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Environmental, Social and Governance Report

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I. Group Information

Changyou Alliance Group Limited (the “Company” and, together with its subsidiaries, collectively the “Group”), has capitalized on its years of experience in the e-commerce business, which has enabled the Group to grasp market opportunities and enter the digital points business segment and industry (the “Digital Points Business”). In the second half of 2017, the Group, together with CCB International, UnionPay Merchant, China Mobile, Bank of China and China Eastern Airlines formed a joint venture to develop a global “Digital Point Business Ecosystem Alliance” (the “Changyou Platform”) and to create a new blue ocean of a brand new, sustainable and recyclable digital-points ecosystem by applying digital points as financial assets.

To better promote our corporate image and in line with the Group’s strategic focus on the development of Changyou, the English name of their Company has been changed from “Fortunet e-Commerce Group Limited” to “Changyou Alliance Group Limited” and the Company has adopted “暢由聯盟集團有限公司” as the new Chinese name, to replace the old name “鑫網易商集團有限公司” with effect from 3 June 2020.

II. Chairman’s Statement

The COVID-19 pandemic severely challenged the global economy during the first half of 2020, bringing new complexity and uncertainty to the domestic and international environment. However, in China, the government’s increasing effectiveness in pandemic control and prevention enabled an accelerated resumption of work, production, business and market activities, and the economy bounced back from a decline. Economic growth then turned from negative to positive, reflecting a gradual recovery of its economy. Following the economic recovery, the consumer market has been back on track, continuing to stimulate the vigorous growth of the digital points market.

As a “new economy” company, in addition to focusing on the development of digital point business, advanced blockchain technology and big data, the Group has continued to actively fulfill its environmental and social responsibilities in the previous year.

I. 集團資料

暢由聯盟集團有限公司(「本公司」，連同其附屬公司統稱「本集團」)利用自身在電子商務業務中的多年經驗，使本集團能把握市場機會，並進入數字積分業務部分及行業(「數字積分業務」)。於二零一七年下半年，本集團聯合建銀國際、銀聯商務共同發起，特邀中國移動、中國銀行以及東方航空共同參與的合營企業，正在全力打造面向全球的「數字積分商業生態聯盟」(簡稱「暢由平台」)，將通過積分撬動金融資產新藍海，打造一個全新、可持續及可循環的數字積分生態系統。

自二零二零年六月三日起，為更好地推廣本集團企業形象，並符合其對發展暢由的戰略焦點，本公司的英文名稱已由「Fortunet e-Commerce Group Limited」更改為「Changyou Alliance Group Limited」。同時，本公司以「暢由聯盟集團有限公司」取代現有中文名稱「鑫網易商集團有限公司」。

II. 主席報告

二零二零年上半年，新冠疫情為全球經濟帶來了嚴峻的考驗，國內外環境變得複雜多變。中國政府對疫情控制有力，疫情防控形勢持續向好，加快回復工作、生產、商業及市場活動。因此，中國經濟先降後升，經濟增長由負轉正，經濟運行穩步復甦。隨著經濟復甦，消費市場重回正常軌道，繼續刺激數字積分市場的蓬勃發展。

作為一間「新經濟」公司，本集團在過去一年除了專注於數字積分業務發展、開發先進的區塊鏈技術及大數據外，仍持續積極履行其環境和社會責任。



II. Chairman's Statement (Continued)

The Group developed its sustainability strategy with aims to create sustainable values to its stakeholders and brought positive impacts to the environment and society. In order to carry out the sustainability strategy from top to bottom, the Board of Directors of the Group has ultimate responsibility for ensuring the effectiveness of the Group's environmental, social and governance policies. The Board has established dedicated teams to manage ESG issues within each business division in the Group. Designated staff has been assigned to enforce and supervise the implementation of the relevant ESG policies. The Group is also committed to constantly reviewing and adjusting the Group's sustainability policies to satisfy the ever-changing needs of its stakeholders. Details of its management approach in environmental and social aspects can be found in the different sections of this ESG Report. The Group believes that sustainability is essential to the long-term development of the Group.

The Group expects to continue establishing and improving our ESG management structure, and adopt highly transparent operating structure, including but not limited to:

- Continuously identify sustainability issues arising from external trends in the industry and revise the corresponding policies in a timely manner;
- Review and monitor sustainability policies to ensure their continuous effectiveness;
- Continually improve the annual ESG reports, set policy objectives, key performance indicators and measures in line with the Group's operations, and monitor the effectiveness of environmental, social and governance risk control and internal control mechanisms;
- Enhance the disclosure of the Group's work and performance in the relevant areas with reference to the views of the various stakeholders of the Group.

On behalf of the Board, I would like to express my gratitude to our management and staff for their dedication and contribution to the Group throughout the year ended 31 December 2020.

By order of the board
Changyou Alliance Group Limited
Cheng Jerome
Chairman
29 June 2021

II. 主席報告(續)

本集團已建立可持續發展策略，旨在為持份者創造可持續的價值，為環境和社會帶來正面的影響。為了由上至下地實行可持續發展策略，本集團董事會需確保本集團的環境、社會及管治政策的成效，並對其負最終責任。董事會已在本集團各業務部門建立專門負責管理環境、社會及管治事宜的小組。指定工作人員已被任命執行相關環境、社會及管治政策並加以監督。本集團亦不斷回顧及調整其可持續政策，以滿足不斷變化的持份者需求。本集團在環境及社會方面的管理方針已在本環境、社會及管治報告的不同章節中詳細說明。本集團堅信可持續發展對自身的長久發展至關重要。

本集團期望能持續建立和完善環境、社會及管治管理結構，實行高透明度的營運架構，包括但不限於：

- 持續識別行業內因外部趨勢而產生的可持續發展事宜，及時修改相應政策；
- 檢討及監察可持續發展政策，確保其持續有效；
- 不斷完善年度環境、社會及管治報告，設定符合本集團營運情況的政策目標、主要績效指標及措施，並監督環境、社會及管治風險控制及內部控制機制的成效；
- 參考本集團各持份者的意見，加強披露本集團在有關方面的工作及表現。

截至二零二零年十二月三十一日止年度期間，本集團的管理層及員工專心致志，貢獻良多，本人謹代表董事會向他們致以衷心謝意。

承董事會命
暢由聯盟集團有限公司
主席
Cheng Jerome
二零二一年六月二十九日

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III. About the Report

This environmental, social and governance report (the “Report”) summarizes the environmental, social and governance initiatives, and performance of the Group during the financial year ended 31 December 2020, and shows the economic, social and environmental sustainability of our business activities.

1. Reporting Period and Scope of the Report

The Report covers the environmental and social performance within the operational boundaries of the Group on digital point business in all operating regions. The gross merchandise volume of the Digital Point business amounted to approximately RMB440.1 million for the year ended 31 December 2020 (FY2019: approximately RMB330.0 million), representing an increase of approximately RMB64.7 million (approximately 31.7%) over the same period of last year.

The reporting period of this ESG Report is from 1 January 2020 to 31 December 2020 (FY2020), unless specifically stated otherwise. This ESG Report will be issued on an annual basis.

Our key ESG performance indicator data were collected from the operational control system of the Group and its subsidiaries. We will continue to extend the scope of disclosure in the future and deepen our work and philosophy of sustainable development. This report is prepared in both English and Chinese and has been uploaded to the Group’s website at <http://www.changyou-alliance.com>.

III. 關於本報告

本環境、社會及管治報告(「報告」)總結本集團於截至二零二零年十二月三十一日止財政年度在環境、社會及管治上的倡議及績效，並展示我們業務活動在經濟、社會和環境方面的可持續性。

1. 報告涵蓋時期及內容

報告所涵蓋的內容包括本集團所有營運地區數字積分業務的環境及社會表現。截至二零二零年十二月三十一日止年度，本集團數字積分業務的線上及線下交易總額達約人民幣440.1百萬元(二零一九財年：約人民幣330.0百萬元)，較去年同期增加約人民幣64.7百萬元(約31.7%)。

除另有特別指明外，本環境、社會及管治報告涵蓋時期乃由二零二零年一月一日起至二零二零年十二月三十一日止(二零二零財年)。本環境、社會及管治報告以年為單位進行發佈。

所有環境、社會及管治關鍵績效指標的資料均通過本集團及其附屬公司的營運控制系統取得。我們將於未來繼續擴大披露範圍，深化可持續發展工作與理念。本報告以中英雙語編製，並發佈於本集團網頁<http://www.changyou-alliance.com>上。



III. About the Report (Continued)

2. Standards of the Report

This ESG Report is prepared pursuant to the Environmental, Social and Governance Reporting Guide set out in Appendix 27 of the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited (the “Reporting Guide”) and on the basis of its four reporting principles – Materiality, Quantitative, Balance and Consistency.

3. Reporting Scope

The Group has also reported on key social performance indicators set out in the “Recommended Disclosures”, including the KPIs in Aspect B1 – B8, under the Guide in hopes of enhancing stakeholders’ understanding of the Group’s environmental, social and governance performance. For the corporate governance practices and more information on the Group, please refer to our 2020 Annual Report.

IV. Communication with Stakeholders

1. Stakeholder Engagement

We believe that stakeholder participation is an integral part of the Group’s continuous improvement of the sustainable development performance. Therefore, the Group places emphasis on the opinions of both its internal and external stakeholders. Through diversified and effective communication channels, we will incorporate the expectations of stakeholders into our operational and environmental, social and governance strategies. The Group actively collects feedback from its stakeholders in order to maintain a high standard of sustainability within the group while also building a trustful and supporting relationship with them. The Group connects with its stakeholders through various communication channels as listed in Table 1.

