



元力控股有限公司

OneForce Holdings Limited

股份代號：1933
Stock Code : 1933



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會與企業管治報告

2021

於開曼群島註冊成立的有限公司

Incorporated in the Cayman Islands with limited liability

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About This Report

報告說明

SCOPE OF THE REPORT

This Environmental, Social and Governance (“ESG”) report provides an annual update of sustainability performance in respect of the software and solutions, technical services and sale of products business of OneForce Holdings Limited (the “**Company**”, and together with its subsidiaries, the “**Group**”) for the year ended 31 March 2021. It has been updated to reflect the interest of various stakeholders. Additional material quantitative data, detailed ESG requirements as well as a number of projects carried out by the Group have been included to illustrate the main initiatives implemented by the Group.

STANDARDS OF PREPARATION

This report is prepared in accordance with Appendix 27 to the Main Board Listing Rules, ESG Reporting Guide, issued by the Stock Exchange in 2015 and the Consultation Summary on Environmental, Social and Governance Reporting Guidelines issued in 2019, and should be read in conjunction with the Corporate Governance Report section in the Group’s annual report.

ABOUT DATA

The data used in this report are from the Group’s statistical reports and official documents. There are certain uncertainties in the future planning or forecast in this report, which does not preclude that the Group will adjust the relevant planning or forecast in the future. It is important to note that the contents of this report have not been reviewed by an independent institution.

REPORTING METHOD

As a responsible corporate citizen, the Group acknowledges the importance of sound ESG practices in its daily operations. The Board and the senior management provide strategic directions, establish sustainability policies and objectives, oversee corporate governance matters and monitor progress. Subsequently, relevant units and departments launch and incorporate such initiatives into operations and business processes. They also collect and analyse data, evaluate performance and report major issues periodically.

報告範圍

本環境、社會與管治報告提供截至2021年3月31日止年度有關元力控股有限公司(「本公司」，連同其附屬公司合稱「本集團」)軟件及解決方案、技術服務以及產品銷售業務的可持續性表現的全年狀況。報告已獲更新以反映不同利益相關方的利益。報告亦已包括額外的重要量化數據、詳細的環境、社會與管治要求以及本集團實施的多個項目，以展示本集團所實踐的主要措施。

編寫標準

本報告根據聯交所於2015年頒佈的主板上市規則附錄27《環境、社會及管治報告指引》、2019年頒佈的《環境、社會及管治報告指引諮詢總結》而編製，且應與本集團年報內的企業管治報告章節一並閱讀。

數據說明

本報告所使用數據均來自集團統計報告、正式文件。本報告中對未來所做規劃或預測內容存在一定不確定性，不排除集團未來會對有關規劃或預測進行調整。本報告所述內容沒有經過獨立機構審查，特此提請注意。

報告方法

作為一名負責任的企業公民，本集團認同將理想的環境、社會與管治守則融入其日常營運的重要性。董事會及高級管理人員提供策略指引、制定可持續發展政策及目標、監督企業管治事宜及監察進度。有關單位及部門隨後將相關倡議建立並融入其營運活動與業務流程。他們亦定期收集及分析數據、評估表現並對重大事項進行報告。

About This Report 報告說明

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Letter to Stakeholders

致利益相關方的一封信

Dear friends,

The world today is undergoing profound changes unseen in a century. Sustainable development has gradually become the common aspiration of people all over the world. Since its establishment, OneForce Holdings has been taking a long-term view to manage, invest and maintain our shared environment, continuously innovating and developing sustainable business, and developing business in a sustainable way, to contribute to the construction of a green, healthy and harmonious world.

Throughout the year, we continued to develop smart energy and implemented the low-carbon concept. Our **energy management system** can track and analyze carbon flow, to realize the visual, traceable, verifiable and scalable effect of carbon reduction. Our **new energy operation and maintenance** service combines new energy business data to realize real-time online display of the main business activities, production, operation and maintenance status and index data of energy groups, regional companies, stations and equipment, and all-round monitoring of key indicators as well as production, operation and maintenance conditions.

Throughout the year, we continued to develop smart living business and promote the development of a low-carbon and circular economy. Our smart **garbage classification** service tapped into the application of technologies such as Beidou positioning, IoT, block chain, and data analysis, making processes such as classified data collection, classified grid management, classified transportation management, classified facilities management and classified supervision smart. In this way, we aim to achieve resource recovery and waste reduction by employing the new model of digitized smart classification of domestic waste. We use technology to enhance the effectiveness and inject new vitality into China's waste classification. In the future, we will continue to consolidate our technological advantages in the field of intelligent waste sorting, help improve China's environment, and lead the high-quality development of the industry.

親愛的朋友：

當今世界正處於百年未有之大變局，可持續發展逐漸成為各國人民的共同願望。自成立以來，元力控股一直以長遠的目光管理、投資和維護我們共享的環境，持續創新發展可持續的業務，並以可持續的方式發展業務，為構建綠色健康、和諧發展的世界貢獻自己的力量。

這一年，我們持續發展智慧能源事業，貫徹落實低碳理念。我們的**能源管理系統**可以進行碳流追蹤與分析，實現減碳成效可視化、可追蹤、可驗證、可推廣；我們的**新能源運維服務**結合新能源業務數據，實現對能源集團、區域公司、場站、設備的主要經營活動和生產運維狀況及指標數據的實時在綫展示，全方位監測關鍵指標及生產運維情況。

這一年，我們持續發展智慧生活事業，促進低碳循環經濟發展。我們的**智慧垃圾分類服務**運用北斗定位、物聯網、區塊鏈和數據分析等技術，構建分類數據採集、分類網絡化管理、分類運輸監管、分類設施監管和分類督導等模塊，開啟生活垃圾分類數字化、智能化新模式，實現垃圾的資源化和減量化。我們用科技提升成效，為中國垃圾分類工作的開展注入了新活力。未來，我們將繼續夯實在智能垃圾分類領域的科技優勢，助力中國環境改善，引領行業高質量發展。

Letter to Stakeholders 致利益相關方的一封信

Throughout the year, we continued to share values so that more people could benefit. Our employees are our most valuable assets. We respect the diverse development needs of people. We establish platforms for the growth of employees, fully tap into the creativity of employees, strengthen the construction of talent teams, build unimpeded development channels for employees, and strive to create a fair, healthy and happy working atmosphere. We focus on the needs of community development, create high quality projects for the project location, create more employment opportunities, and boost the development of local industries.

