



GET NICE HOLDINGS LIMITED  
結好控股有限公司

(Incorporated in the Cayman Islands with limited liability)

於開曼群島註冊成立之有限公司

Stock code 股份代號 : 64

Environmental, Social and Governance Report  
環境、社會及管治報告

2021



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### INTRODUCTION

In accordance to Appendix 27 - Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) to the Rules Governing the Listing of Securities (“Listing Rules”) on the Stock Exchange of Hong Kong limited (“Stock Exchange”), Get Nice Holdings Limited (“Company”) and its subsidiaries (collectively “Group”) are pleased to present the Environmental, Social and Governance Report (“ESG Report”) for the year ended 31 March 2021 (“Reporting Period”). We aim to illustrate our long-term commitment to corporate social responsibilities by presenting our performance and accomplishments related to environmental, social and governance (“ESG”). Through our approach, the Group aims to further contribute to the sustainable development of the society and environment.

### MESSAGE FROM THE BOARD

With the global outbreak of COVID-19 and rising geopolitical tensions, it has resulted in economic uncertainty and a paradigm shift in our business operations. Through navigating these challenging times, the Group has been more resilient in the business operations to adapt to today’s fast changing world.

In this Reporting Period, we established a strategic goal to progressively integrate the principal of sustainable development into our business development strategy for all business segments. The Group aims to achieve this goal through implementing effective ESG internal controls, adopting ESG risk management measures and instilling the philosophy of sustainability development for our employees.

Although our previous key initiatives for implementing sustainable practices have been partially suspended by COVID-19, the Group shifted the focus to safeguard the employee’s safety and well-being. The Group’s COVID-19 task force has been closely monitoring the development of COVID-19 and implementing relevant measures in the business continuity plan. They conduct regular meetings with employees at all levels of different business lines to understand their concerns and whether the existing safety measures are sufficient. As our employees abide to the strict health guideline, we strive to minimize the potential spread of COVID-19 in the workplace for the stable provision of customer service. In addition, we have diversified our suppliers to maintain a steady supply of protective equipment and disinfectants to ensure a healthy and productive workplace.

### 緒言

根據香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄27—環境、社會及管治報告指引（「環境、社會及管治報告指引」），結好控股有限公司（「本公司」）及其附屬公司（統稱「本集團」）欣然提呈截至二零二一年三月三十一日止年度（「報告期」）的環境、社會及管治報告（「環境、社會及管治報告」）。我們旨在呈報我們在環境、社會及管治（「環境、社會及管治」）方面的表現及成就，以闡述我們對企業社會責任的長期承諾。透過實施我們的方針，本集團旨在進一步為社會及環境的可持續發展作出貢獻。

### 董事會致辭

隨著全球爆發新型冠狀病毒病疫情以及地緣政治緊張局勢加劇，經濟環境因而出現不明朗因素，而我們的業務營運模式亦產生轉變。此等艱困時期的挑戰令本集團在業務營運中更為堅韌，在眼前瞬息萬變的世界中繼續發展。

本報告期內，我們已制訂策略目標，逐步將可持續發展原則融入各業務分部的業務發展策略。為實現此策略目標，本集團實施有效的環境、社會及管治內部監控制度，採取環境、社會及管治風險管理措施，並向僱員灌輸可持續發展理念。

就實施可持續常規而言，儘管部分過往制訂的關鍵舉措受新型冠狀病毒病疫情影響而暫停，惟本集團將焦點移至保障僱員的安全及福祉。本集團的新型冠狀病毒病專責小組一直密切監察疫情發展，並在業務持續經營計劃中落實相關措施。專責小組定期與不同業務分部的各級僱員舉行會議，了解各分部的關注事項以及現有安全措施是否充份。在僱員配合嚴格的健康準則之下，我們致力將新型冠狀病毒在工作場所傳播的潛在風險降到最低，確保提供穩定的客戶服務。此外，我們亦委聘不同類型的供應商以維持穩定的保護設備及消毒用品供應，確保提供健康而具生產效率的安全工作場所。

# ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### MESSAGE FROM THE BOARD – continued

The Group has continued to fulfil the corporate social responsibility of the environmental aspect by reviewing and adjusting the environmental protection measures according to the business operation changes. With work from home arrangements, environmental related activities were moved online to fulfil our core value of raising awareness of environmental degradation and climate-change issues. As online events enable a wider scope of participants, we also encouraged the employee's families and friends to participate in these activities.

Within the workplace, the Group strived to minimize the energy consumption by switching off non-essential equipment during the work from home arrangement period. As working remotely has encouraged employees to work online, the Group has overall reduced utilization of resources specifically with paper.

Going forward, the Group's COVID-19 task force will continue to review its precautionary measures and business contingency plans to ensure a stable business operation. The Group will also continue to reinforce the core principles of ESG into the different business segments to fulfil our corporate social responsibility and the sustainable development of our business strategy.

### ABOUT GET NICE HOLDINGS LIMITED

As an investment holding company, our core business is separated into four segments:

1. Money lending
2. Property development, holding and investment in financial instruments
3. Real Estate Agency
4. Provision of financial services, including securities and future dealing and broking, options broking, securities margin financing and corporate finance services.

### 董事會致辭 – 續

本集團繼續履行環境方面的企業社會責任，因應業務營運模式的變動，檢討環保措施並作出調整。與環境相關的活動因在家工作安排而改為在網上進行，以實現我們的核心價值，提高對環境惡化及氣候變化議題的意識。由於網上活動的參與範圍更廣，我們亦鼓勵僱員家屬及朋友參與此等活動。

於實行在家工作安排期間，本集團致力透過關閉非必要設備以盡量減少工作場所的能源消耗。由於遙距工作鼓勵僱員在網上工作，本集團的整體資源耗用有所減少，尤其是用紙。

展望未來，本集團的新型冠狀病毒病專責小組將繼續檢討其預防措施及業務應急方案，以確保穩定的業務營運。本集團亦將繼續加強環境、社會及管治的核心原則，將其融入不同的業務分部，以履行我們的企業社會責任並達致業務策略的可持續發展。

### 有關結好控股有限公司

作為投資控股公司，我們的核心業務分為四大分部：

1. 放債
2. 物業發展及持有，以及投資於金融工具
3. 房地產經紀服務
4. 提供金融服務，包括證券及期貨買賣以及經紀服務、期權經紀服務、證券保證金融資及企業融資服務。

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### SCOPE OF THIS ESG REPORT

The ESG Report provides information related to the Group's operation on the below major business units:

### 本環境、社會及管治報告範疇

本環境、社會及管治報告所載資料涵蓋本集團於以下主要業務單位的營運：

|  |  |
|--|--|
|  | Get Nice Financial Group Limited (“GNFGL”)<br>結好金融集團有限公司(「結好金融」)   |
|  | Get Nice Securities Limited (“GNS”)<br>結好證券有限公司(「結好證券」)  |
|  | Get Nice Futures Company Limited (“GNFCL”)<br>結好期貨有限公司(「結好期貨」)   |
|  | Get Nice Finance Company Limited (“GNFin”)<br>結好財務有限公司(「結好財務」)   |
|  | Red Eagle Securities Limited (“RES”)*<br>漢英證券有限公司(「漢英證券」)*   |
| Major Subsidiaries and Properties<br>主要附屬公司及物業 | G-3/F., Cosco Tower, Grand Millennium Plaza, Hong Kong<br>(A newly acquired headoffice of the Group which is under renovation during the Reporting Period)<br>香港新紀元廣場中遠大廈地下至3樓<br>(本集團新收購的總辦事處，報告期內正在裝修) |
|  | 10/F., Cosco Tower, Grand Millennium Plaza, Hong Kong<br>(An existing headoffice of the Group during the Reporting Period)<br>香港新紀元廣場中遠大廈10樓<br>(本集團於報告期內的現有總辦事處)  |
|  | Get Nice Centre (A Commercial Building in Hong Kong)<br>結好中心(香港一幢商業樓宇)   |
|  | Winton House (A Commercial Building in the United Kingdom)<br>Winton House (英國一幢商業樓宇)  |

\* RES became the Group's non-wholly owned subsidiary since 31 August 2020

Our property investment segment comprises of many properties for leasing that are located in different areas. The ESG Report includes the following major properties of the Group:

\* 漢英證券自二零二零年八月三十一日起成為本集團之非全資附屬公司。

我們的物業投資分部包括多項位於不同地區的租賃物業。本環境、社會及管治報告包括下列本集團主要物業：

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### SCOPE OF THIS ESG REPORT – continued

### 本環境、社會及管治報告範疇 – 續

|                           |   |  |   |
|---------------------------|---|--|---|
| Location/Country<br>地點／國家 | Hong Kong<br>香港   | Hong Kong<br>香港  | United Kingdom<br>英國  |
| Building Name<br>樓宇名稱     | Get Nice Centre<br>結好中心   | Cosco Tower<br>中遠大廈  | Winton House<br>Winton House  |
| Property Address<br>物業地址  | 270-274 Chatham Road<br>North, Hunghom, Kowloon<br>九龍紅磡漆咸道北270-274<br>號   | G/F-3/F, 10/F,<br>Cosco Tower,<br>Grand Millennium Plaza,<br>183 Queen's Road Central<br>皇后大道中183號新紀元廣<br>場中遠大廈地下至3樓及10<br>樓 | 9-13 (odd) St. Andrew Street and<br>65 Shoe Lane, London, EC4A 3AF<br>9-13 (odd) St. Andrew Street and<br>65 Shoe Lane, London, EC4A<br>3AF |
| Status<br>狀況              | Leased, except for a portion<br>which is occupied as GNS's<br>branch office and other<br>Group's business activities<br>已出租，用作結好證券的<br>分部辦公室及本集團其他<br>業務活動的部分除外 | Under renovation/<br>Self-occupied as office<br>裝修中／自用作辦公室   | Leased<br>已出租   |



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### REPORTING PRINCIPLES

With reference to the ESG Reporting Guide, the Group has compiled, evaluated and presented the relevant information in the ESG Report. Based on the “Comply or Explain” principle, both mandatory and recommended Key Performance Indicators (“KPIs”) are disclosed to ensure a balanced report. The following main principles outlined in the Reporting Guideline are integrated into the ESG Report.

1. **Materiality:** ESG issues that have the potential to influence the perspectives of stakeholders are disclosed in this ESG Report.
2. **Quantitative:** ESG targets that have been identified should be measurable to ensure comparability of the KPIs to previous years, competitors and industry standards.
3. **Balance:** Information provided in the ESG Report should be unbiased to provide a clear picture of the Group’s ESG performance. There should not be any omission, selection or misleading presentation format that may inappropriately influence a stakeholder’s judgment.
4. **Consistency:** The KPI assumptions and calculations should be consistent with the previous years to ensure comparability. If there are any changes to the KPI assumptions and calculation, it should be clearly disclosed to inform the stakeholders.

### STAKEHOLDER ENGAGEMENT

To determine the key issues with regards to our business operation, we have integrated stakeholder engagement as part of our business strategy. Our stakeholder engagement approach encompasses both internal and external stakeholders which enables us to obtain a holistic view on our ESG issues. Through a transparent platform, we have communicated with various stakeholders including but not limited to investors, employees, customers, shareholders and regulatory bodies.

### 報告原則

本集團已參照環境、社會及管治報告指引，在環境、社會及管治報告中編製、評估並呈列相關資料。基於「不遵守就解釋」原則，對強制性及建議性的關鍵績效指標（「關鍵績效指標」）作出披露，以確保本報告之公正。報告指引所概述的以下主要原則已被納入本環境、社會及管治報告。

1. **重要性：**倘環境、社會及管治議題可能會對持份者角度造成影響，本環境、社會及管治報告須作出披露。
2. **量化：**所識別的環境、社會及管治目標應為可計量，以確保關鍵績效指標可與往年、競爭對手及行業標準相較。
3. **平衡：**本環境、社會及管治報告所載資料須不偏不倚地呈報本集團在環境、社會及管治方面的表現，應避免任何可能會不當地誤導持份者判斷的遺漏、選擇或呈報格式。
4. **一致性：**任何關鍵績效指標所採用的假設及計算方法應與往年一致，以確保相關數據可作有效比較。倘相關假設或計算方法出現任何變動，應明確披露以告知持份者。

### 徵詢持份者

為釐定與我們業務營運相關的關鍵議題，業務策略亦包括徵詢持份者。我們的徵詢方針涵蓋內部及外部持份者，有助全面檢視我們的環境、社會及管治議題。在資訊透明的平台上，我們得以與不同持份者（包括但不限於投資者、僱員、客戶、股東及監管機構）保持溝通。

STAKEHOLDER ENGAGEMENT – continued

徵詢持份者 – 續

Result of Key Stakeholders Assessment during the Reporting Period  
報告期內之關鍵持份者評估結果

| Key Stakeholders Engaged<br>所徵詢的關鍵持份者 |                                    | Key Concerns<br>主要關注事項  | Major Communication Channels<br>主要溝通渠道   |
|---------------------------------------|------------------------------------|---|--|
| Internal<br>內部                        | Employees<br>僱員                    | <ul style="list-style-type: none"> <li>Protection of employees' interests and rights</li> <li>Compensation and benefits</li> <li>Training and development opportunities</li> <li>保障僱員權益及權利</li> <li>薪酬及福利</li> <li>培訓及發展機會</li> </ul> | <ul style="list-style-type: none"> <li>Internal training sessions</li> <li>Conference meetings</li> <li>Sports activities and cultural event</li> <li>內部培訓課程</li> <li>會議</li> <li>體育及文娛活動</li> </ul>   |
| External<br>外部                        | Shareholders & Investors<br>股東及投資者 | <ul style="list-style-type: none"> <li>Stable operation</li> <li>Transparency and integrity</li> <li>Value creation</li> <li>穩定營運</li> <li>透明度及誠信</li> <li>建立價值</li> </ul>  | <ul style="list-style-type: none"> <li>Investor information sessions</li> <li>Website and emails</li> <li>Annual general meetings</li> <li>投資者資訊發布會</li> <li>網站及電郵</li> <li>股東週年大會</li> </ul>          |
|                                       | Customers<br>客戶                    | <ul style="list-style-type: none"> <li>Quality of service</li> <li>Privacy protection measures</li> <li>Business integrity</li> <li>服務質素</li> <li>私隱保障措施</li> <li>商業道德</li> </ul>   | <ul style="list-style-type: none"> <li>Conference</li> <li>Telephone consultation</li> <li>Email and customer service hotline</li> <li>會議</li> <li>電話諮詢</li> <li>電郵及客戶服務熱線</li> </ul>                  |
|                                       | Suppliers<br>供應商                   | <ul style="list-style-type: none"> <li>Timely communication</li> <li>Mutual development</li> <li>Open and fair procurement</li> <li>適時溝通</li> <li>共同發展</li> <li>公開及公平採購</li> </ul>  | <ul style="list-style-type: none"> <li>Face to face meetings and site visits</li> <li>Conferences</li> <li>Standardized procurement procedures</li> <li>面談及實地視察</li> <li>會議</li> <li>標準採購程序</li> </ul> |
|                                       | Regulatory Bodies<br>監管機構          | <ul style="list-style-type: none"> <li>Compliance with laws, regulations and national policies</li> <li>遵守法律、規例及國家政策</li> </ul>   | <ul style="list-style-type: none"> <li>Supervisions on complying with relevant laws and regulations</li> <li>Periodic reports</li> <li>監察遵守相關法律及規例</li> <li>定期報告</li> </ul>                            |

Throughout the year, we have actively engaged with various stakeholders and have taken measures to promote stakeholder relations. Apart from the aforementioned communication channels, the Board has also scheduled frequent stakeholder meetings to provide them an effective communication platform. Periodically, we issue interim reports, annual reports, announcements and circulars to inform the Group's progress on responding to stakeholder's concerns.

