



INVESTECH HOLDINGS LIMITED

威訊控股有限公司

(Incorporated in the Cayman Islands and continued in Bermuda with limited liability)

(於開曼群島註冊成立並於百慕達存續的有限公司)

Stock Code 股份代號：1087



2021

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

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ABOUT THIS REPORT

This report is the Environmental, Social and Governance (the “ESG”) report (the “Report”) issued by InvesTech Holdings Limited (together with its subsidiaries, the “Group” or “we”). The Group endeavors to cultivate a green living environment for its staff and the community where it has operations. This Report aims at providing an overview of the Group’s sustainability approach, strategy and performance.

Scope and Period of the Report

This Report focuses on the Environmental, Social and Governance performance of the core business segment of the Group, which is the provision of network system integration including the provision of network infrastructure solutions, network professional services and smart office software solutions, and the network equipment rental business, during the period from 1 January 2021 to 31 December 2021 (the “Reporting Period”). This Report covers the offices in the People’s Republic of China (the “PRC”), Hong Kong and Vietnam.

Reporting Principle

This Report is prepared in accordance with the “mandatory disclosure requirements” and “comply or explain” provisions of the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) as set out in Appendix 27 to the Rules Governing the Listing of Securities of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Report adheres to the principles of materiality, quantitative, balance and consistency to ensure that the ESG issues concerned by the stakeholders are clearly presented in the Report. Corporate governance will be addressed separately in the section headed “Corporate Governance Report” (the “Corporate Governance Report”) in the annual report of the Company for the year ended 31 December 2021 to be published by the end of April 2022.

關於本報告

本報告為威訊控股有限公司(連同其附屬公司統稱「本集團」或「我們」)發佈的《環境、社會及管治(「ESG」或「環境、社會及管治」)報告》(以下簡稱「本報告」)。本集團致力為我們的員工及業務營運所在社區建立綠色生活環境。本報告旨在概述本集團的可持續發展方法、策略和績效。

報告範圍及期間

本報告聚焦本集團的核心業務分部，即提供網絡系統整合，包括提供網絡基礎建設解決方案、網絡專業服務及智慧辦公軟件解決方案、以及網絡設備租賃業務於二零二一年一月一日至二零二一年十二月三十一日(「報告期間」)的環境、社會及管治方面的表現。本報告涵蓋中華人民共和國(「中國」)、香港和越南的辦事處。

報告原則

本報告按照香港聯合交易所有限公司(「香港聯交所」)上市規則附錄二十七《環境、社會及管治報告指引》(「ESG指引」)中的「強制披露規定」及「不遵守就解釋」條文編製而成。報告秉承重要性、量化、平衡性及一致性的原則，確保報告清晰呈現持分者所關注的環境、社會及管治議題。企業管治事項則於本公司將於二零二二年四月底前刊發的截至二零二一年十二月三十一日止年度年報「企業管治報告」(「企業管治報告」)一節另行載述。



ABOUT THIS REPORT (continued)

Reporting Principle (continued)

關於本報告(續)

報告原則(續)

Principles 原則	Definitions 定義	The Group's Response 本集團回應
Materiality	The issues covered in this Report shall reflect the Group's significant ESG impacts and report on the significance of such significant issues to investors or other stakeholders.	We maintain good communication with our stakeholders through various channels to understand their expectations for the Group's sustainability performance. In addition, we conduct an annual materiality analysis and assessment to identify and report on significant sustainability issues.
重要性	本報告所涵蓋的議題應反映本集團對環境、社會及管治的重大影響，並且匯報該重大議題對投資者或其他持份者的重要性。	我們透過不同渠道與持份者保持良好溝通，從而了解持份者對本集團在可持續發展表現的期望。此外，我們同時每年進行重要性議題分析及評估，以識別以及匯報重大可持續發展的議題。
Quantitative	This Report shall adopt a measurable way to disclose the data or comparative data of the Group's historical key performance indicators and calculate the relevant data.	We have included quantitative environmental and social key performance indicators and comparative data in this Report to help stakeholders better understand the Group's sustainability performance.
量化	本報告應採用可計量的方式，披露集團過往關鍵績效指標的數據或比較數據，並計算相關數據。	我們在本報告內列出量化的環境及社會關鍵績效指標以及比較數據，以便持份者更了解本集團的可持續發展表現。
Balance	This Report shall provide an objective and balanced description of the Group's performance and the challenges it faces in order to present the sustainable development of the Group as a whole.	We have provided full disclosure of our ESG initiatives in this Report.
平衡性	本報告應客觀持平描述集團的表現以及面臨的挑戰，以呈現集團整體的可持續發展。	我們在本報告中全面披露了環境、社會及管治的相關舉措。
Consistency	The Group shall continue to prepare this Report in accordance with the Environmental, Social and Governance Reporting Guide of the Stock Exchange and the same set of data calculation methods to facilitate meaningful comparisons with the reports of the upcoming years.	To allow for meaningful comparisons over time, we have prepared this Report using consistent reporting methods and data calculation methods, as well as comparing relevant key performance data year over year in this Report.
一致性	集團應持續按照聯交所《環境、社會及管治報告指引》以及同一套的數據計算方法編製本報告，以便於來年的報告作出有意義的比較。	為了可長時間地進行有意義的比較，我們編製本報告時採用一致的匯報方法和數據計算方法，亦在本報告內逐年比較相關的關鍵績效數據。



ABOUT THIS REPORT (continued)

Comments and Feedback

The Group values and welcomes feedback from stakeholders on our sustainability performance and reporting. Your feedback will help the Group to evaluate its sustainability performance and to improve its ESG performance in future.

Should you have any comments or advice regarding the content of this Report, please feel free to forward to:

Address:
Room 1201, 12/F
C C Wu Building, 302–308 Hennessy Road
Wanchai, Hong Kong

SUSTAINABLE GOVERNANCE

The Group upholds the concept of sustainable development in order to fulfill its corporate social responsibility and is committed to integrating the concept of sustainable development into its daily operation. The Board is responsible for overseeing all major matters of the Group, including approving the Group's overall development strategy, formulating and approving ESG-related policy matters, and conducting regular reviews of ESG information to assess the progress of ESG-related work.

We have established an ESG working group (the "Working Group"). The Working Group has been appointed by the Board to assist in the development, review and implementation of the ESG vision, strategy, goals and policies and its responsibilities include, but are not limited to

- Assess and identify ESG-related risks and opportunities for the Group;
- Identify and assess significant ESG issues and their prioritisation involving the Group's business and/or other key stakeholders, and develop a stakeholder communication policy;
- Establish appropriate and effective ESG risk management and internal control systems;
- Develop the Group's ESG management approach, strategies, priorities and objectives;
- Regularly review the Group's performance against ESG-related targets and indicators; and
- Ensure adequate disclosure of relevant information in ESG reports.

關於本報告(續)

意見及反饋

本集團重視並歡迎持份者對我們的可持續發展績效和報告的反饋。閣下的反饋有助本集團評估其可持續發展表現及改善日後的環境、社會及管治表現。

如對本報告的內容有任何意見，請寄送至：

地址：
香港灣仔
軒尼詩道302–308號
集成中心12樓1201室

可持續發展管治

本集團堅守可持續發展理念從而履行企業社會責任，並致力將可持續發展理念融入日常業務。董事會負責監管本集團的所有重大事項，包括批核本集團的整體發展策略、制定及審批ESG相關政策事宜，並對ESG信息作定期審視以評估ESG相關的工作進度。

我們已成立了ESG工作小組(「工作小組」)。工作小組獲董事會委派協助制定、審查和實施ESG願景、戰略、目標和政策，其職責包括但不限於：

- 評估和確定本集團與ESG相關的風險和機遇；
- 識別和評估涉及本集團業務和／或其他重要持分者的重大ESG議題及其優先次序，並制定持分者溝通政策；
- 建立適當和有效的ESG風險管理和內部控制系統；
- 制定本集團的ESG管理方針、策略、優先事項和目標；
- 根據ESG相關目標和指標定期審視本集團的表現；和
- 確保ESG報告充分披露相關信息。



SUSTAINABLE GOVERNANCE (continued)

Communication with Stakeholders

The Group believes that internal and external opinions are critical to enhancing our services. We therefore communicate regularly with our stakeholders to understand their expectations of sustainability and their views on the Group's sustainability measures. We have identified employees, customers, suppliers, shareholders and investors, business partners, regulatory authorities and community. We have established multiple communication channels to maintain close contact with various stakeholders and collect their opinions as a basis for improving the Group's sustainable development policy. The Group's key stakeholders and communication channels include:

可持續發展管治(續)