In the future, building Low-carbon China and Digital China is the prevailing trend. With bright prospects and unlimited opportunities, we will continue to strengthen independent innovation, inject new impetus into development, become a technology enterprise trusted by customers, enjoyed by employees and beneficial to society, and continue to create value for the better life of mankind.

WANG Dongbin
Chairman of the Board

這一年，我們持續共享價值，讓更多的人從中受益。僱員是本集團最寶貴的財富。我們尊重人的多元發展需求，為員工的成長成才搭建舞臺，充分發揮員工的創造性，強化人才隊伍建設，暢通員工發展通道，努力營造公平、健康、快樂的工作氛圍；關注社區發展需求，為項目所在地打造高品質工程，創造更多就業機會，助推當地產業發展。

未來，建設低碳中國和數字中國是大勢所趨。前景光明、機遇無限，我們將繼續加強自主創新，為發展注入新動力，成為客戶信賴、員工幸福、社會有益的科技企業，為人類美好生活持續創造價值！

王東斌
董事會主席

Environmental, Social and Governance Factors Management

環境、社會與管制因素管理

IDENTIFICATION OF STAKEHOLDERS

The Group identifies the stakeholders affected by the development of the Company. Meanwhile, according to the expectations of stakeholders, the Group selects the preferred communication and response methods, maintains communication with all sectors of society, enhances mutual understanding and trust, and creates a sustainable future through joint efforts.

利益相關方識別

本集團識別出受公司發展影響的利益相關方：同時根據利益相關方期望，選擇利益相關方偏好的溝通與回應方式，保持與社會各界的溝通，增進相互理解與信任，共創可持續的未來。

Main stakeholders 主要利益相關方	Expectations and appeals 期望與訴求	Response and communication 回應與溝通
Shareholders and investors 股東與投資者	Returns Satisfactory market value Rights and interests protection Understand the Company 收益回報 滿意市值 權益保護 瞭解公司	Optimize market layout Diversify business Comply with market rules Timely disclose information 優化市場佈局 多元化發展業務 遵守市場規則 及時披露資訊
Government 政府	Law-abiding Promote employment Pay taxes according to law Promote economic growth 遵紀守法 促進就業 依法納稅 拉動經濟	Accept guidance and supervision Communication activities Operation in accordance with law Provide employment opportunities 接受指導和監督 開展溝通活動 依法合規經營 提供就業機會
Customers 客戶	Good faith and compliance Information transparency High quality products High quality service 誠信履約 資訊透明 優質產品 品質服務	Demand survey Contract execution Progress report Diversified integrated services 需求調查 合同執行 進度彙報 多元化綜合服務
Partners 合作夥伴	Resource sharing Win-win cooperation Openness and fairness Keep the promise 資源共用 合作共贏 公開公正 信守承諾	Contract execution Multi-channel cooperation and communication Open procurement information Clean procurement management 合同執行 多管道合作溝通 公開採購資訊 採購廉潔管理

Environmental, Social and Governance Factors Management

環境、社會與管制因素管理

Main stakeholders 主要利益相關方	Expectations and appeals 期望與訴求	Response and communication 回應與溝通
Employees 員工	Salary and welfare Safety and health Common growth Humanistic care 工資福利 安全健康 共同成長 人文關懷	Rights and interests protection Democratic communication Education and training Work-life balance 權益保護 民主溝通 教育培訓 工作生活平衡
Environment 環境	Energy conservation and emissions reduction Resources conservation Clean energy Ecological protection 節能減排 節約資源 清潔能源 生態保護	Develop new energy Monitor energy consumption Track carbon flow Garbage classification 發展新能源 能耗監測 碳流追蹤 垃圾分類
Community and the public 社區與公眾	Rural revitalization Community participation Community development 鄉村振興 社區參與 社區發展	Smart energy Localized operation Improve community livelihood 智慧能源 屬地化運營 改善社區民生

