



**National United Resources Holdings Limited**  
**國家聯合資源控股有限公司**

(Incorporated in Hong Kong with limited liability)

(於香港註冊成立的有限公司)

Stock Code 股份代號 : 254

2021

Environmental, Social and  
Governance Report

環境、社會及管治報告

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### PRINCIPLE

The board (the “Board”) of directors of National United Resources Holdings Limited (the “Company”, together with its subsidiaries, the “Group”) is pleased to present the Environmental, Social and Governance Report for the year ended 31 December 2021 (“Year 2021”), which aims to demonstrate the effectiveness of the Group’s efforts in promoting sustainable development to internal and external stakeholders.

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“ESG Reporting Guide”), as well as adhering to the “comply or explain” provisions set out in the ESG Reporting Guide, except for provisions that the Group considers are inapplicable to our operations, for which explanations are illustrated in the corresponding section. This report has been reviewed and approved by the Board on 28 April 2022. This report mainly contains measures and activities on environmental, social and governance (“ESG”) areas of the Group for Year 2021. For information on the corporate governance and the business review of the Company for Year 2021, please refer to the Group’s 2021 Annual Report.

The Group is committed to maintaining sustainable development of its business and supporting environmental protection in communities where its operations are located. The Group prudently manages its business and provides high-quality products and services to customers through reasonable decision-making procedures. The Group maintains close relationships with its stakeholders and the Group strives to balance the views and interests of related stakeholders through constructive communications to determine the direction of the Group’s long-term development. The Board is responsible for assessing and identifying risks associated with environmental, social and governance matters of the Group and ensuring that the relevant risk management and internal control systems are operated properly and effectively. The Group has set up a working team that meets regularly to review and evaluate its performance in respect of relevant ESG issues (the “ESG Working Team”).

### ACCESS AND RESPONSE TO THE REPORT

This report is available in Chinese and English. In case of any inconsistency, the Chinese version shall prevail. This report is published in electronic version only to support environmental protection. This report can be found on the HKEXnews website or the website of the Company ([www.irasia.com/listco/hk/nur](http://www.irasia.com/listco/hk/nur)). We value greatly on stakeholders’ opinions, and welcome your feedback which can help us to further improve, via email to [jasonshi@254.com](mailto:jasonshi@254.com).

### 宗旨

國家聯合資源控股有限公司（「本公司」，連同其附屬公司統稱「本集團」）之董事會（「董事會」）於截至2021年12月31日止年度（「2021年度」）欣然發佈其《環境、社會及管治報告》，旨在向內外部持份者闡述本集團推動可持續發展的成效。

本報告根據《香港聯合交易所有限公司證券上市規則》附錄27的《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）編製，並遵守《環境、社會及管治報告指引》所載的「不遵守就解釋」條文，惟本集團認為不適用於我們業務的條文除外（有關解釋已於相應章節中闡述）。本報告已於2022年4月28日由董事會審閱及批准。主要匯報本集團2021年度有關環境、社會及管治（「ESG」）範疇的措施及活動。而有關本公司2021年度的企業管治及業務回顧資料，請參閱本集團的《2021年報》。

本集團致力維持其業務的可持續發展，以及為環境保護及營運所在地的社區提供支援。本集團審慎管理業務，並根據合理的決策程序，為客戶提供優質的產品和服務。本集團與利益相關人士保持緊密聯繫，並透過具建設性的溝通，努力平衡該等利益相關人士的意見和利益，從而釐定長遠的發展方向。董事會負責評估及識別本集團的環境、社會及管治風險，並確保相關風險管理及內部監控系統適當及有效運作。本集團已成立一隊會定期會面以檢討及評估企業在相關ESG事宜方面的表現的工作小組（「ESG工作小組」）。

### 獲取及回應本報告

本報告提供中文版和英文版。如中英文版本有歧異，概以中文版為準。為支持環保，本報告只以電子版形式發佈。本報告可在聯交所披露易網站或本公司網站（[www.irasia.com/listco/hk/nur](http://www.irasia.com/listco/hk/nur)）內獲取。我們十分重視利益相關方的寶貴意見，歡迎閣下發送電郵至 [jasonshi@254.com](mailto:jasonshi@254.com) 以提供意見，協助我們進一步改進。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### GOVERNANCE STRUCTURE

#### The Board's oversight of ESG issues

The Board has a primary role in overseeing the Group's ESG issues. In Year 2021, the Board, the management and the ESG Working Team evaluated the impacts of ESG-related risks on the operation and formulated ESG-related policies in dealing with relevant risks. The oversight of the Board is to ensure that the management and the ESG Working Team have all the right tools and resources to oversee the ESG issues.

To demonstrate the Group's commitment to transparency and accountability, the Group has set up the ESG Working Team to review and evaluate its performance in respect of ESG issues and report to the Board regularly.

The ESG Working Team is primarily responsible for reviewing and supervising the ESG process and risk management of the Group. In Year 2021, the ESG governance and ESG-related issues were reviewed at regular meetings.

#### The Board's ESG management approach and strategy for material ESG-related issues

In order to deeply understand the opinions and expectations of different stakeholders on the ESG issues, materiality assessment is conducted annually. The Group ensures various platforms and channels of communication are used to reach, listen and respond to our key stakeholders. Through general communication with stakeholders, the Group is able to understand the expectations and concerns from its stakeholders. The feedback obtained allows the Group to make more informed decisions, and to better assess and manage the resulting impacts of the business decisions.

The Group has evaluated the materiality of ESG aspects through the following steps: (i) identification of ESG issues by the Group; (ii) prioritisation of key ESG aspects with stakeholder engagement; and (iii) validation and determination of material ESG issues based on the results of communication with stakeholders.

These steps can help the Group understand the degree of concern stakeholders show to each ESG issue, and enable the Group to make a more comprehensive plan for the future direction of sustainable development.

### 管治架構

#### 董事會對環境、社會及管治事宜的監督

董事會在督導本集團的ESG事宜方面擔當主要角色。於2021年度，董事會、管理層與ESG工作小組評估ESG相關風險對營運的影響，並制定ESG相關政策以處理相關風險。董事會的督導確保管理層及ESG工作小組擁有一切合適的工具及資源，以便督導ESG事宜。

為展示本集團對透明度及問責性的承擔，本集團已成立ESG工作小組以檢討及評估其在ESG事宜的表現並定期向董事會匯報。

ESG工作小組主要負責檢討及監督本集團的ESG流程以及風險管理。於2021年度，已於定期會議上檢討ESG的治理情況及ESG相關事宜。

#### 董事會對重大ESG相關事宜的ESG管理方法及策略

為深入了解不同持份者對ESG事宜的意見及期望，本集團每年進行重要性評估。本集團確保使用各種平台及溝通渠道來接觸、聆聽及回應其主要持份者。通過與持份者進行全面溝通，本集團得以了解其持份者的期望及關注。所獲得的反饋意見使本集團能夠作出更明智的決策，並更好地評估及管理該等商業決策產生的影響。

本集團已透過以下步驟評估ESG方面的重要性：(i) 本集團識別ESG事宜；(ii) 在持份者參與下，排列關鍵ESG範疇優先順序；及(iii) 根據與持份者的溝通結果驗證及釐定重大ESG事宜。

進行這些步驟可加強了解本集團持份者對各ESG事宜的重視程度，並使本集團可對未來的可持續發展方向作出更為全面的規劃。

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### GOVERNANCE STRUCTURE (cont'd)

#### The Board's review progress against ESG-related goals and targets

The progress of implementation and the performance of the goals and targets should be closely reviewed by the Group from time to time. If the progress falls short of expectation or the business operation changes, rectification may be needed and communication about the goals and targets with key stakeholders such as employees, customers and suppliers may be conducted.

Setting strategic goals for the future that enables the Group to develop a realistic roadmap and focus on the development direction in achieving the visions. The ESG Working Team will carefully examine the attainability of the targets which should be weighed against the Group's principles and goals.