III. 關於本報告 (續)

2. 報告準則

本環境、社會及管治報告依據香港聯合交易所有限公司主板上市規則附錄二十七所載的環境、社會及管治報告指引(「報告指引」)並基於其重要性、量化、平衡及一致性四項報告原則所編製。

3. 報告範圍

除了根據「不遵守就解釋」條文所披露的關鍵環境績效指標，本集團亦報告了指引「建議披露」中載述的關鍵社會績效指標，包括層面B1-B8的關鍵績效指標，以增強持份者對本集團環境、社會及管治績效的瞭解。有關本集團的企業管治常規及更多資料，請參閱我們的二零二零年年報。

IV. 與持份者溝通

1. 持份者參與

我們深信持份者參與是本集團持續提升可持續發展表現不可或缺的一環。因此，本集團高度重視內部和外部持份者的意見。通過多元化及有效的溝通渠道，我們會將持份者的期望帶入我們的營運及環境、社會及管治策略當中。本集團積極收集各持份者的意見，以為本集團維持高水平的可持續發展，同時亦與各持份者建立相互信任和支持的關係。本集團通過表一所列出的多個溝通渠道與其持份者建立聯繫。

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IV. Communication with Stakeholders (Continued)

1. Stakeholder Engagement (Continued)

Table 1. Stakeholder Engagement

Stakeholders 持份者	Expectations and concerns 期望和顧慮	Communication Channels 溝通渠道
Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none">– Compliance with laws and regulations– Support economic development– Proper tax payment– 遵守法律和法規– 支持經濟發展– 納稅	<ul style="list-style-type: none">– Complying with local laws and regulations– Routing reports and taxes paid– 遵守當地法律及法規– 例行報告及支付稅款
Shareholders 股東	<ul style="list-style-type: none">– Return on investments– Corporate governance– Business compliance– 投資回報– 企業管治– 業務合規	<ul style="list-style-type: none">– Corporate reports and announcements– General meetings– Official website– 企業報告及公告– 股東大會– 官方網站
Employees 僱員	<ul style="list-style-type: none">– Employees' compensation and benefits– Career development– Healthy and safe working environment– 僱員薪酬和福利– 職業發展– 健康和安全工作環境	<ul style="list-style-type: none">– Performance reviews– Meetings and trainings– Emails, notice boards, hotline, caring activities with management– 表現評估– 會議和培訓– 電子郵件、告示板、熱線、管理關懷活動

IV. 與持份者溝通(續)

1. 持份者參與(續)

表一：持份者參與



IV. Communication with Stakeholders (Continued)

1. Stakeholder Engagement (Continued)

Stakeholders 持份者	Expectations and concerns 期望和顧慮
Customers 客戶	<ul style="list-style-type: none"> – High quality products and services – Protect the rights of customers – 高品質的產品和服務 – 保障客戶的權益
Suppliers 供應商	<ul style="list-style-type: none"> – Fair and open procurement – Win-win cooperation – 公平公開的採購 – 雙贏合作
General public 大眾	<ul style="list-style-type: none"> – Involvement in communities – Business compliance – Environmental protection awareness – 參與社區 – 業務合規 – 環境保護意識

IV. 與持份者溝通(續)

1. 持份者參與(續)

Communication Channels 溝通渠道
<ul style="list-style-type: none"> – Open voting – Customer satisfaction survey – Face-to-face meetings and on-site visits – Customer service hotline and email – Industry seminar – 公開投票 – 客戶滿意度調查 – 面對面會面和現場訪問 – 客戶服務熱線和電子郵件 – 行業研討會
<ul style="list-style-type: none"> – Suppliers' satisfactory assessment – Face-to-face meetings and on-site visits – 供應商的滿意度評估 – 面對面會面和現場訪問
<ul style="list-style-type: none"> – Media conferences and responses to enquiries – Public welfare activities – Face-to-face interview – 媒體會議和回應查詢 – 公共福利活動 – 面對面訪談



IV. Communication with Stakeholders (Continued)

2. Materiality Assessment

The management and staff performing major functions of the Group have participated in the preparation of the ESG Report to assist the Group in reviewing its operations and identifying relevant ESG issues and assess the importance of related matters to our business and each stakeholder.

Review was undertaken on the materiality assessment to study and understand its stakeholder's main concerns and material interests for the ESG report. Based on the results of it, the Group considers that the priority of ESG issues during the year is consistent with that of the previous year. Customer's satisfaction, product quality assurance and recall percentage, protection of customer information and privacy, preventing bribery, extortion, fraud and money laundering, and anti-corruption policies and whistle blowing procedures are the issues of the highest importance to its stakeholders and the Group.

Based on the significant ESG issues, information was collected from relevant departments and business units of the Group.

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

3. Confirmation and Approval

The Group has established an internal supervision, examination and risk management system to ensure that all information presented in this Report is accurate and reliable. The board has overall responsibility for the ESG strategy and reporting. The Report was confirmed and approved by the Board of Directors of the Company on 29 June 2021.

4. Stakeholders Feedback

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG Report or our performance in sustainable development and contact us by email: ir@fortunet.com.hk.

IV. 與持份者溝通(續)

2. 重要性評估

履行本集團主要職能的管理層與員工均有參與編製環境、社會及管治報告，以協助本集團檢討其運作情況及鑒別相關環境、社會及管治事宜，並評估相關事宜對我們的業務以及各持份者的重要性。

已對重要性評估進行審閱，以研究及瞭解其持份者對環境、社會及管治報告的主要顧慮及重大利益。根據審閱結果，本集團認為年內環境、社會及管治事宜的優先次序與去年一致。客戶滿意度、產品質量保證及回收百分比、保護客戶資料及私隱、防止賄賂、勒索、欺詐及洗黑錢以及反貪污政策和舉報程序是對其持份者及本集團最重要的事項。

根據重要環境、社會及管治事宜，本集團向相關部門及業務單位收集資料。

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

3. 確認及批核

本集團已建立內部監督、檢查和風險管理體系，以確保本報告中呈報的所有資料準確可靠。董事會須就環境、社會及管治策略及報告承擔全面的責任。報告已於二零二一年六月二十九日經本公司董事會確認及批核。

4. 持份者回饋

我們歡迎持份者提供意見及建議。閣下可就環境、社會及管治報告或我們在可持續發展方面的表現提供寶貴意見，請通過以下電郵聯繫我們：ir@fortunet.com.hk。



V. Environmental Sustainability

The Group actively fulfills its social responsibility to protect the environment and build a sustainable future together with other stakeholders. The Group has formulated relevant policies on environmental management and stringently controls its emissions and consumption of resources. The Group also complies with all relevant environmental laws and regulations in Hong Kong and the PRC in its daily operation. All operating regions of the Group have implemented effective energy conservation measures to reduce emissions and resource consumption.

This section primarily discloses the policies and practices of the Group on emissions, use of resources, the environment and natural resources during FY2020.

1. Emissions

The Group's emissions include air emission and Greenhouse Gases ("GHGs") emissions, domestic wastewater and solid wastes. The Group strictly adheres to emission related laws and regulations in Hong Kong and the PRC, including but not limited to the Environmental Protection Law of the PRC, the Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution and Waste Disposal Ordinance. During the year under review, the Group was not in violation of any relevant laws and regulations, which have a significant impact on the Group, related to emissions.

V. 環境可持續發展

本集團連同其他持份者積極履行保護環境和構建可持續未來的社會責任。本集團已制定有關環境管理的相關政策，一直嚴格控制資源的排放和消耗。本集團亦在日常營運中遵守香港及中國的所有相關環境法律及法規。本集團所有營運地區已實施有效的節能措施，以減少排放及資源消耗。

本章節主要披露本集團於二零二零財年的排放物、資源使用和環境及天然資源的政策及慣例。

1. 排放物

本集團的排放物包括空氣排放和溫室氣體排放、生活廢水及固體廢棄物。本集團嚴格遵守香港和中國的排放物相關法律法規，包括但不限於《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》和《廢棄物處置條例》。於回顧年度內，本集團在排放物方面，並無違反任何對本集團有重大影響的相關法律及法規。

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V. Environmental Sustainability (Continued)

1. Emissions (Continued)

Table 2. Total Emission of the Group by category from FY2018 to FY2020

Key Environmental Performance Indicator	關鍵環境績效指標	2020 二零二零年	2019 二零一九年	2018 二零一八年	Unit 單位
Air emissions	空氣排放				
Sulphur oxides (SOx)	硫氧化物(SOx)	0.2	0.3	0.4	kg 千克
Nitrogen oxides (NOx)	氮氧化物(NOx)	5.3	6.9	7.1	kg 千克
Particulate matters (PM)	顆粒物(PM)	0.4	0.5	-	kg 千克
Greenhouse gas emissions	溫室氣體排放				
Direct greenhouse gas emissions (Scope 1)	直接溫室氣體排放(範圍1)	37.5	39.4	35.7	tonnes CO ₂ e 噸二氧化碳當量
Direct greenhouse gas emissions (Scope 1) per employee ¹	每名僱員直接溫室氣體排放(範圍1) ¹	0.2	0.2	-	tonnes CO ₂ e/employee 噸二氧化碳當量/僱員
Indirect greenhouse gas emissions (Scope 2)	間接溫室氣體排放(範圍2)	154.2	157.4	76.9	tonnes CO ₂ e 噸二氧化碳當量
Indirect greenhouse gas emissions (Scope 2) per employee	每名僱員間接溫室氣體排放(範圍2)	0.7	0.7	0.3	tonnes CO ₂ e/employee 噸二氧化碳當量/僱員
Other indirect greenhouse gas emission (Scope 3)	其他間接溫室氣體排放(範圍3)	58.2	98.0	85	tonnes CO ₂ e 噸二氧化碳當量
Other indirect greenhouse gas emission (Scope 3) per employee	每名僱員其他間接溫室氣體排放(範圍3)	0.2	0.5	0.3	tonnes CO ₂ e/employee 噸二氧化碳當量/僱員
Total greenhouse gas emissions	溫室氣體排放總量	250.0	294.8	197.6	tonnes CO ₂ e 噸二氧化碳當量
Total greenhouse gas emissions per employee	每名僱員溫室氣體排放總量	1.1	1.3	0.7	tonnes CO ₂ e/employee 噸二氧化碳當量/僱員
Waste	廢棄物				
Total hazardous waste produced	所產生有害廢棄物總量	Negligible 可忽略不計	Negligible 可忽略不計	0	kg 千克
Total non-hazardous waste produced	所產生無害廢棄物總量	19.7	19.1	3.5	tonnes 噸
Total non-hazardous waste produced per employee	每名僱員所產生無害廢棄物總量	83.6	84.9	12.1	kg/employee 千克/僱員

¹ Direct greenhouse gas emissions (Scope 1) per employee was not illustrated in FY 2018.

V. 環境可持續發展(續)

1. 排放物(續)

表二：二零一八財年至二零二零財年本集團按類別劃分的總排放量

¹ 於二零一八財年的每名僱員直接溫室氣體排放(範圍1)未予說明。



V. Environmental Sustainability (Continued)

1. Emissions (Continued)

Air Emissions

During the reporting period, the use of vehicles is the major source of the air emissions. The key air pollutants generated from the combustion process of vehicles are mainly sulphur oxides ("SOx"), nitrogen oxides ("NOx") and particulate matter ("PM"). No hazardous exhaust is generated. Due to the nature of the Group's business, there is no emission from the gaseous fuel consumption and thus the total amount of air emission is insignificant compared to other industries. In FY2020, the emissions of nitrogen oxides, sulphur oxides and particulate matter are 5.347 kg, 0.246 kg and 0.413 kg respectively. The relevant amounts of each air emission from FY2018 to FY2020 are shown in Table 2.

Greenhouse Gases ("GHGs")

The greenhouse gas emissions of the Group consist of direct emission (Scope 1) from the use of vehicles, indirect emission (Scope 2) from the consumption of electricity, and other indirect emission (Scope 3) from business trips and paper waste processing. In FY2020, the total amount of greenhouse gas emission is 250.023 tonnes CO₂e. The greenhouse gas emissions in Scope 1, 2 and 3 are 37.545, 154.239 and 58.239 tonnes CO₂e respectively. Compared to FY2019, the greenhouse gas emissions in FY2020 decreased by 15.2%. The amount of emission of each scope from FY2018 to FY2020 is shown in Table 2. As GHG emissions are closely correlated to electricity and energy consumption, the Group endeavors to reduce the consumption of both aspects in its daily operation through specific measures, which are further explained in the subsection headed "Energy" under section "Use of Resources" of this ESG Report.