Environmental, Social and Governance Factors Management

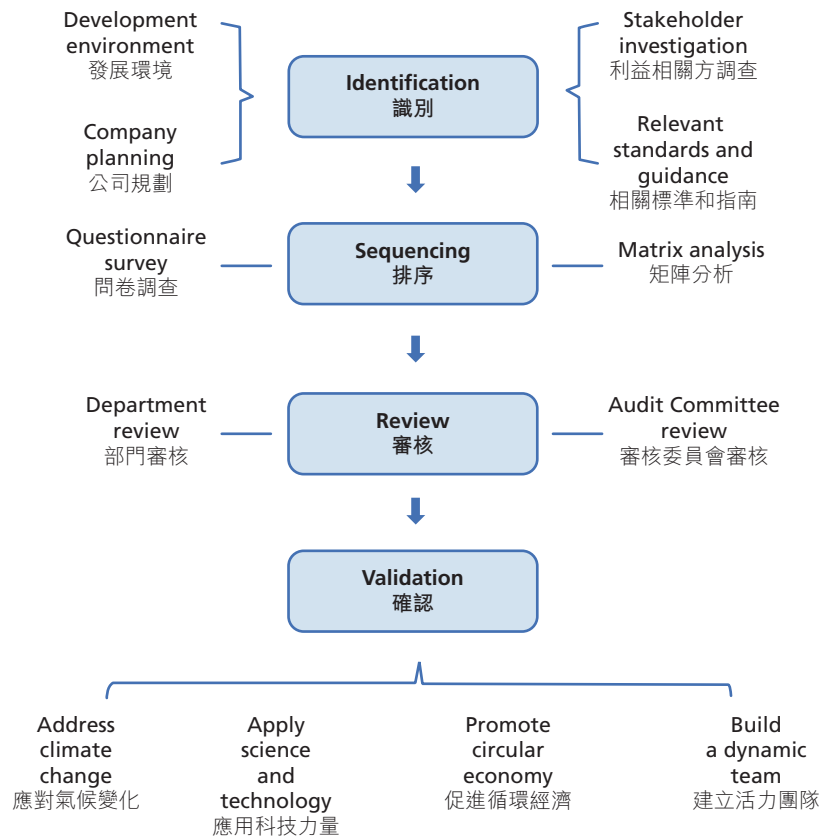
環境、社會與管制因素管理

IDENTIFICATION OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES

環境、社會與管制議題識別

The Group fully understands stakeholders' demands, and considers both the development environment and the Company's own development strategy, to identify and analyze substantive issues influencing the Company's ESG from two dimensions of "importance to the Company" and "importance to stakeholders", to provide the reference basis for the work orientation and strategy formulation regarding corporate social responsibility. Through identification, sequencing, review and validation process, we identified four key issues. The identification process is as follows:

本集團充分瞭解利益相關方訴求，結合發展環境和公司自身發展戰略，從「對公司的重要性」和「對利益相關方的重要性」兩個維度，識別、分析影響公司環境、社會與管制的實質性議題，為公司社會責任工作方向和戰略制定提供參考依據。通過識別、排序、審核和確認流程，我們確認了四大關鍵議題。識別過程如下：



Environmental, Social and Governance Factors Management

環境、社會與管制因素管理

ANALYSIS OF THE IMPORTANCE OF KEY ISSUES

1. Address climate change

Climate change is the greatest threat facing the world today. At the Two Sessions in 2021, China pledged to reach its carbon peak by 2030 and become carbon neutral by 2060. The energy sector offers a significant opportunity to mitigate climate change through a combination of electrification and carbon reduction measures.

2. Apply science and technology

Digital technologies such as artificial intelligence, IoT and big data provide energy companies with new ways to improve their performance. As more renewable energy sources are added to the power system, the solutions provided by the digital platform will be able to balance the changing power needs of customers in response to the characteristics of different generation modes, thus improving cost effectiveness and environmental performance.

3. Promote circular economy

On 7 July 2021, the National Development and Reform Commission issued the Circular Economy Development Plan for the 14th Five-Year Plan Period. The plan points out that vigorously developing circular economy and promoting the economical use and intensive recycling of resources are of great significance to ensuring national resource security, promoting the realization of carbon peak and carbon neutrality, and promoting the construction of ecological civilization. Resource recycling has become an important way to ensure China's resource security.

4. Build a dynamic team

Employees are the Group's most valuable assets. We ensure business continuity by managing cross-generational knowledge transfer; attracting and retaining a more diverse team with new skills, talents and mindsets to build a more flexible organisation; and meeting community expectations as a responsible employer.

關鍵議題重要性分析

1. 應對氣候變化

氣候變化是全球目前面對的最大威脅。2021年兩會上我國承諾2030年實現碳達峰，2060年實現碳中和。能源行業透過結合電氣化及減碳措施為紓緩氣候變化提供了重大機遇。

2. 應用科技力量

人工智慧、物聯網及大數據等數碼技術，為能源企業提供嶄新方法提升表現。隨著更多可再生能源加入電力系統，數碼平台提供的方案，能夠因應不同發電模式的特性，平衡客戶不斷轉變的電力需求，以改善成本效益及環境表現。

3. 促進循環經濟

2021年7月7日，國家發展和改革委員會印發《「十四五」循環經濟發展規劃》。規劃指出，大力發展循環經濟，推進資源節約集約循環利用，對保障國家資源安全，推動實現碳達峰、碳中和，促進生態文明建設具有十分重要的意義，資源循環利用已經成為保障我國資源安全的重要途徑。

4. 建立活力團隊

僱員是本集團最寶貴的財富，透過管理跨代知識轉移確保業務連續性；吸引和挽留更多元化團隊的新技能、人才及心態，建立更靈活的組織；及作為負責任的僱主滿足社會期望。

Environmental Impact

環境影響

SERVE NEW ENERGY AND SUPPORT CARBON NEUTRALITY

The use of zero-carbon energy can help reduce the reliance on fossil fuel power generation across our society, and ultimately reduce greenhouse gas emissions and achieve carbon neutrality. The Group provides new energy operation and maintenance services for new energy stations (wind power, photovoltaic) and operation and maintenance centers. Leveraging on new energy business data, the Group carries out dynamic analysis and display of five functional modules, including operation monitoring module, production supervision module, decision support module, production report module and system management module. Real-time online monitoring of the main business activities, production, operation and maintenance status and index data of the Group, regional companies, stations and equipment is realized. According to different objects, multi-theme, multi-scene, multi-level, multi-dimensional and multi-style methods are adopted to comprehensively display the production, operation and maintenance status and key indicators of the Company.

PROMOTE GARBAGE SORTING AND CIRCULAR ECONOMY

On 7 July 2021, the National Development and Reform Commission issued the Circular Economy Development Plan for the 14th Five-Year Plan Period. The plan points out that vigorously developing circular economy and promoting the economical use and intensive recycling of resources are of great significance to ensuring national resource security, promoting the realization of carbon peak and carbon neutrality, and promoting the construction of ecological civilization. Resource recycling has become an important way to ensure China's resource security.

The smart garbage sorting station developed by the Group based on the IoT technology can realize intelligent management of the whole process, improve the environment for residents' garbage release, conduct real-time publicity, guidance and education for residents' garbage classification, and conduct real-time supervision for garbage release. Through data supervision, garbage release data collection is implemented to cover the whole process of residents' use, grasp the operation status in real time and collect images in real time, which is convenient for quantitative evaluation by the government. Scientific and technological means saves manpower, improves the delivery accuracy and recovery rate, and helps people develop the habit of garbage classification.