### REPORTING PRINCIPLES

The report is centred on four principles:

**Materiality:** Stakeholder engagement and materiality assessment are conducted regularly to identify material ESG issues, and to ensure that these issues are addressed in the report.

**Quantitative:** Data presented in this report has been collected prudently. Please refer to the environmental and social performance data for standards and methodologies used for calculation of key performance indicators.

**Balance:** Both positive and negative impacts of the business have been presented in a transparent manner.

**Consistency:** Unless otherwise stated, the disclosures, data collection and calculation methods have remained consistent throughout the years to facilitate comparability over time.

### 管治架構 (續)

#### 董事會對ESG相關目的與目標的檢討進度

本集團會對實施進度以及目的與目標的績效應不時獲仔細檢討。倘進度未達預期或業務營運有變，則可能需作出修改，並與主要持份者（如僱員、客戶及供應商）就目的與目標進行溝通。

本集團已設定未來戰略目的，使本集團能夠制定切實可行的路向，並專注達成有關願景的發展方向。ESG工作小組會就本集團的理念和目的作出權衡，仔細審視能否達成有關目標。

### 匯報原則

本報告著重於四個原則：

**重要性：**定期進行持份者參與及重要性評估，以識別重大ESG事宜，並確保該等事宜反映於本報告中。

**量化：**本報告所呈列的數據乃經謹慎收集。請參閱環境和社會績效數據，以了解用於計算關鍵績效指標的標準及方法。

**平衡性：**業務所帶來的正面及負面影響均以透明方式呈列。

**一致性：**除另有說明者外，披露情況、資料搜集及計算方法於多年來一直保持一致，以便隨時進行比較。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### REPORTING SCOPE

In Year 2021, the Group was mainly engaged in the provision of car rental services and shuttle bus services through its subsidiaries, namely, 北京天馬通馳汽車租賃有限公司 (Beijing Tian Ma Tong Chi Car Rental Co., Ltd\*) and 北京天馬通馳旅遊客運有限公司 (Beijing Tian Ma Tong Chi Travel Transportation Co., Ltd\*) (collectively "TMTC").

TMTC is a leading comprehensive vehicle service provider in Mainland China. Since its establishment in 2006, it has been a specialised car rental company verified and approved by various industry administration departments of the government. After years of operation, it has become an integrated enterprise capable of providing various services including corporate passenger vehicle, tour vehicle rental, business vehicle rental, airport transportation and conference service vehicle.

In 2009, TMTC was the first in the industry to obtain the ISO9001 Quality Management System Certification. It was selected by the Transport Administration Bureau under the Commission of Transport of Beijing Municipal as the "Good Enterprise of the Year" and "Good Operation and Service Appraisal Enterprise of the Year" in 2010 and 2012 successively. In 2019, TMTC's urban charter passenger transport service also maintained the ISO9001 Quality Management System Certification. TMTC is a member and a standing council member of Beijing Road Transport Association, a member of Beijing Association of Small and Medium Enterprises and a member of Beijing Taxi and Automobile Leasing Association. After years of development, TMTC has become the symbol of reputation and quality in the vehicle rental industry. With the ideal of "caring for our people, customer first", TMTC has maintained good and solid partnerships with various famous corporations around the world.

### 滙報範圍

於2021年度，本集團透過其附屬公司北京天馬通馳汽車租賃有限公司及北京天馬通馳旅遊客運有限公司（以下統稱「天馬通馳」），主要經營汽車租賃服務及穿梭巴士服務。

天馬通馳是國內領先的全方位汽車服務提供者，始於2006年，是通過政府各行業管理部門審核批准的專職汽車租賃公司，在多年的經營中，已成為集企業客車、旅遊租車、商務租車、機場接送、會議用車等多種服務為一體的企業。

天馬通馳於2009年率先在業內通過完成了ISO9001品質管制體系認證，2010年及2012年先後被北京市交通委員會運輸管理局評為「年度良好企業」及「年度經營服務考核良好企業」。於2019年，天馬通馳的市內包車客運服務亦能保持獲得ISO9001品質管制體系認證。天馬通馳為北京市道路運輸協會會員單位、北京市道路運輸協會常務理事、北京中小企業協會會員及北京計程車暨汽車租賃協會會員。經過多年的發展，天馬通馳已成為汽車租賃領域內信譽和品質的象徵。天馬通馳本著「以人為本、客戶至上」的理念，使天馬通馳與多家世界知名企業保持著良好、牢固的合作夥伴關係。

\* For identification purpose only

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### REPORTING SCOPE (cont'd)

TMTC is our focus in the Environmental, Social and Governance Report for Year 2021. Its main businesses included: (i) shuttle bus services between working places/schools and different residential communities for employees/students of institutional customers by conventional energy cars and/or new electric buses; (ii) car rental services; and (iii) vehicle rental services for different business and leisure purposes, such as pick-up services at specified time along specified routes requested by institutional or individual customers. The disclosures in this report are focused on the policies and performance of the aforesaid businesses in terms of four environmental protection aspects and eight social responsibility aspects in Year 2021.

### 滙報範圍 (續)

天馬通馳是本集團於2021年度《環境、社會及管治報告》重點關注範疇，其主要業務包括：(i)向機構客戶僱員／學生提供穿梭巴士服務，以傳統能源汽車及／或新型電動巴士行走辦公地方／學校與不同的住宅社區之間；(ii)汽車租賃服務；及(iii)提供各種商務及休閒用途的汽車租賃服務等，例如可按照機構或個人客戶的要求提供指定時間及路線的接送服務。於2021年度，本報告以上述業務的4個環境保護範疇及8個社會責任範疇之政策及表現作披露。



Passenger vehicles of TMTC (live shooting)  
天馬通馳的客車 (現場實景拍攝)

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### STAKEHOLDER ENGAGEMENT

Stakeholder engagement is the core element of the Group's sustainable development. Focusing on the establishment of a regular communication mechanism for stakeholders, the Group has set up online and offline communication channels to demonstrate to the stakeholders the strategic planning and performance of sustainable development and to consult their opinions and needs in a timely manner, so as to meet their demands and fulfil their expectations with more available information.

The Group's stakeholders include its shareholders, staff, government and regulatory authorities, customers, suppliers, communities, potential and existing shareholders/institutional and individual investors, etc. The Group engages in discussions with its stakeholders on relevant issues through various channels to understand the stakeholders' expectations. The Group's feedback is as follows:

### 持份者的參與

持份者參與是本集團可持續發展工作的核心部分。本集團注重與持份者建立常態化溝通機制，設立了線上及線下的溝通管道，及時向持份者闡述本集團可持續發展戰略規劃與績效表現，諮詢各方的意見與要求，在更多可接觸的資訊情況下以達至持份者的需求及符合他們的合理期望。

本集團的持份者包括股東、員工、政府及監管機構、客戶、供應商、社區、潛在及現存股東／機構及個人投資者等。本集團會就議題內容透過不同渠道與持份者進行溝通，以了解持份者的期望，而本集團的相關反饋如下：

Stakeholders 持份者	Expectations 期望	Communications and feedback 溝通及反饋
Shareholders 股東	Financial results 財務業績 Corporate transparency 企業透明度 Sound control over risks 完善的風險控制	Growth in profitability 提高盈利能力 Regular disclosure of information 定期信息披露 Optimisation of risk management and internal control 優化風險管理及內部監控
Staff 員工	Platform for career development 職業發展平台 Salaries and benefits 薪金及福利 Safe working environment 安全的工作環境	Promotion mechanism 晉升機制 Competitive salaries and employee benefits 具競爭力的薪金及僱員福利 Provision of employee training and improvement in safety awareness 提供僱員培訓及加強安全意識
Government and regulatory authorities 政府及監管機構	Compliance with laws and regulations 遵守法例及規例 Paying tax according to the law 依法納稅	Operational compliance 合規經營 Full payment of tax when due 按時足額納稅



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### STAKEHOLDER ENGAGEMENT (cont'd)