過去一年，本集團積極徵詢不同持份者，並採取措施加強與持份者的關係。除上述溝通渠道外，董事會亦時常舉行持份者會議，提供有效的溝通平台。我們定期刊發中期報告、年度報告、公告及通函，就持份者的關注事項呈報本集團的行動進展。

# 環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

## ESG MATERIALITY ANALYSIS

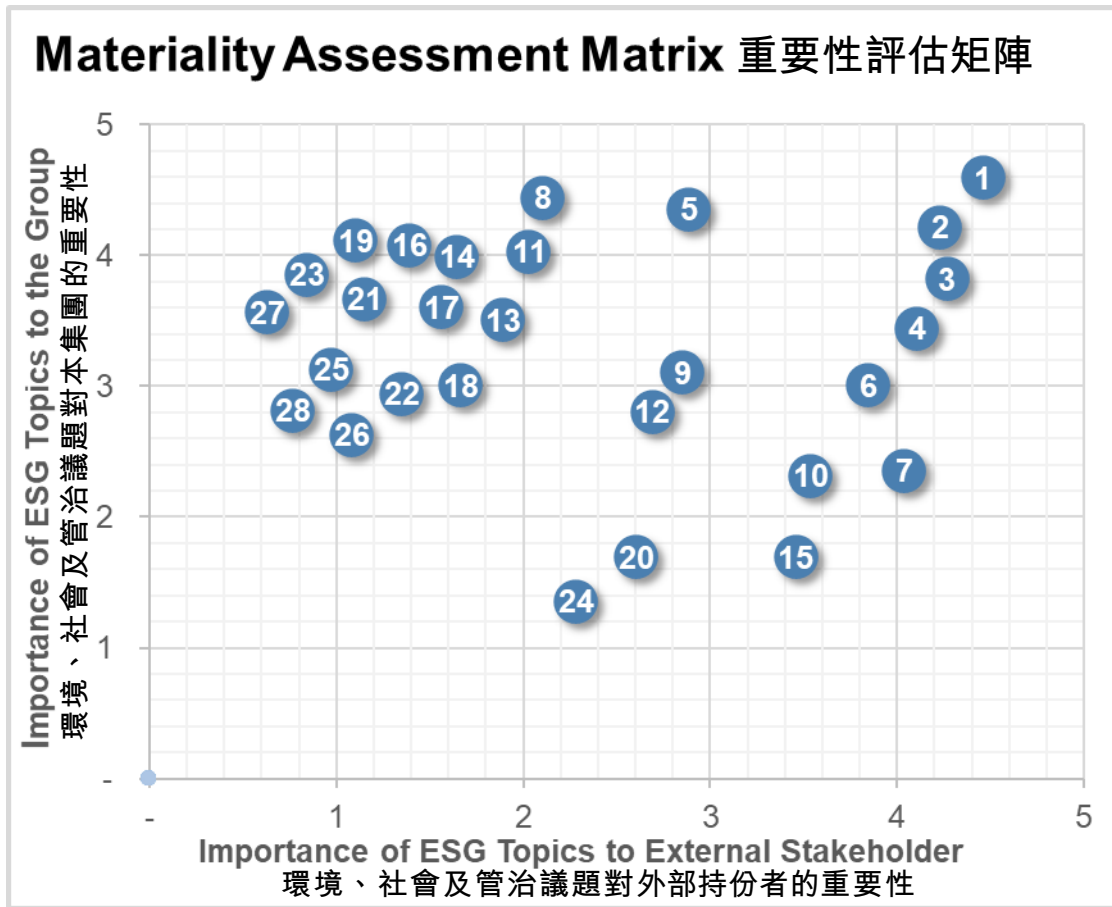
The Group selected a group of stakeholders that have impacted our business the most and invited them to share their views on the Group's current ESG's performance in an electronic survey. Based on their feedback and comparison with major ESG issues from peer companies, we have evaluated and determined the key ESG issues for our Group to further develop our sustainable business strategy.

## 環境、社會及管治重要性分析

本集團已挑選對我們業務影響最大的持份者組別，並邀請彼等透過電子問卷分享對本集團目前環境、社會及管治表現的看法。根據彼等的意見反饋，並與同業公司的關鍵環境、社會及管治議題進行比較，我們已評估並釐定本集團的關鍵環境、社會及管治議題，以進一步推動我們的可持續業務策略。

### Determination of Key ESG Issues

### 釐定關鍵環境、社會及管治議題





# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### ESG MATERIALITY ANALYSIS – continued

#### Determination of Key ESG Issues – continued

| Item<br>項目<br>編號 | ESG Topic<br>環境、社會及管治議題   |
|------------------|---|
| 1.               | Number of concluded legal cases regarding corrupt practices, e.g. bribery, extortion, fraud and money laundering<br>已審結的貪污訴訟案件（如賄賂、勒索、詐騙及洗黑錢）數目 |
| 2.               | Anti-corruption policies and whistle-blowing procedure<br>反貪污政策及舉報程序  |
| 3.               | Customer information and privacy<br>客戶資料及私隱   |
| 4.               | Anti-corruption training provided to directors and staff<br>向董事及員工提供反貪污培訓   |
| 5.               | Community support (e.g. donation, volunteering)<br>支援社區（如捐款及義工活動）   |
| 6.               | Use of materials (e.g. paper, packaging, raw materials)<br>材料使用情況（如用紙、包裝物料及原材料）   |
| 7.               | Occupational health and safety<br>職業健康與安全   |
| 8.               | Customer satisfaction<br>客戶滿意度  |
| 9.               | Observing and protecting intellectual property rights<br>維護及保障知識產權  |
| 10.              | Employee remuneration, benefits and rights (e.g. working hours, rest periods, working conditions)<br>僱員薪酬、福利及權利（如工時、假期、工作環境）                    |
| 11.              | Climate change<br>氣候變化  |
| 12.              | Cultivation of local employment<br>促進當地就業   |
| 13.              | Preventing child and forced labour<br>防止童工及強制勞工   |
| 14.              | Energy use (e.g. electricity, gas, fuel)<br>能源使用（如電力、汽油、燃料）   |

### 環境、社會及管治重要性分析 – 續

#### 釐定關鍵環境、社會及管治議題 – 續

| Item<br>項目<br>編號 | ESG Topic<br>環境、社會及管治議題   |
|------------------|---|
| 15.              | Employee development and training<br>僱員發展及培訓  |
| 16.              | Water use<br>用水   |
| 17.              | Greenhouse gas emissions<br>溫室氣體排放  |
| 18.              | Marketing communications (e.g. advertisement)<br>市場推廣及溝通渠道（如廣告）   |
| 19.              | Hazardous waste production<br>生產有害廢棄物   |
| 20.              | Diversity and equal opportunity of employees<br>僱員多元化及平等機會  |
| 21.              | Environmental risks (e.g. pollution) and social risks (e.g. monopoly) of the suppliers<br>供應商的環境風險（如污染）及社會風險（如壟斷市場） |
| 22.              | Product health and safety<br>產品健康與安全  |
| 23.              | Air emissions<br>氣體排放   |
| 24.              | Product and service labelling<br>產品及服務標籤  |
| 25.              | Mitigation measures to protect environment and natural resources<br>保護環境及天然資源的緩解措施                                  |
| 26.              | Selection and monitoring of suppliers<br>挑選及監察供應商   |
| 27.              | Non-hazardous waste production<br>生產無害廢棄物   |
| 28.              | Environmentally preferable products and services<br>環保產品及服務   |



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### ESG MATERIALITY ANALYSIS – continued

#### Determination of Key ESG Issues – continued

From the materiality matrix, the issues positioned in the top right quadrant are relatively more important ESG topics. These material issues are “Number of concluded legal cases regarding corrupt practices, e.g. bribery, extortion, fraud and money laundering”, “Anti-corruption policies and whistle-blowing procedure”, “Customer information and privacy”, “Anti-corruption training provided to directors and staff” and “Community support (e.g. donation, volunteering)”. The above issues are classified as the main driver for the Group’s sustainable business and are further elaborated in the sections below.

### STAKEHOLDER FEEDBACK

The latest business updates are available to investors and the public through our website; [www.getnice.com.hk](http://www.getnice.com.hk). The Group welcomes all feedback from shareholders and investors especially those that are identified as material ESG issues. You can contact us through the below channels:

E-mail: [investor@getnice.com.hk](mailto:investor@getnice.com.hk)

Website: [www.getnice.com.hk](http://www.getnice.com.hk).

Telephone: (852) 2526 7738

### A. ENVIRONMENT

In the past decade, climate change and environment degradation has been globally recognized by the United Nation and influential world leaders as one of the most critical environmental issues. Each year, the increase in greenhouse gas (“GHG”) has caused a negative cascading effect on our ecosystem and is one of the main drivers for extreme weather conditions.

As an active contributor in the community, the Group recognizes itself as a member of this global green environment initiative. We have integrated environmental protection measures as one of the supporting pillars for our Group’s sustainable business development.

Since our core business revolves around the provision of financial services, the Group’s raw material and energy consumption level is minimal. The Group is committed to further reduce the resource consumption level to minimize our impact to the environment.

### 環境、社會及管治重要性分析 – 續

#### 釐定關鍵環境、社會及管治議題 – 續

根據重要性矩陣，位於右上角象限的環境、社會及管治議題相對較為重要。該等重大議題分別為「已審結的貪污訴訟案件（如賄賂、勒索、詐騙及洗黑錢）數目」、「反貪污政策及舉報程序」、「客戶資料及私隱」、「向董事及員工提供反貪污培訓」以及「支援社區（如捐款及義工活動）」。上述議題被歸類為推動本集團可持續發展業務的主要元素，並將在下文各章節中進一步闡述。

### 持份者反饋

投資者及公眾可於本集團網站 ([www.getnice.com.hk](http://www.getnice.com.hk)) 閱覽最新的業務資料。本集團歡迎各位股東及投資者提供意見反饋，尤其是已識別為重大環境、社會及管治議題的事項。閣下可透過以下渠道與本集團保持聯繫：

電郵：[investor@getnice.com.hk](mailto:investor@getnice.com.hk)

網站：[www.getnice.com.hk](http://www.getnice.com.hk).

電話：(852) 2526 7738

### A. 環境

過去十年，氣候變化及環境惡化已被聯合國及各國主要領袖視為至關重要的環境議題之一。溫室氣體（「溫室氣體」）排放量逐年增加，對生態系統造成的負面影響接連不斷，乃極端天氣的主要成因。

本集團積極參與社區服務，並視其為推動全球環境綠化的一分子。我們將環保措施納入為本集團業務可持續發展的支柱之一。

由於我們的核心業務主要為提供金融服務，本集團的原材料及能源消耗乃屬最低水平。本集團致力在降低資源消耗水平方面更上一層樓，盡量避免對環境造成影響。

A. ENVIRONMENT – continued

A.1. Emissions

*Air Pollutants Emissions*

The majority of air pollutants emissions stemmed from the fuel consumption of the motor vehicles for business travel. In this Reporting Period, the air pollutants emissions amounted to 7.05 Kg.

**Total Emissions From Vehicles**

車輛產生的總排放量

| Emissions                     | 排放物       | Emissions | Emissions | Increase (+)    |
|-------------------------------|-----------|-----------|-----------|-----------------|
|                               |           | (In Kg)   | (In Kg)   | or Decrease (-) |
|                               |           | 2020-2021 | 2019-2020 | in Percentage   |
|                               |           | 二零二零年至    | 二零一九年至    |                 |
|                               |           | 二零二一年的    | 二零二零年的    | 百分比             |
|                               |           | 排放量       | 排放量       | 增加(+)或          |
|                               |           | (千克)      | (千克)      | 減少(-)           |
| Nitrogen Oxides               | 氮氧化物      | 6.40      | 6.57      | -2.59%          |
| Particulate Matter            | 懸浮顆粒      | 0.47      | 0.48      | -2.08%          |
| Sulphur Oxides                | 硫氧化物      | 0.18      | 0.18      | 0%              |
| Total emissions from vehicles | 車輛產生的總排放量 | 7.05      | 7.23      | -2.49%          |

*Greenhouse Gases Emissions*

In the Reporting Periods 2020-2021 and 2019-2020, the total GHG emissions are 514.75 and 486.99 tonnes of Carbon dioxide equivalent ("tCO<sub>2</sub>e") respectively which represents a 5.70 percent increase.

A. 環境 – 續

A.1. 排放

*空氣污染物排放*

空氣污染物排放主要源自出差所用車輛的燃料消耗。本報告期內，空氣污染物排放量為7.05千克。

*溫室氣體排放*

於二零二零年至二零二一年及二零一九年至二零二零年的報告期內，溫室氣體總排放量分別為514.75及486.99噸二氧化碳當量（「噸二氧化碳當量」），增幅為5.70%。



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### A. ENVIRONMENT – continued

#### A.1. Emissions – continued

##### Greenhouse Gases Emissions – continued

Scope 1's emissions are primarily attributed to the fuel consumption of motor vehicle for business travel and a yacht for business engagement with clients. The level of fuel consumption has remained relatively stable compared with the previous Reporting Period. For scope 2, the emissions are caused by the consumption of electricity. The increase in electricity consumption is primarily associated with the renovation of the new office (G-3/F of Cosco Tower). As the majority of papers have been recycled, there is no GHG emissions for Scope 3. The Group will continue to assess the emissions level in areas that are relatively high and implement measures to reduce it.