服務新能源，助力碳中和

利用零碳能源有助於減少全社會對化石燃料發電的依賴，最終減少溫室氣體排放量，實現碳中和。本集團為新能源場站（風電、光伏）及運維中心等提供新能源運維服務，結合新能源業務數據，對運行監視模塊、生產監督模塊、決策支持模塊、生產報表模塊、系統管理等5個功能模塊開展動態分析展示工作。實現對集團、區域公司、場站、設備的主要經營活動和生產運維狀況及指標數據的實時在綫監測，根據不同對象，採用多主題、多場景、多層次、多維度、多樣式等方法，以全方位展現公司生產運維情況及關鍵指標。

推動垃圾分類，促進循環經濟

2021年7月7日，國家發展和改革委員會印發《「十四五」循環經濟發展規劃》。規劃指出，大力發展循環經濟，推進資源節約集約循環利用，對保障國家資源安全，推動實現碳達峰、碳中和，促進生態文明建設具有十分重要的意義，資源循環利用已經成為保障我國資源安全的重要途徑。

本集團基於物聯網技術研發的智慧垃圾分類驛站，可實現全流程智能化管理，提升居民垃圾投放環境，對居民垃圾分類進行實時宣傳、引導、教育，對垃圾投放進行實時督導；通過數據監管實施垃圾投放數據匯總，實現覆蓋居民使用全流程，實時掌握運營狀態，實時採集圖像，便於政府量化評估；通過科技手段節省人力、提高投遞正確率和回收率，幫助人們養成垃圾分類的習慣。

Environmental Impact 環境影響

MAKE GOOD USE OF RESOURCES

Our offices, IT equipment and infrastructure account for most of the energy consumption by the Group. The environment-protection policy of the Group sets out our commitment to minimising the negative impact of business activities on the environment and supporting environmental protection initiatives.

The Group demonstrated a keen sense of minimising energy consumption by setting the optimal temperature range of 24°C~26°C for offices and facilities.

Meanwhile, the Group strived to reduce its greenhouse gas emissions through enhancing energy efficiency and reducing energy consumption.

As of 31 March 2021, the Group was equipped with one electric vehicle in its fleet of four vehicles. In the next five years, the Group will continue to upgrade the remaining vehicles.

Around 2016, the Group launched a printer cartridge recycling programme. Used cartridges were sent for refill or recycling. So far, the Group has achieved 100% use of re-filled cartridges for printing.

善用資源

我們的辦公室、IT設備及基礎設施等構成本集團主要的能源消耗來源。本集團環保政策載明我們致力減低業務對環境的負面影響，以及支持環境保護計劃。

本集團積極致力於降低能源消耗，並就辦公大樓及設施採納貫徹24°C~26°C的辦公室空調溫度設置區間。

本集團同時致力於通過提高能源使用效率以及減少能源消耗量來實現減少溫室氣體的排放。

截至2021年3月31日，本集團全部四輛運營用汽車中，已有一輛為電動汽車。在未來的五年內，本集團將繼續升級餘下車輛。

於2016年前後，本集團發起了一項打印機矽穀回收項目。回收的矽穀全部送回進行重新填充和再利用。截至目前，本集團使用的打印機矽穀全部為回填再利用的產品。

Environmental Impact 環境影響

Since February 2018, Along Grid has been granted the ISO14001: Certificate of Environment Management System Certification.

自2018年2月起，愛朗格瑞一直獲授予ISO 14001：環境管理體系認證證書。

Emissions 排放物		Indicator 指標
Greenhouse gas emissions (tonnes carbon dioxide equivalent)	溫室氣體排放量 (噸二氧化碳排放當量)	
Scope 1 (emissions generated from the petrol from our fleet)	範圍1(車隊汽油產生的排放)	7
Scope 2 (emissions generated from the electricity consumed by the offices of the Group)	範圍2(本集團辦公室用電產生的排放)	135
Intensity (tonnes/revenue) ^{Note}	密度(噸/收益) ^{註釋}	Minimal 有限
Energy consumption	能源消耗量	
Petrol (Tonne)	汽油(噸)	3
Electricity (MWh)	電力(兆瓦小時)	139
Intensity (KWh/revenue)	密度(千瓦時/收益)	Minimal 有限
Paper consumption	耗紙量	
Paper (tonne)	紙張(噸)	0.109
Paper recycled (tonne)	紙張回收(噸)	0.109
Intensity (tonne/revenue)	密度(噸/收益)	Minimal 有限
Water consumption	耗水量	
Water (tonne)	水(噸)	Minimal 有限
Intensity (tonne/revenue)	密度(噸/收益)	Minimal 有限
Waste management	廢物管理	
General office waste (tonne)	一般辦公室廢物(噸)	Minimal 有限
Intensity (tonne/revenue)	密度(噸/收益)	Minimal 有限

Note: Attributable to the knowledge-intensive nature of its business, the Group did not general hazardous wastes or consume any packaging materials in its normal course of operation. The Group also only consumes a very limited amount of energy, paper and water, with minimal waste generation.

註釋：得益於業務知識密集型的特點，本集團的日常業務運營並不產生任何有害廢物，亦不使用任何包裝材料。同時，本集團對於能源、紙張、水的消耗量非常有限，產生的廢物數量亦非常有限。

Social Impact

社會影響

RURAL REVITALIZATION, ENERGY FIRST

The countryside is a regional complex with natural, social and economic characteristics, which facilitates and coexists with the cities and towns. Focusing on the national rural revitalization strategy, energy companies have fully implemented the rural electrification upgrade project, built a comprehensive energy cloud platform, and improved the intelligence level of agricultural production, rural industry, and rural life.

The Group participated in the design and development of the digital energy cloud platform for rural revitalization. Starting from the promotion of multi-energy collaborative utilization of rural energy and the improvement of rural intelligence level, the Group constructed a virtual power plant based on demand response and multi-energy complementarity, carried out clean electric energy replacement, and explored a comprehensive solution to photovoltaic consumption. Based on rural application scenarios, smart applications are created to meet actual needs, improve rural production efficiency, living environment and living standards, and explore new paths for rural revitalization. It can realize comprehensive data perception, real-time and accurate data, scientific and reasonable decision-making and accurate strategy execution. We will work to make agriculture stronger, the countryside more beautiful, and farmers more prosperous.

