

computer  technologies



環境、社會及管治報告
ESG REPORT
2021



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About the report

關於本報告

Scope and boundary

This environmental, social and governance (“ESG”) report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (“the Guide”), Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and in compliance with the mandatory disclosure requirements and “comply or explain” provisions thereof.

To fulfill the requirement of the Guide, Computer And Technologies Holdings Limited and its subsidiaries (“C&T”, “the Company”, “we” or “us”) have commissioned an independent advisor to engage our stakeholders. The information disclosed in this report represents the most relevant issues, as identified by our key stakeholders. We endeavored to incorporate materiality, quantitative, balance and consistency in the presentation of the information, as required by the Stock Exchange.

Materiality	Materiality was assessed based on the results obtained from stakeholder engagement. The threshold for related ESG topics was reviewed and confirmed by the top management to ensure that they were sufficiently important to our stakeholders.
Quantitative	Where applicable, we compared year-to-year data and discussed its implications. In the reporting of emissions and energy consumption, relevant standards, methodologies, assumptions, and conversion factors are disclosed.
Balance	This report provided an accurate, objective and fair description of the Company’s sustainability performance.
Consistency	This report adopted consistent methodologies to allow a fair comparison of our performance over time. Where applicable, we disclosed the changes to the methods or key performance indicators (KPIs) used.

涵蓋範疇及範圍

此乃按照香港聯合交易所有限公司(「聯交所」)證券上市規則附錄27所載之環境、社會及管治報告指引(「指引」)編製並符合其強制性披露規定及「不遵守就解釋」條文的環境、社會及管治(「環境、社會及管治」)報告。

為符合指引的要求，科聯系統有限公司及其附屬公司(「科聯」、「本公司」或「我們」)已委託獨立顧問提供專業建議，並讓我們的持份者充分參與其中。本報告披露的資訊，是我們的主要持份者最為關注的議題。根據聯交所的要求，我們呈列資訊時，致力以重要性、量化、平衡及一致性為基礎。

重要性	重要性基於持份者參與的所得結果評估。最高管理層已審核並確認相關環境、社會及管治議題為重要議題，以確保其對持份者而言確屬重要。
量化	在適用的情況下，我們比較每年的數據並討論相關的影響。在排放及能源消耗報告中，我們亦披露相關標準、方法、假設及轉換系數。
平衡	本報告就本公司的可持續發展表現提供準確、客觀及公平的描述。
一致	本報告採用一致的方法，公平地比較我們歷來的表現。在適用的情況下，我們亦披露所採用的方法或關鍵績效指標的變化。

About the report

關於本報告

This report details our ESG governance structure, commitment and strategy, management approach and performance during the period from 1 January to 31 December 2021. The content of the report covers our core business in solutions and integration services, application software business in Hong Kong and Mainland China and excludes investment sector. This report is published on the Stock Exchange's website (www.hkexnews.hk) and the Company's website (www.ctil.com).

In the long run, we commit to enrich our ESG information disclosure in order to enhance the transparency in our sustainability performance.

We sincerely welcome your feedback on our ESG report and our ESG performance. Please contact us by any of the following means to share your comments:

Address:

Level 10, Cyberport 2, 100 Cyberport Road, Hong Kong

Tel: (852) 2503-8000

Fax: (852) 2503-8100

Email: info@ctil.com

Website: <http://www.ctil.com>

本報告詳述自二零二一年一月一日至十二月三十一日止期間的環境、社會及管治架構、承擔及策略、管理方式和表現。本報告涵蓋我們於香港及中國內地的核心解決方案及集成服務業務、應用軟件業務及不包括投資分部。本報告刊發於聯交所網站(www.hkexnews.hk)及本公司網站(www.ctil.com)。

長遠而言，我們承諾會披露更為全面的環境、社會及管治資訊，就可持續發展表現提高透明度。

如對我們的環境、社會及管治報告以及環境、社會及管治表現有任何反饋，歡迎透過以下任何方式與我們聯絡，分享意見：

地址：

香港數碼港道100號數碼港2座10樓

電話：(852) 2503-8000

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Message from the Board

董事會致辭

C&T is a sustainability committed information technology (“IT”) software and service company. Our sustainability visions chime in with C&T visions. The management has to conduct risk assessment on a regular basis, to consider quantitative and qualitative factors affecting the inherent risks and effectiveness of respective controls. The ownership of these risks lies with the responding business functions with stewardship residing with the Board. Internal auditors are responsible for assessing and reviewing the effectiveness of the controls in financial, operational and compliant ways.

As usual, we are dedicated to and prudent to following the corporate's sustainability visions by offering different IT solutions to help clients to digitalise. Our cloud-based central platform can transform the society's paper-based procedures into automated and auditable management systems. Efficiency and reliability are two factors to assess performance of IT solutions. We are pleased to see customers are satisfied with our solution offerings in helping them streamline and speed up their working procedures. We also realise the importance on product safety and information security. This requires us working harder to recruit talents and enhance employees' awareness of cyber security.

Our long-standing commitment to maintaining high quality of services, remaining attentive to information security management and business ethics, and respecting intellectual property right made us gaining trust and long-term supports of our customers. We are glad to say that we had a stable customer profile in the year that stabilised our business. Providing software and solution services business enable us to become robust to the world's lockdown and supply chain instability.

Pandemic changes the way we do business and the way we live. We can take this opportunity to continue driving change within C&T to build a sustainable future. In addition to on-going waste reduction and energy saving measures, we have coordinated and integrated range of employee engagement activities to convey and disseminate a “green thinking” in workplace. C&T also promotes sustainable cuisines and no disposable utensils available in gatherings.

With the support of our best-of-breed software products, effective IT solutions and quality services, we are pledged to maintain an equilibrium between our business growth, the wellbeing of our staff, the community and the environment. We foresee the pandemic is deriving a whole new working and living style. We hope C&T can lead the way to digitalisation in Hong Kong and embrace this change to build a greener, more resilient and smarter world with information technology.

科聯是一間致力於可持續發展的資訊科技（「資訊科技」）軟件及服務公司。科聯的可持續發展願景與其整體願景互相契合。管理層必須定期進行風險評估，以考慮量化及質化潛在風險之影響因素，以及各項措施的成效。該等風險的責任由相應的業務職能部門承擔，並由董事會統籌管理。內部核數師負責從財務、運營和合規的角度評估和審查控制的有效性。

一如既往，我們謹守企業的可持續發展願景，藉由提供不同的資訊科技解決方案，協助客戶實現數碼化。我們的雲端中央平台，可以將社會普遍的紙本程序，轉化為自動化和可審計的管理系統。要評估資訊科技解決方案的表現，就必須從效率及可靠性兩者著手。我們很高興看到客戶對我們提供的解決方案感到滿意，認為其有助簡化和加快工作程序。我們也意識到產品安全和資訊安全的重要性。因此，我們會更著力招聘人才及提高員工的網絡安全意識。

長久以來，我們一直致力於維持優質服務、注意資訊安全管理和商業道德、以及尊重知識產權，並藉此贏得了客戶的信任和長期支持。於本年度，我們很欣慰擁有穩定的客戶群，使業務趨於穩定。通過提供軟件和解決方案服務的業務，我們有能力應對世界性的封鎖和供應鏈不穩。

疫情改變了大眾的營商和生活模式。我們可以借此機會，繼續推動科聯的內部變革，致力建立一個可持續發展的未來。除了持續進行的減廢和節能措施外，我們協調和整合了一系列的活動供員工參與，在工作場所傳達和宣揚「綠色思維」。此外，科聯亦推廣可持續發展餐飲，在聚會中不會使用即棄餐具。

科聯以領先同儕的軟件產品、有效的資訊科技方案及優質服務，致力於業務增長、員工福祉、社會及環境之間保持平衡。我們預見這股疫情正衍生出前所未見的工作及生活模式。我們希望科聯能引領香港的數碼化進程，把握轉機，以資訊科技建立一個更環保、更靈活和更智能的世界。

Foreword

前言

About the Company

Established in 1991 and listed on the Stock Exchange (Stock Code: 00046) in 1998, C&T is a pioneer in the IT industry. While headquartered in Hong Kong, it has developed its presence in Mainland China. C&T's products range from human resources management to enterprise-level information management, procurement management and retail management. It also offers IT solutions and quality services, including IT solutions implementation, application software development, online e-Services as well as business process outsourcing services.

C&T operates its business on a vision "To build a better world with Information Technology". Its commitment in providing best-of-breed software products and delivering effective IT solutions and quality services enable its clients to enjoy more efficient business operation and greater competitive advantages. Apart from conducting a successful business, C&T is dedicated to maintaining a sustainable social environment and fulfill its role as a corporate citizen. Through the products and services, C&T empowers its clients to contribute to the betterment of many essential aspects of daily life of society.

Our vision "To build a better world" guides C&T to develop its own BETTER value, which means:

- **B**e Passionate and Determined
- **E**mbrace and Drive Change
- **T**ake Ownership and Accountability
- **T**hink and Act as a Professional
- **E**stablish Trust with Communication
- **R**evitalise through Learning and Growth

As an industry leader, C&T is dedicated to facilitating the advancement of the IT industry in Hong Kong. It is a member of the Hong Kong Computer Society and the Information and Software Industry Association.