### 持份者的參與(續)

Stakeholders 持份者	Expectations 期望	Communications and feedback 溝通及反饋
Customers 客戶	Ensuring service standards 保證服務水準	Improving management efficiency and technology application 提升管理效益及科技應用
	Security of customer information 客戶信息安全	Protection of customer privacy 客戶私隱保護
	Protection of customers' rights and interests 客戶權利及權益保障	Marketing compliance 合規營銷
Suppliers 供應商	Cooperation with integrity 誠信合作	Establishment of a responsible supply chain 構建負責任的供應鏈
	Business ethics and creditworthiness 商業道德及信譽	Performance of contracts according to the law 依法履行合約
Communities 社區	Environmental protection 環境保護	Use of environmentally friendly and energy-saving equipment 使用環保節能設備
	Job opportunities 就業機會	Provision of job opportunities 提供就業崗位
Potential and existing shareholders/institutional and individual investors 潛在及現存股東／機構及個人投資者	Platforms for communications with shareholders 提供與股東溝通的平台	General meetings and notices 股東大會及通告
	Regular corporate publications (including financial statements) 定期的公司刊物(包括財務報表)	Results announcements 業績公告
	Increase in transparency of corporate development 增加企業發展透明度	Issue of circulars and announcements in due course 於適時發出通函及公告



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### MATERIALITY ASSESSMENT

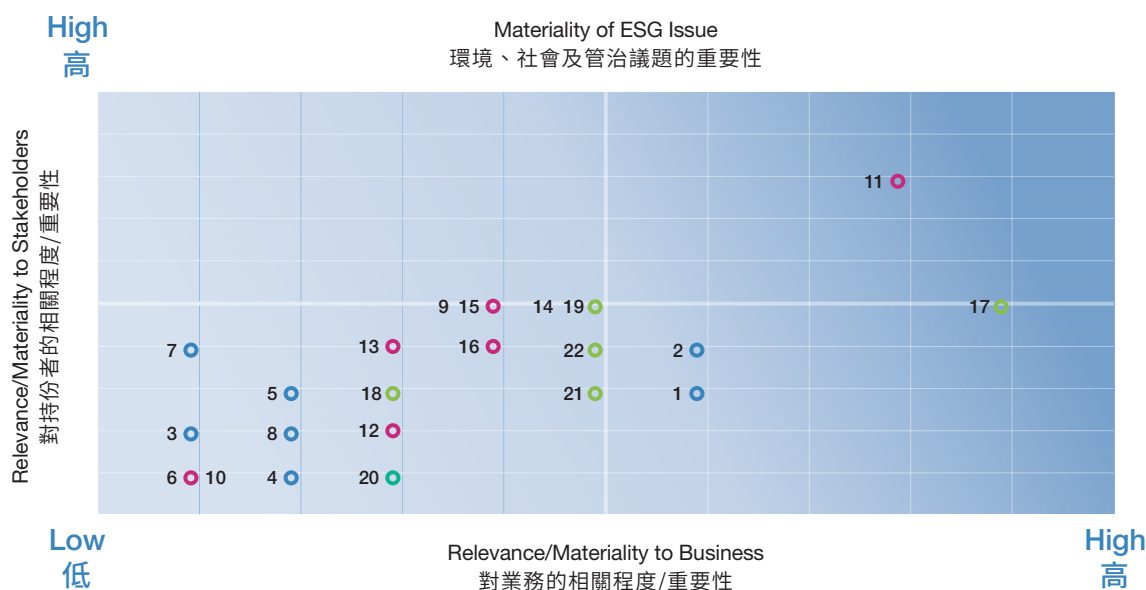
In Year 2021, the Group conducted a comprehensive materiality assessment, which involved group discussions, interviews or questionnaire surveys with internal and external stakeholders, to identify the environmental, social and operational issues which have the most significant impacts on the Group's business and the relevant issues concerned by stakeholders.

With reference to the scope of disclosure as required under the ESG Reporting Guide, as well as taking into consideration its business features, the Group identified and determined 22 issues covering greenhouse gas ("GHG") emission, energy consumption, employee welfare, occupational health and safety, training and development, supply chain management, customer privacy, anti-corruption, and community investment and other aspects with respect to business operation.

### 重要性評估

於2021年度，本集團進行了全面的重要性評估。這涉及與內部及外部持份者進行小組討論、面談或問卷調查，以識別本集團業務對其影響最為重大的環境、社會及營運的議題，以及與持份者切實相關的議題。

參考《環境、社會及管治報告指引》規定的披露範疇，結合本集團業務特點，識別並確定了22項議題。議題涵蓋業務造成的溫室氣體排放、能源消耗、僱員福利、職業健康與安全、培訓及發展、供應鏈管理、客戶私隱、反貪污及社區投資等方面。



#### Environmental Aspect 環境範疇

- GHG emission  
溫室氣體排放
- Energy consumption  
能源消耗
- Water consumption  
耗水量
- Waste  
廢棄物
- Environmental impact of business operation  
業務造成的環境影響
- Use of natural resources  
使用天然資源
- Customer engagement in environmental issues  
環境議題的客戶參與
- Use of chemicals  
使用化學品

#### Social Aspect 社會範疇

- Engagement of local community  
當地社區參與
- Community investment  
社區投資
- Occupational health and safety  
職業健康及安全
- Labour standards in supply chain  
供應鏈勞工準則
- Training and development  
培訓及發展
- Employee welfare  
僱員福利
- Inclusion and equal opportunities  
共融及平等機會
- Talent attraction and retention  
吸引及挽留人才

#### Operation Aspect 營運範疇

- Economic value generated  
產生的經濟價值
- Corporate governance  
企業管治
- Anti-corruption  
反貪污
- Supply chain management  
供應鏈管理
- Customer satisfaction  
客戶滿意度
- Customer privacy  
客戶私隱

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION

To fulfil the Group's commitment on sustainability and to comply with the requirements under the laws and regulations in respect of environmental protection, the Group has been striving to reduce the impact of its operating activities on the environment.

#### A1: Emissions

The top-level planning of environmental protection for the "Fourteenth Five-year Plan" was finalised in 2021. Accordingly, the Group strictly implemented all the relevant laws, regulations and policies, including the Atmospheric Pollution Prevention Law of the People's Republic of China (《中華人民共和國大氣污染防治法》), the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Circular on Print and Distribution of the Implementation Scheme for the License System of Pollutant Discharge Control Issued by the General Office of the State Council (《國務院辦公廳關於印發控制污染物排放許可制實施方案的通知》) and the State Council's Circular on Print and Distribution of the Comprehensive Work Scheme for Energy Conservation and Emission Reduction in the "Fourteenth Five-year Plan" (《國務院關於印發「十四五」節能減排綜合工作方案的通知》).

The emissions from TMTC were mainly from vehicle emissions, with vehicle exhausts being the major pollutants, comprising nitrogen oxide (NOx), sulphur oxide (SOx) and particulate matters (PM).

During the reporting periods, air pollutant emissions were as follows: (Notes 1 and 2)

Type of Emissions 排放物種類	Unit 單位	2021 2021年度
Nitrogen oxide (NOx) 氮氧化物(NOx)	kg 公斤	15,258
Sulphur oxide (SOx) 硫氧化物(SOx)	kg 公斤	24
Particulate matters (PM) 懸浮粒子(PM)	kg 公斤	1,459

Note 1: In Year 2021, we used 16 large buses, 276 medium buses and 2 light buses running on diesel, and 32 medium buses and 17 light buses running on gasoline.

Note 2: The emission factors used to calculate the NOx, SOx and PM are sourced from: the Hong Kong Environmental Protection Department's EMFAC-HK Vehicle Emission Calculation model and the United States Environmental Protection Agency's Vehicle Emission Modeling Software – MOBILE 6.1; and the assumptions of 80% relative humidity, a temperature of 25 degrees Celsius, an average speed of 30km/h, and include running exhaust emissions only.