V. 環境可持續發展(續)

1. 排放物(續)

空氣排放

於報告期間，汽車是空氣排放的主要來源。汽車使用所產生的主要空氣污染物為硫氧化物(「SOx」)、氮氧化物(「NOx」)和顆粒物(「PM」)。其中，並無產生有害空氣排放物。基於本集團的業務性質，本集團並無排放物源自氣體燃料的消耗。因此與其他行業相比，本集團的空氣排放總量可忽略不計。於二零二零財年，氮氧化物、硫氧化物及顆粒物的排放量分別為5.347千克、0.246千克及0.413千克。二零一八財年至二零二零財年的各種空氣排放的相關數量載於表二。

溫室氣體

本集團的溫室氣體排放分為汽車使用產生的直接排放(範圍1)、電力消耗產生的間接排放(範圍2)和商務旅行及廢紙處理產生的其他間接排放(範圍3)。於二零二零財年，溫室氣體排放總量為250.023噸二氧化碳當量。範圍1、2及3的溫室氣體排放量分別為37.545噸、154.239噸及58.239噸二氧化碳當量。相較二零一九財年，二零二零財年的溫室氣體排放量減少15.2%。二零一八財年至二零二零財年各個範圍的排放量載於表二。由於溫室氣體的排放量與用電和能源消耗密切相關，本集團致力通過具體措施減少日常營運中該兩方面的消耗，具體措施請參照本環境、社會及管治報告「資源使用」一節項下「能源」分節。

V. Environmental Sustainability (Continued)

1. Emissions (Continued)

Water

Domestic wastewater produced by the Group is mainly generated from the daily water usage by its staff during working hours in office, which is further discharged to the municipal wastewater treatment. In FY2020, the Group has generated approximately 566.770 m³ (FY2019: 11,981.3 m³ and FY2018: 70 m³) domestic wastewater. No hazardous wastewater is generated from daily operation. The amount of wastewater from FY2018 to FY2020 is shown in Table 3. Since wastewater generation is closely correlated to the water consumption, the Group has adopted specific measures to reduce the water consumption, which are further explained in the subsection headed "Water" under section "Use of Resources" of this ESG Report.

Wastes

Due to the Group's business nature, there is no hazardous waste during the reporting period. In FY2020, the Group has generated approximately 19.718 tonnes (FY2019: 19.1 tonnes and FY2018: 3.5 tonnes) of non-hazardous wastes. The main sources of non-hazardous waste are the construction waste and domestic waste from the daily operation of the offices. Hazardous waste generated from the Group was negligible throughout the years.

The Group has been continuously performing the separate collection method on the daily domestic wastes to ensure the reuse of the recyclable wastes. For example, plastic and cans were collected by the municipal sanitation department for further disposal. Apart from the daily domestic wastes, the Group has carefully collected the packaging materials by category, such as paper, cardboard and used boxes. To avoid unnecessary waste, the Group sells them to the recycle stations for centralized recycling and reuse. The amount of waste from FY2018 to FY2020 is shown in Table 2.

V. 環境可持續發展(續)

1. 排放物(續)

用水

本集團產生的生活廢水主要產生於員工在辦公室工作時的日常用水，其進一步排入市政污水處理廠。於二零二零財年，本集團產生約566.770立方米(二零一九財年：11,981.3立方米及二零一八財年：70立方米)生活廢水。本集團於日常營運過程中並無產生有害廢水。二零一八財年至二零二零財年的廢水量載於表三。由於廢水的產生量與水資源消耗密切相關，本集團已採取具體措施以減少水資源消耗，具體措施請參照本環境、社會及管治報告「資源使用」一節項下「用水」分節。

廢棄物

基於本集團的業務性質，報告期間並無產生有害廢棄物。於二零二零財年，本集團產生約19.718噸(二零一九財年：19.1噸及二零一八財年：3.5噸)無害廢棄物。無害廢棄物的主要來源為辦公室日常營運中產生的建築廢棄物和生活廢棄物。本集團於近年產生的有害廢棄物可忽略不計。

本集團持續對日常生活廢棄物進行分類收集，以確保可回收廢棄物的重複使用。例如塑膠及鋁罐均由市政衛生部門收集作進一步處理。除日常生活廢棄物外，本集團已按照類別仔細收集包裝材料，如紙張、紙板和舊箱子。為避免不必要的浪費，本集團將廢棄包裝材料出售予回收站進行集中回收和再利用。二零一八財年至二零二零財年的廢棄物數量載於表二。



V. Environmental Sustainability (Continued)

2. Use of Resources

The rapid development of the Group in point business and the business transformation leads to an increasing number of users, more diversified products and services, as well as optimized business models and consumption scenarios. The resource consumption by the Group from FY2018 to FY2020 is shown in Table 3.

The Group is committed to continuing its strictly control on emission and consumption of resources, to ensure that daily operations are able to comply with all relevant environmental laws and regulations in Hong Kong and the PRC, and strive to reduce emissions and resource consumption. In the near future, when the relevant businesses become stable and mature, the Group will expand the disclosure of relevant indicators and continue to improve this report.

The Group complied with the relevant laws and regulations in relation to its use of resources, including but not limited to Energy Conservation Law of the PRC and Provisions on the Management of Water Conservation in Cities during the year under review. Resources used by the Group mainly include electricity, water and gasoline.

V. 環境可持續發展(續)

2. 資源使用

本集團積分業務的快速發展及業務轉型使其用戶數量增加、產品及服務更加多元化，以及業務模式及消費場景得以優化。二零一八財年至二零二零財年本集團的資源消耗量載於表三。

本集團承諾繼續嚴格控制資源的排放和消耗，確保日常營運能夠遵從香港及中國的所有相關環境法律及法規，盡力減少排放及資源消耗。在不久將來，待有關業務轉趨穩定成熟時，本集團將擴大披露相關指數和持續完善本報告。

本集團於回顧年度內遵守資源使用相關法律法規，包括但不限於《中華人民共和國節約能源法》及《城市節約用水管理規定》。本集團所使用的資源主要為電力、水和汽油。

V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Energy

The energy consumption of the Group in FY2020 is mainly unleaded petrol and gasoline used for powering the vehicles and electricity. During FY2020, the unleaded petrol consumed by the Group amounted to 1630.4 litres (FY2019: 2,809.6 litres), and the gasoline consumed by the Group amounted to 14,880.1 litres (FY2019: 14,265.4 litres and FY2018: 13,143.2 litres).

The total energy consumption of the Group amounted to 379,079 kWh (FY2019: 385,605 kWh and FY2018: 239,718 kWh) in FY2020. All the electricity consumption by the Group comes directly from daily operation in offices. The Group has kept a detailed record of its electricity consumption and has formulated internal regulations, to ensure effective use of electricity. All subsidiaries of the Group stringently comply with the Group's policy on saving energy, including but not limited to the following:

- Turn off all lights and air conditioning whenever and wherever not in use;
- Modify the set temperature of air conditioners in the offices based on the season;
- Clean office equipment such as refrigerator, air conditioners and shredder regularly to ensure their efficiency;
- Present posters like "Saving Electricity, Turn off the Lights when Leaving" in prominent places to encourage employees to save energy; and
- Replace high electricity consumption lamps with electricity saving lamps for office lighting.

V. 環境可持續發展(續)

2. 資源使用(續)

能源

本集團於二零二零財年的能源消耗主要為汽車使用的無鉛柴油及汽油和電力。於二零二零財年，本集團使用1,630.4公升(二零一九財年：2,809.6公升)無鉛柴油及14,880.1公升(二零一九財年：14,265.4公升及二零一八財年：13,143.2公升)汽油。

本集團於二零二零財年的總耗電量為379,079千瓦時(二零一九財年：385,605千瓦時及二零一八財年：239,718千瓦時)。本集團所有的電力消耗均來自於辦公室的日常營運。本集團已詳細記錄其電力消耗，並制定內部政策，以確保電力的使用效率。本集團所有附屬公司嚴格遵守本集團的節能政策，包括但不限於下列各項：

- 關掉非使用中的照明及空調系統；
- 根據季節調節辦公室的空調溫度；
- 定期清潔辦公室設備(如冰箱、空調及碎紙機)以確保其效能；
- 在顯眼位置張貼「節省用電，離開時請關燈」標示鼓勵僱員節約能源；及
- 改用節能燈泡代替耗電量較高的傳統燈泡作為辦公室照明用途。



V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Water

Water consumption by the Group is mainly generated from the daily water usage by its staff during working hours in office. In FY2020, the total water consumption of the Group was 566.770 m³ (FY2019: 11,987 m³ and FY2018: 70 m³). As there is no separate metering for water usage in offices, water usage in Hong Kong, Shanghai and Beijing offices was estimated. The group has formulated internal regulations, to enhance water use efficiency. The policy also requests the Group's employees to change their consumption behaviors, including but not limited to the following:

- Promote and educate our staff regularly on saving water;
- Strengthen the inspection and maintenance on water tap, water pipelines and water tanks;
- Put up "Saving Water Resource" posters in prominent places to encourage water conservation; and
- Collect used water (if possible) for cooling, cleaning and yard washing purposes.

V. 環境可持續發展(續)

2. 資源使用(續)

用水

本集團的用水主要來自於員工於辦公室工作時的日常用水。本集團於二零二零財年的總用水量為566.770立方米(二零一九財年：11,987立方米及二零一八財年：70立方米)。由於本集團沒有單獨計量辦公室的用水量，故以估算方法計算香港、上海及北京辦公室的用水量。本集團已制定內部政策，以提高水資源的使用效率。該政策亦要求本集團員工改變消耗行為，包括但不限於下列各項：

- 定期向員工宣傳和教育珍惜食水；
- 加強對水龍頭、水管和水箱的檢查和維修；
- 在顯眼位置張貼「節約水資源」標示以鼓勵節約用水；及
- 收集已經使用的水(如可行)用作冷卻、清潔和清洗庭院用途。



V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Paper

Paper is one of the major consumptions of natural resources by the Group. In FY2020, the total amount of paper consumption of the Group was 1,174.99 kg (FY2019: 1,224 kg and FY2018: 1,008 kg). Paper is mainly consumed by the Group in its offices, and the Group has adopted the following practices to reduce the consumption:

- Choose the more environmentally friendly paper source as the supplier, through which to indirectly reduce the amount of trees loss while producing the same amount of paper;
- Disseminate information by electronic means (i.e. via email or e-bulletin boards) as much as possible;
- Set duplex printing as the default mode for most of the network printers;
- Use posters and stickers to remind staff to “Think before print”, to avoid unnecessary printings;
- Place boxes and trays beside photocopiers as containers to collect single-sided paper for reuse and used paper for recycling;
- Use the back of old documents for printing or as draft paper;
- Reuse stationery whenever possible; and
- Participate in paper recycling program and place recycling bags in offices to collect waste paper for recycling.

