績效指標
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	Key Performance Indicators 關鍵績效指標

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#### Disclosures or Remarks 披露或備註

##### Aspect B4: Labour Standards

##### 層面B4：勞工準則

General Disclosure 一般披露	Information on:	Our People 我們的員工
	(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	
KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例以避免童工及強制勞工的措施	Our People 我們的員工
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	Our People 我們的員工

##### Operating Practices 營運慣例

##### 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
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	Supply Chain Management 供應鏈管理
KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	Supply Chain Management 供應鏈管理

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<b>Aspect B6: Product Responsibility</b> <b>層面B6：產品責任</b>		
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：	Services 服務
KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	Services 服務
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	Services 服務
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	Services 服務
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序	Services 服務
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	Services 服務

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#### Disclosures or Remarks 披露或備註

##### Aspect B7: Anti-corruption 層面B7: 反貪污

General Disclosure 一般披露	Information on:	Anti-Corruption 反貪腐
	(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：	
KPI B7.1 關鍵績效指標B7.1	(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 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於報告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	Anti-Corruption 反貪腐
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	Anti-Corruption 反貪腐

#### Community 社區

##### Aspect B8: Community Investment 層面B8: 社區投資

General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策	Community 社區
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution 專注貢獻範疇	Community 社區
KPI B8.2 關鍵績效指標B8.2	Resources contributed to the focus area 在專注範疇所動用資源	Community 社區



**WANKA ONLINE INC.**

**萬咖壹聯有限公司\***