### A. 環境保護

為表明本集團堅持可持續發展的承諾以及遵守環境保護相關法律法規的規定，本集團致力減少經營活動對環境的影響。

#### A1: 排放物

2021年是確定「十四五」環境保護頂層設計的一年，本集團嚴格執行相關的《中華人民共和國大氣污染防治法》、《中華人民共和國環境保護法》、《國務院辦公廳關於印發控制污染物排放許可制實施方案的通知》、《國務院關於印發「十四五」節能減排綜合工作方案的通知》等法律法規和政策。

天馬通馳排放物主要是由汽車廢氣產生，其中主要污染物為機動車廢氣，污染因子為氮氧化物(NOx)、硫氧化物(SOx)及懸浮粒子(PM)。

於報告期間，空氣污染物排放如下：(附註1及2)

附註1：2021年度使用16輛大型客車、276輛中型客車及2輛輕型客車，使用柴油運行；32輛中型客車及17輛輕型客車，使用汽油運行。

附註2：用於計算NOx、SOx和PM的排放因子來自：香港環境保護署EMFAC-HK車輛排放計算模型和美國環境保護署的車輛排放建模軟件-MOBILE6.1；並且假設相對濕度為80%，溫度為25攝氏度，平均速度為30公里/小時，僅包括運行中的廢氣排放。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION (cont'd)

#### A1: Emissions (cont'd)

##### Reduction Target of Air Emissions

Air Emissions 廢氣排放物	Reduction Target 減排目標
Nitrogen oxide (NOx) emission intensity 氮氧化物(NOx)排放密度	Reduce 5% by 2024 於2024年度前減少5%
Sulphur oxide (SOx) emission intensity 硫氧化物(SOx)排放密度	Reduce 5% by 2024 於2024年度前減少5%
Particulate matters (PM) emission intensity 懸浮粒子(PM)排放密度	Reduce 5% by 2024 於2024年度前減少5%

In response to environmental friendly expectation from public and domestic government, since 2016, TMTC purchased battery electronic vehicles ("BEV") for its operations, so as to meet the needs of customers, reduce exhaust emissions, maintain good air quality within vehicles, and promote the concept of green development and environmental protection.

GHG is considered as one of the major factors contributing to climate change and global warming. During the business operation of the Group, GHG emissions are mainly produced from energy consumption. As such, the Group attaches great importance to enhancing energy efficiency and reducing energy consumption.

### A. 環境保護 (續)

#### A1: 排放物 (續)

##### 廢氣排放物的減排目標

Baseline Year 基準年	Status 狀態
2019	In progress
2019年度	進行中
2019	In progress
2019年度	進行中
2019	In progress
2019年度	進行中

為響應公眾及當地政府的環保期望，自2016年起，天馬通馳購置純電動車（「純電動車」）用於業務營運，以滿足客戶需求及可減少廢氣排放，並保持車廂空氣質素良好，以實踐宣導綠色環保理念。

溫室氣體被視為造成氣候變化及全球變暖的主要因素之一。本集團的營運過程中，溫室氣體排放主要由能源消耗而產生，故本集團高度重視提高能源效率及減少能源消耗。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION (cont'd)

#### A1: Emissions (cont'd)

In the reporting periods, GHG emissions were as follows:

Environmental Performance 環境表現	Unit 單位	2021 2021年度
GHG emissions (Scope 1) 溫室氣體排放 (範圍1)	kgCO <sub>2</sub> e 公斤二氧化碳當量	3,961,874
GHG emissions (Scope 2)* 溫室氣體排放 (範圍2)*	kgCO <sub>2</sub> e 公斤二氧化碳當量	2,546,413
GHG emissions (Scope 3) 溫室氣體排放 (範圍3)	kgCO <sub>2</sub> e 公斤二氧化碳當量	28,681
Total GHG emissions 溫室氣體排放總量	kgCO <sub>2</sub> e 公斤二氧化碳當量	6,536,968
Annual travelling distance 全年行車里數	km 公里	7,560,512
GHG intensity 溫室氣體密度	kgCO <sub>2</sub> e/km (annual travelling distance) 公斤二氧化碳當量/公里 (全年行車里數)	0.9

\* Emissions related to power consumption are calculated on the basis of the national emission factor of China for 2019. Such figures have been calculated in accordance with the Reporting Guidance on Environmental KPIs. In Year 2021, 264 large electric buses and 14 light electric buses were used, and the GHG emissions within Scope 2 of the relevant power consumption have been calculated on the basis of the above national emission factor.

Scope 1: represents diesel and gasoline consumed by motor vehicles.

Scope 2: represents electricity purchased from electricity suppliers in China.

Scope 3: represents scrap papers and water consumed.

### A. 環境保護 (續)

#### A1: 排放物 (續)

於報告期間，溫室氣體排放如下：

\* 電力消耗相關排放量是以2019年中國國家排放系數為計算基準。該等數字乃根據「環境關鍵績效指標匯報指引」計算。2021年度使用264輛大型電動客車及14輛輕型電動客車，相關電源使用量已根據上述國家排放系數計算範圍2的溫室氣體排放量。

範圍1：主要指汽車所消耗的柴油及汽油。

範圍2：主要指自中國電力供應商購買的電力。

範圍3：主要指消耗的廢紙及用水。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION (cont'd)

#### A1: Emissions (cont'd)

##### Reduction Target of GHG Emissions

Environmental KPI 環境關鍵績效指標	Reduction Target 減排目標	Baseline Year 基準年	Status 狀態
GHG emission intensity (Scope 1) 溫室氣體排放密度 (範圍1)	Reduce 5% by 2024 於2024年度前減少5%	2019 2019年度	In progress 進行中
GHG emission intensity (Scope 2) 溫室氣體排放密度 (範圍2)	Reduce 5% by 2024 於2024年度前減少5%	2019 2019年度	In progress 進行中
GHG emission intensity (Scope 3) 溫室氣體排放密度 (範圍3)	Reduce 5% by 2024 於2024年度前減少5%	2019 2019年度	In progress 進行中

In Year 2021, total waste generated was as follows:

#### Generation of Hazardous and Non-hazardous Waste

所產生有害廢棄物及無害廢棄物	Unit 單位	2021 2021年度
Total amount of hazardous waste (Note 1) 有害廢棄物總量 (附註1)	kg 公斤	N/A 不適用
Intensity of hazardous waste (Note 1) 有害廢棄物密度 (附註1)	kg/km (annual travelling distance) 公斤/公里 (全年行車里數)	N/A 不適用
Total amount of non-hazardous waste 無害廢棄物總量	kg 公斤	1,725
Intensity of non-hazardous waste 無害廢棄物密度	kg/km (annual travelling distance) 公斤/公里 (全年行車里數)	0.0002

Note 1: Car rental services and shuttle bus services do not involve the generation of hazardous waste. As such, the Group does not quantify the relevant figures.

### A. 環境保護 (續)

#### A1: 排放物 (續)

##### 溫室氣體排放物的減排目標

於2021年度，所產生廢棄物總量如下：

附註1：汽車租賃服務及穿梭巴士服務並不涉及有害廢棄物產生，因此，本集團並無量化有關數字。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION (cont'd)

#### A1: Emissions (cont'd)

##### Reduction Target of Waste

Environmental KPI 環境關鍵績效指標	Reduction Target 減廢目標	Baseline Year 基準年	Status 狀態
Intensity of hazardous waste 有害廢棄物密度	N/A 不適用	N/A 不適用	N/A 不適用
Intensity of non-hazardous waste 無害廢棄物密度	Reduce 5% by 2024 於2024年度前減少5%	2019 2019年度	In progress 進行中

The Group will continue to promote and implement its waste reduction philosophy. The Group and its stakeholders encourage each other to recycle non-hazardous waste, and share methods for reducing waste at source and recycling waste. The Group will centrally dispose of hazardous wastes (if any) and hand them over to workshops or institutions specialising in recycling for proper disposal.