V. 環境可持續發展(續)

2. 資源使用(續)

用紙

紙張是本集團天然資源的主要消耗之一。本集團於二零二零財年的紙張消耗總量為1,174.99千克(二零一九財年：1,224千克及二零一八財年：1,008千克)。本集團的紙張使用主要來自於辦公室，為了節約用紙，本集團已採取以下措施：

- 選擇更環保的紙張來源作為供應商，通過這種方式間接減少生產相同數量紙張時的樹木損失量；
- 盡量以電子方式(如電子郵件或電子佈告欄)進行通訊；
- 將雙面打印設置為大多數打印機的默認模式；
- 「印前三思」，使用海報和貼紙提醒員工避免不必要的印刷；
- 將盒子和托盤放在打印機旁邊，以作為容器收集單面紙張再利用及收集廢紙回收利用；
- 舊文件的背面可作打印或草稿用途；
- 盡可能重用文具；及
- 參與紙張回收計劃，在辦公室放置回收袋以回收廢紙，循環再造。



V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Paper (Continued)

Table 3. Total resource consumption of the Group by category from FY2018 to FY2020

Indicator	指標	2020 二零二零年	2019 二零一九年	2018 二零一八年	Unit 單位
Energy consumption	能源耗量				
Non-renewable fuel consumption ²	不可再生燃料耗量 ²	192.5	195.6	–	MWh 兆瓦時
Electricity purchased	購買電力	186.6	190.0	239.7	MWh 兆瓦時
Total energy consumption	能源總耗量	379.1	385.6	–	MWh 兆瓦時
Total energy consumption per employee	每名僱員能源總耗量	1.6	1.7	–	MWh/employee 兆瓦時／僱員
Water consumption	總耗水量	566.8	11,981.3	70	m ³ 立方米
Water consumption per employee	每名僱員耗水量	2.4	53.3	0.2	m ³ /employee 立方米／僱員
Total paper consumption	紙張總耗量	1,175.0	1,224	1,008	kg 千克
Paper consumption per employee	每名僱員用紙量	4.98	5.4	3.5	kg/employee 千克／僱員

² Amount of non-renewable fuel consumption was not illustrated in FY2018.

V. 環境可持續發展(續)

2. 資源使用(續)

用紙(續)

表三：二零一八財年至二零二零財年本集團按類別劃分的總資源消耗量

² 於二零一八財年的不可再生燃料耗量未予說明。



V. Environmental Sustainability (Continued)

3. The Environment and Natural Resources

The Group has always adhered to the concept of safety, harmony and green development, and is strictly abided by laws and regulations in relation to the environment and natural resources, including but not limited to the Law of the PRC on Circular Economy Promotion and the Environmental Impact Assessment Law of the PRC. During the reporting period, no violation against local environmental laws and regulations with a significant impact on the Group was found.

The air emissions, wastewater, solid wastes and other environmental impacts generated by the Group are in conformity with the emission standards. We recognize the potential impact of our operations on the environment. Therefore, to alleviate the environmental impact caused by the Group, the Group has taken various environmental protection-related measures and control mechanisms in the workplace and operational activities. The group also strived to optimize the use of resources in all of its business operations, including using environmentally friendly paper.

Looking forward, the Group will continue to protect the environment and fulfil its social responsibilities, and strive to establish and maintain its resource-saving and environment-friendly corporate image.

V. 環境可持續發展(續)

3. 環境及天然資源

本集團一直堅持安全、和諧、綠色發展的理念，嚴格遵守包括但不限於《中華人民共和國循環經濟促進法》和《中華人民共和國環境影響評價法》等環境及天然資源相關的法律法規。於報告期間，我們並未發現任何違反當地環境法律法規並對本集團造成重大影響的事宜。

本集團產生的空氣排放、廢水、固體廢棄物和其他環境影響符合排放標準。我們認識到營運活動對環境的潛在影響。因此，為緩解本集團造成的環境影響，本集團已在工作場所及營運活動中建立了與環境保護相關的多項措施及控制機制，並致力於在其所有業務營運中優化資源的使用，包括使用環保紙張。

展望未來，本集團將繼續保護環境和履行其社會責任，努力建立及維持其節約資源、環保的企業形象。



VI. Social Sustainability

Employment and Labour Practices

1. Employment

The Group understands that employees are our core and most valuable assets, and we always hope that our employees can reach their full potential. We seek to provide a safe and sound working environment for employees and cultivate talents that are experienced in technology and management. The Group strives to provide its employees with a safe and suitable platform for developing their career, professionalism and advancement.

Law compliance

The human resources policies of the Group strictly adhere to the employment laws and regulations in Hong Kong and the PRC, including the Employment Ordinance, Labour Law of the PRC, and Labour Contract Law of the PRC. The Group has also complied with the laws and regulations in respect to the employees' social security schemes that are enforced by the local governments in the PRC and Hong Kong in relation to employee benefits. The Group complies with the laws and regulations relating to social insurance to support employees' social security benefits, including the provision of pension, medical insurance, unemployment insurance, work-related injury insurance and maternity insurance. The human resources department of the Group and its subsidiaries review and update the relevant group policies regularly in accordance with the latest laws and regulations.

VI. 社會可持續發展

僱傭及勞工常規

1. 僱傭

本集團深知員工是我們最核心和最有價值的資產，我們一直希望讓我們的員工能夠發揮最大潛能，謀求為員工提供安全可靠的工作環境，並培養科技與管理方面經驗豐富的人才。本集團致力於為員工提供安全及合適的平台，以促進他們的職業及專業性的發展和提升。

遵守法律

本集團的人力資源政策嚴格遵守香港和中國的僱傭法律法規，包括《僱傭條例》、《中華人民共和國勞動法》和《中華人民共和國勞動合同法》。本集團亦遵守與員工福利相關的中國和香港當地政府實施的員工社會保障計劃法律和法規。本集團遵守社會保險相關的法律法規，支持員工的社會保障福利，包括基本養老保險、醫療保險、失業保險、工傷保險和生育保險。本集團及其附屬公司的人力資源部門根據最新法律及法規定期審閱及更新有關集團政策。

VI. Social Sustainability (Continued)

Employment and Labour Practices (Continued)

1. Employment (Continued)

Recruitment and promotion

To attract and retain high-calibre staff, the Group offers fair and competitive remuneration and benefits based on the individuals' past performance, qualifications, job experiences and career aspiration. The Group also makes reference to market benchmarks in determining its remuneration and benefit policies. The Group takes various measures to attract candidates such as posting information on the Internet and engaging headhunting companies.

The Group sets periodic plans and budgets to conduct performance evaluation. The promotion report issued by the manager shall be based on the outstanding performance of the employee.

The compensation package of the Group is decided according to employees' capability, past performance and benchmark. In order to motivate and reward existing managers and employees, the Group conducts regular compensation review to ensure that its staff are recognised by the Group appropriately with regard to their working efforts and contributions. Key management staff benefits from share options for the year as a return sharing.

Meanwhile, any appointment, promotion or termination of employment contract would be based on reasonable, lawful grounds and internal policies, such as staff handbook. The Group strictly prohibits any kinds of unfair or unreasonable dismissals.

VI. 社會可持續發展 (續)

僱傭及勞工常規 (續)

1. 僱傭 (續)

招聘及晉升

為吸引及留聘高質量的員工，本集團按員工的個人過往表現、資歷、工作經驗及事業抱負提供公平和具競爭力的薪酬及福利。本集團亦於釐定其薪酬及福利政策時以市場標準水平作為參考。本集團採納一系列措施促進人員招募，例如在網絡上張貼招聘信息和僱用獵頭公司。

本集團設定週期計劃和預算進行績效評估。由管理人員簽發的晉升報告需以員工的傑出表現為基礎。

本集團根據員工的能力、過往表現及標準水平商定薪酬福利。為激勵和獎勵現有管理人員和員工，本集團定期進行薪酬檢討以確保員工的工作成果和貢獻得到本集團的適當認可。關鍵管理層成員能夠於年內的購股權中受益，共享回報。

同時，任何聘用、晉升或終止僱傭合約均須有合理依據、遵循法律及內部政策（如員工手冊）。本集團嚴格禁止任何不正當或不合理的解僱。



VI. Social Sustainability (Continued)

Employment and Labour Practices (Continued)

1. Employment (Continued)

Working hours and leave

The Group has formulated its own internal policies based on local employment laws for determining working hours and leave for employees. In addition to basic paid annual leave and statutory holidays stipulated by the employment laws of the local governments, employees may also be entitled to additional paid leave entitlements such as marriage leave, maternity leave, sick leave and birthday leave.

Equal opportunity and anti-discrimination

As an equal opportunity employer, the Group is committed to creating a fair, respectful and diversified working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. For instance, training and promotion opportunities, dismissals and retirement policies are based on factors irrespective of the employees' age, gender, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors. The equal opportunity policy allows zero tolerance in relation to any workplace discrimination, harassment or vilification in accordance with local ordinances and regulations, such as Disability Discrimination Ordinance and Sex Discrimination Ordinance. Employees are encouraged to report any incidents, involving discrimination to the human resources department of the Group. The Group will take responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to such incidents in strict compliance with national and local laws and regulations.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

1. 僱傭(續)

工作時數及假期

本集團已根據當地僱傭法律制定內部政策，以釐定員工的工作時數及假期。除當地政府僱傭法律規定的基本帶薪年假和法定假期外，員工亦可享有婚假、產假、病假和生日假等額外帶薪假期待遇。

平等機會及反歧視

作為平等機會僱主，本集團致力於在所有人力資源及僱傭決策中促進反歧視及創造平等機會，從而營造一個公平、相互尊重及多元化的工作環境。舉例來說，本集團的培訓及晉升機會、解僱及退休政策均與員工的年齡、性別、婚姻狀況、懷孕狀況、家庭狀況、殘疾、種族、膚色、血統、民族、國籍、宗教信仰或任何其他非工作相關的因素無關。根據當地條例及規例，如《殘疾歧視條例》和《性別歧視條例》，本集團的平等機會政策絕不容忍任何工作場所的歧視、騷擾或誹謗行為。本集團鼓勵員工向人力資源部門報告任何涉嫌歧視的事件。本集團將嚴格遵守國家及地方的有關法律及法規，對有關事件進行評估、處理、記錄及採取任何必要的紀律處分。

VI. Social Sustainability (Continued)

Employment and Labour Practices (Continued)

1. Employment (Continued)

Other benefits and welfare

In terms of internal communication, effective two-way communication between the general staff and managerial staff is highly encouraged within the Group. The employees maintain timely and smooth communication with each other and with the management through means, such as emails, regular meetings and social networks. The interactive communication system plays a beneficial role in the decision-making process of the Group. Maintaining a barrier-free employer-employee relationship helps create a productive and pleasant working environment.

The Group also emphasizes the team spirit and care towards the employees. For daily welfare, RMB500 will be offered weekly for purchasing food to the staff in the technical department. The Group provides medical masks to the staff to combat COVID-19 in February. Cervical healthcare seminar and onsite checking activity were arranged in September. Senior managers and above were invited to join the team building activities in September. In addition, the Group has organized a series of holiday celebration activities, such as distributing rice dumplings during the Dragon Boat Festival in June, making mooncakes during the Mid-autumn Festival and offering roast chicken and pizza at the Christmas Food Festival, as well as organising ring toss game with prizes.

During the year under review, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, leave, equal opportunity, diversity, anti-discrimination, other benefits and welfare that have a significant impact on the Group.