持份者溝通

本集團相信內部和外部的意見對提升我們的服務至關重要。因此我們定期與持份者溝通，以了解他們對可持續發展的期望，以及對本集團可持續發展措施的意見。我們已識別了員工、客戶、供應商、股東及投資者、業務夥伴、監管機構和社區。我們建立了多元溝通渠道與各類別的持份者保持緊密聯繫，並收集他們的意見，作為改善本集團可持續發展方針的依據。本集團的主要持份者以及溝通渠道包括：

Stakeholders 持份者	Communication Channels 溝通渠道	Expectations 期望
Employees 僱員	<ul style="list-style-type: none"> Performance appraisals Regular briefing Training sessions including seminars and workshops Meeting and discussion on work performance Online platform 	<ul style="list-style-type: none"> Safeguard the interests of employees Concern for employee occupational health Ensure workplace safety Provide training and development opportunities Provide fair and reasonable compensation 維護僱員利益 關注僱員職業健康 保障工作場所安全 提供培訓及發展機會 提供公平合理的報酬
Customers 客戶	<ul style="list-style-type: none"> Complaint and feedback channels Visits by customer relation personnel Continuous direct communication 投訴及反饋渠道 客戶關係人員造訪 持續直接溝通 	<ul style="list-style-type: none"> Guarantee product and service quality Fulfill product responsibility Guarantee customer information security Meet the diversified customer needs 保證產品及服務質量 履行產品責任 保障客戶信息安全 滿足客戶多元化需求
Suppliers 供應商	<ul style="list-style-type: none"> Supplier assessment system Continuous direct communication 供應商評估系統 持續直接溝通 	<ul style="list-style-type: none"> Open, fair and equitable procurement Compliance with contracts to achieve win-win situation with mutual benefits Stable demand and common development 公開、公平、公正採購 信守合約，互利共贏 需求穩定，共同發展



SUSTAINABLE GOVERNANCE (continued)
Communication with Stakeholders (continued)

可持續發展管治 (續)
持份者溝通 (續)

Stakeholders 持份者	Communication Channels 溝通渠道	Expectations 期望
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> General meetings Regular corporate publications including financial reports and results announcements Circulars and announcements Corporate website 股東大會 定期的企業出版物，包括財務報告及業績公告 通函及公告 公司網站 	<ul style="list-style-type: none"> Operating results improvement Compliant business operations Sound corporate governance Timely and complete information disclosure Considerable return on investment 經營業績提升 合規的業務運營 完善的企業管制 及時完備的信息披露 可觀的投資回報
Business partners 業務夥伴	<ul style="list-style-type: none"> Meetings Visits 會議 造訪 	<ul style="list-style-type: none"> Cooperation in good faith Anti-corruption Fair and just 誠信合作 反貪腐 公平公正
Regulatory authorities 監管機構	<ul style="list-style-type: none"> Statutory filings and notification Ad-hoc enquiries Seminars E-mails 法定申報及通知 臨時查詢 研討會 電郵 	<ul style="list-style-type: none"> Compliance with laws and regulations and the Listing Rules Business integrity 遵守法律法規及上市規則 廉潔從業
Community 社區	<ul style="list-style-type: none"> Donations and voluntary activities Corporate website Social media Mailbox 捐贈及志願活動 公司網站 社交媒體 郵箱 	<ul style="list-style-type: none"> Support social charities Protect the social environment 支持社會公益 保護社會環境



SUSTAINABLE GOVERNANCE (continued)

Materiality Assessment

In addition to the above-mentioned regular communication, during the Reporting Period, the Group engaged an independent third-party ESG consultant to assist us in conducting a stakeholder survey by inviting various stakeholders to rate the materiality of various issues to the Group, so as to help us identify ESG issues that are material to the Group and act accordingly.

The materiality assessment for the Reporting Period is mainly divided into the following three stages:

可持續發展管治(續)

重要性評估

除了上述的常規溝通，於報告期間，本集團委託了獨立第三方環境、社會及管治顧問協助我們進行持份者調查，透過網上調查方式，邀請各類別的持份者就各項議題對本集團的重要性作出評分，以助我們識別對本集團而言重大的環境、社會及管治議題並作出相應行動。

報告期間的重要性評估主要分為以下三個階段：

1. Identify ESG issues

識別環境、社會及管治議題

The independent ESG consultant of the Group comprehensively identified and reviewed 24 ESG issues most closely related to the Group's business. These issues were identified by reference to the requirements of the Stock Exchange and industry trends towards sustainable development to ensure that the issues identified adequately reflect the nature of the Group's business.

本集團的獨立環境、社會及管治顧問全面識別及檢視24項與本集團業務最密切的環境、社會及管治議題。這些議題乃透過參照聯交所要求以及行業對可持續發展的趨勢所得，確認識別出來的議題充分反映本集團的業務性質。

2. Gather opinions from stakeholders and map the Materiality Matrix

收集持份者意見，繪製重要性議題矩陣圖

Internal and external stakeholders were invited to participate in an online questionnaire to gather stakeholders' concerns on various issues. The consultant then conducted a quantitative analysis based on two parameters: the stakeholders' orientation towards the issues and the materiality of the issues to the ongoing operations and development of the Group's business. The results of the analysis were presented in matrix form to identify the most important issues at two levels. The most important issues at the levels of stakeholders and the Group are the focus of disclosure in this Report.

我們邀請內部及外部持份者參與網上問卷調查，收集利益相關方對各項議題的關注程度。顧問隨即根據持份者對議題的取向和議題對本集團業務的持續營運和發展的重要性這兩個參數作量化分析。分析結果以矩陣形式表達，從而確定在兩個層面最為重要的議題。於持份者和本集團層面最為重要的議題即為本報告的披露重點。

3. Identify material issues

確認實質性議題

The management of the Group has reviewed and identified 7 prioritised material issues to ensure the reasonableness, balance and completeness of this Report.

本集團管理層審視並確定7個經優先排序的重要議題，以確保本報告的合理性、平衡性及完整性。



SUSTAINABLE GOVERNANCE (continued)

Materiality Assessment (continued)

List of ESG Issues

可持續發展管治(續)

重要性評估(續)

環境、社會及管治議題清單

Product Responsibility and Operation Practices 產品責任與營運常規		Caring for Employees 關懷員工	Environment 環境	Community Contribution 社區貢獻
1. Product and service quality	11. Equal opportunity, diversity, anti-discrimination	18. Air and carbon emissions	23. Charitable donations and community activities	
2. Product and customer safety and health	12. Occupational health and safety	19. Energy consumption and water consumption	24. Community Investment	
3. Customer communication and satisfaction	13. Employee trainings and development	20. Climate change risk		
4. Complaint handling	14. Employment compliance	21. Green procurement		
5. Protection of customer information and privacy	15. Employer-employee relations and communication with employees	22. Environmental and social risks in the supply chain		
6. Intellectual property protection	16. Attracting talent and retaining employees			
7. Advertising and label management (e.g. content compliance, truthfulness and reliability)	17. Employee benefits			
8. Supplier management				
9. Anti-corruption (including bribery, extortion, fraud and money laundering, etc.)				
10. Disaster and emergency response				
1. 產品及服務品質	11. 平等機會、多元化、反歧視	18. 空氣污染物及碳排放	23. 慈善捐贈與公益活動	
2. 產品與客戶的安全及健康	12. 職業健康及安全	19. 能源消耗及用水	24. 社區投資	
3. 客戶溝通及滿意度	13. 僱員培訓及發展	20. 氣候變化風險		
4. 投訴處理	14. 僱傭合規性	21. 綠色採購		
5. 保障客戶資料及私隱	15. 僱傭關係及與僱員溝通	22. 供應鏈中的環境及社會風險		
6. 知識產權維護	16. 吸納人才和挽留員工			
7. 廣告及標籤管理(例如內容合規、真實可靠)	17. 僱員福利			
8. 供應商管理				
9. 反貪腐(包括賄賂、勒索、欺詐及洗錢等)				
10. 災難及緊急事故應變				