關於本公司

科聯於一九九一年成立，一九九八年於聯交所上市（股份代號：00046），是資訊科技行業的先驅。科聯的總部設於香港，目前業務已拓展至中國內地。科聯的產品涵蓋人力資源管理以至企業層面的資訊管理、採購管理及零售管理。科聯亦提供資訊科技解決方案及優質服務，包括提供資訊科技解決方案、開發應用程式軟件、網上電子服務以及業務流程外判服務。

科聯秉持「善用資訊科技 構建美好世界」的願景來營運業務。我們一直致力提供出類拔萃的軟件產品，交付高效資訊科技解決方案及優質服務，協助客戶提高業務營運效率及提升競爭優勢。除了在業務方面取得的成就，科聯亦致力維護可持續發展的社會環境，履行企業公民責任。透過科聯的產品及服務，客戶得以在日常運作的各個重要層面竭盡所能，齊為社會謀福祉。

「構建美好世界」的願景奠定科聯以下精益求精的價值觀：

- 熱情投入
- 革新求變
- 自主承擔
- 貫徹專業
- 溝通互信
- 積極進取

科聯作為業界翹楚企業，致力推動香港資訊科技行業的發展。科聯為香港電腦學會和資訊及軟件業商會會員。

Materiality assessment

A comprehensive stakeholder engagement exercise was conducted in order to understand the perceptions and expectations of our stakeholders with regard to our ESG management approach and performance. During the process, we communicated with key internal and external stakeholders, including our employees, suppliers, clients and investors, that we identified to have a significant impact to our business. Through surveys and interviews, stakeholders provided feedback on ESG topics that considered most relevant to them as a stakeholder. We incorporated their feedback into the process of identifying the material topics, which acts as the foundation of the formulation of long-term ESG strategies as well as a strong reference to this report.

Material topics identified by our stakeholders are:

重要性評估

我們已進行全面的持份者參與評估，以了解持份者對環境、社會及管治方法和表現的看法及期望。在過程中，我們邀請了對業務有重大影響的主要內部及外界持份者溝通（包括僱員、供應商、客戶及投資者），透過問卷調查及訪談，持份者就其認為相關程度最高的環境、社會及管治議題提出反饋。在確認重要議題的過程中，我們納入持份者的反饋，以此作為制定長期環境、社會及管治策略的根基，以及編製本報告的重要參考資料。

我們的持份者確認的重要議題如下：

Subject area 主要範疇	Material topics 重要議題
Employment and labour practices 僱傭及勞工常規	<ul style="list-style-type: none"> Training and development 培訓及發展 Fair employment practice and competitive remuneration package 公平的僱傭常規及具競爭力的薪酬待遇 Employee well-being at work 僱員工作的福祉
Operating practices 營運慣例	<ul style="list-style-type: none"> Ensuring product and service quality 確保產品及服務質素
Corporate governance 企業管治	<ul style="list-style-type: none"> Anti-corruption, professional ethics and compliance to regulations 反貪污、專業操守及遵守法規
Contribution to community 貢獻社區	<ul style="list-style-type: none"> Community service engagement 參與社區服務

Foreword

前言

We also communicate with our stakeholders on an on-going basis through different communication channels, the table below shows our main channels with our key stakeholders.

我們亦透過不同溝通渠道持續與持份者溝通，下表顯示與關鍵持份者的主要渠道。

Stakeholders 持份者	Key of communication 關鍵溝通	Communication channels 溝通渠道
Employees 僱員	C&T understands the needs of employees through different channels and handles their opinions and recommendations. 科聯透過不同渠道了解僱員的需要及處理其意見及建議。	Staff intranet portal, corporate news, promotion videos, posters, trainings, performance appraisal, meetings and emails 員工內聯網、企業新聞、宣傳影片、海報、培訓、表現評估、會面及電郵
Suppliers 供應商	C&T continuously reviews performance of suppliers/service providers and ensure quality of products/services. 科聯持續審視供應商／服務供應商的表現及確保產品／服務質素。	Product/service terms and conditions, code of conduct, contracts, after-sales service (customer inquiries or complaints), meetings and emails 產品／服務條款及條件、操守守則、合約、售後服務(客戶查詢或投訴)、會面及電郵
Clients 客戶	C&T collects customer feedback through various platforms to ensure customer opinions are dealt with in a timely manner. 科聯透過不同平台收集客戶反饋以確保及時處理客戶意見。	Negotiation of contracts, satisfaction survey, customer service hotline, meetings and emails 磋商合約、滿意度調查、客戶服務熱線、會面及電郵
Investors 投資者	C&T ensure timely discourse and compliance of listing rules and other related rules and regulations. 科聯確保及時披露及遵守上市規則及其他有關規例及法規。	Notices, announcements, circulars, annual and interim reports, annual general meeting and face-to-face meetings/calls with investors 通告、公佈、通函、年度及中期報告、股東週年大會及與投資者親身會面／電話聯絡

ESG governance structure, commitment and strategy

環境、社會及管治架構、承擔及策略

Governance structure

The Board has overall responsibility for the Company's ESG strategy. They are committed to ensuring that our business operates responsibly and the Company acts in the best interests of our stakeholders and shareholders. The Board delegates the day-to-day management of ESG aspects to the senior management, who oversees our ESG performance, leads long-term ESG strategic development, and reports to the Board. Our ESG performance is reviewed and evaluated annually, which will be disclosed in our annual ESG report.

The Board also delegates its responsibility to the Audit Committee and the Risk Management Committee to evaluate and determine key risks (including ESG related risks) to ensure that appropriate and effective ESG risk management and internal control systems are in place. The committees would report back to the Board on their review results and recommendations for the Board's consideration and approval.

Commitment and strategy

We endeavor to create value for our environment, people and community while complying with the ESG related laws and regulations. The Board will have periodical review of strategies and areas for improvement.

Environmental conservation

Our targets

- To raise awareness about environmental sustainability among our staff;
- To promote the 5Rs (Refuse-Reduce-Reuse-Repurpose-Recycle) concept in office; and
- To combat climate change in terms of energy conservation and emission reduction according to UN Sustainable Development Goal 13.

管治架構

董事會對本公司的環境、社會及管治策略肩負全面責任。董事會致力確保我們的業務以負責任的方式運作，且本公司的處事方式符合持份者及股東的最佳利益。董事會委託高級管理層管理環境、社會及管治方面的日常事務，監督相關環境、社會及管治表現，制定環境、社會及管治的長期發展策略，並向董事會匯報。我們會就環境、社會及管治表現每年進行檢討及評估，並在年度環境、社會及管治報告中披露。

董事會將評估及確認主要風險（包括環境、社會及管治的相關風險）的責任交予審核委員會及風險管理委員會，以確保適當及有效的環境、社會及管治的風險管理及內部監控系統得以運作。各委員會會向董事會匯報檢討結果及建議，以供董事會考量及批准。

承擔及策略

我們致力為環境、人才及社區創造價值，同時遵守環境、社會及管治相關法律及法規。董事會將定期審視策略及改善空間。

環境保育

目標

- 提高員工對環境可持續發展的意識；
- 於辦公室推廣5R（拒絕－減少－重用－重新定義－回收）概念；及
- 根據聯合國永續發展目標13於節約能源及減排方面應對氣候變化。

ESG governance structure, commitment and strategy

環境、社會及管治架構、承擔及策略

Steps to achieve	達成方法
<ul style="list-style-type: none"> - To enhance existing recycling programmes and facilities in office; - To provide non-disposable utensils to staff; - To organise seminars and workshops regarding environmental sustainability; - To increase greenery covers in office, to encourage staff to adopt a plant-based diet at least one day per week to combat climate change, and to encourage and bring awareness about a vegetarian diet; - To maintain a comfortable temperature range of 24–26°C in office; - To refine business procedures and our products to achieve paperless office; and - To support or collaborate with organisations which promote environmental protection. 	<ul style="list-style-type: none"> - 改良辦公室的現有回收計劃及設施； - 提供非即棄用具予員工； - 舉辦有關環境永續發展的研討會及工作坊； - 增加辦公室的綠化，鼓勵員工每週最少一天吃素以應對氣候變化以及提倡及推廣素食； - 於辦公室維持攝氏24至26度的舒適溫度； - 改良業務程序及產品以達致無紙辦公；及 - 支持推動環保的機構或與其合作。

Nurturing talent

培育人才

Our targets	目標
<ul style="list-style-type: none"> - To maintain our employer-employee relationship with our staff in strict compliance with the employment rules and regulations; - To develop and retain talents prospering company growth; and - To strive for a decent and safety work environment. 	<ul style="list-style-type: none"> - 嚴格遵照僱傭規例及法規及與員工維持穩定僱主僱員關係； - 培養及留聘人才以推動公司發展；及 - 營造良好及安全的工作環境。
Steps to achieve	達成方法
<ul style="list-style-type: none"> - To provide regular training, development programmes and training sponsorship to our employees; - To implement occupational safety and health measures; and - To organise team building and staff activities. 	<ul style="list-style-type: none"> - 提供定期培訓、發展計劃及培訓資助予僱員； - 實施職業安全及健康措施；及 - 舉辦團隊建設及員工活動。

Community contribution

貢獻社區

Our targets	目標
<ul style="list-style-type: none"> - To be a community care company; and - To raise awareness among the staff about caring for the community. 	<ul style="list-style-type: none"> - 關愛社區；及 - 提高員工對關愛社區的意識。
Steps to achieve	達成方法
<ul style="list-style-type: none"> - To participate in community volunteering events; - To make donation to charities; and - To provide internship programme for university graduates. 	<ul style="list-style-type: none"> - 參與社區義工活動； - 捐款予慈善機構；及 - 提供實習計劃予大學畢業生。

Our talent 我們的人才

Being an employer of choice

Our success and ability to grow are inseparable from a skilled and professional team. It is therefore a strategy to invest in our ability to attract, train, retain and motivate our talents. By providing competitive remuneration packages for our employees, we hope to attract high potential candidates in the market and motivate our employees. We also regularly review the remuneration package of employees and makes necessary adjustments in conforming to the market standard.

We are keen to provide remuneration packages beyond the requirements of the Employment Ordinance; hence, full-paid sick leave, maternity leave, and paternity leave are provided to local staff. Upholding our work-life balance culture and continuous learning advocacy, C&T offers special paid leave such as birthday leave, marriage leave, compassionate leave, and graduation and examination time off. Medical insurance and education subsidy are also available to our local staff.

The Employee Handbooks outline our expectations to the employees in terms of conduct and working attitude. Employment terms and conditions, employee benefits and employee development policies have been well printed on the handbook. The documents are reviewed and updated regularly in response to changes in the labour regulations. We welcome employees' feedback regarding our labour policies in relation to their job duties and the working environment.