VI. 社會可持續發展 (續)

僱傭及勞工常規 (續)

1. 僱傭 (續)

其他待遇及福利

在內部交流方面，本集團相當鼓勵一般員工與管理人員之間進行有效的雙向溝通。員工透過電子郵件、定期會議及社交網絡等各種途徑，在彼此及與管理層之間保持適時及順暢的溝通。互動式通訊系統對本集團的決策過程起到有利作用，維繫毫無隔膜的勞資關係，有助營造高效及愉快的工作環境。

本集團亦強調團隊精神及對員工的關懷。就日常福利而言，本集團每星期向技術部門員工提供人民幣500元用於購買食物。本集團於二月向員工提供醫療口罩，以對抗新冠肺炎，並於九月安排子宮頸保健講座及即場檢查活動。高級經理及更高層級亦於九月受邀參與團隊建立活動。此外，本集團舉辦了一系列的節日慶祝活動，例如於六月端午節期間分發粽子、於中秋節期間製作月餅及於聖誕美食節提供烤雞和薄餅，亦舉辦套圈圈有獎遊戲。

於回顧年度內，本集團在薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他福利及待遇方面，嚴格遵守對本集團有重大影響的相關法律及法規。



VI. Social Sustainability (Continued)

Employment and Labour Practices (Continued)

2. Health and Safety

To provide and maintain good working conditions and a safe and healthy working environment for its employees, the Group has established work safety and health policies that are in line with various laws and regulations stipulated by the HKSAR Government and the State Council of the PRC. The specific laws and regulations are Occupational Safety and Health Ordinance, Employees' Compensation Ordinance, Occupational Disease Prevention Law of the PRC, and Regulation on Work-Related Injury Insurance.

The Group has established internal policies and process, and required employees to comply with the policies relating to occupational health and safety measures. The Administrative Department regularly inspects the effectiveness of the safety measures. During the year under review, the Group provided occupational safety training to employees including accident management and occupational health and safety. The Group prohibits smoking and drinking in working areas, runs regular cleaning on air-conditioning system and disinfection on the carpet. The Group has also installed air purifiers in office spaces to improve the air quality of workplaces.

In FY2020, no work-related fatalities and no lost days due to work injury had occurred in the Group's related activities. During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

2. 健康與安全

為向員工提供及維持良好的工作條件及安全健康的工作環境，本集團已制定符合香港特別行政區政府和中國國務院制定的各項法律及法規的工作安全與健康政策。具體的法律及法規包括《職業安全及健康條例》、《僱員補償條例》、《中華人民共和國職業病防治法》和《工傷保險條例》。

本集團已建立內部政策及程序，並要求員工遵守職業健康與安全措施有關的政策。行政部門定期檢查安全措施的有效性。在回顧年度內，本集團為員工提供職業安全培訓，包括應急管理和職業健康與安全。本集團禁止在工作區域內抽煙和酗酒，並定期對空調系統進行清洗、對地毯進行消毒。本集團亦已於辦公室場所設置空氣清新機，以改善工作場所的空氣質素。

於二零二零財年，本集團的相關活動並未發生與工作有關的死亡事故和工傷損失工作日數。於回顧年度內，本集團在提供安全工作環境和保護員工免受職業危害方面，並無違反任何對本集團有重大影響的相關法律及規例。



VI. Social Sustainability (Continued)

Employment and Labour Practices (Continued)

3. Development and Training

The Group offers comprehensive training and development programmes to its staff in order to strengthen their work-related skills and knowledge. The purpose is to improve the Groups' overall operational efficiency through the internal platform. The Group emphasizes on personal development.

The Group provides integrated induction training for newly recruited staff to understand our corporate culture, business processes, work health and safety, management system and group development. For other employees, the Group prepares training materials annually and provides internal training through online platform, including specialists' lecture.

The Group encourages outstanding employees to attend external trainings for enhancing their competitiveness and expanding their capacity through continuous learning. The Group may arrange external training organisations and trainers to provide job-related trainings to its employees.

The Group aims to foster a learning culture that could strengthen its employees' professional knowledge, so as to benefit the Group as employees are expected to achieve better working performance after receiving appropriate training.

VI. 社會可持續發展 (續)

僱傭及勞工常規 (續)

3. 發展及培訓

本集團向員工提供全面的培訓及發展計劃，以加強其工作技能和知識，目的是為了通過內部平台提升本集團的整體營運效率。本集團尤其著重個人發展。

本集團為新入職的員工提供綜合入職培訓，以瞭解企業文化、業務流程、工作健康與安全、管理體系及集團發展。對於其他員工，本集團每年編製培訓資料，並通過在線平台提供內部培訓，包括專家講座。

本集團鼓勵優秀員工參加外部培訓，以提升自身競爭力，及通過不斷學習提高個人能力。本集團可能安排外部培訓機構及導師為員工提供職業培訓。

本集團銳意培養學習文化，充實員工的專業知識，期望員工接受適當培訓後提升工作表現，使本集團受惠。



VI. Social Sustainability (Continued)

Employment and Labour Practices (Continued)

4. Labour Standards

The Group strictly abides by the Employment Ordinance, Labour Law of the PRC, Labour Contract Law of the PRC and other related labour laws and regulations in Hong Kong and the PRC to prohibit any child labour or forced labour employment.

To combat against illegal employment on child labour, underage workers and forced labour, the Group's human resources staff requires job applicants to provide valid identity documents before confirmation of employment to ensure that the applicants are lawfully employable. All the personal information provided during recruitment should be real and effective. If there is any mendacious information, the Group will terminate the employment according to relevant laws and regulations. The Human Resources Department of the Group is responsible to monitor and ensure compliance by the Group with the latest relevant laws and regulations that prohibit child labour and forced labour.

During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to the prevention of child and forced labour that have a significant impact on the Group.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

4. 勞工準則

本集團嚴格遵守香港和中國的《僱傭條例》、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及其他相關勞動法律法規，以禁止僱用任何童工或強制勞工。

為打擊童工、未成年勞工和強制勞工非法就業，本集團人力資源部要求求職者在確認僱傭之前提供有效的身份證明，確保申請人可合法受僱。在招聘過程中，提供的所有個人資料必須屬真實有效。如果隱瞞任何資料，本集團有權依照有關法律及法規終止就業。本集團的人力資源部門亦須監察及確保本集團遵守禁止童工及強制勞工的最新相關法律及法規。

於回顧年度內，本集團在防止童工及強制勞工方面，並無違反任何對本集團有重大影響的相關法律及法規。



VI. Social Sustainability (Continued)

Operating Practices

5. Supply Chain Management

As a socially responsible enterprise, it is critical for the Group to maintain and manage a sustainable and reliable supply chain that makes minimal negative impacts on the environment and society. The Group cooperates with a number of merchants in e-commerce business supplying affordable luxury, personal care, cosmetics and health care products. In FY2020, the number of suppliers is 1,197. All suppliers that the Group employed during the year are from Mainland China. Each of the operating subsidiaries within the Group monitors the quality of its suppliers and their supply chain practice on a strict and continuous basis.

Suppliers should have brand authorisation and distribution license to ensure that there is no counterfeit or pirated products in the Group's supply chain. The Group's Legal Department and Audit Department supervise the supplier's selection process in a lawful, fair and transparent manner. Purchasing Management Department is responsible for establishing and maintaining the assessment records of suppliers. Furthermore, the Group conducts comprehensive evaluation of approved suppliers to enhance the effectiveness of the Group's risk management.

The Group maintains a list of qualified suppliers based on its assessment on products' quality, price competitiveness, delivery track record, qualification, capability, product applicability and reputation. Also, the Group maintains close communication with various suppliers to ensure that the suppliers' businesses comply with local laws and regulations in their operating countries and regions. The Group also operates in a good faith by adhering to their business ethics such as prohibition on employing child and forcing labour, and maintaining high levels of quality control and their respective environmental and social responsibilities. In order to lower the environmental impact, the Group conducted interview on environmental pollution and corresponding measures to deal with pollution.

VI. 社會可持續發展 (續)

營運慣例

5. 供應鏈管理

作為一間對社會負責的企業，維持和管理供應鏈，將其對環境及社會的影響減到最低，對本集團而言至關重要。本集團與多間電子商務商家合作，提供輕奢品、個人護理、化妝品及保健品。於二零二零財年，供應商數目為1,197名。本集團於年內使用的所有供應商均來自中國內地。本集團內各營運附屬公司嚴格持續地監察其供應商的品質及供應鏈慣例。

供應商應有品牌授權和分銷許可證，以保證本集團供應鏈中不存在假冒或盜版產品。本集團法律部門及審計部門監督供應商以合法、公平、透明的方式挑選產品。採購管理部門負責建立和維護供應商評估記錄。此外，本集團對認可供應商進行全面評估，以提高本集團風險管理的效力。

本集團根據對產品質量、價格競爭力、交付記錄、品質、功能、產品適用性和聲譽的評估，維持合格供應商名單。本集團亦與各供應商保持緊密溝通，以確保供應商的業務遵守其營運國家及地區的當地法律法規，並通過遵守如嚴禁僱用童工和強制勞工、保持高水平的質量控制，並履行其相應的環境與社會責任，秉持誠信經營。為降低環境影響，本集團進行了環境污染訪談和相應的污染處理措施。



VI. Social Sustainability (Continued)

Operating Practices (Continued)

5. Supply Chain Management (Continued)

The Sales Department collects feedbacks from customers and market data, then pass it to the Procurement Department for purchase planning. The Group monitors the market preferences and performs regular site inspection to investigate the production facilities and warehouse environment of the suppliers, to ensure the reliability and safety of the supply chain. For those products which have received relatively more customers' complaints, the Group is responsible to replace and remove them from shelves.

6. Product Responsibility

Law compliance

In order to protect the legitimate rights and interests of end-users and consumers, as well as to strengthen the supervision and control of the quality of products, the Group strictly adheres to relevant laws and regulations on products safety and health, advertising and labelling, including Law of the PRC on Product Quality, Food Safety Law of the PRC, Administrative Measures for Online Trading, Anti-Unfair Competition Law of the PRC, Law of the PRC on the Protection of Consumer Rights and Interests and Contract Law of the PRC.

To reduce the quality risk of bulk products, the Group is responsible for removing the questionable products from shelves, returning it to the relevant suppliers and providing unconditional refund to the customers when the product is being recalled. Also, the Group believes that the pre-measures on product quality controls shall be sufficient to prevent the quality problems on bulk purchases.

Complaints

The Group has service hotline, Customer Service Department and APP to collect customer feedbacks. Generally, after receiving complaints regarding products and services, the Customer Service Department replies in a short time frame. All of these measures strengthen the product offerings and service quality, and consequently enable the Group to stay competitive in the market.