SMART BUSINESS HALL, CONVENIENT TO PEOPLE

The Group provide service hall solutions for the electric power customers, using automatic control technology, management information system, network technology and modern science and technology, the business hall integrates hardware and software systems, to improve the work efficiency, reduce service personnel, simplify the operation, increase interaction with customers and achieve precise control.

鄉村振興，能源先行

鄉村是具有自然、社會、經濟特徵的地域綜合體，與城鎮互促互進、共生共存。圍繞國家鄉村振興戰略規劃，能源企業全面實施鄉村電氣化提升工程，搭建綜合能源雲平台，提升農業生產、鄉村產業、農村生活智能化水準。

本集團參與設計開發鄉村振興數字化能源雲平台，從提升鄉村能源的多能協同利用、提高鄉村智能化水平出發，構建以需求響應和多能互補為基礎的虛擬電廠，開展清潔化電能替代，探索光伏消納綜合解決途徑；基於鄉村應用場景打造貼合實際需求的智能應用，提升鄉村生產效率、居住環境和生活水平，探索鄉村振興新道路。實現數據全面感知、數據實時準確、決策科學合理、策略精準執行。積極助力農業更強、農村更美、農民更富。

智慧營業廳，便捷惠民

本集團為電力營銷客戶服務大提供智慧營業廳方案，利用自動控制技術、管理信息系統、網絡技術等現代科技，對營業廳的硬件設備及軟件系統進行整合和系統集成，達到提高工作效率、減少服務人員、簡化複雜操作、增加客戶互動、實現精細管控的目的。

Social Impact 社會影響

BUILD A DYNAMIC TEAM

Recruiting, engaging and retaining talent

Employees represent the most precious asset of the Group, and career opportunities are made available to loyal and industrious staff members as the Group expands. As of 31 March 2021, the Group employed a total of 111 full-time staff members, all being Chinese citizens from mainland China. The Group is committed to complying with the employment associated guidelines and regulations, including laws prohibiting child and forced labour. Every aspect of employment is subject to a stringent internal review process involving a well-defined monitoring procedure to verify a candidate's personal information so as to prevent misrepresentation and any form of forced labour. An employment contract shall contain easy-to-understand terms and conditions, and each individual is well briefed before being employed. The code of conduct of the Group requires staff to comply with applicable government and regulatory laws, rules, codes and regulations.

The Group adopts equal employment opportunity policies and runs programmes to ensure employees are hired, promoted and assigned on the basis of skill and ability. The Group is committed to providing all employees with a positive, diverse, respectful and safe working environment, without discrimination or harassment. The selection process affords equal opportunities to all persons willing to commit to pursuing excellence together and is carried out regardless of gender or religious belief. This non-discrimination policy continues throughout a staff member's career and applies to all employment matters including placement, transfer, promotion and compensation.

Investing in training and development

Heavy emphasis on the career development of employees manifests itself as a variety of workshops and on-the-job training. Comprehensive and structured programmes are designed to familiarise new staff members with the industry. The Group also extends tailored programmes to certain educational institutions to help identify potential employment candidates and allow those interested to find out more about their career development path.

建立活力團隊

聘用、吸納及保留人才

僱員是本集團最寶貴的財富，隨著本集團不斷擴充，忠誠勤奮的員工能獲得充分的事業發展機會。於2021年3月31日，本集團共聘用111名全職員工，且全部來自中國大陸。本集團致力遵守僱傭相關守則及規例，包括禁止僱用童工及強迫勞工的法例。僱傭工作的各個範疇須通過嚴格的內部審核過程，包括一套明確的監控程序，以核查申請人個人資料，從而避免失實陳述及任何形式的強迫勞工。僱傭合約的條款及條件易於理解，並在僱員受聘前為他們作出充分介紹。本集團的操守守則要求員工遵守適用的政府及監管法律、規則、守則及規例。

本集團採用平等就業機會政策及推行方案以確保按僱員的技能及能力聘用、晉升及分配崗位。本集團致力向全體僱員提供積極、多樣化、備受尊重、安全且不受歧視或騷擾的工作環境。選拔程序為所有願意共創佳績的人士提供平等機會，且不受性別或宗教信仰影響。僱員平等政策適用於僱員的整個職業生涯，包括派遣、轉職、晉升及薪酬等所有僱員事務。

對於培訓及發展的投入

本集團高度重視僱員的事業發展，從提供各類專題討論會及在職培訓可見一斑。本集團為新入職的員工提供全面及有架構的培訓，使其熟悉有關行業。本集團亦與若干教育機構度身設計合適的計劃，以物色僱員，以及讓有興趣的學員瞭解更多關於職業發展路向的知識。

Social Impact 社會影響

In November 2012, the Group entered into an industry-university-research cooperation agreement with North China Electric Power University (“CEPU”) and has been cooperating with CEPU on research and development activities in the electric power industry. Currently, the Group’s cooperation with CEPU is mainly focusing on demand side management in the electric power industry, cloud computing in the smart energy industry and smart charging management software.

Educational support is available to employees in the form of job-related courses provided by internal/external institutions. Employees are encouraged to take part in work-life balance activities and community service. These include employee outings, sports events and volunteering activities in the community.

Promoting well-being, health and safety

The Group provides a safe and healthy workplace for all employees and is committed to complying with all applicable health and safety laws and regulations. Such considerations are an important element of the design, operation and maintenance of office facilities and during our business operation. Employees are able to access health and safety information posted on the intranet, which also offers hyperlinks to external sites. A list of first aid helpers is maintained in offices, along with information to help employees understand how to handle health and safety issues. Since February 2018, Along Grid has been granted the ISO18001: Certificate of Occupational Health and Safety Management System Certification.