We have a formal grievance procedure in place that aims to settle employee grievances within the shortest possible time, with the objective of rendering fairness and justice to all parties concerned. Employee may present their grievance either in verbal or in writing to the Company's Human Resources Department, who is responsible for assisting the employee to solve the grievance. All grievances are treated confidentially.

We strictly abide by the labour regulations of where we operate, and prohibit the employment of child and forced labour. We are also committed to promoting a transparent and fair recruitment process.

During our recruitment and staff promotion process, we provide equal opportunity for all people regardless of sex, marital status, family status or disability. Our judgment is based on their qualifications, experience, skills, potential and performance. Performance appraisal is offered to employees on an annual basis. The purpose of our performance appraisal does not solely evaluating their abilities, it also provides the opportunities for employees to discuss with the management about their concerns and ideas.

成為卓越的僱主

我們的成就及發展能力，全賴一支資深精幹的專業團隊。因此，我們訂下策略，投放資源以吸引、培訓、挽留及激勵人才。透過為僱員提供具有競爭力的薪酬待遇，我們希望吸引市場上優秀的人才，並激勵現有僱員。我們亦定期檢討僱員的薪酬待遇，進行必要的調整，以緊貼市場水平。

我們熱衷於提供較僱傭條例所規定更為優厚的薪酬待遇；因此，我們向本地員工提供全薪病假、產假及待產假。秉承我們提倡工作與生活平衡的文化並持續學習，科聯提供特殊的帶薪休假，例如生日假、婚假、思恤假、畢業和應試休假。本地員工亦可享受醫療保險和教育津貼。

僱員手冊說明我們對僱員行為及工作態度的期望，並詳細載列僱傭條款及條件、僱員福利及僱員發展政策。我們會定期檢討手冊內容，並在有需要時按照勞工規例的任何更改進行修訂。我們歡迎僱員就有關工作職責及工作環境的勞工政策提供反饋。

我們已制訂正式申訴程序，冀在最短時間內解決僱員的不滿，以公平公正的方式對待相關各方。僱員可向本公司的人力資源部提出口頭或書面申訴，人力資源部負責協助僱員解決申訴。所有申訴均保密處理。

我們嚴格遵守經營所在地的勞工規例，並禁止聘用童工及強迫勞工。我們亦致力推動透明及公正的招聘程序。

於招聘及員工晉升過程中，我們給予所有人公平的機會，不論性別、婚姻狀況、家庭狀況或殘障。我們根據彼等的資歷、經驗、技術、潛力及表現作出判斷。我們每年為僱員提供表現評核。表現評核的目的並非單單評估其能力，其亦讓僱員有機會與管理層討論其關注事項及提出意見。

Our talent 我們的人才

We acknowledge our responsibilities to actively promote a diversified working environment that is free from discrimination. It is believed that the potential of our employees will be fully enabled when they are given equal opportunities in terms of career development and promotion.

In 2021, we complied with all relevant laws and regulations, including the Employment Ordinance and the Occupational Safety and Health Ordinance of Hong Kong, the Labour Law and the Employment Contract Law of the People's Republic of China.

Diversity and inclusiveness

Employee profiles in 2020 and 2021 of our operations in Hong Kong and Mainland China, breakdown by gender, age group, employee category and geographical location are as below.

Year ended 31 December

截至十二月三十一日止年度

		2021 二零二一年	2020 二零二零年
Our workforce	僱員人數	380	379
By gender		按性別劃分	
Female	女性	133	127
Male	男性	247	252
By age group		按年齡組別劃分	
Below 30 [#]	30 以下 [#]	125	125
30 – 39	30 – 39	116	132
40 – 49	40 – 49	99	93
50 or above	50 或以上	40	29
By employment type		按僱傭類型劃分	
Full-time	全職	367	373
Part-time	兼職	13	6
By employee category		按僱員類別劃分	
Top	高級	9	9
Middle	中級	20	16
General	一般職級	351	354
By geographical location		按地區劃分	
Hong Kong	香港	245	246
Mainland China	中國內地	135	133

[#] During the year, number of employee for age group < 25 is 61, (2020: 58); 25 to 29 is 64 (2020: 67), respectively.

我們肩負積極推動無歧視多元工作環境的責任，並相信若能為僱員提供平等的職業發展及晉升機會，將有助其充分發揮潛能。

於二零二一年，我們遵守所有相關法律及法規，包括僱傭條例及職業安全及健康條例、中華人民共和國勞動法及勞動合同法。

多元化與包容性

二零二零年及二零二一年香港及中國內地業務僱員情況列載如下，按性別、年齡組別、僱員類別及地區劃分。

[#] 於年內，25歲以下年齡組別的僱員人數為61名（二零二零年：58名）；25至29歲為64名（二零二零年：67名）。

Our talent 我們的人才

Employee turnover rates in 2020 and 2021 of our operations in Hong Kong and Mainland China, breakdown by gender, age group and geographical location are as below.

二零二零年及二零二一年香港及中國內地業務僱員流失率列載如下，按性別、年齡組別及地區劃分。

Year ended 31 December

截至十二月三十一日止年度

		2021 二零二一年	2020 二零二零年
Overall turnover rate ¹	整體流失比率 ¹	31%	20%
By gender			
	按性別劃分		
Female	女性	26%	10%
Male	男性	34%	24%
By age group			
	按年齡組別劃分		
Below 30 ²	30以下 ²	49%	31%
30 – 39	30 – 39	33%	12%
40 – 49	40 – 49	6%	10%
50 or above	50或以上	30%	34%
By geographical location			
	按地區劃分		
Hong Kong	香港	36%	22%
Mainland China	中國內地	24%	15%

¹ The turnover rate = the total number of leaver who either leave voluntarily, retire, or is dismissed in the specified category/the total number of employees of the corresponding category as at the year end date.

¹ 流失比率=在特定類別自願離職、退休或辭退的離職總人數／於年結日相應類別的僱員總人數。

² During the year, the turnover rate for age group <25 is 41% (2020: 45%), 25–29 is 56% (2020: 19%), respectively.

² 於年內，25歲以下年齡組別的流失比率為41%（二零二零年：45%）；25至29歲為56%（二零二零年：19%）。

Our talent 我們的人才

Developing talent

We are committed to developing a capable team. As a company providing IT solutions, the skills and knowledge of our employees are closely linked to the quality of what we deliver, client satisfaction and sustainability of our business. Under our training programme, employees are regularly provided with opportunities to attend formal training programmes that benefit their career developments, including overseas training opportunities.

We encourage continuous education. To incentivise our employees to take role-related training and qualification assessments organised by external parties, we offer financial sponsorship as stated in our “Education Subsidy Policy”. During the reporting year, our employee was awarded a Master of Science in Computer Science and certain employees were awarded certificates from Microsoft. Some employees took part in training offered by the HSBC and Green Council on corporate responsibilities updates. We also conducted soft skills training to our managerial staff to enhance their management skills. We have provided over HK\$67,000 to support our employees to attend around 722 hours of training during the reporting year.

A structured orientation training is provided to new joiners for a smooth and quick adaptation to our working environment. The orientation training covers an introduction to our values, business operations and employee rights.

人才發展

我們致力發展幹練的團隊。作為提供資訊科技解決方案的公司，我們僱員的技能及知識，與本公司產品及服務質素，客戶滿意度及業務可持續性息息相關。根據我們的培訓計劃，僱員可定期參與專業培訓，包括海外培訓機會，有助其事業發展。

我們鼓勵持續教育。為了鼓勵僱員參加由外界舉辦並與其職銜相關的培訓課程及資歷評審，我們按照「教育資助政策」提供財政津貼。於報告年度，有僱員獲頒電腦科學碩士學位及若干僱員獲微軟頒發證書。部分僱員參加由滙豐及環保促進會舉辦的企業責任最新情況的培訓課程。我們亦已向管理職級員工進行軟技能培訓，以提升其管理技巧。於報告年度，我們已提供超過67,000港元的資助，支持僱員參與約722小時的培訓。

我們亦為新僱員提供系統化的入職培訓，令他們順利及快速地適應我們的工作環境。入職培訓涵蓋有關本公司價值觀、業務營運及僱員權利的簡介。

Our talent 我們的人才

Total training hours completed during the year by our employees are summarised as below.

僱員於年內完成的總培訓時間概述如下。

31 December 2021

二零二一年十二月三十一日

Staff Training	員工培訓	Percentage of employees trained ¹ 接受培訓的僱員百分比 ¹	Average training hours per employee ² 每名僱員的平均培訓小時 ²
By gender	按性別劃分		
Female	女性	8%	0.71
Male	男性	4%	2.54
By employee category	按僱員類別劃分		
Top	高級	44%	3.00
Middle	中級	15%	1.93
General	一般職級	4%	1.87

31 December 2020

二零二零年十二月三十一日

Staff Training	員工培訓	Percentage of employees trained ¹ 接受培訓的僱員百分比 ¹	Average training hours per employee ² 每名僱員的平均培訓小時 ²
By gender	按性別劃分		
Female	女性	29%	0.38
Male	男性	26%	2.49
By employee category	按僱員類別劃分		
Top	高級	78%	1.00
Middle	中級	19%	0.19
General	一般職級	26%	1.88

¹ The percentage of employees trained = the total number of employees trained by specified category/the total number of employees of the corresponding category as at the year end date.

¹ 接受培訓的僱員百分比 = 在特定類別的受訓的僱員總人數 / 於年結日相應類別的僱員總人數。

² The average training hours per employee = the total training hours by specified category/the total number of employees of the corresponding category as at the year end date.

² 每名僱員的平均受訓時數 = 在特定類別的受訓時數總和 / 於年結日相應類別的僱員總人數。

Our talent 我們的人才

Following the UN Sustainable Development Goal 8 (SDG 8), C&T is committed to promoting a sustainable and inclusive economic growth in driving progress, creating decent jobs for all and improving living standards. 2021 was the remarkable seventh consecutive year of C&T receiving the “Partner Employer Award” organised by the Hong Kong General Chamber of Small and Medium Business. The recognition is a proof of C&T in fostering a diverse and engaging workplace culture for employees. In the mid of 2021, C&T participated in the Life & Career Education Mentorship Project (LEAP) organised by the Hong Kong University Graduates Association Education Foundation to share the prospect of the IT industry and advice on career planning to the young generation. A group of 30 mentees from three schools gathered at C&T’s online visit event to meet their mentors.