VI. 社會可持續發展(續)

營運慣例(續)

5. 供應鏈管理(續)

銷售部門收集客戶的反饋和市場數據，以供採購部門進行採購規劃。本集團監察市場偏好並定期進行現場檢查，調查供應商的生產設備及倉庫環境，確保供應鏈的可靠性及安全性。對於客戶投訴率相對較高的產品，本集團有責任更換產品並將其下架。

6. 產品責任

遵守法律

為保障最終用戶和消費者的合法權益、加強對產品質量的監督控制，本集團嚴格遵守產品安全與健康、廣告和商標相關的法律法規，包括《中華人民共和國產品質量法》、《中華人民共和國食品安全法》、《網絡交易管理辦法》、《中華人民共和國反不正當競爭法》、《中華人民共和國消費者權益保護法》及《中華人民共和國合同法》。

為降低批量產品的質量風險，本集團負責將有問題的產品下架，退回予相關供應商，並在產品回收時接受客戶的無條件退貨。此外，本集團認為，產品質量控制的預先措施須足以防止批量採購的質量問題。

投訴

本集團設有服務熱線、客戶服務部門及APP以收集客戶反饋。一般情況下，客戶服務部門在收到產品及服務的投訴後會在短時間內作出回應。這些措施均加強了產品供應和服務質量，從而使本集團能夠在市場上保持競爭力。

VI. Social Sustainability (Continued)

Operating Practices (Continued)

6. Product Responsibility (Continued)

Advertising

To ensure all the sales materials are providing accurate and precise descriptions and information to our customers, the Group complies with the relevant laws and regulations for local operations such as Advertising Law of the PRC. The Group is required to strictly follow the relevant laws and regulations. Any misrepresentation or exaggeration advertisements are strictly prohibited. The Administrative Department closely monitors all of the marketing materials being published and product labelling to prevent inappropriate or exaggerated advertisement. If there is any violation with the internal guidelines, the Group would carry out corrective actions immediately. In addition, the latest regulations released by the government are regularly reviewed by the Group.

Customer Privacy

The Group undertakes to comply with the Personal Data (Privacy) Ordinance and the relevant PRC laws and regulations to ensure that the rights and interests of customers are strictly protected. Information collected by the Group from its customers would only be used for the purpose for which it has been collected. The Group prohibits the provision of customer information to a third party without authorisation of the customer. The employees are trained to enhance the awareness of data release risks and sign the confidentiality agreement. The IT department sets obstruction between office and commercial net to prevent unauthorized data use, exportation and copy.

Intellectual Property Rights

The Group is committed to protect and respect intellectual property rights by prohibiting any use of unauthorised or unlicensed software in our operations. The Group undertakes to comply with the Copyright Ordinance, Trade Marks Ordinance, Trademark Law of the PRC, Copyright Law of the PRC and Patent Law of the PRC to ensure that the intellectual property is strictly protected.

VI. 社會可持續發展 (續)

營運慣例 (續)

6. 產品責任 (續)

廣告

為確保所有銷售材料為客戶提供符合當地營運的相關法律法規(如《中華人民共和國廣告法》)的精準描述及資料,本集團須嚴格遵守相關法律法規。嚴格禁止任何虛假陳述或誇張的廣告。行政部門密切監測所有將予發佈的營銷材料和產品標籤,以防止不恰當或誇大的廣告。如有任何違反內部指引的情況,本集團將立即採取糾正措施。此外,本集團定期檢視政府公佈的最新規定。

客戶私隱

本集團承諾遵守《個人資料(私隱)條例》及有關中國法律法規,以確保客戶權益受到嚴格保護。本集團從客戶收集的資料僅用於收集目的。未經客戶授權,本集團禁止向第三方提供客戶資料。員工接受培訓以提高對數據洩漏的風險意識並簽署保密協議。資訊科技部門設置辦公室和商業網絡之間的隔斷,以防止未經授權的數據使用、導出和複製。

知識產權

本集團致力於保護及尊重知識產權,禁止在我們的營運中使用任何未經授權或未經許可的軟件。本集團承諾遵守《版權條例》、《商標條例》、《中華人民共和國商標法》、《中華人民共和國著作權法》及《中華人民共和國專利法》,以確保知識產權受到嚴格保護。



VI. Social Sustainability (Continued)

Operating Practices (Continued)

7. Anti-corruption

To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the local laws and regulations relating to anti-corruption and bribery, irrespective of the area or country where the Group conducts its business, such as Law of the PRC on Anti-money Laundering, Criminal Law of the PRC and the Prevention of Bribery Ordinance.

The Group has formulated staff handbooks based on the Group's anti-corruption, anti-fraud and anti-bribery policies, which set out that:

- Employees are prohibited from requiring, charging or accepting any form of benefits from persons, companies or organizations that have business dealings with the Group.
- Employees and all parties who have business dealings with the Group, including customers and suppliers, are encouraged to proactively report suspected misconduct within the Group.

All employees are expected to discharge their duties with integrity and self-discipline, and they are required to abstain from engaging in any activities related to bribery, extortion, fraud and money laundering which might affect their business decision or independent judgment during business operations, which might exploit their positions against the Group's interests.

The Group has no tolerance to any corruption and set whistle-blowing policy to report any corruption. Relevant evaluation, consultation, investigation and punishment are written in the whistle-blowing policy. Whistle-blowers can report verbally or in writing to the department or the senior management of the Group for any suspected misconduct with full details and supporting evidence. The management will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group advocates a confidentiality mechanism to protect the whistle-blowers against unfair dismissal or victimisation through security regimes. Where criminality is suspected, a report is made to the relevant regulators or law enforcement authorities when the management considers necessary. During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

VI. 社會可持續發展(續)

營運慣例(續)

7. 反貪污

為維持一個公平、道德和高效的商業和工作環境，不論本集團進行業務所在的地區或國家，本集團亦嚴格遵守當地反貪污和賄賂的相關法律法規，如《中華人民共和國反洗錢法》、《中華人民共和國刑法》及《防止賄賂條例》。

本集團已根據本集團的反貪污、反欺詐及反賄賂政策制定員工手冊，其中載列：

- 禁止員工向與本集團有業務來往之人士、公司或機構要求、收取或接受任何形式之利益。
- 鼓勵員工及所有與本集團有業務往來之人士(包括客戶及供應商)主動舉報本集團內之懷疑屬不當行為。

所有員工在履行其職責時須恪守誠信和自我約束，且不得參與任何於業務營運過程中可能影響其商業決策或獨立判斷，並可能利用其職務之便，進行任何損害本集團利益的賄賂、勒索、欺詐及洗黑錢相關活動。

本集團絕不容忍任何貪污行為，並制定舉報政策舉報任何貪污行為。有關評估、諮詢、調查和處罰均列於舉報政策中。舉報人可以口頭或書面形式向本集團的部門或高級管理層報告任何涉嫌不當行為，並提供全面的細節和證據。管理層將對任何可疑或違法行為進行調查，以保障本集團的利益。本集團倡導保密機制，通過保安制度保護舉報人免遭不公平解僱或傷害。如涉嫌犯罪，管理層將於認為必要時向相關監管機關或執法部門報告。於回顧年度內，本集團在防止賄賂、勒索、欺詐及洗黑錢方面，並無違反任何對本集團有重大影響的相關法律及法規。



VI. Social Sustainability (Continued)

Community

8. Community Investment

The Group always adheres to the mission of giving back to the community by making various contributions to the community and sees the interests of the community as one of its social responsibilities.

The Group encourages its employees to participate in volunteering and public service actively, to help people in need and to shoulder the responsibility of giving back to the community. With the hope of supporting medical staff who are fighting against the epidemic, the Group, together with the Bank of China branch in Shanghai Luwan and Xinshan green technology (Guangzhou) limited company, have donated 20 sets of B-Mola air purifier with a total value of 110,000 RMB, to the Shanghai Ruijin Hospital in February 2020, during the outbreak of COVID-19.

Looking ahead, the Group will do its utmost to fulfill its social responsibilities and establish close and long-term relationships with the community and work together to build a harmonious society.

VI. 社會可持續發展(續)

社區

8. 社區投資

本集團一直堅持回饋社會的使命，為社區作出多種貢獻，並將社區的利益視為其社會責任之一。

本集團鼓勵我們的員工積極參與義工活動及公益服務，幫助有需要的人士，肩負回饋社會的責任。為了支持對抗疫情的醫護人員，本集團連同中國銀行上海市盧灣支行及信山環保技術(廣州)有限公司於二零二零年二月新冠肺炎爆發期間，向上海瑞金醫院捐贈20部B-Mola空氣淨化器，總值人民幣110,000元。

展望未來，本集團將竭盡所能履行應有的社會責任，並與社區建立密切長遠的聯繫，同心協力締造和諧社會。



VII. Appendix

VII. 附錄

1. Appendix 1 – Overview of Key Performance Indicator

1. 附錄——關鍵績效指標概覽

Key Environmental Performance Indicators 關鍵環境績效指標	2020 二零二零年	2019 二零一九年	2018 二零一八年	Unit 單位
Aspect A1 Emission 層面A1排放物				
KPI A1.1 Types of emissions and respective emission data ³ 排放物種類及相關排放數據 ³				
Nitrogen oxides (NOx) 氮氧化物(NOx)	5.3	6.9	7.1	kg 千克
Sulphur oxides (SOx) 硫氧化物(SOx)	0.2	0.3	0.4	kg 千克
Particulate matters (PM) 顆粒物(PM)	0.4	0.5	-	kg 千克
KPI A1.2 Greenhouse gas emissions 溫室氣體排放				
Scope 1 Direct greenhouse gas emission 範圍1直接溫室氣體排放	37.5	39.4	35.7	tonnes CO ₂ e 噸二氧化碳當量
Scope 2 Indirect greenhouse gas emission 範圍2間接溫室氣體排放	154.2	157.4	76.9	tonnes CO ₂ e 噸二氧化碳當量
Scope 3 Other indirect greenhouse gas emission ⁴ 範圍3其他間接溫室氣體排放 ⁴	58.2	98.0	85	tonnes CO ₂ e 噸二氧化碳當量
Total greenhouse gas emission 溫室氣體總排放量	250.0	294.8	197.6	tonnes 噸
Intensity per employee 每名僱員密度	1.1	1.3	0.7	tonnes CO ₂ e/employee 噸二氧化碳當量/僱員
KPI A1.3 Hazardous waste 有害廢棄物				
Total hazardous Waste 有害廢棄物總量	Negligible 可忽略不計	Negligible 可忽略不計	0	tonnes 噸
Intensity per employee 每名僱員密度	Negligible 可忽略不計	Negligible 可忽略不計	0	tonnes/employee 噸/僱員
KPI A1.4 Non-hazardous waste 無害廢棄物				
Total non-hazardous waste ⁵ 無害廢棄物總量 ⁵	19.7	19.1	3.5	tonnes 噸
Intensity per employee 每名僱員密度	82.5	84.9	12.1	kg/employee 千克/僱員

³ A weighted emission factor is used for the mobile sources for China for calculation, based on the percentage of the vehicle operating on the road and emissions factors of different generations of vehicle in China. (Source: "China Mobile Source Environmental Management Annual Report" and 《道路機動車大氣污染物排放清單編制技術指南》)

⁴ The GHG emission calculation of Business Air Travel Emission is based on "ICAO Carbon Emissions Calculator".

⁵ According to the China Association of Circular Economy, the estimation of non-hazardous waste generated in PRC offices (0.359 kg per employee per day) is applied. For Hong Kong office, non-hazardous waste generation rate at 0.15 kg per head per day is adopted based on the actual weight of non-hazardous wastes generated in April 2021.