##### Compliance with relevant laws and regulations

For Year 2021, the Group was not aware of any material violation of relevant laws and regulations that have significant impact relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes. The Group strictly complied with local laws and regulations relating to emissions, such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Atmospheric Pollution Prevention Law of the People's Republic of China (《中華人民共和國大氣污染防治法》) and the Vehicle Exhaust Emission Management System (《機動車尾氣排放管理制度》). In addition, no significant fines or non-monetary sanctions were imposed on the Group due to non-compliance with the relevant laws and regulations in Year 2021.

#### A2: Use of Resources

The Group not only strictly observes the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), but also encourages its employees to develop resources saving and recycling habits in daily practices. To protect natural resources and enhance operational efficiency, the Group closely monitors the use of resources with a view to ensuring full utilisation of resources and preventing wastage. Each department of the Group regularly reports on its use of resources and takes corrective actions for identified issues in a timely manner.

### A. 環境保護 (續)

#### A1: 排放物 (續)

##### 廢棄物的減廢目標

本集團將持續推廣減廢哲學，並付諸實行。本集團與其持份者互相鼓勵無害廢棄物之回收及交流源頭減廢和循環再用的方法。本集團會集中處理有害廢棄物(如有)，並交由專門回收的工場或機構妥善處理。

##### 遵守有關法律法規

於2021年度，本集團並沒發現有關本集團空氣及溫室氣體排放、向水及土地之排放以及產生有害及無害廢棄物產生之重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與排放物有關的地方法律法規，如《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》及《機動車尾氣排放管理制度》。此外，於2021年度亦沒有因未遵守有關法律法規而遭受大額罰款或非貨幣制裁。

#### A2: 資源使用

本集團不僅嚴格遵守《中華人民共和國節約能源法》，更從日常工作中培養僱員節約資源、循環再用的習慣。為保護自然資源、提高營運效率，本集團密切留意資源使用，確保資源利用最大化，杜絕浪費。本集團各部門定期匯報資源使用狀況，並針對問題及時作出整改行動。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION (cont'd)

#### A2: Use of Resources (cont'd)

With respect to office administration, the employees of the Group were provided with low-energy consumption computers, and energy-efficient lights were installed in the office. In addition, the Group enhances employees' awareness of energy saving through channels such as emails and bulletins, and encourages employees to turn off lights and air conditioners after work, etc. The Group increases the number of video communication devices in the office and encourages the use of video conference to reduce business trips, thereby reducing carbon emissions due to use of transportation. During the Year 2021, there was no issue in sourcing water.

During the reporting period, information about the emissions from the Group's operation was as follows:

Environmental Performance 環境表現	Unit 單位	2021 2021年度
Electricity consumption 電力消耗	kWh 千瓦時	4,178,680
Fuel consumption (Note 1) 燃料消耗 (附註1)	kWh 千瓦時	16,017,013
Total energy consumption 能源總耗量	kWh 千瓦時	20,195,693
Energy consumption intensity 能源消耗密度	kWh/km (annual travelling distance) 千瓦時／公里 (全年行車里數)	2.67
Water consumption 耗水量	m <sup>3</sup> 立方米	480
Water consumption intensity 耗水密度	m <sup>3</sup> /km (annual travelling distance) 立方米／公里 (全年行車里數)	0.0001
Total packaging materials used (Note 2) 包裝物總量 (附註2)	kg 公斤	N/A 不適用
Intensity of packaging materials used (Note 2) 包裝物密度 (附註2)	kg/km (annual travelling distance) 公斤／公里 (全年行車里數)	N/A 不適用

Note 1: The conversion factors used to calculate the units to kWh are sourced from the Energy Statistics Manual issued by the International Energy Agency.

Note 2: Car rental services and shuttle bus services do not involve packaging materials. As such, the Group does not quantify the relevant figures.

### A. 環境保護 (續)

#### A2: 資源使用 (續)

行政辦公方面，本集團為僱員配置低耗能的電腦，而辦公室內的照明系統也採用節能照明燈。此外，本集團也透過電郵及告示等渠道提高僱員的節能意識，例如向僱員宣傳下班後關閉電燈及關閉空調等。本集團增加辦公室內的視頻通訊設備，盡可能通過視像會議溝通，減少出差次數，務求降低使用交通工具燃油所產生的碳排放。於2021年度，取用水源沒有任何問題。

於報告期間，本集團於營運排放資料如下：

附註1：用於計算千瓦時單位的轉換係數來自國際能源署刊發的《能源統計手冊》

附註2：汽車租賃服務及穿梭巴士服務並不涉及包裝物料，因此，本集團並無量化有關數字。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION (cont'd)

#### A2: Use of Resources (cont'd)

##### Reduction Target of Resources Consumption

Environmental KPI 環境關鍵績效指標	Reduction Target 節約目標	Baseline Year 基準年	Status 狀態
Energy consumption intensity 能源消耗密度	Reduce 5% by 2024 於2024年度前減少5%	2019 2019年度	In progress 進行中
Water consumption intensity 耗水密度	Reduce 5% by 2024 於2024年度前減少5%	2019 2019年度	In progress 進行中

In Year 2021, the Group adopted a series of measures to save energy and reduce emissions, details and effectiveness evaluation of which were as follows:

於2021年度，本集團採用一系列的節能減排措施，其具體內容及相關成效評估如下：

#### Measures to Save Energy and

#### Reduce Emissions

##### 節能減排措施

#### Details of Measures and Evaluation of Effectiveness

##### 措施內容及相關成效評估

Energy-efficient lights 節能照明燈	The Group uses energy-efficient lights in its offices to save electricity, and improves employees' awareness of energy conservation through e-mails and notices to reduce unnecessary power consumption. 本集團辦公室採用節能照明燈，可節省電力，並透過電郵及告示等渠道提高僱員的節能意識，以減少非必要用電。
Use of BEVs 使用純電動車	TMTC purchased BEVs for its operations, so as to reduce exhaust emissions, maintain good air quality within vehicles, and promote the concept of green development and environmental protection. 天馬通馳購置純電動車用於業務營運，可減少廢氣排放，並保持車廂空氣質素良好，以實踐宣導綠色環保理念。

### A3: Environment and Natural Resources

The Group stresses on environmental and natural resources protection and strictly complies with laws and regulations to reduce the pollutant discharges and resources consumption from operating activities.

To ensure the sustainable development and operation of the Group, and to comply with relevant local environmental regulations and international general practices, the Group has established a series of policies and measures on natural resources conservation. The Group strives to enhance its efficiency in every energy usage with an aim to enhance the environmental protection and reduce the use of natural resources, including recycling of wastes, as well as reduction, classification and consultations on energy conservation and carbon reduction on highly-efficient equipment or passenger cars.

### A3: 環境及天然資源

本集團注重環境及天然資源保護，為嚴格遵守法律法規，以減少因經營活動帶來的污染排放和資源消耗。

為確保本集團的可持續發展及經營，同時依循相關地方的環保法規及國際通則，在天然資源保護方面制訂了一系列的政策及措施。本集團致力提升各項能源的使用效益，並加強環境保護，減少使用天然資源，包括對廢棄物循環再用及就高效能的裝備或客車進行節能減碳諮詢、減量及分類。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### A. ENVIRONMENTAL PROTECTION (cont'd)

#### A4: Climate Change

Awareness over climate change continues to grow and climate change is one of the most discussed topics among companies. The Group is no exception in increasing its awareness over the potential impact of climate change on the Group's business and operation. The Group regularly reviews global and local government policies, regulatory updates and market trends to identify potential climate-related risks that may affect the Group's business operations.

In accordance to the reporting framework developed by the Task Force on Climate-related Financial Disclosures, there are two major categories of climate-related risks, being the physical risks and transition risks. The Group will develop a response plan immediately such as changing the business strategy and modifying the development plan in order to reduce the negative impacts of such climate-related risks.

The Group will continuously incorporate sustainable practices in its business operations and prepare and maintain sufficient resources for managing identified climate-related risks and studying the potential remediation measures.

In Year 2021, there was no climate-related risk, including physical risks and transition risks, that had a significant impact on the Group.