Throughout the year, the Company brought enlightenment and positive impact to the young fellows on goal setting and life planning for their better development in the future, aiming to cultivate potential talents in the IT industry and promote an encompassing community.

遵照聯合國永續發展目標8，科聯致力提倡永續及共融經濟增長以推動發展，為所有人創造良好職位及改善生活水平。二零二一年，科聯連續七年獲得香港中小型企業總商會舉辦的「友商有良」嘉許狀，成績有目共睹。此嘉許證明了科聯為僱員促成多元及友好的工作場所文化。於二零二一年年中，科聯參加了香港大學畢業同學會教育基金舉辦的人生事業教育計劃，與年輕一代分享資訊科技行業的前景及事業規劃意見。來自三間院校共30名的導生群組於科聯網上訪問活動聚首，與其導師會面。



於整個年度內，本公司於目標訂立及人生規劃上為年輕人帶來啟發及正面影響以促成未來發展，從而培育資訊科技行業的潛在人才及推動包容的社群。

Pledged as a Family-friendly Good Employer under the “Good Employer Charter” last year, C&T continued to adopt a good employee-oriented human resources management measures and formulated family-friendly employment policies. We believe those initiatives are imperative in promoting staff morality and creating better sense of belonging.

Fostering employee engagement

Engaging employees can contribute to higher productivity and more profitability. It is in our best interest to keep employees engaged through efficient communication. Continuing from the practise started in 2020, the “Regular Customer Highlights” facilitated as a mean to introduce our new customer acquisitions from different business units. In addition, the internal communication improved by applying the regular updates of our success stories, corporate news and promotion videos. Through different internal sharing, we established a better communication to provide first-hand market news to our staff.

Promoting employee health and well-being

C&T values employees’ health and well-being as one of its foremost priorities. Building a healthy and harmonious working environment is essential to attract, retain and motivate talents. During the reporting period, a comprehensive “Occupational Safety and Health (“OSH”) Policy” has been formulated according to the Occupational Safety and Health Ordinance Chapter 509 and broadcasted to all our employees through intranet, email announcement, poster on notice board and staff orientation programmes.

In 2021, we focused on the following areas when executing the OSH initiatives:

1. Enhance staff awareness of safety and health hazards at work;
2. Promote proper workstation ergonomics;
3. Improve staff’s mental health for enhanced working efficiency; and
4. Advocate work-life balance.

科聯去年根據「好僱主約章2020」許下「友」「家」好僱主承諾，繼續採納良好的僱員主導人力資源管理措施及制定了家庭友善僱傭政策。我們相信該等舉措對提高員工士氣及加強歸屬感至為重要。

提高僱員參與度

鼓勵員工參與公司活動有助提高生產效率和盈利能力。通過有效溝通維持員工的參與度，符合我們的最佳利益。秉持於二零二零年展開的常規，「定期客戶焦點」有助我們不同業務單位了解所取得的新客戶情況。另外，我們定期更新成功故事、企業新聞及宣傳影片以改良內部溝通。透過不同的內部分享，我們建立了較佳的溝通以向員工提供一手市場資訊。

提升僱員健康及福祉

科聯將僱員健康及福祉視為最優先事項之一。建設健康及和諧的工作環境對吸引、留聘及鼓勵人才十分重要。於報告期內，我們已根據香港法例第509章職業安全及健康條例制定全面的「職業安全及健康政策」，並透過內聯網、電郵公告、通告欄海報及員工導向計劃向全體僱員廣傳。

二零二一年，我們執行職業安全及健康措施時注重以下範疇：

1. 加強員工工作時的安全及健康危害意識；
2. 推廣妥善的工作間人體工效學；
3. 改善員工的心理健康以提升工作效率；及
4. 提倡工作生活平衡。

Our talent 我們的人才

A designated team had been formed to coordinate and centralise efforts to ensure proper implementation of the OSH programmes and conducted regular safety inspections. Periodic fire drills had been arranged to show the escape routes and provided sufficient fire-safety training to staff. To facilitate effective communication on health information with employees, a “Health Tips” page had been developed on the staff intranet during the reporting period. Useful information including healthy diet, stretching exercises and mental health management are updated.

A healthy workplace not only protects the physical well-being of employees, but also provides a comfortable environment for enhanced collaboration and productivity. This is why health-related programmes and activities are part of C&T's key practices to engage employees. In 2021, C&T has been honored with three consecutive years of the “Happy Company Label” which presented by the Promoting Happiness Index Foundation. Also, C&T pledged to a series of activities focusing on “Healthy Eating”, “Physical Activity” and “Mental Well-being” to promote physical and mental well-being in the workplace through continuous commitment to the “Mental Health Workplace Charter” initiated by the Department of Health, the Labour Department and the Occupational Safety and Health Council.

我們已建立指定團隊，負責統籌及集中管理各項措施，以確保職業安全及健康計劃妥善執行，並已舉辦定期安全檢查。我們定期安排火警演習以展示逃生路線及提供充足的消防安全培訓予員工。為促進向僱員有效傳達健康資訊，我們已於報告期內在員工內聯網建設「健康提示」頁面，並更新健康飲食、伸展運動及心理健康管理等等有用資訊。

健康的工作場所不僅保障僱員的身體健康，亦提供舒適環境以促進合作及生產力。這亦正是健康相關計劃及活動成為科聯的主要僱員互動措施一環的原因。科聯於二零二一年連續三年獲香港提升快樂指數基金頒發「開心工作間標誌」。另外，科聯對一系列專注「健康飲食」、「運動」及「心理健康」的活動訂立承諾，透過一直恪守衛生署、勞工處及職業安全健康局展開的「精神健康職場約章」推廣工作場所身體及心理健康。



Our talent 我們的人才

During the time of steadier pandemic situation in the second half of 2021, several staff-caring activities was resumed. The Mid-Autumn Festival Fun Day and the Christmas Party received overwhelming supports from staff and offered interactive involvement to participate.

二零二一年後半年的疫情越趨穩定，多項員工關愛活動亦已恢復。中秋節慶日及聖誕派對獲得員工熱烈支持及提供互動節目可供參與。



Our talent 我們的人才

In order to maintain an environment for employees' better health and connection during the pandemic, a Zentangle® and a moss terrarium workshop had been held. Over 30 staff had participated to enjoy the mindfulness and relaxing moment of exceptional experience.

為了於疫情期間維持環境以改善僱員健康及連繫，已舉辦禪繞畫®及青苔玻璃盆栽工作坊。逾30名員工參與活動，享受靜觀及休息時間的卓越體驗。



Our health and safety performance was satisfactory during the reporting year. Zero fatalities was recorded among our employees during current and past three years from 2019 to 2021. There was no work-related injury during the reporting year and we will continue to keep a health and safe working environment for our employees.

於本報告年度，我們的健康及安全表現令人滿意，於本年度及過去三年（二零一九年至二零二一年）並無僱員死亡記錄。報告年度內概無因工受傷事故，我們將繼續為僱員維持健康及安全的工作環境。

Our talent 我們的人才

Since the pandemic, we have carried out a series of responsive measures, from regular workspace sanitisation to the provision of safety measures such as touchless door sensors, digital coach tickets, sharing pandemic updates and personal hygiene tips, etc. In recognition of our effort in fighting against the pandemic, C&T received Gold Seal for Business Resilience & Community Contribution Awards and Anti-Epidemic Hygiene Measures Certification organised by Hong Kong Quality Assurance Agency in 2021.



During the reporting period which was under the prevalence of the COVID-19 pandemic, C&T continued to implement a series of precautionary measures to minimise health risk of our staff. During the new wave of the pandemic, we immediately adopted work-from-home practice and arranged flexible working hours to further enhance social distancing. Rapid antigen test kits are also provided for our staff. We provide the following guidelines on pandemic prevention and control to our employees during the pandemic:

1. Provide alcohol sanitisers in office area;
2. Offer alcohol pads to staff for cleaning personal workstation, phone set and keyboard;
3. Rearrange tables and chairs in breakout area to minimise face-to-face interaction;
4. Conduct frequent cleaning especially for common high-touch areas;
5. Prepare thermometer for staff use at reception;

自疫情爆發以來，我們已執行一系列應對措施，涵蓋一般工作場所衛生及提供安全措施，如無接觸門感應器、數碼車票、分享疫情最新消息及個人衛生提示等。於二零二一年，科聯獲香港品質保證局舉辦的「機構嘉許計劃2021—抗逆貢獻嘉許大獎金章」及衛生抗疫措施認證，以嘉許我們對抗疫的努力。

於報告期內，COVID-19疫情廣泛傳播期間，科聯持續實施一系列預防措施以盡量減低員工的健康風險。於新一波疫情，我們即時採取在家工作及安排靈活上班時間以進一步加強社交距離措施。我們亦向員工提供快速抗原測試套裝。疫情期間，我們向僱員提供以下防疫抗疫指引：

1. 於辦公範圍內提供酒精搓手液；
2. 向員工提供酒精消毒棉以清潔個人工作檯、電話及鍵盤；
3. 重組會議室的桌椅以盡量減少面對面互動；
4. 安排恆常清潔，特別是常用頻繁接觸範圍；
5. 於接待處預備探熱器供員工使用；

- | | |
|---|--|
| 6. Open side doors to maintain ventilation; | 6. 敞開側門以維持空氣流通； |
| 7. Arrange large-scale disinfection and carpet cleaning services; | 7. 安排大規模消毒及地毯清潔服務； |
| 8. Require all visitors to submit a Health Declaration Form and scan the "LeaveHomeSafe" mobile application when entering the office; | 8. 要求所有訪客進入辦公室時提交健康申報表及掃描「安心出行」流動應用程式； |
| 9. Alleviate beverages providing to guests; and | 9. 減少向賓客提供飲品；及 |
| 10. Encourage COVID-19 vaccination with extra leave granted. | 10. 給予額外休假以鼓勵接種 COVID-19 疫苗。 |

Our responsibilities

我們的責任

Continuous improvement in quality service

Service quality and customer satisfaction are closely related. Satisfaction is a likely outcome when customers perceive they have received superior quality service. Therefore, we are committed to promoting a continual improvement process in our products, services and implementation process. During the reporting period, we have introduced a software development tool called Jira, a cloud-based project management software tool for the improvement of our workflow. Through the adaptation of Jira, the following achievements are going to be obtained:

- A configurable function to fit any type of project with custom workflow;
- Customisable permissions enable our project team and software development team to determine access right for designated person;
- An online task management solution allows us to assign tasks and transition easily to execute and track from remote locations;
- Records of all the important details of our projects – meeting notes, requirement documents, research project scope, milestones and everything in between;
- An integrated platform with team sharing, research and collaboration; and
- Standardised project management planning in agile approach.