### A. 環境 – 續

#### A.1. 排放 – 續

##### 溫室氣體排放 – 續

範疇1的排放主要源自出差所用車輛及客戶業務往來所用遊艇的燃料消耗。與上一個報告期相比，燃料消耗水平保持相對穩定。範疇2的排放源自電力消耗，用電增加主要與裝修新辦公室（中遠大廈地下至3樓）有關。由於大部分所用紙張已被回收，故範疇3並無任何溫室氣體排放。本集團將繼續評估排放水平相對較高的範疇，並實施相應減排措施。

#### Total GHG Emissions During the Reporting Period

##### 報告期內的溫室氣體總排放量

| Scope of GHG Emissions                               | Unit                          | 2020-2021<br>二零二零年至二零二一年 |  | 2019-2020<br>二零一九年至二零二零年 |  | Emissions Increase (+) or Decrease (-) in Percentage<br>排放量百分比增加(+)或減少(-) |
|--|-------------------------------|--------------------------|--|--------------------------|--|---|
|  |                               | Emissions                | Intensity (Per employee)<br>密度<br>(每名僱員) | Emissions                | Intensity (Per employee)<br>密度<br>(每名僱員) |   |
| 溫室氣體排放範疇   | 單位                            | 排放量                      | 密度<br>(每名僱員)                             | 排放量                      | 密度<br>(每名僱員)                             | 增加(+)或減少(-)   |
| Scope 1<br>(Direct Emission)<br>範疇1 (直接排放)           | tCO <sub>2</sub> e<br>噸二氧化碳當量 | 147.28                   | 1.57                                     | 135.24                   | 1.73                                     | 8.90%   |
| Scope 2<br>(Indirect Emission)<br>範疇2 (間接排放)         | tCO <sub>2</sub> e<br>噸二氧化碳當量 | 367.47                   | 3.91                                     | 343.60                   | 4.40                                     | 6.95%   |
| Scope 3<br>(Other indirect emission)<br>範疇3 (其他間接排放) | tCO <sub>2</sub> e<br>噸二氧化碳當量 | -                        | -  | 8.15                     | 0.10                                     | -100%   |
| Total<br>總計  | tCO <sub>2</sub> e<br>噸二氧化碳當量 | 514.75                   | 5.48                                     | 486.99                   | 6.23                                     | 5.70%   |

A. ENVIRONMENT – continued

A.1. Emissions – continued

*Waste Management*

The Group has implemented the principle of waste management across all workspaces and is committed to conduct the waste disposal in compliance with relevant laws and regulations. As our Group is involved in the provision of financial services, the Group did not generate any hazardous waste. The non-hazardous waste generated was around 2 tonnes representing an increase of 18% compared with the previous Reporting Period (1.7 tonnes in 2019-2020). On average, this equates to approximately 0.02 tonnes per employee for this Reporting Period. These non-hazardous waste came from the use of paper.

*Compliance*

In this Reporting Period, the Group was not aware of any incidents of non-compliance with laws and regulations regarding with the emissions of air pollutants and GHG emissions as well as the disposal of non-hazardous waste.

A. 環境 – 續

A.1. 排放 – 續

*廢棄物管理*

本集團已在各工作場所實施廢棄物管理原則，並致力於處置廢棄物時遵守相關法律及規例。由於本集團從事提供金融服務，故並無產生任何有害廢棄物。所產生的無害廢棄物約為2噸，較上一個報告期（二零一九年至二零二零年：1.7噸）增加18%。平均而言，相當於每名僱員在本報告期內產生約0.02噸無害廢棄物，均為用紙。

*合規*

本報告期內，本集團並無發現任何不遵守有關空氣污染物及溫室氣體排放以及處置無害廢棄物之法律及規例的情況。



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### A. ENVIRONMENT – continued

#### A.2. Use of Resources

As part of our environmental protection initiative, the Group is committed to minimize the level of resource consumption and reduce the carbon footprint. We actively monitor and assess the usage level of resources to maintain operational efficiency and to reduce operating cost. Based on the resource utilization level, the Group has devised and adopted conservation measures for different types of resources.

Due to the Group's business nature, we do not produce any products that utilize packaging materials. The resources that are consumed include water, electricity and paper. This will be elaborated in the sections below.

### A. 環境 – 續

#### A.2. 資源使用

作為環保措施的一部分，本集團致力將資源消耗水平降至最低並減少碳足跡。我們積極監測並評估資源使用水平，以保持營運效率及精簡營運成本。本集團因應不同資源的使用水平制訂並採取節約措施。

基於本集團的業務性質，我們並無生產任何需要使用包裝材料的產品。所耗用資源包括水、電力及紙張，有關詳情將於以下章節中詳述。

#### Use of Resources During the Reporting Period 報告期內的資源使用情況

| Key Performance Indicator | Unit       | 2020-2021<br>二零二零年至二零二一年 |  | 2019-2020<br>二零一九年至二零二零年 |  | Amount Increase (+) or Decrease (-) in Percentage<br>使用量百分比增加(+)或減少(-) |
|---------------------------|------------|--------------------------|--|--------------------------|--|--|
|                           |            | Amount<br>使用量            | Intensity (Per Employee)<br>密度<br>(每名僱員) | Amount<br>使用量            | Intensity (Per Employee)<br>密度<br>(每名僱員) |  |
| Electricity<br>電力         | Mwh<br>兆瓦時 | 520.00                   | 5.53                                     | 424.00                   | 5.44                                     | 22.64%   |
| Diesel<br>柴油              | Mwh<br>兆瓦時 | 406.72                   | 4.33                                     | 371.30                   | 4.76                                     | 9.54%  |
| Petrol<br>汽油              | Mwh<br>兆瓦時 | 128.44                   | 1.37                                     | 131.76                   | 1.69                                     | -2.52%   |
| Total Consumption<br>總耗用量 | Mwh<br>兆瓦時 | 1,055.16                 | 11.23                                    | 927.06                   | 11.89                                    | 13.82%   |

Electricity is primarily consumed in our office operation and the amount is minimal. In the Reporting Period, the Group consumed 520 Mwh of electricity which is 22.64% higher than the previous reporting period (424 Mwh in 2019-2020). As mentioned above, this is primarily due to the renovation on the new office (G-3/F of Cosco Tower). This is regarded as the main cause for the increase in resource consumption for the year ended 31 March 2021.

電力主要用於辦公室營運，用量甚少。報告期內，本集團耗用電力為520兆瓦時，較上一個報告期（二零一九年至二零二零年：424兆瓦時）增加22.64%。誠如上文所述，此乃主要由於裝修新辦公室（中遠大廈地下至3樓）。裝修新辦公室亦被視為截至二零二一年三月三十一日止年度資源耗用量增加的主因。

**A. ENVIRONMENT – continued**

**A.2. Use of Resources – continued**

The Group will continue to assess the efficiency of resource utilization and implement relevant measures based on the energy utilization level of the reporting period.

*Water*

Another global environmental issue is water scarcity which is caused by excessive demand and inefficient usage. Due to the Group's business nature, our core business operation does not consume a significant amount of water. Our use of water is minimal as it is limited for drinking. Also, the consuming water is part of the management fee and is not available for the calculation of the KPIs. The Group has instilled the principle of water conservation in the workplace by promoting water-saving measures. Throughout the year, the taps and pipes are regularly maintained to prevent any leakage.

*Reduction Strategy*

In order to transition into a sustainable workspace, the Group has been promoting the concept of green office through various aspects. The Group has devised a set of measures based on the resource consumption level and is committed to lower the level of carbon footprint. We educate our employees on the resource conservation measures and encourage them to be eco-friendly.

(a) GHG and Air Pollutant Emissions Reduction Measures

As our GHG emission stems from business travel, the Group has implemented measures to reduce the frequency of business trips. In order to replace non-essential business trips, the Group aims to utilize technology to conduct online conferences and seminars. This includes using video conferencing, long-distance telephone calls and other online communication tools. Not only will it reduce the GHG and air pollutant emissions, the Group believes that this would enhance operational efficiency and lower travel cost.

**A. 環境 – 續**

**A.2. 資源使用 – 續**

本集團將繼續評估資源使用效率，並根據報告期內的能源使用水平採取相關措施。

*用水*

水資源短缺亦為全球環境議題之一，此乃由於過度需求及低效使用所致。基於本集團的業務性質，我們的核心業務營運並無消耗大量用水，而我們的用水僅限於飲用，故使用量甚少。此外，我們的用水均計入管理費，不能用於計算關鍵績效指標。本集團透過推行節水措施，在工作場所提倡節水原則。於本年度，我們定期維修水龍頭及水管，防止任何漏水情況。

*節約策略*

為打造可持續的工作場所，本集團一直透過不同方式推廣綠色辦公室理念。本集團按照資源消耗水平制定一系列措施，並致力降低碳足跡水平。我們教導僱員有關資源節省措施的知識，並鼓勵大家注重環保。

(a) 減少溫室氣體及空氣污染物排放的措施

由於我們的溫室氣體排放乃源於出差，本集團已採取措施減緩出差次數。為取代不必要的出差，本集團力求善用科技舉行線上會議及研討會，如使用視像會議、長途電話及其他線上通信工具。本集團相信，上述措施不僅能夠減少溫室氣體及空氣污染物的排放，更將提高營運效率並降低出差成本。

# 環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

## A. ENVIRONMENT – continued

### A.2. Use of Resources – continued

#### *Reduction Strategy – continued*

#### (b) Paper Waste Reduction Measures

Our business utilizes paper on a daily basis for a range of business activities. This includes producing statements, brochures and customer mailings. Within the workspace, we advocate a paperless environment and encourage employees to follow the below measures:

1. Adopt smart printing techniques by amending the format of the client agreements and account application form to maximize the usage on each paper in GNS, RES and GNFCL
2. Encourage employees to reuse and recycle paper by placing paper trays in different places of the office
3. Encourage employees to print on both sides
4. Encourage employees to take paperless notes, distribute soft copies of reports and use online storage of documents
5. Encourage communication through electronic application such as emails, intranet, Whatsapp and WeChat

## A. 環境 – 續

### A.2. 資源使用 – 續

#### *節約策略 – 續*

#### (b) 減少用紙的措施

我們在日常業務營運中因應不同業務活動(包括編製報表、小冊子及客戶郵件)使用紙張。我們提倡無紙化的工作環境，並鼓勵僱員遵循下列措施：

1. 調整客戶協議及帳戶申請表的格式，採用智能打印技術，令結好證券、漢英證券及結好期貨的每張用紙均能物盡其用
2. 在辦公室各處放置回收紙盤，鼓勵僱員重複使用並回收紙張
3. 鼓勵僱員使用雙面打印
4. 鼓勵僱員使用無紙化筆記、分發電子報告並採用線上存檔
5. 鼓勵使用電郵、內聯網、Whatsapp及微信等電子應用程式作溝通途徑



Figure 1: Reusable paper and letter tray  
圖1：收集可重用紙張及信封的回收盤



A. ENVIRONMENT – continued

A.2. Use of Resources – continued

*Reduction Strategy – continued*

(b) Paper Waste Reduction Measures – continued

Furthermore, we also work with other stakeholders including customers and shareholders to reduce the paper consumption level. We encourage customer to opt in for paperless billings. In this Reporting Period, around 80% of GNS’s new customers selected paperless billings while 48% of GNS existing customers selected paperless billings. Compared with previous year, more existing customers has opted in for paperless billing.

**Customers Receiving Electronic Statements During the Reporting Period**

報告期內客戶收取電子結單的情況

| Type of customers  |      | 2020-2021   | 2019-2020   | Percentage point change |
|--------------------|------|-------------|-------------|-------------------------|
| 客戶類型               |      | 二零二零年至二零二一年 | 二零一九年至二零二零年 | 百分點變動                   |
| New Customers      | 新客戶  | 80%         | 77%         | 3%                      |
| Existing Customers | 現有客戶 | 48%         | 48%         | -                       |

For shareholders, we encourage them to view our annual reports or circulars online through the Group’s website or The Stock Exchange of Hong Kong’s website. We have only provided 390 printed copies of the financial report to our shareholders which is the same quantity as the previous Reporting Period. These printed copies of the financial report are recycled afterwards. In addition, we have continued to initiative to provide only an e-version of ESG Report which was initiated in the previous year.

A. 環境 – 續

A.2. 資源使用 – 續

*節約策略 – 續*

(b) 減少用紙的措施 – 續

此外，我們亦與其他持份者（包括客戶及股東）共同減低用紙水平。我們鼓勵客戶選用無紙化結單服務。本報告期內，結好證券約80%的新客戶及48%的現有客戶已選用無紙化結單服務。與去年相較，選擇無紙化結單服務的現有客戶人數有所增加。

我們鼓勵股東透過本集團網站或香港聯合交易所網站閱覽線上版年報及通函。我們僅向股東提供390份財務報告的印刷本，數量與上一個報告期相同。該等財務報告印刷本均於使用後回收。此外，我們秉持去年推行的措施，只提供電子版的環境、社會及管治報告。

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### A. ENVIRONMENT – continued

#### A.2. Use of Resources – continued

##### *Reduction Strategy – continued*

##### (b) Paper Waste Reduction Measures – continued

Our paper procurement procedure prioritizes paper suppliers based on whether the supplier is certified with the “Programme for the Endorsement of Forest Certification.” This certificate ensures that the paper is made from eucalyptus pulp which comes from a sustainable forest. This aims to alleviate the rate of environmental degradation. Towards the end of the office renovation period, the Group will utilize reusable plastic boxes instead of paper boxes. The Group strives to utilize alternate ways to eliminate the use of paper within the business operations.

### A. 環境 – 續

#### A.2. 資源使用 – 續

##### *節約策略 – 續*

##### (b) 減少用紙的措施 – 續

我們的紙張採購程序會排列紙張供應商的優先順序，其以供應商有否獲得「森林認證體系認可計劃」認證作為基準。該認證確保我們所用紙張乃由可持續森林的桉木漿製成，旨在緩減環境惡化的速度。於辦公室裝修完成後，本集團將使用可重用膠箱，以取代紙箱。本集團致力採用不同代替方案以避免在業務營運中使用紙張。



Figure 2: Reusable Plastic Boxes  
圖2：可重用膠箱

**A. ENVIRONMENT – continued**

**A.2. Use of Resources – continued**

*Reduction Strategy – continued*

(c) Electricity Consumption Reduction Measures

Within the workspace, the Group has implemented a range of initiatives to reduce the level of electricity consumption:

1. Procure energy efficient electrical appliances:
  - a. Lightbulbs
  - b. Fridge
2. Encourage employees to switch off electrical appliance and lights when not in use
3. Minimize the use of air-conditioners by opening windows to ensure good air circulation
4. Set the air-conditioner temperature not lower than 22°C in the summer and 24°C in the winter. It is worth mentioning that the air conditioning of each area of the new office is independent, and can be switched on according to the needs of different areas, which can greatly save electricity
5. Arrange regular maintenance of electrical equipment to ensure optimal energy efficiency performance
6. Maximize natural lighting by opening the curtains and switch to LED lighting systems, and this design concept also runs through the decoration of the new office

**A. 環境 – 續**

**A.2. 資源使用 – 續**

*節約策略 – 續*

(c) 減少用電的措施

為降低用電水平，本集團在工作場所內落實以下不同措施：

1. 購置節能電器：
  - a. 燈泡
  - b. 雪櫃
2. 鼓勵僱員關閉閒置電器及電燈
3. 打開窗門以確保空氣流通，盡量減少使用空調
4. 將空調設置為夏季不低於攝氏22度；冬季不低於攝氏24度。值得一提的是，新辦公室每個區域均設有獨立空調，可根據不同區域的需要而作出調整，藉此能夠有效節省電力
5. 定期安排維修電器設備，確保最佳的能源效益性能
6. 盡量透過打開窗簾增加天然採光以及改用LED照明系統，新辦公室的裝修亦採用此等設計理念

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### A. ENVIRONMENT – continued

#### A.2. Use of Resources – continued

##### *Reduction Strategy – continued*

##### (d) Waste Recycling Initiative

The Group has established several waste recycling initiatives in the business operations. Due to our business nature our waste production is minimal throughout the year. As a result, we place emphasis on the principle of recycling. We work with reputable recycling companies and dispose waste newspapers to recycling companies every week. Office equipment including toners and printer cartridges are recycled as well. Recycling stations are set up around the offices for the collection of recyclable waste. During this year's renovation on the Group's premises, 4.38 tonnes of paper were recycled, which includes papers from previous years. We also reuse our existing idle furniture in the new office to reduce waste generation.