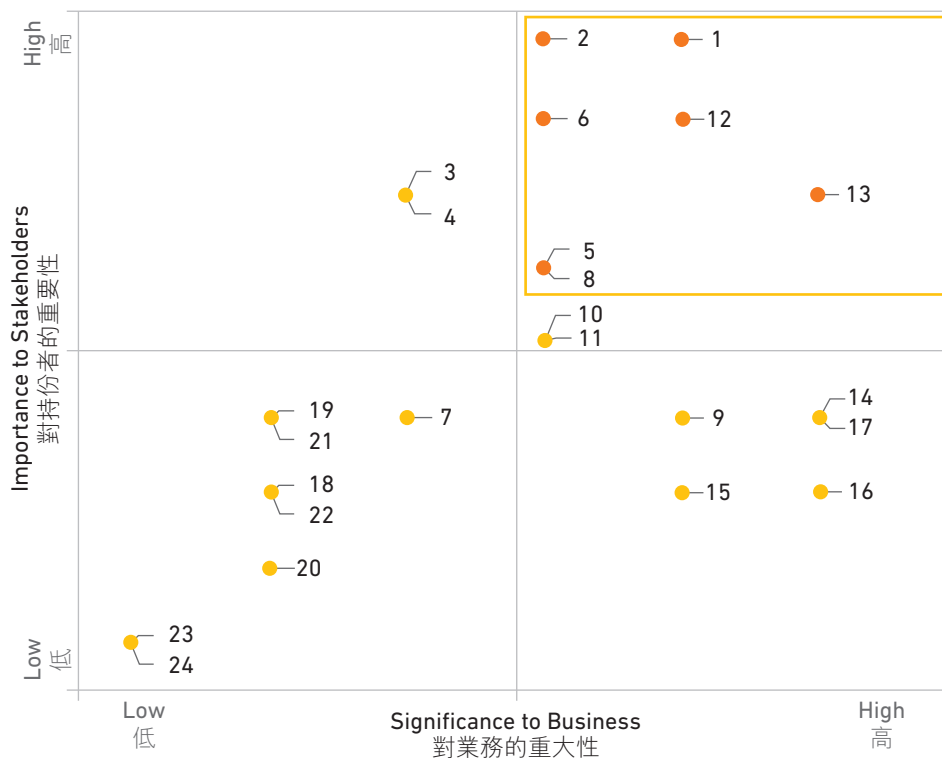


SUSTAINABLE GOVERNANCE (continued)

Materiality Assessment (continued)

During the Reporting Period, the results of our materiality analysis are shown in the following materiality matrix, of which the 7 issues in the upper right corner are the issues of greater concern to stakeholders and will be highlighted in this Report.

Materiality Matrix



可持續發展管治(續)

重要性評估(續)

於報告期間，我們得出的重要性分析結果載於下列的重要性議題矩陣，當中右上角部分的7項議題為本次分析得出持份者較為關注的議題，將於本報告作重點披露。

重要性矩陣

Identified Material Issues 已識別的重大議題

Employee trainings and development
僱員培訓及發展

Product and service quality
產品及服務品質

Occupational health and safety
職業健康及安全

Product and customer safety and health
產品與客戶的安全及健康

Intellectual property protection
知識產權維護

Protection of customer information and privacy
保障客戶資料及私隱

Supplier management
供應商管理

Relevant Sections of This Report 於本報告之相關章節

EMPLOYMENT AND LABOUR PRACTICES
僱傭及勞工常規

OPERATION PRACTICES
營運常規

EMPLOYMENT AND LABOUR PRACTICES
僱傭及勞工常規

OPERATION PRACTICES
營運常規

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營運常規

OPERATION PRACTICES
營運常規

OPERATION PRACTICES
營運常規



EMPLOYMENT AND LABOUR PRACTICES

Employer-employee Relationship

The Group believes that employees are the key to the success of its business and regards human resources as its greatest asset.

We have implemented a human resource management system to care for employees and promote talent training to build an excellent talent team. We have developed the Personnel Management System that clearly outlines our approach to human resources management, including organisational training and assessment programs, and clearly defines the responsibilities and work norms of each regional department. Such system also establishes a communication channel for information exchange and feedback to ensure the orderly implementation of employee recruitment, remuneration, benefits, promotion, working hours and termination management. Meanwhile, the Group continues to nurture employees and provide them with ample opportunities to develop their careers.

As of 31 December 2021, the Group employed a total of 285 full-time staff. The data by gender, age and region are as follows:

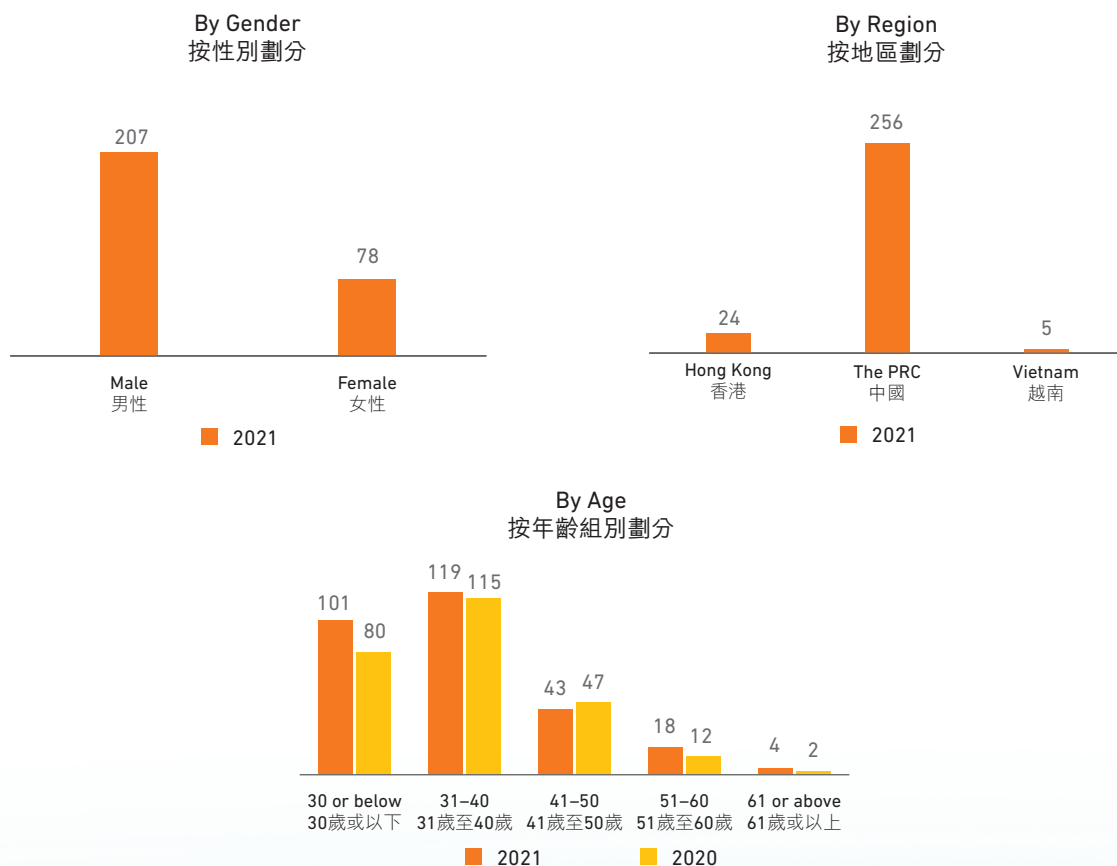
僱傭及勞工常規

僱主與僱員的關係

本集團深信員工是公司業務的成功關鍵，並視人力資源為其最大資產。

我們落實了人力資源管理體系關懷員工和促進人才培養從而建立一支優秀的人才團隊。我們已制定《人事管理制度》，明確列載我們的人力資源管理方式，包括組織培訓及考核工作計劃，清楚界定各地區部門職責和工作規範。該制度亦建立了資訊交流與反饋溝通管道，以確保員工招聘、薪酬、福利、晉升、工時、離職等管理事項的有序執行。同時，本集團繼續培育僱員，並為其提供充足機會發展其事業。

截至二零二一年十二月三十一日，本集團總共僱用285名全職員工。按性別、年齡及地區劃分的數據如下：





EMPLOYMENT AND LABOUR PRACTICES (continued)

Employer-employee Relationship (continued)

During the Reporting Period, the employee turnover rate of the Group was 28.84¹, with the data by gender, age and region as follows:

By Gender (%)		By Age (%)					By Region (%)		
按性別分類(%)		按年齡分類(%)					按地區分類(%)		
Male	Female	30 or below	31 to 40	41 to 50	51 to 60	61 or above	Hong Kong	China	Vietnam
男性	女性	30歲或以下	31歲至40歲	41歲至50歲	51歲至60歲	61歲或以上	香港	中國	越南
34.65	13.25	61.39	14.29	2.33	0.00	25.00	4.17	30.08	60.00

Diversity and Equal Opportunity

The Group promotes a culture of equality and does not treat employees unfairly based on sex, race, age or religion. It respects the diversity of its employees and ensures that employees enjoy equal opportunities. The Group's zero-tolerance attitude towards unfair discrimination also applies to recruitment, assessment and consultation procedures. The Personnel Management System states that only the job skills of the candidates shall be considered when recruiting to ensure that there will be no unfair treatment in the process.