### A. 環境保護 (續)

#### A4: 氣候變化

大眾對氣候變化的意識不斷提高，氣候變化亦為公司間最常探討的話題之一。本集團亦不例外，日益關注氣候變化對本集團業務及營運的潛在影響。本集團定期審閱全球及地方政府政策、監管更新及市場趨勢，以識別可能影響本集團業務營運的潛在氣候相關風險。

根據氣候相關財務信息披露工作組制定的報告框架，氣候相關風險分為物理及過渡風險兩大類。本集團將立即制定應對計劃，如改變業務策略及修改發展計劃，以減少該等氣候相關風險的負面影響。

本集團將繼續把可持續發展常規納入其業務營運，並準備及維持充足資源，藉以管理已識別的氣候相關風險及研究潛在補救措施。

於2021年度，概無對本集團有重大影響的氣候相關風險（包括物理及過渡風險）。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY

The Group is deeply convinced that maintaining a good relationship with its employees is one of the keys to success. To enhance employees' satisfaction, the Group provides employees with competitive remuneration packages and comprehensive training programs to encourage them to show their strengths and potential in full play. The Group organises activities for employees annually to enhance their sense of belongings and create a friendly and harmonious working environment.

#### B1: Employment

The Group has implemented a rigorous recruitment procedure to select and attract outstanding talents suitable for the Group through a combination of external recruitment and internal training.

The Group has formulated and implemented the Staff Handbook to regulate comprehensively the behavior of all employees of the Group to meet the needs of modern enterprises. In the premise of compliance with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and the Industrial Injury Insurance Regulations of the People's Republic of China (《中華人民共和國工傷保險條例》), the Group has formulated management regulations in respect of recruitment, promotion, dismissal, working hours, holidays, remuneration, benefits and retirement. The Group provides employees with competitive salaries and benefits and makes adjustments to salaries and benefits in a timely manner according to the changes in labour market, so as to attract and retain talents and enhance their sense of belonging towards the Group.

The Group provides equal employment opportunities for employees free from any form of discrimination: age, nationality, race, gender and religious beliefs. We are committed to creating a corporate culture and a working atmosphere of equality, respect, diversity and mutual support. The Group protects the rights of staff and strives to establish harmonious labour relationship, with the provision of rest periods and holidays in accordance with relevant laws and regulations.

### B. 社會責任

本集團深信與僱員保持良好關係是企業成功的關鍵之一。為了提升僱員滿意度，本集團為僱員提供具有競爭力的薪酬福利及完善的培訓計劃，鼓勵僱員發揮潛力並一展所長。本集團每年舉辦員工活動，提升僱員歸屬感，打造一個友好和諧的工作環境。

#### B1: 僱傭

本集團執行嚴謹的招聘程序，通過外部引進與內部培養相結合的方式為集團甄選及吸納優秀及合適的人才。

本集團已制定並執行《員工手冊》為全面規範本集團全體僱員的言行舉止，以達現代化企業需求。本集團除遵守中國之《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國工傷保險條例》外，已對招聘、晉升、解僱、工作時數、假期、薪酬、福利及退休等方面作出管理規定。本集團為僱員提供了具有競爭力的薪資及福利待遇，並根據勞動市場變動及時調整薪資及待遇水平，以吸引及保留人才，並提升僱員對本集團的歸屬感。

本集團提供平等就業機會，保障僱員不因年齡、民族、種族、性別、宗教信仰不同而遭受歧視，致力營造平等、尊重、多元化、互助友愛的企業文化與工作氛圍。本集團根據相關政府法例及法規提供休息時間及假期，從而保障員工權益及致力建立和諧的勞工關係。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B1: Employment (cont'd)

As at the end of Year 2021, TMTC had a total of 522 employees. The compositions of employees by gender, age band, nature of employment and geographical region (calculated by the number of employees, excluding independent non-executive directors) was as follows:

Social Performance 社會表現	Unit 單位	2021 2021年度
<b>By gender</b> 按性別劃分		
Male 男性	Person 人	491 (94%)
Female 女性	Person 人	31 (6%)
<b>Total</b> 總計	<b>Person</b> 人	<b>522 (100%)</b>
<b>By age group</b> 按年齡組別劃分		
Age below 30 30歲以下	Person 人	32 (6%)
Aged 30 to 50 30至50歲	Person 人	210 (40%)
Aged 50 above 50歲以上	Person 人	280 (54%)
<b>Total</b> 總計	<b>Person</b> 人	<b>522 (100%)</b>
<b>By nature of employment</b> 按僱傭類別		
Full-time 全職	Person 人	447 (86%)
Part-time 兼職	Person 人	75 (14%)
<b>Total</b> 總計	<b>Person</b> 人	<b>522 (100%)</b>
<b>By geographical region</b> 按地理區域劃分		
Hong Kong 香港	Person 人	– (–)
China 中國	Person 人	522 (100%)
<b>Total</b> 總計	<b>Person</b> 人	<b>522 (100%)</b>

### B. 社會責任 (續)

#### B1: 僱傭 (續)

截至2021年度末，天馬通馳僱員共有522人，按性別、年齡組別、僱傭類別及地理區域劃分之僱員組成（以僱員（不包括獨立非執行董事）數目計算）如下：

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B1: Employment (cont'd)

In Year 2021, the employee turnover rates of TMTC were as follows:

Employee Turnover Rate	僱員流失比率	2021 2021年度
<b>By gender (Note 1)</b>	<b>按性別劃分 (附註1)</b>	
Male	男性	12%
Female	女性	32%
<b>By age group (Note 1)</b>	<b>按年齡組別劃分 (附註1)</b>	
Age below 30	30歲以下	–
Aged 30 to 50	30至50歲	10%
Aged 50 above	50歲以上	16%
<b>By geographical region (Note 1)</b>	<b>按地區劃分 (附註1)</b>	
Hong Kong	香港	–
China	中國	13%

Note 1: The turnover rate is calculated by dividing the number of departed employees in a specified category in Year 2021 by the number of employees in such specified category as at 31 December 2021.

#### **Compliance with relevant laws and regulations**

The Group was not aware of any material violation of the relevant laws and regulations having a significant impact relating to the Group's compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare in Year 2021. The Group strictly complies with relevant local laws and regulations relating to employment, including the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and the Industrial Injury Insurance Regulations of the People's Republic of China (《中華人民共和國工傷保險條例》). In addition, no significant fines or sanctions were imposed on the Group due to non-compliance with the relevant laws and regulations in Year 2021.

### B. 社會責任 (續)

#### B1: 僱傭 (續)

於2021年度，天馬通馳的僱員流失比率如下：

附註1：流失比率乃按特定組別於2021年度期間的離職僱員人數除以於2021年12月31日該特定組別的僱員人數所計算。

#### **遵守有關法律法規**

於2021年度，本集團並沒發現有關本集團賠償及解僱、招聘及晉升、工作時間、休息時間、平等機會、多元化、反歧視及其他福利及待遇之產生重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與僱傭有關的地方法律法規，如《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國工傷保險條例》。此外，於2021年度亦沒因未遵守有關法律法規而遭受大額罰款或制裁。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B2: Health and Safety

TMTC mainly provides passenger car rental services to all walks of community. Being responsible by upholding "safety as the most important", TMTC constantly enhances its management efficiency and technological application. All operation cars of TMTC have been installed with high-end safety equipment such as two-way global positioning system (GPS) and dashcam. It gives full play to the effects of computerized managing platform by not only providing 24-hour car surveillance but also achieving "accuracy, completeness and swiftness" in terms of working efficiency, so as to guarantee a quality service to the customers.

With years of sophisticated experience in car quality, car maintenance, safety and protection, drivers' training and road establishment, TMTC strives to provide highly efficient passenger car solutions to corporations. With every passenger car provided with value-added services such as WIFI, first aid box, sewing kit and convenient bag, the satisfaction from the corporate employees on our passenger car is enhanced and unanimous recognition is gained from the cooperating corporations towards TMTC.