#### A.3. The Environment and Natural Resources

Overall, our business operations pose a minimal impact on the environment. As a financial services provider, the level of emissions of GHG and air pollutants are minimal. Likewise, our consumption of resources is limited to electricity, water and papers. These resources are not utilized as part of our core business operations.

Across different environmental aspects, the Group has upheld the green policy by implementing the principle of green office and encouraged employee to be involved in the environmental conservation initiatives for the aforementioned resources. Through internal bulletin boards and emails, we have promoted environmental measures to the employees and have encouraged them to join environment related activities. The Group participated in "Earth Hour Hong Kong 2021" by switching off all non-essential lights in the workspace to promote environmental protection.

### A. 環境 – 續

#### A.2. 資源使用 – 續

##### *節約策略 – 續*

##### (d) 廢棄物回收措施

本集團在業務營運中制訂多項廢棄物回收措施。基於我們的業務性質，我們於本年度的廢棄物產生量甚少，故我們注重回收的原則。我們與信譽良好的回收公司合作，每週將廢舊報紙交由其處理，並回收辦公設備如打印機的碳粉盒及碳粉匣。我們亦在辦公室周圍設立回收站，以收集可回收廢棄物。本集團於本年度辦公場所的裝修過程中，回收紙張4.38噸，其中包括往年所用紙張。我們更在新辦公室重新使用現有的傢俱，以減少產生廢棄物。

#### A.3. 環境及天然資源

整體而言，我們的業務營運對環境造成甚少影響。作為金融服務供應商，溫室氣體及空氣污染物的排放水平甚低。同樣，我們的資源耗用亦僅限於電力、用水及紙張，而該等資源並非用於我們的核心業務營運。

就不同環境範疇而言，本集團秉持綠色政策，實施綠色辦公室的原則，並鼓勵僱員參與有關上述資源的環保措施。我們透過內部告示板及電郵向僱員推廣環保措施，鼓勵大家參加環保活動。本集團亦參與了「地球一小時香港2021」，關閉工作場所內所有非必要的燈光，以推行環保。

**A. ENVIRONMENT – continued**

**A.3. The Environment and Natural Resources – continued**

We also strive to shape our stakeholders' preference which includes offering eco-friendly services to shareholders and customers. For the procurement process, we take into account of the supplier's carbon footprint and their responsibility for environmental protection as one of the selection criteria.

It is worth mentioning that we gave priority to choosing materials with environmental friendly concept for the renovation of the new office, and this proves that we attach importance to environmental protection from another angle.

**A.4. Climate Change**

The Group recognizes that climate change has been affecting different dimensions of our community, stakeholders and business operations. Although this has given rise to new risks, new opportunities have also been created. The Group has been closely monitoring the impact of climate change to leverage on the potential opportunities and to mitigate these potential risks. In this Reporting Period, the Group has been closely monitoring the potential physical risk and the transition risk which are as follows:

**A. 環境 – 續**

**A.3. 環境及天然資源 – 續**

我們亦致力改善持份者的偏好，包括向股東及客戶提供有益生態的服務。在採購過程中，我們會考慮供應商的碳足跡以及其環保責任，作為挑選標準之一。

值得一提的是，我們在新辦公室的裝修工程中優先選用具有環保理念的物料，從另一角度證明我們對環保的重視。

**A.4. 氣候變化**

本集團深明，氣候變化一直從不同層面對我們的社區、持份者及業務營運造成影響。儘管新型風險由此而生，惟新機遇亦同時浮現。本集團一直密切監察氣候變化的影響，以把握潛在機遇以及減輕相關潛在風險。本報告期內，本集團一直密切監察潛在物理風險及過渡風險，詳情如下：



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### A. ENVIRONMENT – continued

#### A.4. Climate Change - continued

##### *Physical Risk*

- Acute: Weather related events such as typhoons and natural disasters may damage the Group's physical asset in particular the properties investment and development business line. Short term disruption of the business operation may also occur and affect the Group's relationship with the clients. In order to minimize the risk related to business operation disruptions, the Group has devised a set of contingency measures which is applicable to most weather related events.
- Chronic: Every year, the incremental change in the climate cumulatively builds up and may have an impact on the Group in the long term. It may include temperature changes and rising sea levels. To an extent, the Group relies on the infrastructure including water, electricity, transportation and internet which are vulnerable to climate hazards. These climate-related risks are regarded as minimal because the Group's business operations are mainly conducted through an online platform, the employees are situated in an indoor environment and the business nature is service orientated.

### A. 環境 – 續

#### A.4. 氣候變化 – 續

##### *物理風險*

- 急性：天氣現象（如颱風及自然災害）可能會損害本集團的實物資產，尤其是物業投資及發展業務。業務營運亦可能短暫受阻，影響本集團與客戶的關係。為盡量減少與業務營運受阻相關的風險，本集團已制訂一系列適用於大部分天氣現象的應急措施。
- 慢性：氣候的增量變化會每年累積，可能會對本集團造成長期影響，潛在影響包括氣溫變化及海平面上升。本集團難免依賴用水、電力、交通及互聯網等基礎設施，該等設施容易受到氣候災害的影響。由於本集團的業務營運主要透過網上平台進行，僱員在室內工作；業務性質以服務為主，故該等氣候相關風險屬甚低。



A. ENVIRONMENT – continued

A.4. Climate Change - continued

*Transition Risk*

- Policy risk: The international treaty on climate change, Paris Agreement was effective in Hong Kong in 2016. The target for 2030 is to reduce carbon intensity by 65% to 70% with 2005 as the base. Every 5 years starting from 2019, a review will be conducted on Hong Kong's progress in relation to the climate change efforts. As Hong Kong's climate action plan will be updated on the following year of the reviewing period, the HKSAR Government may implement new policies depending on Hong Kong's progress in meeting the submission timelines. The Group has been closely monitoring the potential development of any government rules and regulations related to climate change. Since the Group's carbon footprint is minimal, the impact of the potential government policy risk is relatively low.

Although the Listing Rules will require additional new disclosure related to climate change for 2021-2022 ESG Report, the Group has taken the necessary steps to ensure that the Group will be in compliance with these new rules. The Group also early adopted the new disclosures in the 2020-2021 ESG Report.

- Legal risk: In this Reporting Period, the Group is not aware of any climate change related litigations from third parties. It is unlikely that these events would occur due to the Group's business nature.

A. 環境 – 續

A.4. 氣候變化 – 續

*過渡風險*

- 政策風險：就氣候變化而簽訂的國際條約《巴黎協定》於二零一六年在香港生效。二零三零年的目標乃以二零零五年的數據為基準，將碳密度降低65%至70%。自二零一九年起，香港在氣候變化方面的工作進展會每五年審查一次。由於香港的氣候行動計劃將於審查期後一年更新，香港特區政府可能會根據香港在配合進展時間表方面的情況，推行新政策。本集團一直密切留意與氣候變化相關的政府規則及法規的潛在發展。由於本集團的碳足跡水平甚低，潛在政府政策風險的影響相對較低。

儘管上市規則將要求在二零二一年至二零二二年的環境、社會及管治報告中加載與氣候變化相關的新披露資料，惟本集團已採取必要措施，確保其將符合該等新規則。本集團亦提前在二零二零年至二零二一年的環境、社會及管治報告中採用新的披露資料。

- 法律風險：本報告期內，本集團並不知悉有任何來自第三方的氣候變化相關訴訟。基於本集團的業務性質，發生該等事件的機會並不大。

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### A. ENVIRONMENT – continued

#### A.4. Climate Change - continued

##### *Transition Risk – continued*

- **Technology risk:** As mentioned above in the “Paper Waste Reduction Measures”, both the Group’s internal and external business operation are partially conducted through an online platform in which the clients are encouraged to opt in for the online services. As of 31 March 2021, there has not been any significant system malfunction for our online platform. The Group will periodically review the system to minimize the occurrence of system errors and to ensure that it is user friendly for stakeholders.
- **Market Risk:** Green finance has been one of the top agendas from HKSAR Government and regulators to minimize the effect of climate change. They have launched out new initiatives such as Sustainable & Green Exchange (STAGE) which is Hong Kong Exchanges and Clearing Limited’s online platform for green, sustainable and social investment products.
- **Reputational risk:** Since there has not been any significant policy, legal, technology and market risk, the Group believes that reputational risk arising from climate related issues will be minimal.

### A. 環境 – 續

#### A.4. 氣候變化 – 續

##### *過渡風險 – 續*

- **技術風險：**誠如上文「減少用紙的措施」一節所述，本集團的若干內部及外部業務營運乃透過網上平台進行，並一直鼓勵客戶選用網上服務。截至二零二一年三月三十一日，我們的網上平台並無發生任何重大系統故障。本集團將定期檢查該系統，盡量避免系統故障，並確保其方便持份者使用。
- **市場風險：**為盡量免受氣候變化影響，綠色金融一直名列香港特區政府及各監管機構的首要議程。政府及各機構已推行若干新措施，如可持續及綠色交易所，此乃香港交易及結算所有限公司為綠色、可持續發展及社會投資產品打造的網上平台。
- **聲譽風險：**由於並無任何重大政策、法律、技術及市場風險，本集團認為由氣候相關議題引起的聲譽風險將屬甚小。



## B. SOCIAL

### B.1. Employment and Labour Practices

The Group's sustainable business development and success is built upon a diverse team of talented employees that have extensive experience in the financial industry. They are an invaluable asset and the key driver to provide a high-quality and consistent service to our customers. The Group has remained resilient in the midst of the economic downturn. Not only has the Group achieved a zero turnover rate, but also expanded the size of the workforce. At the year ended 31 March 2021, the Group had 94 full-time employees from Hong Kong which is a 21% increase from the previous Reporting Period (2019-2020: 78 full-time employees). Some of these employees come from the aviation and tourism industries which are heavily impacted by the COVID-19. Through providing opportunities to these employees, the Group aims to support the local community and to build a multi-background workforce.

As the Group strongly believes in diversity, we are committed to maintain a diverse and connected workforce. We believe this is the key factor for adaptability and innovation which will increase our competitiveness and drive the Group forward. The Group will continue to align the workforce standard to an international level to support gender equality. We strive to empower the female employees with more leadership roles and diverse teams. In the Reporting Period, the gender composition of the workforce is relatively even and has improved from the previous year.

## B. 社會

### B.1. 僱傭及勞工常規

本集團的多元化團隊由具備豐富金融行業經驗的優秀僱員所組成，乃達致業務可持續發展及各項成就的基石。僱員為我們的珍貴資產，亦為持續向客戶提供高質服務的關鍵因素。儘管面對經濟倒退，本集團仍然堅韌不屈：不僅實現零流失率，更擴大工作團隊的規模。於截至二零二一年三月三十一日止年度，本集團於香港的全職僱員為94名，較上一個報告期（二零一九年至二零二零年：78名全職僱員）增加21%，其中部分僱員來自受新型冠狀病毒病影響較大的航空及旅遊行業。本集團旨在透過為該等僱員提供工作機會以支持本地社區，並打造背景多元化的工作團隊。

本集團堅信多元化方針能帶來裨益，我們致力打造多元化且緊密連繫的工作團隊，此乃達致靈活應變及改革創新的關鍵因素，有助提升我們的競爭力並推動本集團不斷發展。本集團將繼續確保其勞工常規符合國際標準，並支持性別平等，我們致力委派更多女性僱員擔任領導角色及參與多元化團隊。報告期內，工作團隊的性別比例相對平衡，較去年有所改善。

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.1. Employment and Labour Practices – continued

Through periodic review of human resource policies and management approaches across our business segments, we ensure that our employment and labour practices are in compliance with the local laws and regulations.

### B. 社會 – 續

#### B.1. 僱傭及勞工常規 – 續

透過定期審閱各業務分部的人力資源政策及管理方針，我們確保僱傭及勞工常規符合當地法律及規例。

#### Total Workforce by Gender

按性別劃分的僱員總數

| Gender       | No. of employees<br>(Gender ratio in percentage) |                 | Amount<br>Increase (+) or<br>Decrease (-)<br>in Percentage<br>人數百分比<br>增加(+)或<br>減少(-) |
|--------------|--|-----------------|--|
|              | 僱員人數<br>(性別比例按百分比計)                              |                 |  |
|              | 2020-2021  | 2019-2020       |  |
| 性別           | 二零二零年至<br>二零二一年                                  | 二零一九年至<br>二零二零年 |  |
| Male<br>男性   | 50 (53%)   | 43 (55%)        | 16%  |
| Female<br>女性 | 44 (47%)   | 35 (45%)        | 26%  |
| Total<br>總計  | 94 (100%)  | 78 (100%)       | 21%  |

#### Total Workforce by Age Group

按年齡組別劃分的僱員總數

| Age Group             | No. of employees |                 | Amount<br>Increase (+) or<br>Decrease (-)<br>in Percentage<br>人數百分比<br>增加(+)或<br>減少(-) |
|-----------------------|------------------|-----------------|--|
|                       | 僱員人數             |                 |  |
|                       | 2020-2021        | 2019-2020       |  |
| 年齡組別                  | 二零二零年至<br>二零二一年  | 二零一九年至<br>二零二零年 |  |
| Below 30<br>低於30歲     | 8                | 6               | 33%  |
| 31-40<br>31-40歲       | 19               | 11              | 73%  |
| 41-50<br>41-50歲       | 22               | 26              | -15%   |
| 51 or Above<br>51歲或以上 | 45               | 35              | 29%  |
| Total<br>總計           | 94               | 78              | 21%  |

**B. SOCIAL – continued**

**B.1. Employment and Labour Practices – continued**

*Diverse and Fair Recruitment*

Our recruitment programme places emphasis on equal employment opportunity. Regardless of race, gender, religion, disability, pregnancy and marital status, all candidates are assessed the same manner and are treated fairly. They will be selected based on their experience, qualifications and abilities. When the candidate becomes an official employee, they will be provided with a printed copy of an employee handbook that can also be accessed online. The handbook outlines the Group's policies and requirements.