In addition, we see increasing diversity at the Board level as a key element in supporting its strategic goals and sustainable development, and have therefore formulated the Board Diversity Policy. In determining the composition of the Board, diversity of Board members will be considered in numerous aspects, including but not limited to gender, age, cultural and educational background, ethnicity, professional experience, skills, knowledge and tenure of service. The composition of the Board (including gender, race, age, and tenure of service) will be disclosed annually in the Corporate Governance Report.

During the Reporting Period, the Group has not received internal or external complaints regarding equal opportunities employment and have zero non-compliances concerning regulations such as the Sex Discrimination Ordinance, the Disability Discrimination Ordinance and Family Status Discrimination Ordinance.

¹ The employee turnover rate is calculated by the number of employees at the end of the Reporting Period.

僱傭及勞工常規(續)

僱主與僱員的關係(續)

於報告期間，本集團的員工流失率為28.84¹，按性別、年齡及地區劃分的數據如下：

多元化及平等機會

本集團倡導平等文化，不因性別、種族、年齡、宗教等原因對員工存在不公正待遇，尊重員工多樣性，確保員工享有平等機會。本集團對不公平歧視的零容忍態度亦適用於招聘、評估及諮詢程式，《人事管理制度》中的註明招聘時只會考慮應聘人的工作技能，確保過程不會存在不公正待遇。

此外，我們視董事會層面日益多元化為支持其達到戰略目標及維持可持續發展的關鍵元素，並因此亦制定了《董事會多元化政策》。在設定董事會組成時，會從多個方面考慮董事會成員多元化，包括但不限於性別、年齡、文化及教育背景、種族、專業經驗、技能、知識及服務任期。董事會組成(包括性別、種族、年齡、服務任期)將每年在企業管治報告內披露。

本集團於報告期內並無接獲有關平等就業機會的內部或外部投訴，亦沒有任何觸犯《性別歧視條例》、《殘疾歧視條例》及《家庭崗位歧視條例》的不合規事項。

¹ 員工流失率以本報告期間末之僱員人數統計。



EMPLOYMENT AND LABOUR PRACTICES (continued)

Employment Right

The Group strictly follows the labour laws and regulations in the PRC, Hong Kong and Vietnam, including but not limited to The Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Regulations on Prohibition of Child Labour, the Employment Ordinance and the Labour Law of Vietnam, to effectively protect the legitimate rights and interests of employees. The Group strictly prohibits any form of child labour or forced labour. During the recruitment process, the Group will conduct identity verification on job applicants to ensure employment age. Meanwhile, the Group's staff handbook sets out strict professional ethics and personal qualities for staff to abide by. Internal or external fraudulent behaviors are strictly prohibited. During the Reporting Period, the Group has not noted any cases of non-compliance in relation to laws and regulation about employment and labour standards.

Occupational Health and Safety

The Group puts the physical and mental health and life safety of its employees first and continues to improve the office environment to create a healthy, safe and comfortable working environment for its employees. Focusing on employee growth and atmosphere building, the Group organised a number of activities to enrich the life of employees and enhance the building of organisational atmosphere. The activities included soccer games, Christmas parties, birthday parties and other forms of employee gatherings.

In order to protect the health of employees, the Personnel Management System states that the Group will subsidise fitness activities for employees at the managerial level or above, and provide medical insurance and annual body checks.

In the face of novel coronavirus epidemic, the Group has closely followed the updates of the national epidemic prevention and control policy, and issued epidemic prevention and control notices to employees to remind employees to maintain personal hygiene and take the following measures to reduce the risk of infection:

- Wear masks in office premises including offices, meeting rooms, toilets and elevators
- Wash hands frequently to prevent the spread of the virus

僱傭及勞工常規(續)

僱傭權益

本集團嚴格遵守中國、香港及越南的勞工法例與規條，包括但不限於《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《禁止使用童工規定》、《僱傭條例》及《越南勞動法》，切實保障員工合法權益。本集團嚴禁任何形式的童工或強制勞工。本集團在招聘過程中會對求職者進行身份核驗，以確保僱傭年齡。同時，本集團的員工手冊載有清晰的職業道德及個人守則以供員工遵守，嚴禁任何對內或對外欺詐行為。於報告期內，本集團並未發現任何違反僱傭及勞工準則之法例與規條的事件。

職業健康及安全

本集團將員工的身心健康和生命安全放在第一位，持續改善辦公環境，為其員工創造健康安全舒適的工作環境。本集團圍繞員工成長和氛圍建設，舉辦多項活動，豐富員工生活，提升組織氛圍建設。活動包括足球比賽、聖誕派對、生日派對及其他形式的員工聚會。

為保障員工的健康，《人事管理制度》中列明本集團會為管理級或以上員工參加健身活動提供資助，並提供醫療保險和每年身體檢查。

面對新冠肺炎疫情，本集團緊貼國家疫情防控政策的更新，同時向員工發佈疫情防控通知，提醒員工保持個人衛生，並採取以下措施以降低感染的風險：

- 於辦公場所包括辦公室、會議室、洗手間、電梯內戴上口罩
- 勤洗手，杜絕病毒傳播途徑



EMPLOYMENT AND LABOUR PRACTICES (continued)

Occupational Health and Safety (continued)

- Arch hands instead of shaking hands during face-to-face communication with colleagues and customers to maintain social distance and avoid contact
- Use the “Epidemic Prevention and Control Service – Epidemic Risk Inquiry” function in Alipay or WeChat app “State Council Account” to understand the risk level of the destination and avoid traveling to high-risk areas when traveling or going out.

We strictly follow laws and regulation about occupational health and safety, including but not limited to the Production Safety Law of the People’s Republic of China, the Regulation on Work-Related Injury Insurances and the Occupational Safety and Health Ordinance. During the Reporting Period, the Group has not noted any cases of non-compliance in relation to laws and regulation about occupational health and safety. Below is the data in relation to the occupational health and safety of the Group:

- Number of work injuries: 0
- Number of working days lost due to work-related injuries: 0
- Record of work-related deaths in the past three years (including the Reporting Period): 0

Employee Trainings and Development

The Group pays attention to the trainings and development of employees, fully explores their potential, establishes a system for cultivating the employees’ abilities, and realises the improvement of their own abilities. During the Reporting Period, the Group conducted specific trainings for its products and services to promote the career development of its employees. The trainings we provided included but not limited to:

- Latest products introduction
- Industry analysis
- Customer service
- Sales technique
- Financial basics
- Software development skills
- Network failure and maintenance

僱傭及勞工常規(續)

職業健康及安全(續)

- 與同事、客戶面對面交流時，以拱手代替握手，保持社交距離，避免接觸
- 出差或外出時利用支付寶或微信小程序「國務院客戶端」內的「疫情防控服務－疫情風險查詢」功能，了解目的地的風險等級，避免前往高風險地區。

我們嚴格遵守有關職業健康及安全相關法律及法規，包括但不限於《中華人民共和國安全生產法》、《工傷保險條例》及《職業安全及健康條例》。於報告期間，本集團並不知悉任何有關職業健康及安全相關法律及法規的不合規個案。以下為本集團職業健康及安全相關數據：

- 工傷數目：0
- 因工傷損失的工作日數：0
- 過去三年(包括報告期間)的因工死亡記錄：0

僱員培訓及發展

本集團關注員工的培養和發展，充分發掘其潛力，建立員工能力培養體系，實現其自身能力進步。本集團於報告期間針對旗下產品及服務進行了專項培訓，促進其員工的事業發展。我們提供的培訓內容包括但不限於：

- 最新產品介紹
- 行業分析
- 客戶服務
- 銷售技巧
- 財務基礎知識
- 軟件研發技術
- 網絡故障及維修



EMPLOYMENT AND LABOUR PRACTICES (continued)

Employee Trainings and Development (continued)

In addition, in order to better equip new hires with basic skills and knowledge of their duties, the Group provides trainings for employees in sales, marketing or customer service-related positions during the probationary period. At the end of the probationary period, new hires are required to give a presentation to their immediate supervisors and department heads so that they can acquire relevant job skills and be well prepared to perform better in their future jobs. During the Reporting Period, the percentage of trained staff was 42.46%^{2,3}, with the breakdown by category as follows:

By Gender (%) 按性別分類(%)		By Employee Category (%) 按僱員類別分類(%)		
Male 男性	Female 女性	Senior Management 高級管理層	Middle Management 中級管理層	General and Technical Staff 一般及技術人員
66.12	33.88	10.74	3.31	85.95

During the Reporting Period, we provided a total of 4,674 hours of different types of training for our employees. On average, each employee received approximately 16.40^{3,4} hours of training, with the breakdown by category as follows:

By Gender (Hours) 按性別分類(小時)		By Employee Category (Hours) 按僱員類別分類(小時)		
Male 男性	Female 女性	Senior Management 高級管理層	Middle Management 中級管理層	General and Technical Staff 一般及技術人員
18.05	12.39	8.63	18.68	16.88

僱傭及勞工常規(續)

僱員培訓及發展(續)

另外，為了更好地令新員工具備關於其職責的基本技能及知識，本集團在試用期內為銷售、營銷或客戶服務相關職位的員工提供培訓。在試用期完結時，新員工須向其直屬主管及部門負責人作一次演示匯報，使新員工掌握相關工作技能，作充分準備，在日後工作上有更理想的發揮。於報告期間，我們已接受培訓的員工為42.46%^{2,3}，按類別劃分如下：

於報告期間，我們提供了合共4,674小時不同種類的培訓予員工。每名員工平均接受約16.40^{3,4}小時培訓，按類別劃分如下：

² We made reference to the calculation method of social key performance indicators specified in the "How to prepare an ESG report" published by the Stock Exchange and calculated based on the number of employees at the end of the Reporting Period.