During the reporting year, apart from receiving feedback through customer service hotline, we have conducted customer satisfaction survey to identify areas to be improved and get ideas for our next generation products and services.

In case of critical issues or regulatory changes for our application software products, we will release hot-fixes patches to patch the related product installations. For Software as a Service (“SaaS”) or mobile application, we have online update in various app stores accordingly.

優質服務的持續改進

服務質量與顧客滿意度息息相關。當客戶認為彼等得到優質服務時，便可能會感到滿意。因此，我們致力於促進我們的產品、服務及實施過程中的持續改進。於報告期內，我們引進Jira軟件開發工具，乃雲端項目管理軟件工具，用於改善我們的工作流程。通過對Jira的適配，我們預期會獲得以下成就：

- 可適應任何類型項目與自訂工作流程的可配置功能；
- 可定製的權限使我們的項目團隊及軟件開發團隊能夠設定指定人員的訪問權；
- 線上任務管理解決方案使我們能夠輕鬆分配及轉換任務，及從遠程執行和跟進；
- 記錄所有項目的重要詳情—包括會議備註、規定文件、研究項目範圍、里程及當中所所有事項；
- 具備團隊建設、研究及合作功能的綜合平台；及
- 採取靈活方針的標準項目管理規劃。

於報告年度，除了透過客戶熱線取得反饋外，我們進行客戶滿意度調查以找出可改善範疇及為新一代產品及服務收集意見。

如有應用程式軟件產品的重大議題或監管變動，我們會發佈快速修復項目以修正有關產品安裝。至於軟件即服務或流動應用程式，我們會據此於線上或各大應用程式商店更新。

Supply chain management

As an IT services provider, C&T mainly procure services from suppliers and subcontractors. Our policy requires outsourced activities to comply with the same security requirements as in-house activities. If there are needs to engage new suppliers or subcontractors, sufficient background and quality assessment will be conducted to ensure quality of work delivered to customers. During the reporting year, total of 46 new suppliers were performed evaluation. Performance evaluation is conducted periodically by project team to ensure the quality of goods and services provided by the supplier or subcontractor are maintained at an acceptable level, and there is no material environmental or social risks identified.

The Group has formulated the procurement policy and procedures to standardise the process of supplier selection, and also minimise potential risks throughout the supply chain.

C&T relies mainly on local suppliers/service providers which could reduce the carbon footprint from transportation. We also give priority to suppliers who use eco-friendly products and services during our selection procedure in order to minimise the impact to the environment.

We also attach great importance to the integrity of our suppliers, and only select suppliers and partners with good track records without material violations of relevant regulations and business ethics. We do not tolerate any acts of bribery and corruption, and strictly prohibit suppliers from obtaining procurement contracts or cooperative relationships through any form of pay-to-play or gifts.

Although the pandemic has caused serious disruption to the global supply chain, as an IT services provider with our core software and services being self-developed, the impact to our daily operations was considered not material during the reporting period.

供應鏈管理

身為資訊科技服務供應商，科聯主要向供應商及分包商採購服務。我們的政策規定外判服務須遵守與內部活動相同的安全要求。如有需要委聘新供應商或分包商，將須進行充分的背景及質素評估，以確保向客戶提供有質素的工程。於報告年度，合共46間新供應商接受評估。項目團隊定期進行表現評估以確保供應商或分包商提供的貨品及服務質素維持於可接受水平，且概無識別出任何重大環境或社會風險。

本集團已制定採購政策及程序以統一供應商挑選程序，並盡量減低整個供應鏈的潛在風險。

科聯主要依賴本地供應商／服務供應商，彼等可減低運輸所產生的碳足印。於挑選過程中，我們亦優先考慮使用環保產品及服務的供應商，以盡量減低對環境的影響。

我們亦非常重視供應商的誠信，且只會挑選往績記錄良好及不曾有嚴重違反有關法規及商業道德的供應商及夥伴。我們絕不容忍任何賄賂及貪污行為及嚴禁供應商透過任何形式的利益輸送或饋贈取得採購合約或合作關係。

儘管疫情嚴重窒礙全球供應鏈，但由於我們是自行開發核心軟件及服務的資訊科技服務供應商，故於報告期內，日常營運所受影響並不重大。

Our responsibilities

我們的責任

Number of vendors by geographical region

During the reporting year, the number of major vendors* by geographical region is as follows:

* Vendors with more than \$10,000 purchases during the reporting period.

Geographical region	地區	
Hong Kong	香港	113
Mainland China	中國內地	21
Other countries/regions	其他國家／地區	6

Upholding ethical conduct

We do not tolerate any corrupt practices. To mitigate bribery and corruption risk, we have outlined our operating principles in our “Code of Business Conduct Policy”. The policy provides guidance on the appropriate practice when dealing with our suppliers, contractors, business partners and other external parties. Our expectations on the conduct of employees have been well stated in the Employee Handbooks. We have organised anti-corruption trainings to directors and our staff and they are required to attend. The latest training session to our staff was arranged in 2020 with Independent Commission Against Corruption. An anti-corruption training to all directors was arranged in November 2021 by the Hong Kong Institute of Directors.

Under our Whistleblowing Policy, we offer anonymous whistleblowing channels for our employees to report any suspected case of misconduct. All reports will be brought to our internal auditor for investigation, which is overseen by C&T's Audit Committee.

In 2021, we complied with all relevant laws and regulations in relation to anti-corruption that have a significant impact on us, including but not limited to Prevention of Bribery Ordinance of Hong Kong, the Criminal Law and the Anti-Money Laundering Law of the People's Republic of China and noted no confirmed corruption-related incident in our operations.

按地區劃分的供應商數目

於報告年度，按地區劃分的主要供應商*數目如下：

* 於報告期內採購額超過 10,000 元的供應商。

秉持道德操守

我們不容忍任何舞弊行為。為減低賄賂及舞弊風險，我們制訂「業務操守政策守則」，說明我們的營運宗旨。政策針對與供應商、承辦商、業務夥伴及其他外聘方進行交易的適當做法提供指引。至於我們對僱員操守的期望，已清楚載列於僱員手冊。我們定期對董事及員工進行反貪培訓並要求彼等參加。最新員工培訓乃於二零二零年與香港廉政公署合辦。二零二一年十一月，香港董事學會為全體董事安排一次反舞弊培訓。

根據我們的舉報政策，我們為僱員提供匿名告密渠道，以舉報任何可疑的違反操守事件。所有舉報將交予內部核數師調查，並由科聯的審核委員會全程監督。

於二零二一年，我們已遵守所有對我們有重大影響涉及反貪污的相關法律及法規，包括但不限於香港防止賄賂條例、中華人民共和國刑法及反洗錢法，而業務營運中並無發現經證實的舞弊相關事件。

Protecting IP rights and data privacy

Our Code of Business Conduct Policy sets our basic principles to guide our behaviours and practices when conducting business to ensure the compliance with local laws and regulations. The policy commits our employees and us to maintain a high standard of integrity and ethics.

We have a strong compliance culture and is committed to adhering to data privacy laws and regulations to safeguard customers' data and sensitive information. Guidelines on data collection, usage and retention are clearly set out in the policies and standard procedures in our Privacy Statement and Personal Information Collection Statement.

The policy requires our employees to respect and protect intellectual property rights in our day-to-day operations. This includes the careful handling and usage of trade secrets, patents, trademarks and copyrights, as well as business, marketing and service plans, engineering ideas, design and databases. Data is protected by a number of physical, electronic and procedural safeguards that are in line with the regulatory requirements.

We acknowledge our responsibility in safeguarding the data privacy of our customers. The Group puts forth dedicated efforts to ensure that our customers' information is handled safely and securely through carrying out customer data protection measures. Only registered devices are allowed to access C&T's network with password authentication implied for logging in the Company's systems. Preventive measures including security assessment and regular network maintenance are also conducted on a routine basis to safeguard our data confidentiality.

In 2021, we complied with all relevant laws and regulations that have a significant impact to us, including Personal Data (Privacy) Ordinance, and no incident of information leakage reported during the reporting year.