*Promotion and Remuneration*

To promote a positive working culture, the Group ensures that there are fair competition and promotion opportunities in the workplace. Both male and female will be offered the same type of remuneration package with the same work. Every year, the remuneration package will be reviewed according to various factors including the staff annual performance. Based on the employee's knowledge and ability, the starting salary may differ in different roles. Employees that deliver consistent high-quality results will be offered a promotion opportunity.

**B. 社會 – 續**

**B.1. 僱傭及勞工常規 – 續**

*多元化、公平的招聘*

我們的招聘程序注重平等就業機會。不論種族、性別、宗教、殘疾、懷孕及婚姻狀況，所有人選接受評估時均一視同仁並得到公平對待。我們根據經驗、資歷及能力挑選僱員。僱員獲正式錄取後會收到僱員手冊的印刷本，手冊亦可於網上查閱，當中概述本集團的政策及規定。

*晉升機會及薪酬*

為促進積極的工作文化，本集團確保工作場所內維持公平競爭並提供平等的晉升機會。從事相同工作的男女僱員均獲得同等的薪酬待遇。本集團每年根據各種因素（包括員工年度表現）檢討薪酬待遇，不同角色的起薪點因應僱員的知識及能力而有所不同，而持續表現優良的僱員會獲得晉升機會。



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.1. Employment and Labour Practices – continued

##### *Supporting Health and Wellness*

Not only are the physical well-being of our employees important to the Group, the mental health of our employees are equally as important to promote a safe, healthy and productive work environment. The Group provides a spectrum of mental health resources for all employees such as counselling services. To reduce the spread of COVID-19, the events were conducted through Zoom, an online webinar program. In addition, employees will receive medical benefits such as inpatient services, bone-setting treatment, general outpatient services, Chinese herbal treatment, and physiotherapy. As our workforce expands, we will design new programs and offer more benefits to better support our employees' health and well-being.

To further create a mentally healthy workspace, our Group established a work-life balance philosophy. Employees are entitled to flexible work hours to suit their personal needs. They are also offered special leave such as compassionate leave and marriage leave. We also grant examination leave to encourage employees to take examinations for business related qualifications.

### B. 社會 – 續

#### B.1. 僱傭及勞工常規 – 續

##### *推動員工身心健康*

僱員的身體健康對本集團而言固然重要，而精神健康對促進安全、健康及高效的工作環境亦十分關鍵。本集團就精神健康為每位僱員提供各類資源，如心理輔導服務。為抑制新型冠狀病毒傳播，該等活動均透過Zoom（網上研討會程式）進行。此外，我們會向僱員提供醫療福利，如住院服務、跌打、普通門診服務、中醫及物理治療。隨著工作團隊規模擴大，我們會制訂新計劃以提供更多福利，從而為僱員身心健康提供更全面的支援。

為進一步創建有益精神健康的工作場所，本集團奠定工作與生活平衡的理念。僱員有權因應個人需要而靈活調整工作時間，亦有權享有特殊假期（如恩恤假及婚假）。我們亦提供考試假，以鼓勵僱員考取與我們業務相關的資格。

**B. SOCIAL – continued**

**B.1. Employment and Labour Practices – continued**

*An Inclusive Culture*

The Group's core value to maintain an inclusive culture builds an optimal environment for a diverse workforce to thrive. We understand that each employee is unique in their own ways, and we respect their differences. Through embracing their strengths and differences, it enables a successful integration of talented individuals to our workforce.

Furthermore, the Group provides a supportive environment for employees. Through actively communicating with the employees to understand their needs and concerns, the Human Resources Department frequency updates the working procedures, benefits and policies. A comprehensive orientation is also organized for new employees that include the following areas:

- The Group's structure
- Employee welfare
- Employee's role and responsibility
- Office tour
- Other procedures and regulations

An essential component of productivity is health. As part of the fringe benefit, employees are entitled to a complimentary catering for lunch at office. This has been remarked as the best fringe benefits and this year marks the 24th year of the complimentary catering. The menu consists of a vast range of nutritious meals, for example, vegetables, meat, soup, and seafood. These meals are designed to be low in sugars, sodium and fat.

**B. 社會 – 續**

**B.1. 僱傭及勞工常規 – 續**

*共融文化*

維持文化共融乃本集團的核心價值，其為多元化工作團隊提供最理想的成長環境。本集團深明，每位僱員均有其獨特之處，我們應尊重人與人之間的差別。透過認可僱員的長處及特點，讓人才順利融入我們的工作團隊。

此外，本集團亦為僱員提供互相支持的工作環境。人力資源部與僱員積極溝通，瞭解其需求及疑慮，並時常更新工作流程、福利及政策。我們更為新加入僱員提供全面的入職計劃，當中包含以下各項：

- 本集團架構
- 僱員福利
- 僱員的角色及責任
- 參觀辦公室
- 其他程序及規例

健康乃生產力的關鍵所在。僱員可在辦公室享用免費午餐，一直是我們最好的附加福利之一，而今年是提供免費膳食的第24年。免費膳食種類繁多而具營養價值，如蔬菜、肉類、湯及海鮮，均標榜「低鈉、低糖及低脂」。

# 環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

## B. SOCIAL – continued

### B.1. Employment and Labour Practices – continued

#### *An Inclusive Culture – continued*

During COVID-19, the complimentary catering has been an alternate option for employees when dine-in services were closed. It has also been a safe option for employees who do not want to eat outside. When there was unfinished food, we encouraged employees to take the food home to reduce food wastage. The Group also provided Longevity Buns to all employees on the seventh day of the first lunar month (“Renri”, a cultural celebration which assumes that the birthday of everyone is on that day) to celebrate their birthday and to build team spirit.

We believe that exercise is equally as important as healthy eating. Between June and August, the Group also offered free yoga courses for the employees and account executives which abides to the COVID-19 safety measures.



Figure 3: Yoga equipment  
圖3：瑜伽設備

## B. 社會 – 續

### B.1. 僱傭及勞工常規 – 續

#### 共融文化 – 續

於新型冠狀病毒病疫情期間，堂食服務暫停，免費膳食一直為僱員的額外選擇，不想出外用膳的僱員因而能夠安心享用午餐。我們鼓勵員工將剩餘飯菜帶回家中，減少浪費食物。此外，本集團於農曆正月初七（「人日」，乃視該日為全人類生日的文化慶祝活動）為每位僱員準備壽包，共賀生日並培養團隊精神。

我們深信，運動與健康飲食同樣重要。於六月至八月期間，本集團為僱員及經紀提供免費瑜伽課程，而課堂上均遵守新型冠狀病毒病的相關安全措施。



Figure 4: Staffs and account executives in yoga course  
圖4：參加瑜伽課程的僱員及經紀



Figure 5: Yoga course poster  
圖5：瑜伽課程海報

**B. SOCIAL – continued**

**B.1. Employment and Labour Practices – continued**

*Growth with Our Employee*

Our slogan is “the success of the Group relies on its employees, the most valuable asset of the Group.” Through the past decade, we have continuously refined our employee retention strategies and allocated a vast amount of resources to our employees. Our holistic approach to retain employees covers four dimensions, namely health and wellness support, employee development and education, employee benefits, and inclusive culture. We ensure that the employees are engaged and motivated.

Our workforce consists of a large proportion of experienced employees that stayed in the Group for more than 10 years. At the end of the Reporting Period, 21 full time employees have served the Group for over 10 years, and 25 full time employees have served the Group for over 20 years. Their vast experience and knowledge are one of the key drivers for the Group to navigate through this year’s economic downturn.

*Compliance*

Our Group is in compliance with laws and regulations related to the employment process and labour rights. This includes remuneration, dismissal, recruitment and promotion of all employees.

**B. 社會 – 續**

**B.1. 僱傭及勞工常規 – 續**

*與僱員一同成長*

「本集團的成就基於僱員，乃最寶貴的資產」為我們的口號。於過往十年，本集團不斷改善其僱員挽留策略，並為僱員投入大量資源。我們挽留僱員的整體方針涵蓋四個範疇，即身心健康支援、僱員發展及教育、僱員福利以及共融文化。我們致力確保僱員投入工作，同時不斷激勵他們。

我們的工作團隊中大部分僱員已在本集團任職逾10年。於報告期末，本集團共有21名全職僱員已在本集團任職逾10年，以及25名全職僱員已在本集團任職逾20年。他們的豐富經驗及知識乃本集團渡過本年度經濟衰退的主要動力之一。

*合規*

本集團嚴格遵從有關招聘流程及勞工權益的法律及規例，包括所有僱員的薪酬、罷免、招聘及晉升。

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.2. Health and Safety

Our employees' safety and wellbeing remain our utmost priority. Through providing a safe and healthy working environment to all employees, the Group aims to raise morale and to enhance both productivity and quality. Due to our business nature, the workplace does not have any safety hazards. We have implemented various initiatives in our offices to uphold our principle of ensuring a safe working environment for all employees.

- Applied “Bactakleen” antibacterial treatment to clean the air circulation system
- Installed two sets of water filtration systems to provide clean water for employees
- Placed air purifiers in the office area
- Purchased ergonomic chairs for employees
- Displayed the safety and health pamphlets issued by the Occupational Safety & Health Council (Safe Manual Handling, Workplace Stretching Exercises, Get Moving and Do Regular Exercise, Eat Smart and Build a Healthy Diet, etc.)
- Arranged professional services providers to clean the office (carpet, telephone sets and computer equipment) to reduce possible germs spread regularly
- Prohibited smoking and alcoholic drinks in the workplace during office hours
- Equipped our Human Resources Department with counselling skills

### B. 社會 – 續

#### B.2. 健康與安全

我們一直把僱員的安全及福利放在首位。本集團為所有僱員提供安全而健康的工作環境，旨在振奮士氣，同時提升生產力及工作質素。基於我們的業務性質，工作場所並無任何安全隱患。為秉持我們向僱員提供安全工作環境的原則，我們已經在辦公室實施不同措施。

- 使用「百得潔」抗菌處理來清潔空氣循環系統
- 安裝兩組濾水系統為員工提供潔淨食水
- 在辦公室範圍內放置空氣淨化器
- 為員工購置人體工學座椅
- 展示由職業安全健康局刊發的安全及健康小冊子（如體力處理操作、工作間伸展活動、開展恆常運動之旅及識飲識食有營之道等）
- 定期安排專業服務供應商清洗辦公室（如地氈、電話機及電腦設備），減少細菌傳播的機會
- 辦公時間內禁止在工作間吸煙及飲酒
- 培訓人力資源部員工的輔導技巧



## B. SOCIAL – continued

### B.2. Health and Safety – continued

Novel coronavirus (COVID-19) pneumonia has been the focus of the world's attention during the Reporting Period. The Group has also given priority to the epidemic prevention situation. In terms of epidemic prevention measures, we have actively responded to the government's call to organize employees for Nucleic Acid Test, and advocate employees to work at home in order to reduce staff aggregation. Employees are also encouraged to perform the Nucleic Acid Test. The Group has permitted extended lunch time for employees to the test and a reimbursement for the such fee. The whole Group works together to fight against the virus, and in special times, it abides by the government's anti-epidemic policy.

The transmission risk of COVID-19 has been one of the main concerns in this Reporting Period. To address this issue, the Group has adopted safety measures that aligns with international standards to provide employees a safe, healthy and productive working environment. The measures below are adopted:

- Provided face masks to employees, account executives and customers who are staying in our office for work or meeting
- Provided hand sanitizers and 1:99 diluted household bleach or equivalent disinfectant in offices
- Provided anti-bacterial hand wash liquid, toilet seat cleaners and tissue in toilets
- Applied 1:75 diluted household bleach on all carpets (for all entrances and exits areas) to stop spread of bacteria and virus
- Increased the frequency of cleaning and sterilizing in the office environment for every 2 hours with 1:99 diluted household bleach or PH2.5 strong acidic water, especially metallic surfaces, handrails, door handles and lift buttons

## B. 社會 – 續

### B.2. 健康與安全 – 續

報告期內，新型冠狀病毒肺炎(新型冠狀病毒病)一直為全球焦點，本集團亦十分關注疫情防控進展。就防疫措施而言，我們積極響應政府呼籲，安排僱員接受核酸檢測並建議其在家工作，盡量避免員工聚集。本集團亦鼓勵僱員定期接受核酸檢測，並准許延長午餐用膳時間以便接受檢測，更對有關費用實報實銷。本集團全體齊心協力抗擊病毒，並於此特別時期遵守政府的防疫政策。

本報告期內，新型冠狀病毒病的傳播風險一直為我們的主要關注事項。作為應對方案，本集團已採取符合國際標準的安全措施，為僱員提供安全、健康及高效的工作環境。所採取措施如下：

- 向留在辦公室工作或開會的僱員、經紀及客戶提供口罩
- 在辦公室提供潔手液及1:99稀釋家用漂白水或同等消毒劑
- 在廁所提供消毒潔手液、坐廁板清潔劑及紙巾
- 在所有地毯上(所有出入口範圍)使用1:75稀釋家用漂白水，以防止細菌及病毒傳播
- 每2小時使用1:99稀釋家用漂白水或PH2.5強力酸性水，加緊對辦公室環境的清潔及消毒(尤其是金屬表面、扶手、門柄及電梯按鈕)

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.2. Health and Safety – continued

- Required people to conduct body temperature checks before entering our office. Any person with a body temperature of 37.5°C or above or below 35.4°C is prevented from entering our office and encouraged to seek medical attention
- Flexible working hours to avoid the crowd in peak traffic hours
- Arranged for some employees to work from home to ensure a safe working environment
- Organized split team arrangements for business continuity purpose

### B. 社會 – 續

#### B.2. 健康與安全 – 續

- 要求每人在進入辦公室前先進行體溫檢測。體溫為37.5℃以上或35.4℃以下人士禁止進入辦公室，並敦請其求診
- 實施彈性工作時間，避開交通繁忙時段的擠擁
- 安排部份僱員在家工作，確保工作環境安全
- 安排劃分團隊，維持業務營運



*Figure 6: Arranged a self-sanitizing cleaning within the office premise (September 2020)*