2012年11月，本集團與華北電力大學簽訂產學研合作協議並就電力行業相關問題一直合作研發至今。目前，本集團與華北電力大學的合作主要集中在電力行業需求側管理、智慧能源行業的雲端計算及智能充電管理軟件等。

僱員在參加公司內／外部機構主辦與工作相關的課程時，可獲得相關教育資助。本集團鼓勵僱員參與平衡工作與生活的活動及社區服務，包括員工戶外活動、體育活動及社區義務工作。

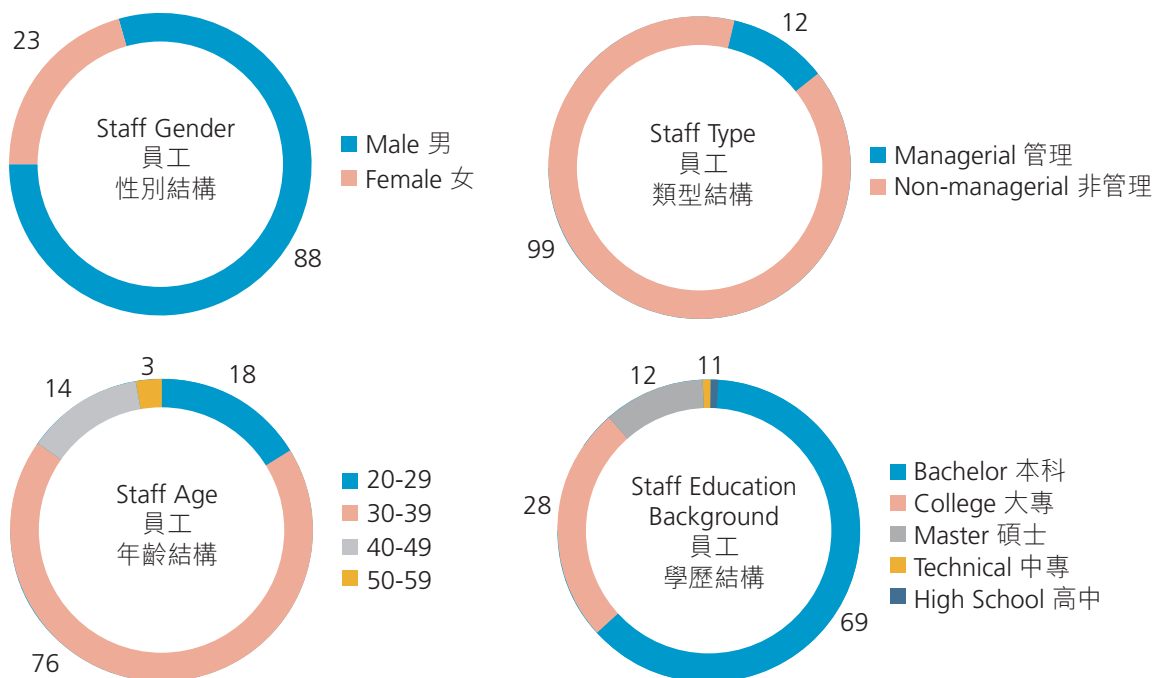
提倡安康、健康及安全

本集團為所有僱員提供安全及健康的工作環境，及致力遵守所有適用的健康及安全法律和法規。本集團於設計、營運及保養維修辦公室設備及經營業務時，均將健康及安全列為重要的考慮因素。僱員可透過公司內網(包括提供相關外部網站的連接)，查閱有關健康及安全資料。辦公室存有急救人員名單，以及幫助僱員瞭解如何應付健康及安全事故的資料。自2018年2月起，愛朗格瑞一直獲授予ISO18001：職業健康安全管理体系認證證書。

Social Impact 社會影響

As at 31 March 2021, the gender, age, type and education background of the Group's staff were as follows:

本集團員工截至2021年3月31日性別、年齡、類型、學歷情況如下：



COMMITMENT TO OUR CUSTOMERS

對客戶的承諾

Building trust through reliability and quality

以可靠優質的服務建立信任

The Group has built up long-term cooperation relations with each of the key customers (e.g. IMPG Group, SGCC and Tianjin TEDA), which was primarily attributable to its consistent emphasis on the quality of products and service offerings and high customer satisfaction.

本集團與主要客戶(例如：內蒙古電力集團、國家電網及天津泰達)建立有長期的合作關係，這主要歸因於本集團對於產品及服務質量以及客戶滿意度一貫的追求。

Social Impact 社會影響

Improving customer experience

The Group maintains a comprehensive customer service network across most geographical areas covered by business operation of our major customers, namely IMPG Group, SGCC and CSG, so that feedback can be collected and acted upon. The Group treats customer feedback with due care and in a timely manner. Any customer complaints are handled efficiently and investigated to identify and rectify root causes. Records are kept as to how complaints are handled and whether any improvements resulted, and measures are in place to review outcomes. The Group also fosters a culture of continuous improvement by benchmarking and publishing service performance details on a regular basis. Service levels are gauged according to performance pledges, and reviewed by departments periodically.

Protecting our customers

As an information technology related products and service provider, the Group values customer data privacy to the utmost importance and is committed to complying with data privacy laws and regulations. The Group has developed a robust system to control the collection, as well as access to, and updating, security and retention of customer data received.

Since April 2018, Along Grid has been granted ISO 27001: Certificate of Information Security Management System Certification, which demonstrated our effort and achievement in protecting customer data privacy and security.

Protecting customers and safeguarding their privacy are top priorities of the Group. Apart from distributing guidelines and handbooks, the Group also issues periodic reminders to employees who work with customers directly, while running workshops to emphasise on the importance of protecting personal data.