保護知識產權及資料私隱

我們的業務操守政策守則列明我們的基本原則，就我們進行業務的行為及做法提供指引，確保遵守本地法律及規定。政策確保僱員與本公司維持高度誠信和道德操守。

我們具有強大的合規文化和承諾遵守數據隱私法律及法規，以維護客戶數據及敏感資料。數據收集、使用及保留的相關指引已清楚載於隱私聲明及個人資料收集聲明中的政策及標準程序。

政策規定我們的僱員須於日常營運中尊重及保護知識產權。包括謹慎處理及使用商業秘密、專利、商標及版權，以及業務、市場推廣及服務計劃，工程意念、設計和數據庫。數據受到多種符合法規要求的物理、電子及程序保護措施的保障。

我們確認我們有責任保護我們客戶的數據私隱。本集團致力通過實施客戶數據保護措施，確保客戶的資料得到安全和可靠的處理。只有已註冊的設備才可進入科聯網絡，並在登錄本公司系統時需要密碼驗證。為保障資料保密，本公司亦定期進行預防措施，包括安全評估和定期網絡維護。

於二零二一年，我們遵守所有對我們有重大影響的相關法律及法規，包括個人資料（私隱）條例，且於報告年度內並無任何資料外洩事件報告。

Our environment

我們的環境

Our relationship with the environment

As a socially responsible citizen, we are concerned about the quality of the environment. While conducting business, we strive to minimise our impact to the environment. Our determination to promote environmental well-being is reflected in the introduction of our Environmental Policy. The policy documents our commitment to protecting the environment, minimising the environmental impact of our business operation and promoting sustainability through our solutions. In addition to complying with the relevant legislation and regulatory requirements, the policy offers guidance for our management and staff to follow in the daily operations. It touches upon our environmental strategies in energy conservation, greenhouse gas emissions reduction, waste minimisation and green purchasing. This policy is available to all personnel in C&T and will be updated regularly.

Our operation is not involved in air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste in significant quantities.

In 2021, we complied with all applicable environmental regulations including Air Pollution Control Ordinance and Waste Disposal Ordinance.

Climate change

Due to global climate change, our business is inevitably being affected by different occasions. The management is aware of the direct and indirect impact of this risk and acknowledges the necessity to take appropriate measures in building our climate resilience and adaptive capacity.

We have identified climate change-related risks which have impacted or may affect to our business as below:

我們與環境的關係

作為富社會責任感的公民，我們密切關注環境質素。在開發業務時，我們努力降低對環境的影響。我們保護環境的決心體現在我們的環保政策的訂立。政策表明我們致力於環境保護，盡力減低業務營運對環境的影響，以及透過我們的解決方案推動可持續發展的承諾。除遵守相關法例及監管要求外，政策亦為我們的管理層及僱員提供日常營運指引，其中包括我們在節能、減少溫室氣體排放、減少廢物及綠色採購方面的環保政策。政策可供科聯全體僱員查閱，並定期更新。

我們的營運並不涉及空氣和溫室氣體排放、向水和土地排放，亦不涉及產生大量有害和無害廢物。

於二零二一年，我們遵守所有適用環保規例包括空氣污染管制條例及廢物處置條例。

氣候變化

由於全球氣候變化，我們的業務不可避免地會受到不同事件的影響。管理層意識到這一風險的直接和間接影響，並承認有必要採取適當措施來建立我們的氣候復原力和適應能力。

我們已確定以下與氣候變化有關的風險，該等風險已經或可能對我們的業務造成影響：

Physical Risks

實體風險

1) Urban heat island effect causing more hot days and nights

1) 城市熱島效應導致炎熱的晝夜更多

Impact	影響
<ul style="list-style-type: none"> Higher probability of heat-related illness and lower working efficiency and productivity; and Increasing energy costs for air-conditioning in office and server room, worsen air pollution levels. 	<ul style="list-style-type: none"> 患熱病的機會增加，工作效率及生產力降低；及 辦公室及伺服器室的空調能源成本不斷增加，使空氣污染水平惡化。
Actions taken or considered	已採取或考慮採取的行動
<ul style="list-style-type: none"> Maintaining comfortable temperature in range of 24–26°C in office (except server room); Replacing and cleaning air filters in air-conditioning periodically to enhance energy efficiency; Enhancing staff awareness of heat stress related illness; Reorganising work schedule; and Using level 1 energy label equipment in office. 	<ul style="list-style-type: none"> 將辦公室的恆溫維持在 24 至 26 攝氏度（伺服器室除外）； 定期更換及清潔空調的空氣濾網，以提高能源效率； 提高員工對熱應激相關疾病的認識； 重新安排工作日程；及 在辦公室使用具備 1 級能源標籤的設備。

2) More frequent extreme weather events

2) 極端天氣事件頻繁

Impact	影響
<ul style="list-style-type: none"> Resulting operation delay, lowering productivity; Reducing revenues; Increasing operational cost; Damaging facilities (for example: server disruption due to power failure, window damage, flooding). 	<ul style="list-style-type: none"> 導致操作延遲，降低了生產力； 收入減少； 營運成本增加； 破壞設施（例如：由於停電、窗戶損壞、水災而造成的伺服器中斷）。
Actions taken or considered	已採取或考慮採取的行動
<ul style="list-style-type: none"> Arranging work-from-home or flexible working hours for staff to minimise the effect of disturbance in operations; Equipping with a backup power supply to maintain the operation of servers when it encounters a disruption; and Monitoring window safety regularly. 	<ul style="list-style-type: none"> 安排員工在家工作或靈活的工作時間，以盡量減少對業務的干擾影響； 設置備用電源，以便在干擾時維持伺服器的運行；及 定期監測窗戶安全。

Our environment

我們的環境

3) More frequent event of natural disasters (e.g. flooding, storm surge etc.)

3) 自然災害(如水災、風暴潮等)頻繁

Impact	影響
<ul style="list-style-type: none"> – Suspending operations; – Damaging facilities; and – Collapse of the buildings. 	<ul style="list-style-type: none"> – 停運； – 設施損壞；及 – 建築物倒塌。
Actions taken or considered	已採取或考慮採取的行動
<ul style="list-style-type: none"> – Establishing a business continuity plan; – Closely following government's and international's guidelines of climate change in the industry; and – Actively joining in industry forums or seminars to understand industry norms and new technologies. 	<ul style="list-style-type: none"> – 建立業務連續性計劃； – 密切關注政府及國際社會對行業內氣候變化的指導方針；及 – 積極參與行業論壇或研討會，了解行業規範及新技術。

Transition Risks

過度風險

1) Local carbon emission targets

1) 地方碳排放目標

Impact	影響
<ul style="list-style-type: none"> – Posting difficulties in operations; and – Increasing operational cost to fulfill stringent carbon emission requirements either by hardware replacement or by technology applications. 	<ul style="list-style-type: none"> – 使營業變得更加困難；及 – 通過硬件更換或技術應用滿足嚴格的碳排放要求，致使運營成本不斷增加。
Actions taken or considered	已採取或考慮採取的行動
<ul style="list-style-type: none"> – Setting up carbon emissions targets and reduction plans; – Conducting comprehensive carbon audits and setting up carbon emission profiles; – Replacing low energy-efficient devices; and – Procuring energy efficient/environmental friendly products/services. 	<ul style="list-style-type: none"> – 制定碳排放目標及減排計劃； – 進行全面的碳審計及建立碳排放檔案； – 替換低能效的設備；及 – 採購節能／環保的產品／服務。

Our environment

我們的環境

2) Stakeholders' expectation on the Group's climate change commitments

Impact	影響
<ul style="list-style-type: none">– Becoming less qualified on tendering;– Becoming less competitive among peers; and– Losing reputations and clients' trust.	<ul style="list-style-type: none">– 使投標資格變差。– 在同行中的競爭力下降；及– 失去聲譽和客戶信任。
Actions taken or considered	已採取或考慮採取的行動
<ul style="list-style-type: none">– Participating in charters/programmes/recognitions or/and even awards to demonstrate commitments; and– Constantly communicating with stakeholders to understand their needs and expectations.	<ul style="list-style-type: none">– 參與章程／計劃／表彰或／及甚至獎勵，以證明承諾；及– 持續與持份者溝通，了解彼等的需求及期望。

C&T consistently implements various measures that encourage employees to conserve resources and reduce wastage to promote green operations.

2) 持份者對本集團氣候變化承諾的期望

科聯一貫實施各種措施，鼓勵員工節約資源和減少浪費，以促進綠色營運。

Providing environmental solutions for customers

Our solution offerings follow closely the Environmental Policy of the Company. From design to implementation, we are dedicated to realising our corporate's vision "To build a better world with Information Technology" and inspiring our clients to adopt IT to protecting our environment.

During the reporting period, our VITOVA EIM continued in providing an open technology eco-system and paperless platform to our customers. The integration of EIM with the company's workflow system, email system and ERP system allows the business to scan, index and save all hardcopy documents, emails, project documents and other important documents to the VitalDoc server which serves as a central document repository. New green business operations with minimised paper consumption have been implemented for our clients, while improving their operational efficiency and upholding international standard for a sustainable growth.

為客戶提供環保解決方案

我們提供的解決方案緊貼本公司的環保政策。從設計到實行，我們都致力實現企業「善用資訊科技構建美好世界」的願景，引導客戶利用資訊科技保護環境。

於報告期內，我們的VITOVA EIM繼續為客戶提供開放的技術生態及無紙化平台。EIM與本公司的工作流程系統、電子郵件系統及ERP系統的整合使企業能夠掃描、索引和保存所有復印文件、電子郵件、項目文件及其他重要文件至作為中央文件庫的VitalDoc伺服器。我們的客戶已實施新的綠色業務營運，最大限度地減少用紙，同時提高彼等的營運效率，堅持可持續發展的國際標準。

Our environment

我們的環境

Our efforts in improving environmental performance

Being a member of the global village, we are devoted to achieving environmental sustainability. In addition to on-going environmental measures, we focused on initiating “green thinking” to our staff in environmental-consciousness and sustainability in the workplace.

In the reporting period, we continued to be a Bronze Corporate Member of Green Council. With a solid determination of setting out new direction to improve the practise of environmental sustainability, we have participated in different training, seminar and sharing sessions to explore the industry standard.

我們致力改善環保表現

作為地球村的一員，我們貫徹環境可持續發展的方向。除了採取持續的環保措施外，我們亦致力在環境意識與工作間的可持續方面向我們的員工啟發「綠色思維」。

於報告期內，我們繼續成為環保促進會的銅牌企業會員。本著為改善環境可持續發展的實踐制定新方向的堅定決心，我們參與了不同的培訓、研討會及分享會，以探索行業標準。



Our environment

我們的環境

To promote environmental sustainability, regular “Green Guidelines and News” had been published to our employees through our intranet and email system, encouraging them to participate in different environment protection advocacies. Activities were organised regularly to enlightening the awareness of green initiatives and the contribution in a sustainable supply chain which included festive wastes recycling programme and vegetarian campaigns. Positive feedback from the participants were received.