圖6：在辦公場所內安排自行消毒清潔（二零二零年九月）

## B. SOCIAL – continued

### B.2. Health and Safety – continued

To abide by the social distancing measure, all in-person and large scale activities were cancelled or moved to online. This included the Lunar New Year Lion Dance performance event and other face to face business meetings. We provided our account executives, employees, their family members and visitors with general health guidelines published by the Department of Health within our office premises. The guidelines are listed below:

- Prevention of Pneumonia and Respiratory Tract Infection
- Prevention of COVID-19 in the workplace
- Wear a mask in public or staying in crowded places
- Seek medical advice promptly if unwell
- Avoid shaking hands with others & wash hands frequently
- Avoid social gatherings and maintain appropriate social distance from others as much as possible (at least 1 metre)
- Build up immunity and maintain a healthy lifestyle. Regular exercise and adequate rest
- After using toilet, put the lid down before flushing
- Cover mouth and nose with tissue paper when sneezing or coughing
- Dispose soiled tissues into a lidded rubbish bin, then wash hands thoroughly

## B. 社會 – 續

### B.2. 健康與安全 – 續

為遵守社交距離措施，所有原定親身出席的大型活動均已取消或改為網上進行，當中包括農曆新年的舞獅表演活動及其他面對面進行的商業會議。我們在辦公場所內為經紀、僱員、員工家屬及訪客提供由衛生署發布的一般健康指引，相關指引載列如下：

- 預防肺炎及呼吸道傳染病
- 防疫上班攻略
- 在公眾場所或人多擠逼的地方逗留時佩戴口罩
- 如有不適，盡早求醫
- 避免與他人握手，勤洗手
- 避免出席社交活動，並盡量與其他人保持適當的社交距離（至少1米）
- 增強免疫力，並保持健康的生活方式。保持恆常運動及充足休息
- 如廁後先蓋廁板再沖廁
- 打噴嚏或咳嗽時應用紙巾掩著口鼻
- 紙巾用後須棄置於有蓋垃圾箱內，然後徹底清潔雙手

# 環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

## B. SOCIAL – continued

### B.2. Health and Safety – continued

The basic precautionary measures for COVID-19 are face masks and sanitizers. We strive to equip all employees and account executives with these supplies during their office hours in order to minimize business disruption. In July 2020, hand sanitizers were distributed to all staff and account executives. In November 2020 and January 2021, all staffs and account executives were also given a box of ASTM level 3 masks which provides a high level of protection.

## B. 社會 – 續

### B.2. 健康與安全 – 續

口罩及消毒用品乃預防新型冠狀病毒的基本措施，本集團致力確保所有僱員及經紀在工作時配備該等物資，盡量減少業務受阻的機會。於二零二零年七月，本集團向每位僱員及經紀派發酒精搓手液。於二零二零年十一月及二零二一年一月，所有僱員及經紀更獲分發一盒ASTM 3級口罩，提供高效保護。



Figure 7: ASTM level 3 mask for employees and executives  
圖7：向僱員及主管派發ASTM 3級面具



Figure 8: ASTM level 3 mask for employees and account executives  
圖8：向僱員及經紀派發ASTM 3級面具

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.2. Health and Safety – continued

### B. 社會 – 續

#### B.2. 健康與安全 – 續



Figure 9: Hand Sanitizers for employees and account executives

圖9：向僱員及經紀派發酒精搓手液

The Group will continue to monitor the most recent updates on the COVID-19 and if necessary, further implement anti-epidemic measures to ensure the safety of all employees and account executives.

本集團將繼續監察新型冠狀病毒病的最新發展，如有需要，將進一步採取防疫措施以確保每位僱員及經紀的健康安全。

In the Reporting Period, the casualties and accidents remain zero. The Group was not aware of any incompliance with relevant laws and regulations for workplace health and safety.

報告期內並無傷亡及意外，本集團亦無發現任何違反工作場所健康與安全的相關法律及規例之情況。

### Occupational Health and Safety Performance

#### 職業健康與安全表現

| Item                           | 項目          | 2020-2021<br>二零二零年至<br>二零二一年 | 2019-2020<br>二零一九年至<br>二零二零年 |
|--------------------------------|-------------|------------------------------|------------------------------|
| Work-related accidents         | 與工作相關的意外    | –                            | –                            |
| Injuries suffered by employees | 僱員受傷        | –                            | –                            |
| Sick leave due to work injury  | 因工傷而放病假     | –                            | –                            |
| Work-related fatalities        | 與工作相關的身亡事故  | –                            | –                            |
| Confirmed cases of Covid-19    | 新型冠狀病毒病確診個案 | –                            | –                            |

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.3. Development and Training

The foundation of achieving a competitive edge for the Group lies in talent. The Group recognizes and respects the staff's personal value. Through optimizing a well-designed training platform, the Group supports the employee's personal development which enables them to reach their own maximum potential. Our platform provides both internal and external training programs for employees to keep them up to date with the latest industry knowledge. New account executives are provided with training courses that enables them to acquire the essential skills and to provide consistent high-quality services. We also offer specialized sessions for employees to obtain qualifications relevant to their roles. These programs are Continuous Professional Training, which will continuously maintain, develop and consolidate the professional knowledge and personal skills required by our employees in their careers, so as to ensure that our staff maintain their own competitiveness and continuously develops new skills in their career development.

### B. 社會 – 續

#### B.3. 發展及培訓

人才乃本集團取得競爭優勢的核心所在，我們認可並尊重員工的個人價值。本集團持續改良其精心開發的培訓平台，支持僱員的個人發展，從而發揮最大潛能。我們的平台為僱員提供內部及外部培訓課程，傳授最新的行業知識。我們為新加入的經紀設立培訓課程，確保經紀掌握必備技能以持續提供高質服務。我們更為僱員安排特設課程，助其考取與職位相關的資格。該等課程為持續專業培訓，將一直保持、發展並鞏固僱員在其職業生涯中所需的專業知識及個人技能，以確保員工保持個人競爭力，並在其職業發展中不斷學習新技能。



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.3. Development and Training – continued



Figure 10: Training courses for new account executives (December 2020)

圖10：向新加入經紀提供培訓課程(二零二零年十二月)



Figure 11: MPF briefing for account executive (May 2020)

圖11：為經紀簡介強積金計劃(二零二零年五月)

Students from both foreign and local universities are eligible for our internship programme. The Group organises skill-building workshop and provides on the job training dedicated to interns. Throughout the programme, they are given an opportunity to network with senior managements to obtain advices for their own career paths and to gain a deeper understanding in the financial services industry.

外地及本地大學生均有資格參加我們的實習計劃。本集團為實習生安排技能培訓工作坊，提供度身訂造的在職培訓。計劃過程中，實習生有機會與高級管理層交流，以獲取有關自己職業發展方向的建議，並加深其對金融服務行業的瞭解。

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.3. Development and Training – continued

In the Reporting Period, employees and account executives had access to a wider range of training courses, seminars and workshop sessions which were tailor made to their role and responsibilities. These training opportunities were more specialized which increased the efficiency and effectiveness of broadening their skill set. Despite the reduction of average training hours per employee, there has been an increase in the percentage of employees trained for both genders and all employee categories. The proportion of employees trained has increased by 9% from 32% (2019-2020) to 41% (2020-2021).

Percentage of employees trained for two years are shown below:  
兩個年度的受訓僱員百分比載列如下：

| Percentage of employees trained                     |                       | 2020-2021   | 2019-2020   | Percentage point comparison |
|---|-----------------------|-------------|-------------|-----------------------------|
| 受訓僱員百分比   |                       | 二零二零年至二零二一年 | 二零一九年至二零二零年 | 百分點比較                       |
| <b>Total</b>  | <b>總計</b>             |             |             |                             |
| Total employees trained                             | 受訓僱員總數                | 39          | 25          | 9%                          |
| Percentage of employees trained                     | 受訓僱員百分比               | 41%         | 32%         |                             |
| <b>Total trained employees by gender</b>            | <b>按性別劃分的受訓僱員總數</b>   |             |             |                             |
| Male  | 男性                    | 26          | 15          | 7%                          |
| Percentage of male employees trained                | 受訓男性僱員百分比             | 67%         | 60%         |                             |
| Female  | 女性                    | 13          | 10          | -7%                         |
| Percentage of female employees trained              | 受訓女性僱員百分比             | 33%         | 40%         |                             |
| <b>Total trained employees by employee category</b> | <b>按僱傭類別劃分的受訓僱員總數</b> |             |             |                             |
| Senior management                                   | 高級管理層                 | 9           | 6           | -1%                         |
| Percentage of senior management trained             | 受訓高級管理層百分比            | 23%         | 24%         |                             |
| Middle management                                   | 中級管理層                 | 9           | 4           | 7%                          |
| Percentage of middle management trained             | 受訓中級管理層百分比            | 23%         | 16%         |                             |
| Frontline and other employees                       | 前線及其他僱員               | 21          | 15          | -6%                         |
| Percentage of frontline and other employees trained | 受訓前線及其他僱員百分比          | 54%         | 60%         |                             |

### B. 社會 – 續

#### B.3. 發展及培訓 – 續

報告期內，僱員及經紀均有機會參加類型眾多的培訓課程、研討會及工作坊，而該等環節均按照其角色及職責而度身訂造。此等培訓機會提供更多專業訓練，有助提升擴展其技能組合的效率及效果。儘管每位僱員的平均培訓時數有所減少，惟男女僱員及所有僱傭類別的僱員接受培訓的比例均有所增加。受訓僱員比例由32%（二零一九年至二零二零年）增加9%至41%（二零二零年至二零二一年）。



B. SOCIAL – continued

B.3. Development and Training – continued

Average training hours per employee for two years are shown below:

兩個年度每位僱員的平均培訓時數載列如下：

| Training hours of the Group                              |                | 2020-2021<br>二零二零年<br>至二零二一年 | 2019-2020<br>二零一九年<br>至二零二零年 | Percentage<br>comparison<br>百分比比較 |
|--|----------------|------------------------------|------------------------------|-----------------------------------|
| 本集團的培訓時數   |                |                              |                              |                                   |
| <b>Total</b>   | <b>總計</b>      |                              |                              |                                   |
| Total training hours                                     | 培訓總時數          | 406.00                       | 390.00                       | 4%                                |
| Average training hours per employee                      | 每位僱員的平均培訓時數    | 4.32                         | 5.00                         | -14%                              |
| <b>By gender category</b>                                |                | <b>按性別劃分</b>                 |                              |                                   |
| Male   | 男性             | 279.00                       | 279.00                       | -                                 |
| Average training hours per male employee                 | 每位男性僱員的平均培訓時數  | 5.58                         | 6.49                         | -14%                              |
| Female   | 女性             | 127.00                       | 111.00                       | 14%                               |
| Average training hours per female employee               | 每位女性僱員的平均培訓時數  | 2.89                         | 3.17                         | -9%                               |
| <b>By employee category</b>                              |                | <b>按僱傭類別劃分</b>               |                              |                                   |
| Senior management  | 高級管理層          | 211.00                       | 203.50                       | 4%                                |
| Average training hours for senior management             | 高級管理層的平均培訓時數   | 11.72                        | 11.97                        | -2%                               |
| Middle management  | 中級管理層          | 80.00                        | 71.50                        | 12%                               |
| Average training hours for middle management             | 中級管理層的平均培訓時數   | 7.27                         | 11.92                        | -39%                              |
| Frontline and other employees                            | 前線及其他僱員        | 115.00                       | 115.00                       | -                                 |
| Average training hours for frontline and other employees | 前線及其他僱員的平均培訓時數 | 1.77                         | 2.09                         | -15%                              |



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.4. Labour Standards

The Group strictly complies with the relevant labour laws and regulation. Child and forced labour are prohibited in all business segments. Our hiring procedure involves a stringent process to verify the candidate's background and to ensure our business operation does not use child labour. Any discrimination in the form of gender, political inclination, disability and pregnancy is strictly prohibited.

The Human Resources Department will frequently review the Group's procedure and operations to ensure compliance with the below laws and regulations, included by not limited to:

- Employment Ordinance
- Minimum Wage Ordinance
- Sex Discrimination Ordinance
- Disability Discrimination Ordinance
- Family Status Discrimination Ordinance
- Race Discrimination Ordinance
- Mandatory Provident Fund Schemes Ordinance
- Occupational Safety & Health Ordinance
- Personal Data (Privacy) Ordinance
- Prevention of Bribery Ordinance

In the Reporting Period, the Group was not aware of any violation of laws and regulations regarding employment and labour practices.

### B. 社會 – 續

#### B.4. 勞工常規

本集團嚴格遵從相關的勞工法律及規例。所有業務分部一律禁止使用童工及強制勞工。我們為招聘程序制定嚴謹的流程，以核實求職者的背景，並確保我們的業務運作不聘用童工。本集團嚴禁任何形式的性別、政治傾向、殘疾及懷孕歧視。

人力資源部將時常審閱本集團的程序及營運，確保遵從以下法律及規例，包括但不限於：

- 僱傭條例
- 最低工資條例
- 性別歧視條例
- 殘疾歧視條例
- 家庭崗位歧視條例
- 種族歧視條例
- 強制性公積金計劃條例
- 職業安全及健康條例
- 個人資料(隱私)條例
- 防止賄賂條例

本集團於報告期內並無發現任何違反有關僱傭及勞工常規的法律及規例之情況。

B. SOCIAL – continued

B.5. Supply Chain Management

Due to our business nature, our core operations do not rely significantly on the suppliers. The equipment and service that we procure include market information, professional business service, computer system, legal advisors and software vendors. Our procurement process takes into account the reputation, expertise, quality, price, capacity creditability, corporate standards and more importantly, their social and environmental contribution and relevant certificates. For each area, we have several pre-approved suppliers to minimize business disruption. We strive to provide a transparent and fair supplier selection process to enhance our relationship with the suppliers.

B. 社會 – 續

B.5. 供應鏈管理

由於我們的業務性質，我們的核心業務對供應商的依賴性不大。我們採購的設備及服務包括市場資訊、專業商業服務、電腦系統、法律顧問及軟件供應商。我們的採購過程考慮到聲譽、專業知識、品質、價格、能力信譽、企業標準，更重要的是考慮到其社會及環境貢獻以及相關證書。我們在各領域均有數個預先批核的供應商，以盡量減少業務受阻情況。我們致力提供透明和公平的供應商甄選過程，以加強我們與供應商的關係。



Figure 12: Greenguard Certificate  
圖 12：綠色守衛(Greenguard)認證



Figure 13: Green Label Plus Certificate  
圖 13：綠色標籤Plus計劃



Figure 14: FSC Chain of Custody Certificate  
圖 14：森林管理委員會的監管鏈認證



Figure 15: Interface's Carbon Neutral Floors Certificate  
圖 15：英特飛的碳中和地板認證

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.5. Supply Chain Management – continued

During the Reporting Period, we gave priority to selecting suppliers with environmental protection concepts as the main force in the new office renovation. Our office revamp consists of multiple international suppliers that are certified for their green products. The flooring is refurbished with Interface's Carbon Neutral Floor which equates to a reduction of 12 metric tons of carbon dioxide, and our new carpet has met the requirements of The Carpet and Rug Institute's Green Label Plus Program. In addition, our new wallpaper is awarded the Forest Stewardship Council's chain of custody certification which ensures that the wallpapers are manufactured from a socially and environmentally responsible source. The Group also ensures that the new materials of the office revamp are procured from green suppliers.