提升客戶體驗

本集團建立了完備的客戶服務網絡，該網絡覆蓋主要客戶（如內蒙古電力集團、國家電網以及南方電網）業務運行的大部分地區，以便收集及回應不同的意見。本集團審慎並及時處理客戶意見。本集團有效處理及調查任何客戶投訴，以找出問題根源並進行修正。本集團保存有關投訴事件的處理方式及相應成效的記錄，以便檢討成果。本集團亦透過定期為服務表現制定標準及刊登資料，致力營造精益求精的文化。我們按表現承諾測量服務水平，並由各部門定期審閱。

保障客戶

作為一家信息技術相關產品與服務供應商，本集團始終將保護客戶數據隱私放在最重要的位置，同時承諾遵守相關數據隱私法律及法規。本集團已發展出一套嚴謹的制度，以規管客戶資料的收集、查閱、更新、保安及儲存。

自2018年4月起，愛朗格瑞一直獲授予ISO27001：信息安全管理體系認證證書，這證明本集團在保護客戶數據隱私及安全性方面作出的不懈努力與取得的成績。

保護客戶及保障其私隱是本集團的首要任務。本集團除派發指引及手冊外，亦向直接與客戶接觸的僱員發出定期提示，以及舉辦工作坊以強調保護個人資料的重要性。

Social Impact 社會影響

COMMITMENT TO OUR SUPPLY CHAIN

Fair assessment of suppliers

The Group is committed to upholding relevant laws and regulations. Purchasing and Business Partner Evaluation Policies and various procedures provide direction and guidelines on evaluation and engagement when dealing with major business partners. This sets out the Group's working relationships with suppliers of goods and services to ensure business is being conducted only with legally, financially and technically-sound entities.

The Group adheres to industry best practices and conducts fair and unbiased tender processes, where applicable, in dealings with vendors. When selecting vendors and suppliers, the Group takes factors into account such as quality of products and services, past performance, financial standing, capacity assessment and reputation including track records in handling social and environmental matters. The Group expects suppliers to observe the same environmental, social, health and safety and corporate governance considerations when carrying out their own operating standard. Procurement teams are well-trained to apply each and every aspect of these policies and procedures when assessing suppliers, while tendering procedures are always communicated carefully to vendors, where applicable.

Anti-corruption

An Anti-Bribery and Anti-Corruption Policy sets out standards of conduct all employees are required to follow. The Group has also established procedures for reporting possible improprieties relating to financial reporting, internal control and other matters. The aim is to encourage employees and related parties of the Group (such as customers, suppliers, creditors and debtors) to report any suspected impropriety, misconduct or malpractice within the Group. These procedures aim to provide reporting channels and guidance, while ensuring that whistle-blowers will be protected against any unfair treatment. Relevant cases will be followed up independently by internal auditor and reported to the Audit Committee and senior management.

The Group organises periodic corporate governance seminars and training on anti-corruption measures and guidelines, as well as sound operating practices and business ethics.

對供應鏈的承諾

公正評估供應商

本集團致力堅持恪守相關法律及法規。採購及業務夥伴評估政策及各種程序，為本集團對主要業務夥伴的評估及聘用提供方向及指引。此載明本集團與貨品及服務供應商的工作關係，以確保本集團只會與在法律、財務及技術方面表現穩健的機構開展業務關係。

本集團在與賣方交易時，致力遵循最佳行業實踐及展開公平公正的投標程序(如適用)。本集團在甄選賣方及供應商時考慮多項因素，如產品及服務質素、過往表現、財務狀況、能力評估以及聲譽，當中包括處理社會及環保事宜的過往記錄。本集團期望供應商遵守一套相同的環境、社會、健康和 safety，以及企業管治的經營標準。採購團隊訓練有素，在評估供應商時應用該等政策及程序於各個範疇，而本集團一直以來亦向賣方仔細說明有關投標的程序(如適用)。

反貪污

防止賄賂及反貪污政策載列所有僱員均須遵守的行為標準。本集團亦設立處理舉報有關財務匯報、內部監控及其他事宜的可能屬不當行為的程序，鼓勵本集團僱員及與本集團相關人士(如客戶、供應商、債權人及債務人)舉報本集團內部任何涉嫌不當的行為、不檢行為或不法行為。該等程序旨在提供舉報渠道及指引，同時保證舉報人免遭任何不公平待遇。有關案件會交由內部審計獨立跟進及向審計委員會及高級管理人員匯報。

本集團就反貪污措施及指引，以及保持良好營運守則和商業道德，定期舉辦企業管治的講座及培訓。

Social Impact 社會影響

COMMITMENT TO OUR COMMUNITY

Public welfare activities

The Group hosts a wide range of philanthropic activities to benefit the community. Such initiatives include volunteer service, education and health care activities. In line with sound corporate governance practice, donations and contributions are subject to internal compliance guidelines and controls in order to safeguard stakeholder interests.

The Group has adopted a public engagement and donation policy to encourage its staff to work as volunteers and serve the community through various donations.

Internship and employment of college students

Based on our industry-university-research cooperation agreement with CEPU, the Group plans to offer internship opportunities to students with appropriate professional background.

Since November 2017, Along Grid has been accredited as the Beijing-Tianjin-Hebei Practice Base for Software Internship by Beijing Software and Information Service Industry Association. As of 31 March 2021, Along Grid had offered internship opportunities to a number of university students from Beijing, Tianjin and Hebei, and prioritized the recommendation of qualified personnel for employment opportunities upon completion of their internship.

對社區的承諾

公益活動

本集團舉辦不同類型的慈善活動以惠澤社群，例如義務服務、教育及康體活動。為符合完善的企業管治常規，捐款及捐贈均須遵守內部合規指引及監控，以保障利益相關方的利益。

本集團採納公眾參與及捐贈政策，鼓勵員工參與義務工作，以及透過各種捐贈的方式服務社區。

大學生實習與就業

根據與華北電力大學簽訂的產學研合作協議，本集團未來還計劃為具備合適專業背景的在校學生提供實習機會。

自2017年11月起，愛朗格瑞還被北京軟件和信息服務業協會授予「京津冀軟件人才實習實踐基地」。截至2021年3月31日，我們已為來自北京、天津和河北的大專院校的多名學生提供實習機會，並在實習期滿後對於符合條件的人員優先推薦工作就業機會。

Corporate Governance

公司治理

Abiding by relevant laws and regulations such as the Company Law of the PRC and the Listing Rules of the Hong Kong Stock Exchange, the Group continues to improve the corporate governance mechanism and optimize the structure of corporate governance. The Group has formed a clear and sound governance framework in the general meeting of shareholders, the board of directors and professional committees. The Group delivered standard, well-coordinated and efficient operation, promoted the sustainable and steady development of the Company, and protected the rights and interests of investors, all in accordance with well-specified rules of procedure and work procedure.