為促進環境的可持續發展，我們通過內聯網及電子郵件系統定期向員工發放「綠色指引及最新消息」，鼓勵彼等參與不同的環境保護倡導活動。我們定期組織活動，以啟迪人們對綠色倡議的認識，以及對可持續供應鏈的貢獻，包括節日廢物回收計劃及素食運動。我們收到了參與者的正面反饋。



C&T strived to be environmentally conscious by adding green elements to all corporate events. Only electronic publicity materials were used in promotion. Activity fixtures and event enrolment form were transformed into digital format to minimise unnecessary wastage. Recycled and reusable materials were chosen for the seasonal decoration.

科聯通過在所有企業活動中加入綠色元素，努力提高環保意識。在推廣中只使用電子宣傳材料。活動固定裝置及活動報名表被轉化為電子格式，以減少不必要的浪費。季節性裝飾選擇使用可回收和可再使用的材料。

Our environment

我們的環境

In 2021, C&T has been actively engaging in various green organisations collaboration. In addition to continuing support to “No Air Con Night” by Green Sense, “Earth Hour” by World Wide Fund Hong Kong and the “Energy Saving Charter” by Environment Bureau and Electrical and Mechanical Services Department, committing to the “Green Pledge” recognised by Green Council was the new era of C&T in creating an environmentally-friendly office environment. Novel green measures were implemented which included:

- switch off lights and electronic appliances when idle;
- recycle electronic waste; and
- consume the Forest Stewardship Council® certified papers.

Participating in the “Green Low Carbon Day” organised by The Community Chest during the reporting period was also an important action of the Group in encouraging staff to live in low-carbon style.

於二零二一年，科聯一直積極參與各種綠色組織的合作活動。除繼續支持環保觸覺的「無冷氣夜」、世界自然基金會香港分會的「地球一小時」和環境局及機電工程署的《節能約章》外，科聯亦承諾履行環保促進會認可的「綠色承諾」，乃科聯創造環保辦公環境的新時代。全新的環保措施經已實施，其中包括：

- 關閉閒置電燈及電器；
- 回收電子廢物；及
- 使用森林管理委員會®認證的紙張。

於報告期內，參與香港公益金舉辦的「綠色低碳日」活動亦是本集團鼓勵員工履行低碳生活的重要行動。



Our environment

我們的環境

Through the years of actively engagement in the environmental protection practice, C&T is committed to building a sustainable future, and its determination to promote environmental well-being is reflected in the environmental strategies in energy conservation, greenhouse gas emission reduction, waste minimisation and green purchasing. In recognition of our effort and commitment to the environment, C&T has been named a Hong Kong Green Organisation (HKGO).

科聯多年來積極參與環保活動，致力建設可持續未來，其對推動環保的決心可證諸其節能、溫室氣體減排、減廢及綠色採購的環境策略。科聯名列香港綠色機構，以嘉許我們對環境所作出的努力及承擔。



As part of the HKGO certification, C&T has been the Energywi\$e and Wastewi\$e certificate holder since 2017, recognising the Company's effort for energy saving and waste reduction respectively. Looking ahead, C&T strives to sustain its business operations with the best green practices to reduce the impact to the environment and improve the quality of life.

作為香港綠色機構認證的一環，科聯自二零一七年起為節能證書及減廢證書持有人，其分別嘉許本公司致力節能及減廢。展期未來，科聯致力以最佳綠色常規維持業務營運，以減低對環境的影響及改善生活質素。



節能證書

Energywi\$e
—Certificate—



減廢證書

Wastewi\$e
—Certificate—

Our environment

我們的環境

C&T had been awarded the EcoPartner certificate in the BOCHK Corporate Environmental Leadership Award for two consecutive years. Organised by the Federation of Hong Kong Industries and sponsored by Bank of China (Hong Kong) ("BOCHK"), the recognition was the achievement of C&T since 2019 about our active participation in environmentally conscious practices in Hong Kong and the Pan-Pearl River Delta (Pan-PRD) region to further reduce environmental footprints in these communities.

科聯連續兩年獲中銀香港企業環保領先大獎認可為環保傑出伙伴。該獎項由香港工業總會主辦，中國銀行（香港）（「中銀香港」）贊助，乃科聯自二零一九年以來取得的成就，表揚我們積極參與香港及泛珠三角地區（「珠三角」）的環保實踐，進一步降低該等社區的環境足跡。



Our environment

我們的環境

On the other hand, monitoring different environmental metrics allows us to continuously improve the environmental performance of our operation. We have been keeping track of our electricity consumption, paper usage and carbon emissions. The data in the following sections are useful for us to review our environmental performance and devise improvement measures.

另一方面，我們會監察不同的環保指標，以便持續改善我們業務營運中的環保表現。我們一直密切監察耗電、用紙及碳排放情況。以下數據有助我們檢討環保表現及制定改善措施。

Year ended 31 December 截至十二月三十一日止年度

		2021 二零二一年	2020 二零二零年	Change 變動
Office in Hong Kong				
香港辦公室				
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	291,235	303,284	-4.0%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度 (千瓦時／平方米面積)	157	163	-3.7%
Carbon emission (Scope 2 only) ² (tonnes CO ₂ -e)	碳排放(僅指範圍2) ² (公噸二氧化碳當量)	207	215	-3.7%
Carbon intensity (tonnes CO ₂ -e/m ² floor area)	碳排放密度(公噸二氧化碳當量／ 平方米面積)	0.11	0.12	-8.3%

Year ended 31 December 截至十二月三十一日止年度

		2021 二零二一年	2020 二零二零年	Change 變動
Office in Mainland China³				
中國內地辦公室³				
Electricity consumption (kWh) ¹	電力消耗(千瓦時) ¹	171,994	188,425	-8.7%
Electricity consumption intensity (kWh/m ² floor area)	電力消耗密度 (千瓦時／平方米面積)	95	104	-8.7%
Carbon emission (Scope 2 only) ⁴ (tonnes CO ₂ -e)	碳排放(僅指範圍2) ⁴ (公噸二氧化碳當量)	137	150	-8.7%
Carbon intensity (tonnes CO ₂ -e/m ² floor area)	碳排放密度(公噸二氧化碳當量／ 平方米面積)	0.08	0.08	—

Our environment

我們的環境

- 1 Electricity consumption report included electricity consumed by office central air-conditioning, lighting and other electronic devices.
- 2 We are accounting for Scope 2 carbon emission (indirect emission from consumption of purchased electricity) only. Our operation involves insignificant direct emission from consumption of vehicle fuels. According to the Sustainability Reports published by the Hongkong Electric Company, the carbon footprint per kWh of electricity sold in 2020 was 0.71kg and 2021 was 0.71kg.
- 3 Included offices in Shanghai, Beijing, Shenzhen and Nanjing.
- 4 According to the latest Emission Factors for purchased electricity within Mainland China, published by National Development and Reform Commission, the emission factor for East China Regional Grid, North China Regional Grid and South China Regional Grid, are 0.7921 t-CO₂/MWh, 0.9419 t-CO₂/MWh and 0.8042 t-CO₂/MWh, respectively.

C&T believes that delivering energy saving messages to our employees is critical to minimising electricity consumption.

With our continuous efforts in reducing electricity usage, the Company has concluded a slight decrease in electricity consumption in 2021. Our energy saving measures include but not limited to implementing time zoning system to turn off non-essential lights after business hours, setting timers for long-working appliances such as water dispensers, automatic screen-off system for office computers after idling for 1 hour, allowing employees turn on their office computers remotely during work-from-home arrangement to avoid over-night power-on, etc.

In the reporting period, the Company has conducted a comprehensive upgrade of copiers, phasing out old machines and switching to more energy-efficient models. It is considered that the upgrade can improve operational efficiency with less electricity consumption. In small quantities, we are also phasing out unwanted electronic products. For any electronic waste discarded by our Hong Kong office, they are sold to qualified electronic waste recyclers.

Although water consumption is not significant in our operation, there are measures to reduce unnecessary use. Friendly reminders have been posted to alert staff of saving resources. Further actions had been taken during the reporting period including the installation of water-saving devices and regular examination of the water pipes in our office to avoid water wastage.

- 1 電力消耗報告內容包括辦公室中央空調、照明及其他電子設備所消耗的電力。
- 2 我們僅計入範圍2碳排放(使用已購買電力所產生的間接排放)。我們的業務營運涉及使用汽車燃油所產生的少量直接排放。根據香港電燈有限公司公佈的可持續發展報告，二零二零年及二零二一年每已售千瓦時電力的碳足跡分別為0.71千克及0.71千克。
- 3 包括於上海、北京、深圳及南京之辦公室。
- 4 根據國家發展和改革委員會最新發佈的中國區域電網基準線排放因子，華東區域電網、華北區域電網及華南區域電網的排放因子分別為0.7921公噸二氧化碳／百萬瓦小時、0.9419公噸二氧化碳／百萬瓦小時及0.8042公噸二氧化碳／百萬瓦小時。

科聯相信向我們的員工傳達節能信息，對減少用電量尤其重要。

有賴持續的減少用電措施，本公司於二零二一年錄得輕微的用電量減幅。節能措施包括但不限於實施時間分區系統以於營業時間後關上不必要的照明、為飲水機等持續運作電器設置時限、辦公室電腦閒置一小時後自動關閉螢幕、於在家工作安排期間允許僱員遙距開啟辦公室電腦以避免徹夜運作等。

於報告期內，本公司已全面升級打印機，淘汰陳舊機器及轉用能源效益較高的型號。我們相信升級將有助提高營運效率及減少用電。我們亦正逐步淘汰不必要的電子產品。香港辦公室所棄置的任何電子廢物，均會出售予合資格電子廢物回收商。

雖然水消耗在我們運作中並不顯著，但亦設有措施以減少不必要的應用。我們已張貼標語，提醒員工節約資源。於報告期內，我們採取更多行動，包括安裝節約用水裝置和定期檢查辦公室水管，以免浪費食水。

Our environment

我們的環境

Paper usage

Year ended 31 December

截至十二月三十一日止年度

Total paper consumption (in tonnes) 總紙張消耗量(以噸計)
Intensity (tonnes/m²) 密度(噸/平方米)

Some administration processes and internal communications were changed or changing to non-tangible format in order to achieve a paperless office.