#### B.6. Product/Service Responsibility

##### *Policies and Compliance*

Our business activities involve the provisions of financial services which is subject to the regulations under the regulatory regime in Hong Kong. For example, Estate Agents Authority, Hong Kong Exchanges and Clearing Limited, Hong Kong Police Force (Licensing Office) and Hong Kong Securities and Futures Commission. The Group strictly complies to the relevant Hong Kong laws and regulations related to product/services responsibility, including but not limited to:

- Securities and Futures Ordinance (the "SFO")
- Securities and Futures (Financial Resources) Rules
- Securities and Futures (Client Money) Rules
- Securities and Futures (Client Securities) Rules
- Conveyancing and Property Ordinance

### B. 社會 – 續

#### B.5. 供應鏈管理 – 續

報告期內，我們優先選擇秉承環保理念的供應商作為裝修新辦公室的主力。我們的辦公室裝修工程涉及多個國際供應商，他們的綠色產品均經認證。地板採用英特飛的碳中和地板重鋪，相當於減少12公噸的二氧化碳，而我們的新地毯亦符合美國地毯協會(The Carpet and Rug Institute)的綠色標籤Plus計劃要求。此外，我們的新牆紙榮獲森林管理委員會的監管鏈認證，確保牆紙的生產來源對社會及環境負責。本集團亦確保向綠色供應商採購辦公室裝修工程的新材料。

#### B.6. 產品／服務責任

##### *政策與合規*

我們的業務活動涉及提供受香港監管制度規管的金融服務，例如地產代理監管局、香港交易及結算所有限公司、香港警務處(牌照課)以及香港證券及期貨事務監察委員會。本集團嚴格遵守與產品／服務責任相關的香港法律法規，包括但不限於：

- 證券及期貨條例(「證券及期貨條例」)
- 證券及期貨(財政資源)規則
- 證券及期貨(客戶款項)規則
- 證券及期貨(客戶證券)規則
- 物業轉易及財產條例

## B. SOCIAL – continued

### B.6. Product/Service Responsibility – continued

#### *Policies and Compliance – continued*

- Land Registration Ordinance
- Money Lenders Ordinance
- Money Lenders Regulations
- Estate Agents Ordinance
- Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance
- Drug Trafficking (Recovery of Proceeds) Ordinance
- Organised and Serious Crimes Ordinance
- United Nations (Anti-Terrorism Measures) Ordinance

The business operation is governed by a comprehensive structure of policies and procedures that is designed to ensure compliance with the above laws and regulations. The senior management is in charge of monitoring the daily operations of their own department and to observe whether the employees abide to the internal control procedures. Furthermore, the operational manuals are regularly published and distributed to the employees to inform them of internal guidelines and regulatory updates. The aim of these manual is to ensure the following:

1. Conduct business in an orderly and efficient manner
2. Comply with all applicable laws and regulatory requirements
3. Maintain proper records and ensure the reliability of financial information and other information used within and published by the Group
4. Prevent and detect potential fraud
5. Protect the assets of the clients and the Group

## B. 社會 – 續

### B.6. 產品／服務責任 – 續

#### *政策與合規 – 續*

- 土地註冊條例
- 放債人條例
- 放債人規例
- 地產代理條例
- 打擊洗錢及恐怖分子資金籌集(金融機構)條例
- 販毒(追討得益)條例
- 有組織及嚴重罪行條例
- 聯合國(反恐怖主義措施)條例

業務營運由全面的政策及程序架構所管理，旨在確保遵守上述法律法規。高級管理層負責監督各自部門的日常運作，觀察僱員是否確實遵守內部監控程序。此外，定期出版並向僱員分發操作手冊，向他們提供有關內部指引及法規的最新資料。該等手冊旨在確保以下事項：

1. 有序高效地開展業務
2. 遵守所有適用的法律及監管要求
3. 備妥記錄，確保本集團內部使用和公佈的財務資料及其他資料均屬可靠
4. 防止和留意潛在的欺詐行為
5. 保護客戶及本集團的資產

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.6. Product/Service Responsibility – continued

##### *Policies and Compliance – continued*

The Group strives to uphold the core value of providing consistent and quality service to all our clients. We take into consideration of all feedbacks and complaints to continuously improve on our service and meet the client's expectation. The compliance department is responsible for receiving, recording, handling and reporting all complaints from our customers. Our compliance team is well-trained to handle complaints professionally and in accordance to our internal procedure.

Clients can send their complaints through the complaint hotline and it will be handled by the complaint officer. The hotline number is printed on the statements of accounts that are sent to customers of RES, GNFCL and GNS. Every time a complaint is received, a case will be set up to record of the complaint details and to provide timely remedial actions for the customer. In this Reporting Period, the Group has not received any complaints.

##### *Consumer Data Protection and Privacy Policies*

The Group strictly complies with privacy related codes of practice that is issued by the Privacy Commissioner for Personal Data (e.g. the Personal Data (Privacy) Ordinance).

As part of the client's account opening agreement, the Group is subject to a contractual obligation to protect all client related data that is classified as confidential. This includes the client's transaction record and personal information. In order to prevent deletion, amendments or unauthorized usage of the client's confidential data, the Group has established precautionary measures and a well-designed internal control system to safeguard the client's data.

### B. 社會 – 續

#### B.6. 產品／服務責任 – 續

##### *政策與合規 – 續*

本集團堅持為每位客戶秉承一貫優質服務的核心價值。我們檢討所有回饋及投訴，不斷改善服務，務求滿足客戶的期望。合規部門負責接收、記錄、處理和上報所有客戶投訴。我們的合規團隊訓練有素，能夠按照我們的內部程序以專業方式處理投訴。

客戶可透過投訴熱線提出投訴，個案並將由投訴事務主任處理。熱線電話號碼已印在漢英證券、結好期貨及結好證券客戶接收的賬戶結單上。我們就收到的每項投訴建立個案以記錄投訴細節，並為客戶提供及時的補救措施。本報告期內，本集團並無收到任何投訴。

##### *消費者資料保障及私隱政策*

本集團嚴格遵守由個人資料私隱專員發佈的私隱相關實務守則（例如個人資料（私隱）條例）。

作為客戶開戶協議的一部分，本集團有責任保障所有被列為機密的客戶相關資料。當中包括客戶的交易記錄及個人資料。為防止客戶的機密資料被刪除、修改或未經授權使用，本集團已設立預防措施並精心設計內部監控系統以保護客戶資料。

**B. SOCIAL – continued**


**B.6. Product/Service Responsibility – continued**

*Consumer Data Protection and Privacy Policies – continued*

In scenarios that require disclosure of these confidential information, it will be conducted in accordance with the relevant laws, rules and regulations such as the Listing Rules or SFO. In addition, the client has the right to access their personal data and place restriction to the usage of data.

The Group will continue to review the existing internal control procedures and ensure that it is up to date in accordance with the latest version of the codes of practice issued by the Privacy Commissioner for Personal Data.

*Protection of Intellectual Property*

Our intellectual contains a trademark “” which is registered in Hong Kong. The Group is responsible for managing and protecting the trademark. Within our business operations, the Group has purchased proper licenses on information and software.

*Compliance*

During the year ended 31 March 2021, the Group was not aware of any non-compliance with the relevant laws and regulations of data loss, provision of service and violation of customer privacy.

**B. 社會 – 續**


**B.6. 產品／服務責任 – 續**

*消費者資料保障及私隱政策 – 續*

本集團於必要時會根據相關法律、法規及條例(如上市規則或證券及期貨條例)披露該等機密資料。此外，客戶有權查閱他們的個人資料，並對資料的使用施加限制。

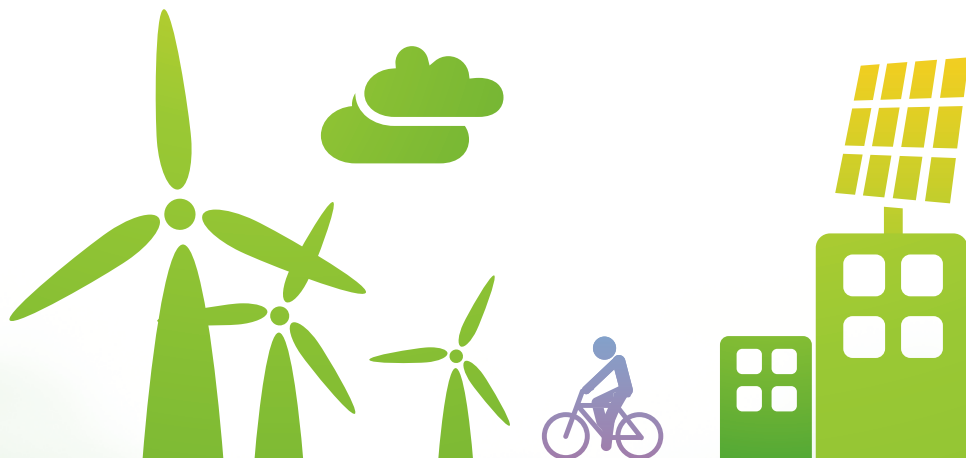
本集團將繼續審閱現有的內部監控程序，並確保其符合個人資料私隱專員發佈的最新實務守則。

*保護知識產權*

我們的知識產權包含在香港註冊的「」商標。本集團負責管理和保障該商標。本集團就業務營運使用的資料及軟件購買合適的授權。

*合規*

於截至二零二一年三月三十一日止年度，本集團並無發現任何違反資料洩露、提供服務及侵犯客戶私隱相關法律法規的事件。



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### B. SOCIAL – continued

#### B.7. Anti-Corruption

##### *Policies and Procedures*

The three fundamental pillars of the Group's business are integrity, fair play and honesty.

The Group upholds these three principles by instilling an ethical atmosphere in the workplace. Employees are encouraged to raise questions regarding with harassment, discrimination, bribery, corruption and other unethical behaviours. As part of the whistle-blowing policy, the Group has set up a reliable, confidential and safe platform for employees to report any suspected unethical behaviours to the audit committee.

When malpractice arises, the Group strives to identify and resolve these problems as early as possible. This is essential for maintaining and building a good relationship with our stakeholders. In order to prevent similar malpractice from occurring again, the Group will review and enhance the relevant internal controls. Periodically, the Group will also review the whistle-blowing policy to ensure that it is up to date and effective.

##### *Financial Crime*

Our Group actively combats financial crime to help safeguard the financial system. The specific areas that we focus on are money laundering and terrorist financing activities. We have adopted effective procedures and policies that is designed in accordance to the relevant Hong Kong regulations and laws, and the anti-money laundering guidelines. Training sessions are organized for employees to ensure that they understand and can fully comply with the aforementioned internal procedures and policies. The Group has established four main initiatives to mitigate the financial crime risk and to prevent these illegal activities:

### B. 社會 – 續

#### B.7. 反貪污

##### *政策及程序*

本集團業務的三大基石為守信、循規守法及誠實。

本集團透過在工作場所營造道德氣氛維護這三大原則。我們鼓勵僱員就騷擾、歧視、賄賂、貪污及其他不道德行為提出問題。本集團已在舉報政策中設立可靠、保密及安全的平台，僱員可藉此向審核委員會舉報任何可疑的不道德行為。

本集團務求儘早發現不當行為並將其解決，此乃與持份者維持和建立良好關係的關鍵所在。為防止類似不當行為再次發生，本集團將審閱和加強相關的內部監控。本集團亦將定期審閱並確保舉報政策屬最新和有效。

##### *金融犯罪*

本集團積極打擊金融犯罪，以協助保護金融系統。我們所關注的特定領域為洗錢及恐怖分子資金籌集活動。我們已經採取根據香港相關法規法律以及反洗錢指引制定的有效程序與政策。我們為僱員舉辦培訓課程，以確保他們了解並能全面遵守上述內部程序與政策。為減輕金融犯罪風險以及防止進行非法活動，本集團制定了四項主要措施：



## B. SOCIAL – continued

### B.7. Anti-Corruption – continued

#### *Financial Crime – continued*

1. Client Due Diligence  
All new clients will undergo a background check through a database system supplied by a third-party professional vendor. This has enhanced the efficiency and effectiveness of the screening process which helps verify whether the potential client is a terrorist or Politically Exposed Person or has designated sanctions.
2. Ongoing Monitoring  
Through an analytical platform, we periodically conduct data, document and information review of our existing clients. We also utilize investigative tools to monitor high-risk financial activities which enhances the efficiency and accuracy of our business operations. Any suspicious activity including unusual, complex and large transactions will be thoroughly investigated.
3. Suspicious Transaction Reporting  
The Group has devised a set of comprehensive internal protocol for suspicious activity. In an event of a suspicious activity, the compliance team shall be notified immediately. If the compliance team holds reasonable grounds to substantiate that these are suspicious activities, the team will further escalate the case to the Joint Financial Intelligence Unit.
4. Record Keeping  
As part of the record keeping procedure, all accounts related to the suspicious activity will have their records stored in our database for at least six years. This enables the compliance team or Joint Financial Intelligence Unit to conduct a thorough investigation.

## B. 社會 – 續

### B.7. 反貪污 – 續

#### *金融犯罪 – 續*

1. 對客戶進行盡職調查  
我們將透過第三方專業供應商提供的資料庫系統對所有新客戶進行背景調查。這項措施提高篩查過程的效率及效果，有助核實潛在客戶是否為恐怖分子或政治人物或遭受到指定制裁。
2. 持續監測  
我們透過分析平台定期對現有客戶進行數據、文件及資料審查。我們亦利用調查工具監測高風險的金融活動，有助提高我們業務運作的效率及準確性。我們將徹底調查不尋常、複雜及大型交易等任何可疑活動。
3. 匯報可疑交易  
本集團針對可疑活動制定了完善的內部指引。發生可疑活動時應立即通知合規團隊。如果合規團隊有合理理由證明有關活動實屬可疑，則將進一步將案件向聯合財富情報組匯報。
4. 備存記錄  
備存記錄過程中，所有與可疑活動有關的賬戶記錄均將在我們的資料庫保存至少六年，以便合規團隊或聯合財富情報組進行徹底調查。

# 環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

## B. SOCIAL – continued

### B.7. Anti-Corruption – continued

#### Compliance

During the year ended 31 March 2021, the Group was not aware of any legal cases related to corruption behaviour of the employees or the Group. Furthermore, there were no whistleblowing incidents arising from malpractice or illegal activities.