TMTC conducts weekly safety meeting and establishes a corporate "safety service foundation" internally. TMTC would set aside a certain amount of capital at the beginning of the year, and any driver who violated safety regulation system or traffic rules within the year has to pay a "foundation fee". Moreover, drivers with good performance would be awarded with cash from the "safety service foundation" according to their performance and safety grading results. The establishment of the "safety service foundation" is to enhance the drivers' activeness in obeying safety regulation system as well as to promote and safeguard operation safety in an interesting and special way.

### B. 社會責任(續)

#### B2: 健康及安全

天馬通馳主要向社會各界提供客運車輛租賃服務，憑著「安全重於泰山」的責任感，讓天馬通馳不斷提升其管理效益及科技應用。天馬通馳的運營車輛全部安裝了雙向全球定位系統(GPS)，以及行車紀錄儀等高端的安全設備，企業充分發揮最新的電腦管理平台的作用，不僅做到了24小時的車輛監控，更達到了「準、全、快」的工作效率，為客戶提供更優質服務的保障。

天馬通馳致力於為企業提供客車高效運營解決方案，對於車輛資質、車輛保養、安全維護、車長培訓及道路設置等方面都有多年資深經驗，每輛客車提供無線熱點(WIFI)、急救箱、針線包、方便袋等增值服務，提高企業員工對客車出行的滿意度，贏得合作企業對天馬通馳的一致肯定。

天馬通馳於每週進行安全會議，並成立了企業內部的「安全服務基金會」，天馬通馳在每年初首先拿出一定金額的資金，如該年度內有違反安全規章制度或交通法規的車長，則需要繳納「會費」。另外，根據每個車長的表現，評出安全等級，發佈評級結果，以「安全服務基金會」內的資金獎勵表現良好的車長。「安全服務基金會」的成立，增加車長遵守安全規章制度的積極性，以一種有趣、特別的方式，推動及保障運營安全。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B2: Health and Safety (cont'd)

##### *Working conditions under coronavirus disease 2019 (the "COVID-19")*

The following measures are taken by the offices of the Group to strictly prevent and control COVID-19:

- (i) Social distance is strictly kept above one metre. To be specific, staff cubicles shall be kept at least 1 metre apart; a distance of at least 1 metre shall be kept when talking; at a meeting in the conference room, staff shall sit at least 1 metre apart; staff shall keep 1 metre apart from each other when waiting in line to check in or pick up meals; in the dining hall, staff shall sit at least 1 metre apart; when taking public transport, a distance of at least 1 metre shall be kept between each other;
- (ii) All employees and visitors shall have their temperature check taken before entering the office area;
- (iii) A register of visitors shall be kept to record visitors' information, and health and travel QR codes shall be checked;
- (iv) Take-out and delivery shall be received outside the office area, and the packaging shall be disinfected;
- (v) The office area shall be disinfected regularly in the morning and afternoon, records of which shall be kept;
- (vi) All employees and visitors must wear masks;
- (vii) Hand sanitizers are available on the front desk in the office area;
- (viii) We formulate an emergency plan, establish an emergency response working team, set emergency response principles in case of epidemic outbreak, and ensure the availability of emergency response materials;

### B. 社會責任 (續)

#### B2: 健康及安全 (續)

##### *2019年冠狀病毒病 (「2019冠狀病毒病」) 下的工作條件*

對於2019年冠狀病毒病，本集團辦公室嚴格採取下列各項防控措施：

- (i) 嚴格執行「六個一米」的規定，即員工工位保持至少1米間隔；交談時保持至少1米距離；於會議室召開會議時，員工間距不少於1米；排隊進門及取餐等候期間，員工間隔不少於1米；於餐廳就餐時，員工保持1米以上的用餐距離；及乘坐公共交通工具時，人與人之間應保持至少1米距離；
- (ii) 所有員工及訪客進入辦公區前，必須測量體溫；
- (iii) 設置訪客登記簿，登記信息並檢查健康碼、行程碼；
- (iv) 外賣及快遞在辦公區外接收，並對包裝進行消毒；
- (v) 辦公區域上、下午定時消毒，並進行消毒記錄；
- (vi) 所有員工及訪客須佩戴口罩；
- (vii) 辦公區前台配備手部消毒用品；
- (viii) 制訂應急預案，建立應急處置工作小組，制訂突發疫情應急處理原則，並確保應急處理物資可用；



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B2: Health and Safety (cont'd)

##### *Working conditions under coronavirus disease 2019 (the "COVID-19") (cont'd)*

- (ix) To strengthen the guidance over epidemic prevention and control, we suggest that employees avoid going to crowded areas as far as possible, and keep records of employees' roommates to track their health status; and
- (x) Guidance over epidemic prevention and control formulated by relevant government departments is released in a timely manner.

In Year 2021, the numbers of lost days due to work-related injury were as follows:

Number of work-related fatalities	因工死亡的人數	–
Number of work-related injuries	工傷人數	4
Lost days due to work-related injuries	因工傷損失工作日數	60
Lost day rate	損失日數比率	0.05%

In the past three years, no employees of the Group were involved in work-related fatalities.

##### **Compliance with relevant laws and regulations**

In Year 2021, the Group was not aware of any material violation of relevant laws and regulations having a significant impact regarding the provision of a safe working environment and the protection of employees from the Group's occupational hazards. The Group strictly complies with relevant local laws and regulations relating to health and safety, including the Law of the People's Republic of China on Road Traffic Safety (《中華人民共和國道路交通安全法》), the Insurance Law of the People's Republic of China (《中華人民共和國保險法》), the Industrial Injury Insurance Regulations of the People's Republic of China (《中華人民共和國工傷保險條例》) and the Regulation on Compulsory Motor Vehicle Liability Insurance (《機動車交通事故強制保險條例》). In addition, no significant fines or sanctions were imposed on the Group due to non-compliance with the relevant laws and regulations in Year 2021.

### B. 社會責任 (續)

#### B2: 健康及安全 (續)

##### *2019年冠狀病毒病 (「2019冠狀病毒病」) 下的工作條件 (續)*

- (ix) 加強疫情防導引，建議員工儘量避免前往人群密集區域，建立同住人員的記錄，以了解同住人員的健康狀況；及
- (x) 及時發佈相關政府部門制訂的疫情防導引信息。

於2021年度，因工傷損失工作日數如下：

**2021**  
**2021年度**

於過去三年，本集團並無員工涉及因工死亡事故。

##### **遵守有關法律法規**

於2021年度，本集團並沒發現有關對提供安全工作環境及保護僱員免受本集團職業性危害產生重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與健康及安全有關的地方法律法規，如《中華人民共和國道路交通安全法》、《中華人民共和國保險法》、《中華人民共和國工傷保險條例》及《機動車交通事故強制保險條例》。此外，於2021年度亦沒因未遵守有關法律法規而遭受大額罰款或制裁。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B3: Development and Training

The Group established a series of regulatory system for drivers, such as a regular safety meeting every Monday. The details of relevant system are as follows:

First Monday of every month:	Drivers to report violation of regulation or traffic accidents;
Second Monday of every month:	Invite relevant officials from the Transport Administration Bureau to hold talks on practical cases;
Third Monday of every month:	Re-show the Traffic Light programme of Beijing TV Station, exchange driving experiences; and
Fourth Monday of every month:	Training on how to provide effective service to passengers.

The system is running persistently with no stoppage since the establishment of TMTC.