³ Employee training data do not include employees who have left the company during the Reporting Period.

² 我們參考聯交所刊發的《如何編備環境、社會及管治報告》中所訂明的社會關鍵績效指標計算方式，以報告期間末的員工人數進行計算。

³ 員工培訓數據並不包括於報告期間已離職之員工。



EMPLOYMENT AND LABOUR PRACTICES (continued)

Employee Benefits

We strive to attract and retain talent by creating a caring work environment for our employees to support our business growth. Competitive remuneration packages are offered to the employees of the Group based on the prevailing market practices and their individual performances. The remuneration package includes discretionary bonus, annual leave, sick leave, maternity leave, medical scheme, mandatory provident fund and fringe benefits.

Apart from these, we conduct monthly, quarterly and annually appraisals to review staff's performance. Outstanding staff would be rewarded with internal promotions and salary increment to maintain the competitiveness of remuneration packages. The Group considers the appraisal process to be a chance to communicate with staff and understand their concerns and needs. During the appraisal process, the Group can also assess the competencies of its employees to understand their strengths and weaknesses, which help the Group to organise future training programs.

ENVIRONMENTAL RESPONSIBILITIES

The Group's business focuses on software and information technology services, and its impact on the environment is mainly on the use of electricity, water consumption and general waste generated by employees in the course of office operations. We strictly follow relevant environmental protection regulations such as the Energy Conservation Law of the People's Republic of China, the Environmental Protection Law of the People's Republic of China and the Hong Kong Waste Disposal Ordinance. We aim to reduce the Group's related emissions, energy use and waste as much as possible through the implementation of various measures in the Guidelines for Environmental Protection in Offices to minimise negative impacts on the environment. During the Reporting Period, we have not noted any non-compliances regarding environmental regulations or any environmental-related fines or charges.

僱傭及勞工常規(續)

僱員福利

我們致力透過為員工營造充滿關愛的工作環境以吸納及挽留人才，以支持我們的業務發展。根據現行市場慣例及其個人表現向本集團僱員提供具競爭力的薪酬待遇。薪酬包括酌情花紅、年假、病假、產假、醫療計劃、強制性公積金及附加福利。

除此之外，我們會按月度、季度及年度評估檢討員工表現，表現優秀的員工將獲得內部晉升和加薪獎勵，以維持員工薪酬待遇的競爭力。本集團認為評估過程是與員工溝通的機會，以了解他們的關注和需求。透過評估過程，本集團亦可評估員工能力了解其長處及弱點，有助本集團組織未來培訓計劃。

環境責任

本集團的業務聚焦軟件與信息技術服務領域，對環境的影響主要為辦公室營運過程中對電力使用、用水及員工產生的一般垃圾。我們嚴格遵守相關環保規定如《中華人民共和國節約能源法》、《中華人民共和國環境保護法》和香港《廢物處置條例》等等。我們的目標是透過實施《辦公室環保工作指引》的各種措施，盡可能減低集團的相關排放、能源使用及廢物，以減少對環境的負面影響。於報告期間，我們並不知悉有任何違反相關環境法規之情況或受到任何環境相關之罰款或控罪。



ENVIRONMENTAL RESPONSIBILITIES (continued)

Energy and Greenhouse Gas Emissions

The Group's main sources of emissions are purchased electricity for daily office operations, greenhouse gas emissions from the use of fuel in the Company's vehicles and air travel. We have implemented the following effective energy efficiency measures to reduce energy consumption in accordance with the Guidelines for Environmental Protection in Offices:

- Electricity-saving light bulbs are used
- Make the best use of daylight
- Careful placement of lights as needed
- Use light dimmers to adjust the lights whenever possible
- Lighting devices and light bulbs would be kept clean to attain highest illumination efficiency
- Lights and air conditioners would be turned off when they are not in use
- Turn off all appliances when appropriate, or set to the energy-saving mode

Waste Management

The Group produced no hazardous wastes in its daily operation, while non-hazardous wastes included paper and other general office wastes. The Guidelines for Environmental Protection in Offices outlines relevant waste management policies. We also encourage our staff to sort wastes before disposal to facilitate recycling and reduce the amount of wastes.

- Send messages electronically as much as possible (i.e., via email or electronic report boards)
- Most of the network printers are pre-set to print on both sides as being the standard setting
- Consider the number of copies needed before photocopying to avoid overprinting

環境責任(續)

能源及溫室氣體排放

本集團的主要排放物源於日常辦公營運的外購電力，公司車輛燃油使用及飛機差旅所產生的溫室氣體排放。我們按照《辦公室環保工作指引》實施以下多種有效提升能源效益的措施以減少能源消耗：

- 使用慳電的燈膽
- 儘量善用日光
- 按需要，小心安排電燈的位置
- 盡可能使用光暗掣調校燈光
- 保持燈光設備及燈泡潔淨以達致最高照明效益
- 不須使用時，關掉電燈及空調
- 在適當時關掉所有電器，或設定於節能狀態

廢物管理

本集團在日常營運中不會產生有害廢物，無害廢物則包括紙張及其他一般辦公室廢物。我們的《辦公室環保工作指引》列明了相關廢物管理政策。我們亦鼓勵員工在棄置廢物前進行分類，方便循環再造，以減少廢物量。

- 儘量以電子方式發放訊息(即透過電郵或電子報告板)
- 將大部分網絡打印機調校至雙面打印的標準設置
- 影印前要考慮清楚需要複印本的數量，避免多印



ENVIRONMENTAL RESPONSIBILITIES (continued)

Waste Management (continued)

- Place boxes or trays next to the copier to collect single-sided paper for reuse and double-sided paper for recycling
- Employees are encouraged to use both sides of a paper. Envelopes and loose minute jackets would be re-used, and expired paper pad's back would be used for drafting or printing
- Sort wastes before disposal to facilitate recycling

Water Consumption

Our main source of water consumption is domestic water consumption in offices, so we do not consume a lot of water. The water used by the Group is purchased from the municipal water supply and there were no water supply issues during the Reporting Period. As the Group's local offices do not record the water consumption of individual tenants, no water consumption data is available.

Smart Office Software Solutions

We have developed a series of "Smart Office Software Solutions" products around digital offices, buildings and parks. The product optimises office resource management by using big data and Internet of Things (IoT) technology, thereby improving the efficiency of resource use and improving the working efficiency of office users. The "Smart Office Software Solutions Suite" mainly includes the following environmental protection elements:

Smart Workspace

- Set up an automated platform through IoT technology to help customers manage fixed and mobile workspaces, which improves the energy efficiency of the office and reduce rental costs
- Establish complete statistical and usage reports, allowing customers to improve office capacity planning in order to increase the workstation utilisation

Smart Signage Management

- Real-time display of office lighting, air quality, water and electricity consumption, health status and other information to help customers formulating energy-saving strategies and managing energy usage more efficiently

環境責任(續)

廢物管理(續)

- 在複印機旁放置盒或盤，分別收集單面紙以供再用及兩面用過的紙張以供循環再造
- 鼓勵員工使用紙張兩面，循環再用信封及活頁紀錄紙夾，並使用過期的信紙簿背面以作草稿或打印之用
- 在棄置廢物前，將廢物分類，方便循環再造

用水

我們的主要用水來源為辦公室的生活用水，因此不會消耗大量用水。本集團的用水皆由自營運所在地的市政供水購入，於報告期間沒有供水的問題。由於本集團各地辦公室並無記錄個別租戶的用水量，因此並無耗水量數據。

智慧辦公軟件解決方案

我們圍繞數位化辦公室、樓宇及園區發展了一系列「智慧辦公軟件解決方案」產品。產品透過使用大數據及物聯網技術優化辦公室資源管理，從而提升資源使用的效率及提高辦公室使用者的工作效率。「智慧辦公軟件解決方案」主要包含以下的環保元素：

智能工位

- 透過物聯網技術設立自動化平台，協助客戶管理固定座位和共用座位，從而更有效地使用辦公室能源並降低租賃成本
- 建立完整的統計報表和使用報告，讓客戶改善辦公規劃以提高工位利用率

可視化空間管理

- 實時顯示辦公室光線照明、空氣品質、水電能耗、健康狀態等資料，從而幫助客戶制定節能策略並實現更高效的能源管理



ENVIRONMENTAL RESPONSIBILITIES (continued)

Combating Climate Change

The effects of climate change are becoming increasingly severe. The rise of the earth average temperature and sea level, as well as extreme weather, can negatively affect business operations. For example, natural disasters may disrupt business operations, affect supply chains and cause business interruptions.