³ 中國移動源的排放系數是根據中國道路上行駛不同生產時期汽車的百分比和排放系數而加權調整計算。(來源:《中國移動源環境管理年報》及《道路機動車大氣污染物排放清單編制技術指南》)

⁴ 商務航空差旅排放的溫室氣體排放計算是基於「國際民航組織碳排放計算器」。

⁵ 根據中國循環經濟協會的研究結果，中國辦公室以每名僱員每天產生0.359千克無害廢棄物進行估算。香港辦公室根據二零二一年四月產生的無害廢棄物的實際重量，以每人每天產生0.15千克的無害廢棄物進行估算。

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VII. Appendix (Continued)

VII. 附錄(續)

1. Appendix 1 – Overview of Key Performance Indicator (Continued)

1. 附錄一 – 關鍵績效指標概覽(續)

Key Environmental Performance Indicators 關鍵環境績效指標	2020 二零二零年	2019 二零一九年	2018 二零一八年	Unit 單位
Aspect A2 Use of resources 層面A2資源使用				
KPI A2.1 Energy consumption 能源消耗				
Non-renewable energy consumption ⁶ 不可再生能源消耗 ⁶	192.5	195.6	–	MWh 兆瓦時
Electricity purchased 購買電力	186.6	190.0	239.7	MWh 兆瓦時
Total energy consumption 能源總耗量	379.1	385.6	–	MWh 兆瓦時
Intensity per employee 每名僱員密度	1.6	1.7	–	MWh/employee 兆瓦時/僱員
KPI A2.2 Water consumption 耗水量				
Total consumption ⁷ 總耗水量 ⁷	566.8	11,981.3	70	m ³ 立方米
Intensity per employee 每名僱員密度	2.4	53.3	0.2	m ³ /employee 立方米/僱員
KPI A2.3 Total packaging materials 包裝材料總量				
Plastic 塑料	Negligible 可忽略不計	Negligible 可忽略不計	–	tonnes 噸
Paper 用紙	Negligible 可忽略不計	Negligible 可忽略不計	–	tonnes 噸
Metal 金屬	Negligible 可忽略不計	Negligible 可忽略不計	–	tonnes 噸
Total packaging materials 包裝材料總量	Negligible 可忽略不計	Negligible 可忽略不計	–	tonnes 噸
Packaging material intensity 包裝材料密度	Negligible 可忽略不計	Negligible 可忽略不計	–	tonnes/m ³ 噸/立方米

⁶ The source of calorific value of gasoline consumption in PRC office is from 《深圳市公共交通溫室氣體排放量方法學研究》。

⁶ 中國辦公室汽油消耗熱值來源為《深圳市公共交通溫室氣體排放量方法學研究》。

⁷ As there is no separate metering for water usage in offices, water usage was estimated by assuming the daily water consumption is 0.01 cubic meter per employee.

⁷ 由於辦公室沒有單獨計量用水量，用水量是通過假設每名員工每天用水量為0.01立方米進行估算。



VII. Appendix (Continued)

1. Appendix 1 – Overview of Key Performance Indicator

(Continued)

Key Social Performance Indicators 關鍵社會績效指標

Aspect B1 Employment

層面B1僱傭

KPI B1.1 Total workforce

僱員總數

Gender

性別

Female

女

Male

男

Employment type

僱傭類型

General manager or above

總經理或更高層級

Senior manager

高級經理

Officer, clerk

高級職員、職員

General Staff

普通員工

Age group

年齡組別

19 or below

19歲或以下

20-29

20至29歲

30-39

30至39歲

40-49

40至49歲

50 or above

50歲或以上

Geographical region

地區

Hong Kong

香港

Mainland China

中國內地

France

法國

	2020	2019	2018
	二零二零年	二零一九年	二零一八年

		96	91	–
		140	134	–
		6	8	–
		53	51	–
		177	143	–
		0	23	–
		0	0	–
		56	69	–
		138	121	–
		35	27	–
		7	8	–
		11	10	–
		224	214	–
		1	1	–

VII. 附錄(續)

1. 附錄——關鍵績效指標概覽(續)

	2020	2019	2018
	二零二零年	二零一九年	二零一八年

		96	91	–
		140	134	–
		6	8	–
		53	51	–
		177	143	–
		0	23	–
		0	0	–
		56	69	–
		138	121	–
		35	27	–
		7	8	–
		11	10	–
		224	214	–
		1	1	–

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VII. Appendix (Continued)

VII. 附錄(續)

1. Appendix 1 – Overview of Key Performance Indicator (Continued)

1. 附錄一—關鍵績效指標概覽(續)

Key Social Performance Indicators 關鍵社會績效指標

2020 2019 2018
二零二零年 二零一九年 二零一八年

		2020	2019	2018
		二零二零年	二零一九年	二零一八年
KPI B1.2	Employee turnover 僱員流失			
Gender	Female	35	47	—
	Female			
	Male	60	89	—
	Male			
Age group	19 or below	1	0	—
	19 or below			
	20-29	29	53	—
	20-29			
	30-39	49	71	—
	30-39			
	40-49	14	12	—
	40-49			
	50 or above	2	0	—
	50 or above			
Geographical region	Hong Kong	4	1	—
	Hong Kong			
	Mainland China	91	135	—
	Mainland China			
	France	0	0	—
	France			
Aspect B2 Health and safety				
層面B2健康與安全				
KPI B2.1	Work-related Fatalities	0	0	—
	Work-related Fatalities			
KPI B2.2	Lost days due to work injury	0	0	—
	Lost days due to work injury			



VII. Appendix (Continued)

1. Appendix 1 – Overview of Key Performance Indicator

(Continued)

Key Social Performance Indicators 關鍵社會績效指標

2020 2019 2018
二零二零年 二零一九年 二零一八年

Aspect B3 Development and Training

層面B3發展及培訓

KPI B3.1 Number of trained employees

受訓僱員人數

Gender

性別

Female

女

23

109

–

Male

男

34

176

–

Employee category

僱員類別

General Manager or Above

總經理或更高層級

7

6

–

Senior Manager

高級經理

47

71

–

Officer, Clerk

高級職員、職員

3

183

–

General Staff

普通員工

0

25

–

KPI B3.2 Average training hours completed

完成受訓的平均時數

Gender

性別

Male

男

2.0

3.2

–

Female

女

1.9

3.4

–

Employee category

僱員類別

General Manager or Above

總經理或更高層級

2.3

1

–

Senior Manager

高級經理

7.8

5.9

–

Officer, Clerk

高級職員、職員

0.2

2.5

–

General Staff

普通員工

0

2.5

–

VII. 附錄(續)

1. 附錄——關鍵績效指標概覽(續)

Key Social Performance Indicators 關鍵社會績效指標		2020 二零二零年	2019 二零一九年	2018 二零一八年
Aspect B3 Development and Training				
層面B3發展及培訓				
KPI B3.1 Number of trained employees				
受訓僱員人數				
Gender 性別	Female 女	23	109	–
	Male 男	34	176	–
Employee category 僱員類別	General Manager or Above 總經理或更高層級	7	6	–
	Senior Manager 高級經理	47	71	–
	Officer, Clerk 高級職員、職員	3	183	–
	General Staff 普通員工	0	25	–
KPI B3.2 Average training hours completed				
完成受訓的平均時數				
Gender 性別	Male 男	2.0	3.2	–
	Female 女	1.9	3.4	–
Employee category 僱員類別	General Manager or Above 總經理或更高層級	2.3	1	–
	Senior Manager 高級經理	7.8	5.9	–
	Officer, Clerk 高級職員、職員	0.2	2.5	–
	General Staff 普通員工	0	2.5	–

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VII. Appendix (Continued)

1. Appendix 1 – Overview of Key Performance Indicator (Continued)

Key Social Performance Indicators 關鍵社會績效指標

Aspect B5 Supply Chain Management

層面B5供應鏈管理

KPI B5.1 Number of suppliers China
供應商數目 中國

2020

2019

2018

二零二零年 二零一九年 二零一八年

1,197

–

–

Aspect B6 Product Responsibility

層面B6產品責任

KPI B6.1 Total products sold or shipped
subject to recalls
須回收的已售或已運送產品總數

0

0

–

KPI B6.2 Number of Complaints
投訴數目

4,995

2,922

–

Aspect B7 Anti-corruption

層面B7反貪污

KPI B7.1 Number of legal cases
訴訟案件的數目

0

0

–

VII. 附錄(續)

1. 附錄一—關鍵績效指標概覽(續)

2020 2019 2018
二零二零年 二零一九年 二零一八年

1,197

–

–

0

0

–

4,995

2,922

–

0

0

–



VII. Appendix (Continued)

2. Appendix 2 – Index

Aspects, General
Disclosures and
KPIs

層面、一般披露
及關鍵績效指標

Description

描述

Compliance
Level

合規層級

Section

章節

Aspect A1: Emission

層面A1：排放物

General Disclosure

Information on:

Comply

1. Emissions

(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

一般披露

有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生的：

遵守

1. 排放物

(a) 政策；及
(b) 遵守對發行人有重大影響的相關法律及法規的資料

KPI A1.1

The types of emissions and respective emissions data
排放物種類及相關排放數據

Comply
遵守

Emissions – Air Emissions
排放物 – 空氣排放

KPI A1.2

Greenhouse gas emissions in total and, where appropriate, intensity
溫室氣體總排放量及(如適用)密度

Comply
遵守

Emissions – Greenhouse Gases (“GHGs”)
排放物 – 溫室氣體

KPI A1.3

Total hazardous waste produced and, where appropriate, intensity
所產生有害廢棄物總量及(如適用)密度

Explain
解釋

Emissions – Wastes

KPI A1.4

Total non-hazardous waste produced and, where appropriate, intensity
所產生無害廢棄物總量及(如適用)密度

Comply
遵守

Emissions – Wastes

KPI 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

Comply
遵守

Use of resources – Energy

KPI A1.6

Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them
描述處理有害及無害廢棄物的方法，以及所訂立的減廢目標及為達到該等目標所採取的步驟

Comply
遵守

Emissions – Wastes

排放物 – 廢棄物

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Aspect A2: Use of Resources

層面A2：資源使用

General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	Comply	Use of resources
一般披露	有效使用資源(包括能源、水及其他原材料)的政策	遵守	資源使用
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity	Comply	Use of resources – Energy
	按類型劃分的直接及／或間接能源總耗量及密度	遵守	資源使用－能源
KPI A2.2	Water consumption in total and intensity	Comply	Use of resources – Water
	總耗水量及密度	遵守	資源使用－用水
KPI A2.3	Description of energy use efficiency initiatives and results achieved	Comply	Use of resources – Energy
	描述能源使用效益措施及所得成果	遵守	資源使用－能源
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water Comply efficiency initiatives and results achieved	Comply	Use of resources – Water
	描述求取適用水源上可有任何問題，以及提升用水效益措施及所得成果	遵守	資源使用－用水
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced	Explain	Use of resources – Paper
	製成品所用包裝材料的總量及(如適用)每生產單位估量	解釋	資源使用－紙張

Aspect A3: The Environment and Natural Resources

層面A3：環境及天然資源

General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	Comply	3. The Environment and Natural Resources
一般披露	盡量減低發行人對環境及天然資源造成重大影響的政策	遵守	3. 環境及天然資源
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Comply	3. The Environment and Natural Resources
	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	遵守	3. 環境及天然資源