Our green procurement practices

Our commitment to the environment can also be observed in our procurement practices. We purchase electronic and paper products to support our operation. These products impose environmental impact throughout their life-cycles. This urged us to develop our Green Procurement Policy, which governs the purchasing practices in our day-to-day business. In addition to our regular practices in green procurement, certain criteria were added when choosing suppliers, such as product environmental certification, fair trade label and sustainability statement.

As a way of saving cost, the policy also encourages our staff to purchase products with less packing and greater durability.

紙張用量

2021 二零二一年	2020 二零二零年	Change 變動
1.7	1.7	—
0.0005	0.0005	—

部份行政流程和內部通信已改為或正在改為虛擬格式，以實現無紙辦公。

我們的綠色採購常規

我們對環境的承諾亦可從我們的採購常規中體現。我們需購買電子及紙張產品支援我們的業務運作，而此等產品在其生命週期中會對環境造成影響。受此推動，我們訂立綠色採購政策，規管我們於日常業務中的購買常規。在綠色採購常規之外，我們還在挑選供應商時增加了若干標準，例如環保產品認證、公平貿易標籤和可持續發展聲明。

為節省成本，政策亦鼓勵僱員購買較少包裝及更耐用的產品。

Our community 我們的社區

Our contribution to community

C&T is devoted to developing an inclusive and caring society. Employees were encouraged to participate in different voluntary services and charitable activities, such as flag day of Hong Kong Federation of Handicapped Youth and Fu Hong Society. To contribute our efforts in the community, we had purchased charity mooncakes from Madam Hong's Bakery operating by a team of professional pastry chefs and persons with disabilities for each staff in the Mid-Autumn Festival Fun Day. During the reporting period, C&T donated around HK\$6,000 to various charitable events.



In 2021, we were honoured with the “Social Capital Builder Award 2020” by the Community Investment and Inclusion Fund of the Labour and Welfare Bureau, recognising the Company's contribution to the development of social capital in Hong Kong.

Being a caring company, our contribution was further recognised. In 2021, C&T has been honored with the Caring Company Award 2020/21 by the Hong Kong Council of Social Service in recognition of the Group's concerted effort in developing a sustainable society and shouldering corporate social responsibility for the seventh successive year.

我們對社區的貢獻

科聯致力發展共融及關愛的社會。我們鼓勵僱員參與各項義工服務及慈善活動，例如香港傷殘青年協會及扶康會賣旗日。為了貢獻社區，我們於中秋節慶日為每名員工向康姨餅房購買慈善月餅，其由專業甜點師及傷殘人士團隊營運。於報告年期內，科聯向各項慈善活動捐款約6,000港元。



於二零二一年，本集團獲勞工及福利局社區投資共享基金頒發「社會資本動力獎2020」，表揚本公司發展香港社會資本的貢獻。

作為一家有愛心的公司，我們的貢獻得到進一步的認可。於二零二一年，科聯榮獲香港社會服務聯會頒發2020/21年年度「商界展關懷」獎，以表揚本集團連續7年為發展可持續發展的社會及承擔企業社會責任所作出的努力。

HKEX ESG Guide Content Index

聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
A. Environmental A. 環境			
Aspect A1: Emissions 層面 A1：排放物			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (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。	Our relationship with the environment 我們與環境的關係	
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Not material 不重大	C&T's operation does not involve emission to air and discharge to water and land in significant quantities. Therefore we are not disclosing on this figure. 科聯業務營運過程中並無向空氣、水及土地大量排放物質。因此我們並無披露該數據。
KPI A1.2 關鍵績效指標 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). 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）。	Our efforts in improving environmental performance 我們致力改善環保表現	

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聯交所環境、社會及管治報告指引索引

ESG Aspects	環境、社會及管治報告層面	Disclosed in	披露章節	Remarks	備註
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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）。	Our efforts in improving environmental performance 我們致力改善環保表現			
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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）。	Our efforts in improving environmental performance 我們致力改善環保表現			
KPI A1.5 關鍵績效指標 A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到有關目標所採取的步驟。	Climate change 氣候變化			
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到有關目標所採取的步驟。	Our relationship with the environment, climate change and our efforts in improving environmental performance 我們與環境的關係、氣候變化及我們致力改善環保表現			

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聯交所環境、社會及管治報告指引索引

ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect A2: Use of Resources 層面 A2：資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	Our environment 我們的環境	
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 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。	Our efforts in improving environmental performance 我們致力改善環保表現	
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	Not material 不重大	C&T's operation does not involve consumption of water in significant quantities. Therefore we are not disclosing on this figure. 科聯業務營運並無耗費大量水資源。因此我們並無披露該數據。
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到有關目標所採取的步驟。	Climate change 氣候變化	
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 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有關目標所採取的步驟。	Not material 不重大	C&T's operation does not involve consumption of water in significant quantities. Therefore we are not disclosing on this indicator. 科聯業務營運並無耗費大量水資源。因此我們並無披露該指標。

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聯交所環境、社會及管治報告指引索引

ESG Aspects	環境、社會及管治報告層面	Disclosed in	披露章節	Remarks	備註
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	Not material 不重大		As an IT services provider, C&T does not produce any packaged products. For quantities of paper consumed, please refer to “Our efforts in improving environmental performance”. 作為資訊科技服務供應商，科聯不生產任何包裝產品。有關內部耗費的紙張量，請參閱「我們致力改善環保表現」。	
Aspect A3: The Environment and Natural Resources 層面 A3：環境及天然資源					
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Being an employer of choice 成為卓越的僱主		As an IT services provider, we consider our operation not impacting the environmental and natural resources significantly. 作為資訊科技服務供應商，我們認為本公司營運對環境及天然資源並無造成重大影響。	
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Not material 不重大		As an IT services provider, we consider our operation not impacting the environmental and natural resources significantly. 作為資訊科技服務供應商，我們認為本公司營運對環境及天然資源並無造成重大影響。	

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect A4: Climate Change 層面 A4：氣候變化			
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及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。	Climate change 氣候變化	
KPI A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Climate change 氣候變化	
B. Social B. 社會			
Aspect B1: Employment 層面 B1：僱傭			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (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。	Our talent 我們的人才	
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 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。	Diversity and inclusiveness 多元化與包容性	
KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Diversity and inclusiveness 多元化與包容性	

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B2: Health and Safety 層面 B2：健康與安全			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (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。	Promoting employee health and well-being 提升僱員健康及福祉	
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括報告年度）每年因工亡故的人數及比率。	Promoting employee health and well-being 提升僱員健康及福祉	
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	Promoting employee health and well-being 提升僱員健康及福祉	
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Promoting employee health and well-being 提升僱員健康及福祉	

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B3: Development and Training 層面B3：發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Developing talent 人才發展	
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別劃分的受訓僱員百分比。	Developing talent 人才發展	
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Developing talent 人才發展	
Aspect B4: Labour Standards 層面B4：勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工及強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Being an employer of choice 成為卓越的僱主	As an IT services provider, we mainly employ talents who have specific qualifications and work experience. We consider the risk in engaging child and forced labor is very low. Therefore we are not disclosing on this. 為資訊科技服務供應商，我們主要聘用具備特定資歷及相關工作經驗的人才。我們認為僱傭童工及強制勞工的風險非常低。因此我們並無作出相關披露。
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Not disclosed 不披露	See remark for KPI B4 "General Disclosure". 見關鍵績效指標B4「一般披露」備註。
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Not disclosed 不披露	See remark for KPI B4 "General Disclosure". 見關鍵績效指標B4「一般披露」備註。

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply chain management 供應鏈管理	
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply chain management 供應鏈管理	
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Supply chain management 供應鏈管理	
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 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。	Supply chain management 供應鏈管理	
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 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。	Supply chain management 供應鏈管理	

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B6: Product Responsibility 層面 B6：產品責任			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (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。	Continuous improvement in quality service 優質服務的持續改進	
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用	As an IT services provider, C&T does not produce any tangible products, and the software products in general do not exert any control over hardwares that can pose safety and healthy consequence. This indicator is therefore not applicable. 作為資訊科技服務供應商，科聯不生產任何有形產品，且軟件產品一般並不能對可能造成安全與健康影響的硬件進行任何控制。因此該指標不適用。
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Continuous improvement in quality service 優質服務的持續改進	Number of products and service related complaints in writing: 1 接獲書面關於產品及服務的投訴數目：1

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ESG Aspects	環境、社會及管治報告層面	Disclosed in 披露章節	Remarks 備註
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Protecting IP rights and data privacy 保護知識產權及資料私隱	
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Continuous improvement in quality service 優質服務的持續改進	
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Protecting IP rights and data privacy 保護知識產權及資料私隱	
Aspect B7: Anti-corruption 層面 B7：反貪污			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 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。	Upholding ethical conduct 秉持道德操守	
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於報告期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Upholding ethical conduct 秉持道德操守	
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Upholding ethical conduct 秉持道德操守	
KPI B7.3 關鍵績效指標 B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Upholding ethical conduct 秉持道德操守	

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ESG Aspects 環境、社會及管治報告層面		Disclosed in 披露章節	Remarks 備註
Aspect B8: Community Investment 層面 B8：社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Our contribution to community 我們對社區的貢獻	
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境問題、勞工需求、健康、文化、運動）。	Our contribution to community 我們對社區的貢獻	
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）。	Our contribution to community 我們對社區的貢獻	



Love our nature and find the beauty.

*Preserve and tend to the world in
which we all live.*





computer  technologies

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