To identify and assess the impact of climate change, the Group has established an ESG working group to monitor the Group's greenhouse gas emissions and to continue to seek green measures to reduce emissions to mitigate climate change. In addition, we will continue to review policies, regulatory updates, technological developments and market trends related to the regions where we operate, and regularly identify, assess and manage climate-related risks that may have a material impact on the Group's business.

環境責任(續)

應對氣候變化

氣候變化所造成的影響日益嚴峻。地球平均溫度與海平面上升以及極端天氣均可對業務營運帶來負面影響。例如天災可能窒礙業務營運、影響供應鏈和導致業務中斷。

為了識別及評估氣候變化帶來的影響，本集團已成立ESG工作小組負責監察本集團的溫室氣體排放，並繼續尋求減排減量的綠色措施，以緩減氣候變化。此外，我們亦會持續審視與業務營運地區相關的政策、法規更新、科技發展及市場動向，並定期識別、評估及管理可能對本集團業務造成重大影響的氣候相關風險。



ENVIRONMENTAL RESPONSIBILITIES (continued)

Environmental Performance Data Overview⁴

環境責任(續)

環境表現數據概覽⁴

Key Environmental Indicators	關鍵環境指標	Unit	單位	2021 二零二一年	2020 二零二零年
Greenhouse Gas^{5,6}	溫室氣體^{5,6}				
Total Greenhouse Gas Emissions	溫室氣體總排放量	tonnes of CO ₂ equivalent	噸二氧化碳當量	95.68	128.69
Scope 1 – Direct emissions	範圍一—直接排放	tonnes of CO ₂ equivalent	噸二氧化碳當量	3.15	5.73 ⁷
Scope 2 – Indirect emissions	範圍二—間接排放	tonnes of CO ₂ equivalent	噸二氧化碳當量	68.70	111.50
Scope 3 – Other indirect emissions	範圍三—其他間接排放	tonnes of CO ₂ equivalent	噸二氧化碳當量	23.83	11.46
Greenhouse Gas Emission Intensity of Office Floor Area	辦公室樓面面積之溫室氣體排放密度	tonnes of CO ₂ equivalent/square meter	噸二氧化碳當量/平方米	0.03	Not applicable ⁸ 不適用 ⁸
Air Pollutant Emissions	空氣污染物排放				
Nitrogen oxides(NO _x)	氮氧化物(NO _x)	gram	克	522.90	1,718.10
Sulphur oxides(SO _x)	硫氧化物(SO _x)	gram	克	17.20	31.09
Suspended particles(PM)	懸浮顆粒物(PM)	gram	克	38.50	126.50
Energy	能源				
Total Energy Consumption	能源總耗量	thousand kWh	千個千瓦時	124.84	141.14
Petrol	汽油	thousand kWh	千個千瓦時	10.65	–
Electricity consumption	用電量	thousand kWh	千個千瓦時	114.19	141.14
Energy Consumption Intensity of Office Floor Area	辦公室樓面面積之能源消耗密度	thousand kWh/square meter	千個千瓦時/平方米	0.04	Not applicable ⁸ 不適用 ⁸
Non-hazardous Wastes	無害廢棄物				
Total Non-hazardous Wastes	無害廢物總量	tonnes	噸	0.79	0.57
Non-hazardous Wastes Intensity of Office Floor Area	辦公室樓面面積之無害廢物密度	kg/square meter	公斤/平方米	0.27	Not applicable ⁸ 不適用 ⁸

⁴ The data covered only environmental data known to the subsidiaries controlled by the Group, i.e. including offices in Hong Kong, Shanghai, Beijing, Xi'an, Guangzhou and Chengdu.

⁵ In accordance with Greenhouse Gas Protocol, a Corporate Accounting and Reporting Standard (Revised), published by the World Resources Institute and the World Business Council for Sustainable Development, Scope 1 direct emissions covered greenhouse gas emissions directly from operations owned or controlled by the Group, while Scope 2 indirect emissions covered greenhouse gas emissions from "indirect energy" resulting from the Group's internal consumption of (purchased or acquired) electricity. Scope 3 other indirect emissions included greenhouse gas emissions from commercial air travelling.

⁶ The emission factors we use were based on the latest version of the "How to prepare an ESG report" published by the Stock Exchange.

⁷ The Scope 1 figure of 2020 was restated due to adjustments to the data presentation format.

⁸ The intensity unit was revised from the number of offices to the office gross floor area, hence the intensity figures of 2020 is not disclosed.

⁴ 有關數據僅涵蓋由本集團控制的附屬公司所知悉的環境數據，即包括在香港、上海、北京、西安、廣州及成都的辦公室。

⁵ 根據由世界企業永續發展協會及世界資源研究所發行的溫室氣體盤查議定書企業會計與報告標則(修訂版)，範圍一直接排放涵蓋本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍二間接排放則涵蓋來自本集團內部消耗(購回來的或取得的)電力所引致的「間接能源」溫室氣體排放。範圍三其他間接排放則包含商業飛機差旅產生的溫室氣體排放。

⁶ 我們所使用的排放系數乃參照聯交所刊發的《如何準備環境、社會及管治報告》指引的最新版本。

⁷ 因計算表述方式有更改，我們重列了二零二零年的範圍一數據。

⁸ 由於密度單位由辦公室數目更新為辦公室樓面面積，因此未有披露二零二零年密度數據作比較。



OPERATION PRACTICES

Supply Chain Management

The Group has always adhered to the philosophy of working together with its partners to create value, followed the requirements of laws and regulations, formulated a comprehensive system and evaluation standards in the selection, evaluation and management of suppliers, and selected quality partners to build long-term and stable cooperation to ensure the sustainable development of the Group's overall operations.

The Group's policy ensures open, fair and equitable procurement and serves the best interest of the Group. We actively promote responsible sourcing to minimise potential environmental and social risks across the entire supply chain. To provide customers with the best quality goods and services, we have formulated the Supplier Management System to regulate the supplier management process. During the selection of suppliers or contractors, we consider various factors, such as product quality, technical strength, delivery time, service quality, cooperation, information security and other areas. Only suppliers that meet our criteria shall be included in the list of approved suppliers. For unqualified suppliers, we will terminate the relationship with them, remove them from the Qualified Supplier List and downgrade them to candidate suppliers or non-cooperating suppliers, so as to reduce the environmental and social risks to the whole supply chain.

During the Reporting Period, the Group had a total of 17 qualified suppliers, all of which were from the PRC.

Service Responsibility

The Group is always committed to providing a quality product experience to our customers. We have established the Software Engineering Control System to strictly control the planning and process of product design and development to ensure the stability of new product operation and to meet market requirements.

營運常規

供應鏈管理

本集團始終秉承與合作夥伴攜手共進，共創價值的理念，遵循法律法規要求，在供應商選擇、評估、管理方面制定了完善的制度體系與評價標準，選擇優質的合作夥伴共建長期穩定的合作關係，保證集團整體運營的可持續發展。

本集團的政策確保公開、公平、公正採購，並符合本集團的利益。我們積極推動責任採購，務求將整體供應鏈對環境及社會的潛在風險減至最低。為了向客戶提供最優質貨品及服務，我們制定了《供應商管理制度》以規範供應商管理流程。我們選擇供應商或承包商時會考慮多種因素，包括貨品品質、技術力量、交貨時間、服務質量、配合度、資訊安全等範疇。只有符合我們標準的供應商才可登錄於認可供應商名單內。對於評審不合格的供應商，我們則會與他們終止合作關係，並從《合格供應商名錄》中剔除，降為候選供應商或不予合作供應商，以減低對整個供應鏈的環境及社會風險。

於報告期間，本集團共有17家合格供應商，全部來自中國。

服務責任

本集團始終致力於為客戶提供優質的產品體驗。我們設立了《軟體工程管制體系》，嚴格控制產品的設計和開發的策劃和過程，確保新產品運行的穩定性並能滿足市場要求。



OPERATION PRACTICES (continued)

Service Responsibility (continued)

We assign customer service executives to each of the operating regions to provide after-sales services and product support so as to meet customer needs. To properly handle customer inquiries and complaints, the Group has established a customer satisfaction and feedback mechanism to check and enhance customer satisfaction. After each case is resolved, customer service specialists conduct customer satisfaction surveys and then collect quarterly statistics and analysis of overall customer satisfaction. The data obtained will help us to continuously improve our products and services and enhance customers' trust in the Group. At the same time, we continue to keep in touch with our customers through various communication channels, including emails, face-to-face meetings and faxes, to collect their feedback and ensure timely responses to customer feedback.