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Aspect B1: Employment

層面B1：僱傭

General Disclosure

Information on:

(a) the policies; and
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare

Comply

1. Employment

一般披露

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、反歧視以及其他福利及待遇的：

遵守

1. 僱傭

(a) 政策；及

(b) 遵守對發行人有重大影響的相關法律及法規的資料

Aspect B2: Health and Safety

層面B2：健康與安全

General Disclosure

Information on:

(a) the policies; and
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards

Comply

2. Health and Safety

一般披露

有關提供安全工作環境及保障僱員免受職業性危害的：

遵守

2. 健康與安全

(a) 政策；及

(b) 遵守對發行人有重大影響的相關法律及法規的資料

Aspect B3: Development and Training

層面B3：發展及培訓

General Disclosure

Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities

Comply

3. Development and Training

一般披露

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

遵守

3. 發展及培訓

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Aspect B1: Employment

層面B1：僱傭

General Disclosure

Information on:

(a) the policies; and
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare

Comply

1. Employment

一般披露

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、反歧視以及其他福利及待遇的：

遵守

1. 僱傭

(a) 政策；及

(b) 遵守對發行人有重大影響的相關法律及法規的資料

Aspect B2: Health and Safety

層面B2：健康與安全

General Disclosure

Information on:

(a) the policies; and
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards

Comply

2. Health and Safety

一般披露

有關提供安全工作環境及保障僱員免受職業性危害的：

遵守

2. 健康與安全

(a) 政策；及

(b) 遵守對發行人有重大影響的相關法律及法規的資料

Aspect B3: Development and Training

層面B3：發展及培訓

General Disclosure

Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities

Comply

3. Development and Training

一般披露

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

遵守

3. 發展及培訓



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Aspect B4: Labour Standards

層面B4：勞工準則

General Disclosure

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour

Comply

4. Labour Standards

一般披露

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法規的資料

遵守

4. 勞工準則

Aspect B5: Supply Chain Management

層面B5：供應鏈管理

General Disclosure

Policies on managing environmental and social risks of the supply chain

Comply

5. Supply Chain Management

一般披露

管理供應鏈的環境及社會風險政策

遵守

5. 供應鏈管理

Aspect B6: Product Responsibility

層面B6：產品責任

General Disclosure

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress

Comply

6. Product Responsibility

一般披露

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法規的資料

遵守

6. 產品責任

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Aspect B4: Labour Standards

層面B4：勞工準則

General Disclosure

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour

Comply

4. Labour Standards

一般披露

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法規的資料

遵守

4. 勞工準則

Aspect B5: Supply Chain Management

層面B5：供應鏈管理

General Disclosure

Policies on managing environmental and social risks of the supply chain

Comply

5. Supply Chain Management

一般披露

管理供應鏈的環境及社會風險政策

遵守

5. 供應鏈管理

Aspect B6: Product Responsibility

層面B6：產品責任

General Disclosure

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress

Comply

6. Product Responsibility

一般披露

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法規的資料

遵守

6. 產品責任



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Aspect B7: Anti-corruption

層面B7：反貪污

General Disclosure

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering

一般披露

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法規的資料

Comply

遵守

7. Anti-corruption

7. 反貪污

Aspect B8: Community Investment

層面B8：社區投資

General Disclosure

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

一般披露

有關以社區參與瞭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

Comply

遵守

8. Community Investment

8. 社區投資

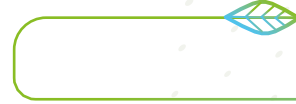
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VIII. Verification Statement



Scope and Objective of Verification

Hong Kong Quality Assurance Agency (HKQAA) has been engaged by the Changyou Alliance Group Limited (Changyou) to undertake an independent verification of its Environmental, Social and Governance Report 2020 (the Report). The Report highlights Changyou's major sustainability commitments and performance in terms of environmental, social and economic sustainability from 1 January 2020 to 31 December 2020.

Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised) (ISAE 3000) – "Assurance Engagements Other Than Audits or Reviews of Historical Financial Information" issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion. The extent of this verification process covered the criteria set in the Appendix 27 "Environmental, Social and Governance Reporting Guide" ("ESG Guide") of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited ("SEHK").

In order to understand the process that Changyou adopted to ascertain the key sustainability issues and impacts, the Report compilation process was discussed including stakeholder engagement and materiality assessment processes. Also, system and process for collecting, collating and reporting sustainability performance data were verified. Our verification procedure performed covered reviewing of relevant documentation, interviewing responsible personnel with accountability for preparing the report contents and verifying the selected representative sample of data and information. Raw data and supporting evidence of the selected samples were also thoroughly examined during the verification process.

Independence

Changyou is responsible for the collection and presentation of the information presented. HKQAA does not involve in calculating, compiling, or in the development of the Report. Our verification activities are independent from Changyou.



VIII. Verification Statement *(Continued)*

Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report has been prepared in accordance with the ESG Guide of the SEHK;
- The Report illustrates Changyou's sustainability performance in a clear, balanced and consistent manner; and
- The data and information disclosed in the Report are reliable and complete.

Nothing has come to HKQAA's attention that the selected sustainability performance information and data contained in the Report has not been prepared and presented fairly and honestly, in all material aspects, in accordance with the verification criteria. In conclusion, the Report reflects truthfully the sustainability commitments, policies and performance of Changyou, and discloses transparently their sustainability performance that is commensurate with their sustainability context and materiality.

Signed on behalf of Hong Kong Quality Assurance Agency

A handwritten signature in black ink, appearing to read 'kt.ting'.

KT Ting
Director, Strategic Services Development
June 2021

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VIII. 核實聲明



範圍及目的

香港品質保證局已獲暢由聯盟集團有限公司(下稱「暢由聯盟集團」)委託對其《二零二零年環境、社會及管治報告》(下稱「報告」)的內容進行獨立驗證。報告陳述了暢由聯盟集團於二零二零年一月一日至二零二零年十二月三十一日有關環境、社會和經濟可持續發展方面各項主要承諾及工作的表現。

保證程度和核實方法

此次驗證工作是依據International Auditing and Assurance Standards Board (國際審計與核證準則委員會)發佈的International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (《國際核證聘用準則第3000號(修訂版), 歷史財務資料審計或審閱以外的核證聘用》)執行。我們制定的證據收集過程旨在獲得該準則中所訂定的合理水平的保證, 以確保能擬定核實結論。核實的內容是按照香港聯合交易所有限公司(「香港聯交所」)主板上市規則附錄二十七《環境、社會及管治報告指引》所載標準而定。

我們亦驗證了收集、整理和報告可持續發展表現數據的流程和程序。我們的核實程序包括審查相關文件、採訪負責準備報告內容的負責人員以及驗證所選取具有代表性的數據和資料樣本。所選取原始數據和支持證據亦於核實過程中經過詳細審閱。

獨立性

暢由聯盟集團負責收集和準備報告內陳述的資料。香港品質保證局不涉及收集和計算報告內的數據或參與編撰此報告。香港品質保證局的核實過程是獨立於暢由聯盟集團。



VIII. 核實聲明 (續)

結論

基於是次核實結果及根據所進行的核實程序，香港品質保證局對報告作出合理保證並認為：

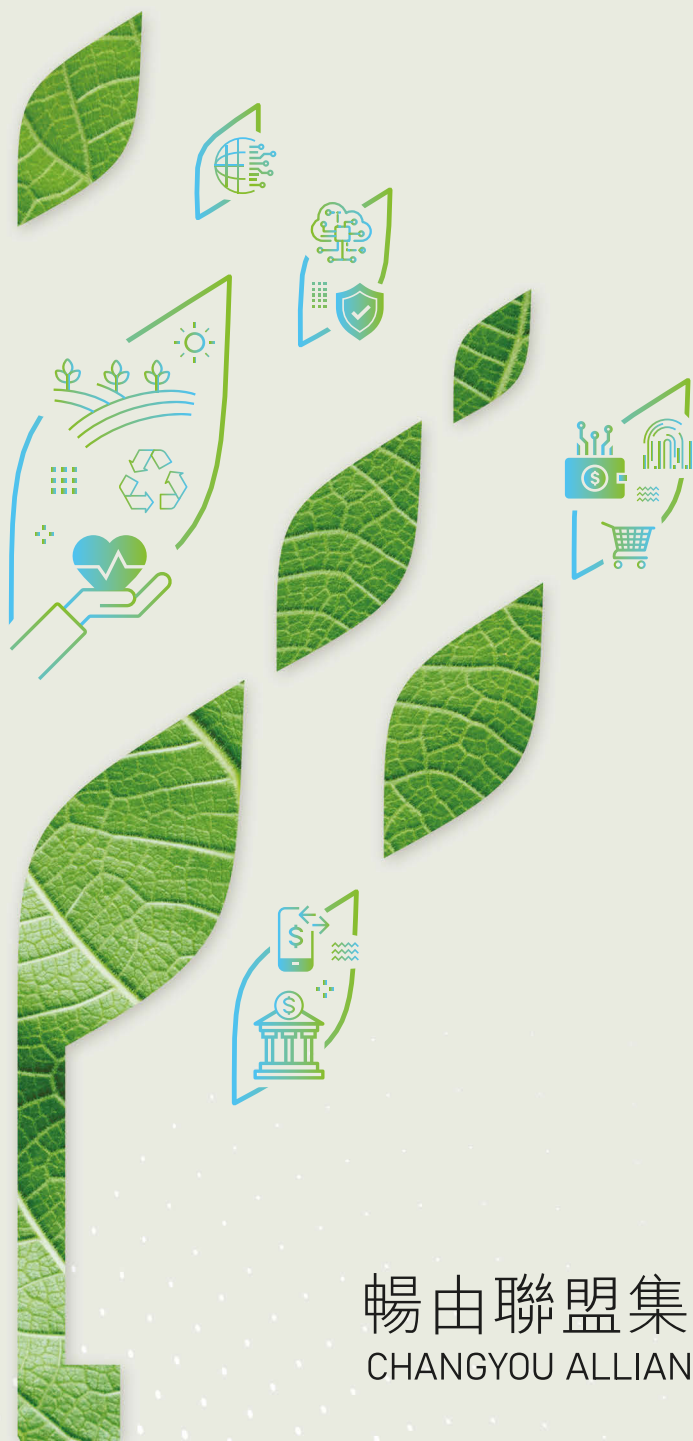
- 報告按照香港聯交所的《環境、社會及管治報告指引》的要求編製；
- 報告清晰、平衡、一致地闡述暢由聯盟集團的可持續發展表現；及
- 報告內披露的數據和資料可靠完整。

根據核實準則，香港品質保證局沒有發現在報告內闡述的可持續發展表現資料和數據並非公平和如實地作出編製及呈報。總括而言，報告如實地反映暢由聯盟集團的可持續發展承諾、方針和表現，並且清晰地披露與其可持續發展情況和重要性相稱的表現。

香港品質保證局代表簽署

A handwritten signature in black ink, reading '丁國滔' (Ding Guoqin). The signature is written in a cursive, fluid style.

丁國滔
策略服務發展總監
二零二一年六月



暢由聯盟集團有限公司
CHANGYOU ALLIANCE GROUP LIMITED