OPERATION OF THE BOARD OF DIRECTORS

We continue to improve the management system of the board of directors, standardize the construction of the board of directors, clarify the decision-making boundaries and procedures, and ensure that the Company operates efficiently in accordance with laws and regulations. The board of directors is composed of four executive directors and three non-executive directors. The members of the board of directors are Wang Dongbin, chairman of the board and executive director; Wu Zhanjiang, executive director and chief executive officer; Wu Hongyuan, executive director and executive president; Li Kangying, executive director; and Ng Kong Fat, Han Bin and Wang Peng, non-executive directors.

Taking into account the characteristics of our business, we continue to give full play to the role of the board of directors in corporate governance, decision-making control, operation and risk prevention and control, and constantly improve the standardization and effectiveness of the board of directors. In the financial year 2021, the Company held 1 general meeting of shareholders, 2 board meetings and 6 professional committee meetings of the board of directors. We deliberated and passed 22 proposals.

INVESTOR RELATIONS MANAGEMENT

We focus on investor communication and investor relations management through online results presentations, with analysts invited to fully understand the performance of the Company. Through the reverse road show, investors will be invited to the Company to have in-depth communication with project managers and listen to the introduction of project cases, so that investors can have a better understanding of the Company's operation mode.

本集團嚴格根據《中華人民共和國公司法》等相關法律法規及香港聯合交易所上市規則的要求，持續完善公司治理機制，優化公司治理結構，在股東大會、董事會、各專業委員會和管理層之間形成「規範合理、權責明確」的治理框架，按照明確的議事規則和工作程序，規範、協調、高效運轉，推動公司持續穩健發展，維護投資者各項合法權益。

董事會運作

我們持續健全董事會管理體制，規範董事會建設，明確決策邊界和程序，保障公司運行依法、合規、高效。公司董事會由4名執行董事和3名非執行董事組成；董事會成員為董事會主席兼執行董事王東斌，執行董事兼行政總裁吳戰江，執行董事兼執行總裁吳洪淵、執行董事李抗英、非執行董事吳光發、韓彬、王鵬。

我們結合經營業務特點，持續發揮董事會在公司治理、決策把關、經營與風險防控中的作用，不斷提升董事會運行規範性和有效性。2021財年，公司共召開1次股東大會、2次董事會和6次董事會專業委員會議；審議通過22個議案。

投資者關係管理

我們注重投資者溝通和投資者關係管理通過開展線上業績發佈會；邀請分析師全面瞭解公司業績情況；通過開展反向路演，將投資者請到公司同項目經理深入溝通交流，聽取項目案例介紹，讓投資者更加全面地瞭解公司運營模式。

Future Prospects 未來展望

Stimulate vitality and spare no efforts for growth. 2021 is the first year of the 14th Five-Year Plan. We will focus on the Company's mid- and long-term strategic layout and the goals of the "14th Five-Year Plan" and focus on the major strategic direction of transforming into a technology-based, service-oriented and digital enterprise. In key development areas such as energy, digitization, rural revitalization, and circular economy, we will fully tap into the development potential; further strengthen the construction of a modern governance system and enhance the ability to respond to the new normal of the market and emergency risks.

Driven by innovation, enhance core competitiveness. We will exert the supporting and leading role of technological innovation, optimize the existing R&D system, enhance independent innovation capabilities, deploy experts and introduce global talents in key areas such as IoT, new energy and big data, strengthen the integration of research, production and learning, and build a cross-field and cross-industry intellectual ecology.

Open cooperation and resource integration to promote a win-win situation. We will continue to expand new markets, explore diversified cooperation methods; build a stronger community of interests; promote open innovation and cross-industry integration, and accelerate innovation cooperation in the research and development of innovative technologies such as IoT, new energy and big data.

In 2021, OneForce Holdings will embark on a new journey. We will adhere to the co-creation of environmental and social values and economic benefits, strengthen green management, create green projects, and actively promote the development of clean energy and green energy; adhere to the social responsibility concept of "contributing to global responsibility" to support development of the communities where the project is located and create job opportunities. We will also help residents acquire resources and capabilities for sustainable development and create a high-quality life for people all over the world.

激發活力，全力以赴增長。 2021年是十四五規劃的開局之年，我們將圍繞公司中長期戰略佈局及「十四五」戰略規劃目標，緊緊圍繞向科技型、服務型、數字化企業轉型的重大戰略方向，聚焦新能源、數字化、鄉村振興、循環經濟等重點發展領域，充分挖掘發展潛力；進一步加強治理現代化制度體系建設，增強應對市場新常態和突發性風險的能力。

創新驅動，提升核心競爭力。 發揮科技創新的支撐引領作用，優化現有研發體系，提升自主創新能力，在物聯網、新能源、大數據等核心關鍵領域開展專家佈局和全球人才引進，加強研產學結合，構建跨領域跨行業的智力生態。

開放合作，整合資源促共贏。 我們將不斷拓展新市場，探索多元合作方式；構建更強的利益共同體；推動開放創新與跨界融合，加快開展在物聯網、新能源、大數據等創新技術研發方面的創新合作。

2021年，元力控股將踏上新的征程。堅持環境社會價值與經濟效益共創，強化綠色管理，打造綠色工程，積極推動清潔能源、綠色能源發展；堅持「貢獻全球責任相伴」的社會責任觀，助力項目所在地的社區發展，創造就業機會，幫助當地居民獲得持續發展的資源和能力，為全世界人民創造高品質生活。