The Group requires all employees to respect copyright, strictly prohibit infringement and comply with all applicable laws and regulations, including but not limited to the Trade Marks Ordinance (Chapter 559 of the Laws of Hong Kong), the Patent Law of the People's Republic of China, the Trademark Law of the People's Republic of China, the Copyright Law of the People's Republic of China and the Regulations on the Protection of Computer Software. We have clear guidelines in our confidentiality provisions to guide employees in applying for patents and registering software copyrights for the Group's inventions, computer software, technologies and other research and development results. Employees are not allowed to display any intellectual property without the permission of the Group.

The Group focuses on maintaining the stability of customer relationships and creating long-term value. Therefore, we clearly define the responsibilities, workflow, required training and service standards of our engineers and customer service specialists, and set out the technical details of different cases in our service management policy to ensure that employees have sufficient expertise to respond to customer enquiries. During the Reporting Period, the Group did not receive any material service complaints.

營運常規(續)

服務責任(續)

我們指派客戶服務專員到各個營運地區負責售後服務及產品支援，以滿足客戶的需要。為妥善處理客戶諮詢與投訴，本集團制定了客戶滿意度與反饋機制，以檢查及提升客戶的滿意度。每當案例解決後，客戶服務專員需進行客戶滿意度調查，然後收集整體客戶滿意度的季度統計和分析，所得的數據有助於我們不斷改善產品和服務，增強客戶對集團的信賴。同時，我們持續通過各種溝通渠道，包括電郵、面談和傳真等與客戶保持聯繫，收集他們的意見，確保客戶的反饋得到及時回應。

本集團要求所有員工必須尊重版權，嚴禁侵權，並遵守所有適用的法律和規例，包括但不限於《商標條例(香港法例第559章)》、《中華人民共和國專利法》、《中華人民共和國商標法》、《中華人民共和國著作權法》及《計算機軟件保護條例》。我們於保密條款制定清晰的指引，指導要求員工就本集團的發明創造、計算機軟件、技術等研發成果申請專利和登記軟件著作權。未經本集團允許，員工不得向外展示任何相關知識產權。

本集團注重維護客戶關係的穩定性，創造長期價值。因此，我們清晰界定工程師及客戶服務專員的職責、工作流程、所需培訓及服務標準，並在服務管理政策列明不同個案的技術細則，確保員工擁有足夠的專業知識回應客戶的查詢。報告期內，本集團並未收到任何重大服務投訴。



OPERATION PRACTICES (continued)

Privacy and Data Protection

Protecting the privacy and security of customers' data is of paramount importance to the Group. The Group builds security and privacy protection in its business activities and strictly complies with relevant laws such as the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) to protect personal data and network security. To enhance protection of customer privacy, the Group adopts various protection measures, such as implementation of network and application firewall, regular security updates and proper encryption of data transmission, access right control and adequate hosting and server security, so as to strictly protect the customers' data and information. Moreover, employment contract of the Group's employees includes provisions of confidentiality, providing that any leakage of confidential information in breach of any privacy rules is strictly prohibited. During the Reporting Period, the Group has not encountered any incident of non-compliance with applicable laws and regulations related to protection of data privacy and intellectual property.

Anti-corruption

The Group adheres to the principle of operating with integrity and strictly prevents the occurrence of illegal acts such as corruption and bribery in order to defend the core values of honesty, integrity and fair competition and to comply with the requirements of relevant laws and regulations such as the Company Law of the People's Republic of China, the Criminal Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China against Unfair Competition and the Hong Kong Prevention of Bribery Ordinance. We have established the Anti-Corruption Code of Ethics in accordance with relevant legal requirements, which sets out in detail the procedures and norms for dealing with situations involving the receipt, conflict or declaration of interests and is applicable to all directors and employees. At the same time, we have established the Whistleblower Policy for reporting unacceptable or inappropriate behaviours to provide clear guidelines and procedures for whistleblowers and to protect them from any retaliation, harassment or harm during the reporting process.

During the Reporting Period, the Group was not aware of any material violations of relevant laws and regulations.

營運常規(續)

私隱及資料保護

保障客戶的資料私隱和安全對本集團至關重要。本集團在業務活動中構建安全和隱私保護，嚴格遵守相關法例如《個人資料(私隱)條例(香港法例第486章)》，保障個人資料和網絡安全。為加強保護客戶的隱私，本集團採取多項保護措施，例如實施網絡和應用程序防火牆、定期進行安全更新和對數據傳輸進行適當加密、存取權限控制以及足夠的託管和伺服器，從而嚴格保護客戶的數據和確保信息安全。此外，本集團的僱傭合同中規定了保密條款，嚴禁違反任何隱私規則洩露機密信息。報告期內，本集團未發生任何不遵守有關保護數據隱私和知識產權的適用法律法規的事件。

反貪污

本集團堅守誠信經營原則，嚴格防止貪污、賄賂等違法行為發生，以致力捍衛誠實、正直及公平競爭的核心價值，並符合相關法律法規如《中華人民共和國公司法》、《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》和香港《防止賄賂條例》的要求。我們按照相關法律要求制定了《反貪腐道德操守準則》，詳盡列載有關處理牽涉利益收受、衝突或申報的程序和規範，適用於所有董事及員工。同時，我們就舉報無法接受或不良的行為設立一套《舉報政策》，為舉報人提供清晰指引和程序，並保障他們在舉報過程中不會受到任何報復行為、騷擾或加害行為影響。

本集團於報告期間未知悉任何違反相關法律和規章制度的重大事件。



COMMUNITY RESPONSIBILITIES

As an innovative high-tech enterprise, the Group actively promotes the development of the information technology industry. The Group has joined 北京中關村高新技術企業協會 to assist in administration and review works for the association. The association provides services including certification services for small to medium high-tech enterprises, software copyright registration, dispute mediation among industry peers, and financing services, in order to promote common progress of members and continue to create value for the society.

社區責任

本集團作為創新型高科技企業，積極推動資訊科技行業發展。本集團已加入北京中關村高新技術企業協會，協助該協會的行政及審核工作。該協會為提供中小企業高科技認證服務、軟件著作權登記、同業糾紛調解、融資等服務，以促進會員共同進步及持續為社會創造價值。

APPENDIX I: STOCK EXCHANGE ESG GUIDE CONTENT INDEX

附錄一：聯交所《ESG指引》內容索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節／聲明	Pages 頁數
A. Environmental A.環境			
Aspect A1: Emissions 層面A1：排放物			
General Disclosure	Information on: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	ENVIRONMENTAL RESPONSIBILITIES	15
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害 及無害廢棄物的產生等的： 政策；及 遵守對發行人有重大影響的相關法律及規例的資料。	環境責任	15
KPI A1.1	The types of emissions and respective emissions data.	ENVIRONMENTAL RESPONSIBILITIES – Energy and Greenhouse Gas Emissions, Environmental Performance Data Overview	16, 19
關鍵績效指標A1.1	排放物種類及相關排放數據。	環境責任－能源及溫 室氣體排放，環境表 現數據概覽	16, 19



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節／聲明	Pages 頁數
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL RESPONSIBILITIES – Energy and Greenhouse Gas Emissions, Environmental Performance Data Overview	16, 19
關鍵績效指標A1.2	直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	環境責任—能源及溫室氣體排放，環境表現數據概覽	16, 19
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	The Group's operations do not generate hazardous waste	Not applicable
關鍵績效指標A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	本集團的業務並不會產生有害廢物	不適用
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL RESPONSIBILITIES – Waste Management, Environmental Performance Data Overview	16, 19
關鍵績效指標A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	環境責任—廢物管理，環境表現數據概覽	16, 19
KPI A1.5	Description of emission target(s) set and step taken to achieve them.	ENVIRONMENTAL RESPONSIBILITIES	15
關鍵績效指標A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	環境責任	15
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	ENVIRONMENTAL RESPONSIBILITIES	15
關鍵績效指標A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	環境責任	15
Aspect A2: Use of Resources			
層面A2：資源使用			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	ENVIRONMENTAL RESPONSIBILITIES	15
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	環境責任	15