### B.8. Community Investment

The Group recognizes that the well-being and stability of our community is vital for our sustainable business development. Through supporting the community, we fulfil one of our core values which is to give back to the community. The Group worked closely with Po Leung Kuk and donated HK\$20,000 to further support their current initiatives. As a responsible corporate citizen, the Group has fostered the culture of community engagement and has actively participated in a range of social welfare activities. In the Lai-See Packet Recycle & Reuse Programme, the Group collected the used red packets from employees and donated it to charity organizations.

## B. 社會 – 續

### B.7. 反貪污– 續

#### 合規

於截至二零二一年三月三十一日止年度，本集團並無發現任何與僱員或本集團貪污行為有關的法律案件，亦概無發生因瀆職或非法活動而引起的舉報事件。

### B.8. 惠澤社群

本集團深明可持續發展業務乃取決於其所在社區是否穩健繁榮。我們透過支持社區實現了我們的核心價值：回饋社會。本集團與保良局緊密合作，並捐款20,000港元以進一步支持其目前的措施。作為負責任的企業公民，本集團培養了參與社區的文化，並積極參與一系列的社會福利活動。本集團在利是封回收重用大行動中，將向僱員收集的已使用利是封轉贈慈善機構。



Figure 16: Lai-see donation boxes (March 2021)

圖16：利事封轉贈箱（二零二一年三月）

Our contribution to the community was recognized by the Hong Kong Council of Social Service and was awarded the Caring Company Logo for four consecutive years. In addition, we were awarded the Good Employer Charter by the Labour Department for our employee orientated human resource management practices and the provision of an excellent working environment.

我們對社會的貢獻獲得香港社會服務聯會認可，並連續四年獲頒授「商界展關懷」標誌。此外，我們憑藉重視僱員的人力資源管理常規及良好工作環境，獲勞工處頒授「好僱主約章」。



## 環境、社會及管治報告

# ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

### APPENDIX

Each section in the Group's ESG Report corresponds to a KPI as outlined in the Listing Rules. This is exhibited in the below table:

### 附錄

本集團的環境、社會及管治報告中各章節均與上市規則中概述的關鍵績效指標相對應，下表列示相關詳情：

| KPI<br>關鍵績效指標                          | Description<br>描述   | Section<br>章節             |
|--|---|---------------------------|
| <b>A. Environmental</b><br>A. 環境       |   |                           |
| <b>Aspect A1: Emissions</b><br>範疇A1：排放 |   |                           |
| General Disclosure<br>一般披露             | Information on:<br><br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer<br><br>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.<br><br>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：<br><br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及法規的資料。 | A. Environment<br>A. 環境   |
| KPI A1.1<br>關鍵績效指標A1.1                 | The types of emissions and respective emissions data.<br>排放物種類及相關排放數據。  | A.1. Emissions<br>A.1. 排放 |
| KPI A1.2<br>關鍵績效指標A1.2                 | Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity.<br>溫室氣體總排放量(噸)及(如適用)密度。  | A.1. Emissions<br>A.1. 排放 |
| KPI A1.3<br>關鍵績效指標A1.3                 | Total hazardous waste produced (in tonnes) and, where appropriate, intensity.<br>所產生有害廢棄物總量(噸)及(如適用)密度。   | A.1. Emissions<br>A.1. 排放 |
| KPI A1.4<br>關鍵績效指標A1.4                 | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.<br>所產生無害廢棄物總量(噸)及(如適用)密度。   | A.1. Emissions<br>A.1. 排放 |
| KPI A1.5<br>關鍵績效指標A1.5                 | Description of measures to mitigate emissions and results achieved.<br>描述減低排放量的措施及所得成果。   | A.1. Emissions<br>A.1. 排放 |
| KPI A1.6<br>關鍵績效指標A1.6                 | Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.<br>描述處理有害及無害廢棄物的方法、減廢措施及所得成果。  | A.1. Emissions<br>A.1. 排放 |

# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

| KPI<br>關鍵績效指標   | Description<br>描述   | Section<br>章節  |
|---|---|--|
| <b>Aspect A2: Use of Resources</b><br>範疇A2：資源使用                         |   |  |
| General Disclosure<br>一般披露  | Policies on the efficient use of resources, including energy, water and other raw materials.<br>有效使用資源(包括能源、水及其他原材料)的政策。  | A.2. Use of Resources<br>A.2. 資源使用                         |
| KPI A2.1<br>關鍵績效指標A2.1  | Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity.<br>按類型劃分的直接及／或間接能源(如電力、氣或油)總耗量(以千個千瓦時計算)及密度。        | A.2. Use of Resources<br>A.2. 資源使用                         |
| KPI A2.2<br>關鍵績效指標A2.2  | Water consumption in total and intensity.<br>總耗水量及密度。   | A.2. Use of Resources<br>A.2. 資源使用                         |
| KPI A2.3<br>關鍵績效指標A2.3  | Description of energy use efficiency initiatives and results achieved.<br>描述能源使用效益計劃及所得成果。  | A.2. Use of Resources<br>A.2. 資源使用                         |
| KPI A2.4<br>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.<br>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。 | A.2. Use of Resources<br>A.2. 資源使用                         |
| KPI A2.5<br>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.<br>製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。                | A.2. Use of Resources<br>A.2. 資源使用                         |
| <b>Aspect A3: The Environment and Natural Resources</b><br>範疇A3：環境及天然資源 |   |  |
| General Disclosure<br>一般披露  | Policies on minimizing the issuer's significant impact on the environment and natural resources.<br>減低發行人對環境及天然資源造成重大影響的政策。   | A.3. The Environment and Natural Resources<br>A.3. 環境及天然資源 |
| KPI A3.1<br>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.<br>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。    | A.3. The Environment and Natural Resources<br>A.3. 環境及天然資源 |

| KPI<br>關鍵績效指標                                 | Description<br>描述  | Section<br>章節  |
|---|--|--|
| <b>Aspect A4: Climate Change</b><br>範疇A4：氣候變化 |  |  |
| General Disclosure<br>一般披露                    | Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.<br>識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。   | A.4. Climate Change<br>A.4. 氣候變化                     |
| KPI A4.1<br>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.<br>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。   | A.4. Climate Change<br>A.4. 氣候變化                     |
| <b>B. Social</b><br>B. 社會                     |  |  |
| <b>Aspect B1: Employment</b><br>範疇B1：就業       |  |  |
| General Disclosure<br>一般披露                    | Information on:<br><br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer<br><br>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.<br><br>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：<br><br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | B.1. Employment and Labour Practices<br>B.1. 僱傭及勞工常規 |
| KPI B1.1<br>關鍵績效指標B1.1                        | Total workforce by gender, employment type, age group and geographical region.<br>按性別、僱傭類型、年齡組別及地區劃分的僱員總數。   | B.1. Employment and Labour Practices<br>B.1. 僱傭及勞工常規 |
| KPI B1.2<br>關鍵績效指標B1.2                        | Employee turnover rate by gender, age group and geographical region.<br>按性別、年齡組別及地區劃分的僱員流失率。   | B.1. Employment and Labour Practices<br>B.1. 僱傭及勞工常規 |



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

| KPI<br>關鍵績效指標  | Description<br>描述  | Section<br>章節                               |
|--|--|---|
| <b>Aspect B2: Health and Safety</b><br>範疇B2：健康與安全        |  |   |
| General Disclosure<br>一般披露                               | Information on<br><br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer<br><br>relating to providing a safe working environment and protecting employees from occupational hazards.<br><br>有關提供安全工作環境及保障僱員避免職業性危害的：<br><br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | B.2. Health and Safety<br>B.2. 健康與安全        |
| KPI B2.1<br>關鍵績效指標B2.1                                   | Number and rate of work-related fatalities occurred.<br>因工亡故的人數及比率。  | B.2. Health and Safety<br>B.2. 健康與安全        |
| KPI B2.2<br>關鍵績效指標B2.2                                   | Lost days due to work injury.<br>因工傷損失工作日數。  | B.2. Health and Safety<br>B.2. 健康與安全        |
| KPI B2.3<br>關鍵績效指標B2.3                                   | Description of occupational health and safety measures adopted, and how they are implemented and monitored.<br>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。  | B.2. Health and Safety<br>B.2. 健康與安全        |
| <b>Aspect B3: Development and Training</b><br>範疇B3：發展和培訓 |  |   |
| General Disclosure<br>一般披露                               | Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.<br>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。   | B.3. Development and Training<br>B.3. 發展及培訓 |
| KPI B3.1<br>關鍵績效指標B3.1                                   | The percentage of employees trained by gender and employee category.<br>按性別及僱傭類別劃分的受訓僱員百分比。  | B.3. Development and Training<br>B.3. 發展及培訓 |
| KPI B3.2<br>關鍵績效指標B3.2                                   | The average training hours completed per employee by gender and employee category.<br>按性別及僱傭類別劃分，每名僱員完成受訓的平均時數。  | B.3. Development and Training<br>B.3. 發展及培訓 |

## 環境、社會及管治報告

# ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

| KPI<br>關鍵績效指標   | Description<br>描述  | Section<br>章節                              |
|---|--|--|
| <b>Aspect B4: Labour Standard</b><br>範疇B4：勞工標準          |  |  |
| General Disclosure<br>一般披露                              | Information on:<br><br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer<br><br>relating to preventing child and forced labour.<br><br>有關防止童工或強制勞工的：<br><br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料 | B.4. Labour Standards<br>B.4. 勞工常規         |
| KPI B4.1<br>關鍵績效指標B4.1                                  | Description of measures to review employment practices to avoid child and forced labour.<br>描述檢討招聘慣例的措施以避免童工及強制勞工。   | B.4. Labour Standards<br>B.4. 勞工常規         |
| KPI B4.2<br>關鍵績效指標B4.2                                  | Description of steps taken to eliminate such practices when discovered.<br>描述在發現違規情況時消除有關情況所採取的步驟。   | B.4. Labour Standards<br>B.4. 勞工常規         |
| Operating Practices<br>營運常規                             |  |  |
| <b>Aspect B5: Supply Chain Management</b><br>範疇B5：供應鏈管理 |  |  |
| General Disclosure<br>一般披露                              | Policies on managing environmental and social risks of the supply chain.<br>管理供應鏈的環境及社會風險政策。   | B.5. Supply Chain Management<br>B.5. 供應鏈管理 |
| KPI B5.1<br>關鍵績效指標B5.1                                  | Number of suppliers by geographical region.<br>按地區劃分的供應商數目。  | B.5. Supply Chain Management<br>B.5. 供應鏈管理 |
| KPI B5.2<br>關鍵績效指標B5.2                                  | Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.<br>描述有關委聘供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。  | B.5. Supply Chain Management<br>B.5. 供應鏈管理 |
| KPI B5.3<br>關鍵績效指標B5.3                                  | Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.<br>描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。  | B.5. Supply Chain Management<br>B.5. 供應鏈管理 |



# 環境、社會及管治報告

## ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

| KPI<br>關鍵績效指標  | Description<br>描述  | Section<br>章節                                       |
|--|--|---|
| KPI B5.4<br>關鍵績效指標B5.4                                       | Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.<br>描述在甄選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。  | B.5. Supply Chain Management<br>B.5. 供應鏈管理          |
| <b>Aspect B6: Product Responsibility</b><br><b>範疇B6：產品責任</b> |  |   |
| General Disclosure<br>一般披露                                   | Information on:<br><br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer<br><br>relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.<br><br>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：<br><br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | B.6. Product/Service Responsibility<br>B.6. 產品／服務責任 |
| KPI B6.1<br>關鍵績效指標B6.1                                       | Percentage of total products sold or shipped subject to recalls for safety and health reasons.<br>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。   | B.6. Product/Service Responsibility<br>B.6. 產品／服務責任 |
| KPI B6.2<br>關鍵績效指標B6.2                                       | Number of products and service related complaints received and how they are dealt with.<br>接獲關於產品及服務的投訴數目以及應對方法。   | B.6. Product/Service Responsibility<br>B.6. 產品／服務責任 |
| KPI B6.3<br>關鍵績效指標B6.3                                       | Description of practices relating to observing and protecting intellectual property rights.<br>描述與維護及保障知識產權有關的慣例。  | B.6. Product/Service Responsibility<br>B.6. 產品／服務責任 |
| KPI B6.4<br>關鍵績效指標B6.4                                       | Description of quality assurance process and recall procedures.<br>描述質量檢定過程及產品回收程序。  | B.6. Product/Service Responsibility<br>B.6. 產品／服務責任 |
| KPI B6.5<br>關鍵績效指標B6.5                                       | Description of consumer data protection and privacy policies, and how they are implemented and monitored.<br>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。   | B.6. Product/Service Responsibility<br>B.6. 產品／服務責任 |



## 環境、社會及管治報告

# ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

| KPI<br>關鍵績效指標  | Description<br>描述  | Section<br>章節                    |
|--|--|----------------------------------|
| <b>Aspect B7: Anti-Corruption</b><br><b>範疇B7：反貪污</b>       |  |                                  |
| General Disclosure<br>一般披露                                 | Information on:<br><br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer<br><br>relating to bribery, extortion, fraud and money laundering.<br><br>有關防止賄賂、勒索、欺詐及洗黑錢的：<br><br>(a) 政策；及<br>(b) 遵守對發行人有重大影響的相關法律及規例的資料。 | B.7. Anti-Corruption<br>B.7. 反貪污 |
| KPI B7.1<br>關鍵績效指標B7.1                                     | Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.<br>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。   | B.7. Anti-Corruption<br>B.7. 反貪污 |
| KPI B7.2<br>關鍵績效指標B7.2                                     | Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.<br>描述防範措施及舉報程序，以及相關執行及監察方法。   | B.7. Anti-Corruption<br>B.7. 反貪污 |
| KPI B7.3<br>關鍵績效指標B7.3                                     | Description of anti-corruption training provided to directors and staff.<br>描述向董事及員工提供的反貪污培訓。  | B.7. Anti-Corruption<br>B.7. 反貪污 |
| <b>Aspect B8: Community Investment</b><br><b>範疇B8：社區投資</b> |  |                                  |
| General Disclosure<br>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.<br>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。  | B.8. Community<br>B.8. 惠澤社群      |
| KPI B8.1<br>關鍵績效指標B8.1                                     | Focus areas of contribution.<br>專注貢獻範疇。  | B.8. Community<br>B.8. 惠澤社群      |
| KPI B8.2<br>關鍵績效指標B8.2                                     | Resources contributed to the focus area.<br>在專注範疇所動用資源。  | B.8. Community<br>B.8. 惠澤社群      |





GET NICE HOLDINGS LIMITED  
結好控股有限公司

(Incorporated in the Cayman Islands with limited liability)

於開曼群島註冊成立之有限公司

Stock code 股份代號 : 64