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節／聲明	Pages 頁數
KPI A2.1	Direct and/or indirect energy (e.g. electricity, gas or oil) consumption by type in total (in thousand kWh) and intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL RESPONSIBILITIES – Energy and Greenhouse Gas Emissions, Environmental Performance Data Overview	16, 19
關鍵績效指標A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	環境責任－能源及溫室氣體排放，環境表現數據概覽	16, 19
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL RESPONSIBILITIES – Water Consumption	17
關鍵績效指標A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	環境責任－用水	17
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	ENVIRONMENTAL RESPONSIBILITIES	15
關鍵績效指標A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	環境責任	15
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	ENVIRONMENTAL RESPONSIBILITIES – Water Consumption	17
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	環境責任－用水	17
KPI A2.5	Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced.	Not applicable to the Group's business	Not applicable
關鍵績效指標A2.5	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。	不適用於本集團的業務	不適用
Aspect A3: The Environment and Natural Resources			
層面A3：環境及天然資源			
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	ENVIRONMENTAL RESPONSIBILITIES – Water Consumption	17
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	環境責任－用水	17



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節／聲明	Pages 頁數
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them.	ENVIRONMENTAL RESPONSIBILITIES – Water Consumption	17
關鍵績效指標A3.1	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。	環境責任－用水	17
Aspect A4: Climate Change 層面A4：氣候變化			
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	ENVIRONMENTAL RESPONSIBILITIES – Combating climate change	18
一般披露	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。	環境責任－應對氣候變化	18
KPI 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.	ENVIRONMENTAL RESPONSIBILITIES – Combating climate change	18
關鍵績效指標A4.1	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，及應對行動。	環境責任－應對氣候變化	18
B. Social B.社會			
Employment and Labour Practices 僱傭及勞工常規			
Aspect B1: Employment 層面B1：僱傭			
General Disclosure	Information on: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	EMPLOYMENT AND LABOUR PRACTICES – Employer-employee relationship, Employee benefits	10, 15
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：政策；及遵守對發行人有重大影響的相關法律及規例的資料。	僱傭及勞工常規－僱主與僱員的關係，僱員福利	10, 15



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節/聲明	Pages 頁數
KPI B1.1	Total workforce by gender, employment type (e.g. full time or part time), age group and geographical region.	EMPLOYMENT AND LABOUR PRACTICES – Employer-employee relationship	10
關鍵績效指標B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	僱傭及勞工常規－僱主與僱員的關係	10
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	EMPLOYMENT AND LABOUR PRACTICES – Employer-employee relationship	10
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	僱傭及勞工常規－僱主與僱員的關係	10
Aspect B2: Health and Safety 層面B2：健康與安全			
General Disclosure	Information on: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	EMPLOYMENT AND LABOUR PRACTICES – Occupational health and safety	12
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的：政策；及 遵守對發行人有重大影響的相關法律及規例的資料。	僱傭及勞工常規－職業健康及安全	12
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	EMPLOYMENT AND LABOUR PRACTICES – Occupational health and safety	12
關鍵績效指標B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。	僱傭及勞工常規－職業健康及安全	12
KPI B2.2	Lost days due to work injury.	EMPLOYMENT AND LABOUR PRACTICES – Occupational health and safety	12
關鍵績效指標B2.2	因工傷損失工作日數。	僱傭及勞工常規－職業健康及安全	12



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節/聲明	Pages 頁數
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	EMPLOYMENT AND LABOUR PRACTICES – Occupational health and safety	12
關鍵績效指標B2.3	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。	僱傭及勞工常規－職業健康及安全	12
Aspect B3: Development and Training 層面B3：發展及培訓			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	EMPLOYMENT AND LABOUR PRACTICES – Employee trainings and development	13
一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	僱傭及勞工常規－僱員培訓及發展	13
KPI B3.1	The percentage of employees trained by gender and employee category (such as senior management and middle management).	EMPLOYMENT AND LABOUR PRACTICES – Employee trainings and development	14
關鍵績效指標B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	僱傭及勞工常規－僱員培訓及發展	14
KPI B3.2	The average training hours completed per employee by gender and employee category.	EMPLOYMENT AND LABOUR PRACTICES – Employee trainings and development	14
關鍵績效指標B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	僱傭及勞工常規－僱員培訓及發展	14
Aspect B4: Labour Standards 層面B4：勞工準則			
General Disclosure	Information on: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	EMPLOYMENT AND LABOUR PRACTICES – Employment right	12
一般披露	有關防止童工或強制勞工的：政策；及遵守對發行人有重大影響的相關法律及規例的資料。	僱傭及勞工常規－僱傭權益	12



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節／聲明	Pages 頁數
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	EMPLOYMENT AND LABOUR PRACTICES – Employment right	12
關鍵績效指標B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	僱傭及勞工常規－僱傭權益	12
KPI B4.2	Description of steps taken to eliminate child and forced labour practices when discovered.	EMPLOYMENT AND LABOUR PRACTICES – Employment right	12
關鍵績效指標B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	僱傭及勞工常規－僱傭權益	12
Operating Practices 營運慣例			
Aspect B5: Supply Chain Management 層面B5：供應鏈管理			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	OPERATION PRACTICES – Supply chain management	20
一般披露	管理供應鏈的環境及社會風險政策。	營運常規－供應鏈管理	20
KPI B5.1	Number of suppliers by geographical region.	OPERATION PRACTICES – Supply chain management	20
關鍵績效指標B5.1	按地區劃分的供應商數目。	營運常規－供應鏈管理	20
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	OPERATION PRACTICES – Supply chain management	20
關鍵績效指標B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	營運常規－供應鏈管理	20
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	OPERATION PRACTICES – Supply chain management	20
關鍵績效指標B5.3	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。	營運常規－供應鏈管理	20



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節/聲明	Pages 頁數
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	OPERATION PRACTICES – Supply chain management	20
關鍵績效指標B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	營運常規－供應鏈管理	20
Aspect B6: Product Responsibility 層面B6：產品責任			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	OPERATION PRACTICES – Service responsibility	20
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	營運常規－服務責任	20
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable to the Group's business	Not applicable
關鍵績效指標B6.1	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。	不適用於本集團的業務	不適用
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	OPERATION PRACTICES – Service responsibility	20
關鍵績效指標B6.2	接獲關於產品及服務的投訴數目以及應對方法。	營運常規－服務責任	20
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	OPERATION PRACTICES – Privacy and data protection	22
關鍵績效指標B6.3	描述與維護及保障知識產權有關的慣例。	營運常規－私隱及資料保護	22
KPI B6.4	Description of quality assurance process and recall procedures.	OPERATION PRACTICES – Service responsibility	20
關鍵績效指標B6.4	描述質量檢定過程及產品回收程序。	營運常規－服務責任	20



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節/聲明	Pages 頁數
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	OPERATION PRACTICES – Privacy and data protection	22
關鍵績效指標B6.5	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。	營運常規－私隱及資料保護	22
Aspect B7: Anti-corruption 層面B7：反貪污			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	OPERATION PRACTICES – Anti-corruption	22
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	營運常規－反貪污	22
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	OPERATION PRACTICES – Anti-corruption	22
關鍵績效指標B7.1	於報告期間對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	營運常規－反貪污	22
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	OPERATION PRACTICES – Anti-corruption	22
關鍵績效指標B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	營運常規－反貪污	22
KPI B7.3	Description of anti-corruption training provided to directors and staff.	The Group did not provide anti-corruption training to the Board or its staff during the Reporting Period	Not applicable
關鍵績效指標B7.3	描述向董事及員工提供的反貪污培訓。	本集團於報告期間並沒有向董事會或員工提供反貪污培訓	不適用



Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section/Statement 章節／聲明	Pages 頁數
Aspect B8: Community Investment 層面B8：社區投資			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration communities' interests.	COMMUNITY RESPONSIBILITIES	23
一般披露	有關以社區參與來瞭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。	社區責任	23
KPI B8.1	Focus areas of contribution (e.g. education, environmental matters, labour needs, health, culture, sports).	COMMUNITY RESPONSIBILITIES	23
關鍵績效指標B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	社區責任	23
KPI B8.2	Resources contributed to the focus areas (e.g. money or time).	COMMUNITY RESPONSIBILITIES	23
關鍵績效指標B8.2	在專注範疇所動用資源(如金錢或時間)。	社區責任	23



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