In Year 2021, the employee training rates of TMTC were as follows:

### B. 社會責任(續)

#### B3: 發展及培訓

本集團為車長制定了一系列規章制度，如每週一舉行安全例會，相關制度詳細如下：

每月的第一個週一：	車長匯報違章、交通事故情況；
每月的第二個週一：	邀請交管局相關人士講實用案例；
每月的第三個週一：	重播北京電視臺紅綠燈節目，交流行車經驗；及
每月的第四個週一：	培訓如何對乘客進行有效服務。

該制度自天馬通馳成立起一直堅持運行，從未間斷。

於2021年度，天馬通馳的僱員受訓比率如下：

Employee Training Rate	僱員受訓比率	2021 2021年度
<b>Percentage of employees trained (Note 1)</b>	受訓僱員百分比 (附註1)	100%
<b>Percentage of employees trained by gender (Note 2)</b>	按性別劃分的受訓僱員百分比 (附註2)	
Male	男性	94%
Female	女性	6%
<b>Percentage of employees trained by employment category (Note 2)</b>	按僱傭類別劃分的受訓僱員百分比 (附註2)	
Senior management	高級管理層	1%
Middle management	中級管理層	3%
General staff	一般員工	96%

Note 1: Calculated by dividing the number of employees trained by the total number of employees as at 31 December 2021.

附註1：按受訓僱員人數除以於2021年12月31日的僱員總人數。

Note 2: Calculated by dividing the number of employees trained in such category by the total number of employees trained.

附註2：按該類別受訓僱員人數除以受訓僱員總人數計算。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B3: Development and Training (cont'd)

In Year 2021, the average training hours of TMTC's employees by gender and employment category were as follows:

Average Training Hours of Employees	員工平均培訓時間	2021 2021年度
<b>Average training hours completed per employee (Note 1)</b>	<b>每名僱員完成受訓平均時數 (附註1)</b>	47.8
<b>Average training hours completed per employee by gender (Note 2)</b>	<b>按性別劃分的每名僱員完成受訓平均時數 (附註2)</b>	
Male	男性	47.9
Female	女性	47.2
<b>Average training hours completed per employee by employment category (Note 2)</b>	<b>按僱傭類別劃分的每名僱員完成受訓平均時數 (附註2)</b>	
Senior management	高級管理層	36
Middle management	中級管理層	48
General staff	一般員工	48

Note 1: Calculated by dividing the total training hours by the total number of employees as at 31 December 2021.

附註1：按培訓總時數除以於2021年12月31日的僱員總人數。

Note 2: Calculated by dividing the total training hours in a category by the total number of employees in such category.

附註2：按該類別培訓總時數除以該類別僱員總人數。

#### B4: Labour Standards

The Group is aware that the employment of child labour and forced labour is a serious breach of universal values and is therefore responsible for striving to oppose all employment of child labour and forced labour and is in strict compliance with all laws and regulations relating to the prohibition of employment of child labour and forced labour. The Group formulates and implements the Staff Handbook and strictly complies with the labour contract system. All employees will sign a labour contract or employment agreement with the Group upon official employment and the Group will check the relevant identity certificates of the employees when they are officially employed.

In case of child labour and forced labour, the Group will immediately terminate the labor contract with the employee concerned and hold the person-in-charge accountable.

#### **Compliance with relevant laws and regulations**

In Year 2021, the Group was not aware of any material violation of the relevant laws and regulations prohibiting the employment of child labour or forced labour in the Group. The Group strictly complies with relevant local laws and regulations relating to labour standards, such as the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Law on Protection of Minors of the People's Republic of China (《中華人民共和國未成年人保護法》) and the Provisions on Prohibition of Child Labour (《禁止使用童工規定》). In addition, no significant fines or sanctions were imposed on the Group due to non-compliance with the relevant laws and regulations in Year 2021.

### B. 社會責任 (續)

#### B3: 發展及培訓 (續)

於2021年度，天馬通馳按性別和僱傭類別分組的員工的平均培訓時間如下：

Average Training Hours of Employees	員工平均培訓時間	2021 2021年度
<b>Average training hours completed per employee (Note 1)</b>	<b>每名僱員完成受訓平均時數 (附註1)</b>	47.8
<b>Average training hours completed per employee by gender (Note 2)</b>	<b>按性別劃分的每名僱員完成受訓平均時數 (附註2)</b>	
Male	男性	47.9
Female	女性	47.2
<b>Average training hours completed per employee by employment category (Note 2)</b>	<b>按僱傭類別劃分的每名僱員完成受訓平均時數 (附註2)</b>	
Senior management	高級管理層	36
Middle management	中級管理層	48
General staff	一般員工	48

附註1：按培訓總時數除以於2021年12月31日的僱員總人數。

附註2：按該類別培訓總時數除以該類別僱員總人數。

#### B4: 勞工準則

本集團深知僱用童工及強迫勞動是嚴重違反普世價值觀，因此承擔責任以竭力反對一切僱用童工及強迫勞動的行為，嚴格遵守所有針對禁止僱用童工及強迫勞動之法律法規。本集團制定並執行《員工手冊》，嚴格履行勞動合同制度，所有入職僱員被正式錄用時會與本集團簽訂勞動合同或聘用協議，另在正式入職時本集團會再檢查員工的相關身份證明文件。

如發現童工及強制勞工的情況，本集團將會第一時間與其解除勞動合同，並對責任人追究責任。

#### **遵守有關法律法規**

於2021年度，本集團並未發現有關禁止本集團僱用童工或強迫勞動之有關法律法規存在重大違規情況。本集團嚴格遵守與勞工準則有關的地方法律法規，如《中華人民共和國勞動法》、《中華人民共和國未成年人保護法》及《禁止使用童工規定》。此外，於2021年度亦未有因未遵守有關法律法規而遭受大額罰款或制裁。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B5: Supply Chain Management

After the establishment of TMTC in 2006, with vision and judgment as well as the ideal of premium customer value, the management of TMTC commenced the passenger car rental business as the main operation, and TMTC has become the brand corporation of the industry within several years. As TMTC's reputation and business volume grow bigger, many top 500 international companies have become good partners and suppliers of TMTC.

The management of TMTC said that a company has to produce better hardware under the guidance of correct ideals before it can maintain a long and healthy development in the industry. Navigating into the "Blue Ocean" of passenger car market also needs quality "ships" hoisting the "sail" of the brand.

The Group strives to provide high quality services to car users, including investing resources to improve the interior and exterior of the vehicle as well as the comfortableness derived from accessories, with special emphasis on the quality of interior air purification system. With the society's car preference shifting to environment friendly vehicle, TMTC has executed the plan to purchase battery electronic shuttle buses and has been operating these buses.

The Group has established a supply chain management system to ensure the quality of services provided to customers. The Group complies with all Chinese laws related to the health and safety of services in the course of its business operations. Through regular training and knowledge updating, the Group's purchasers, technicians, customer service personnel and drivers are well trained so that the service quality can be guaranteed.

If more than one company meets its criteria, the Group will choose those with good reputation in environmental protection and social responsibility or holding environmental protection certification. The Group strictly abides by the laws and regulations governing its business, and has been adopting good practices and fair and just procurement procedures to transact with suppliers.

In addition to complying with quality and legal requirements, the Group expects suppliers to adopt fair labour practices and fulfil their environmental responsibilities. The Group reviews new suppliers before purchasing. Only qualified suppliers will remain on the list of suppliers. Cooperation will be terminated should there be any serious violation.

As at the end of Year 2021, the number of suppliers by geographical region was as follows:

Suppliers by Geographical Region	按地區劃分的供應商	2021 2021年度
Mainland China	中國內地	31

### B. 社會責任(續)

#### B5: 供應鏈管理

天馬通馳管理層憑藉遠見的判斷，於2006年成立公司後，在尊重客戶價值的經營理念下，開始了以客車租賃為經營主體的工作，並在數年內已成為業內的品牌企業。因為天馬通馳的知名度和業務量越來越大，更已有不少國際500強中的公司成為了天馬通馳良好的合作夥伴及供應商。

天馬通馳管理層表示若要在行業長久健康發展，首先要在正確理念指導下產生出更好的硬體。要駛入客運客車這片「藍海」市場，同樣需要品質優良的「船」才能揚起品牌的「帆」。

本集團致力提供高標準的服務予用車客戶，包括投放資源改善車輛內外觀、配置的舒適性，以及提升車內空氣淨化設施的品質。由於選用環保車型是整個社會的用車方向，故天馬通馳已實行購置純電通勤車規劃，並已運營中。

本集團建立供應鏈管理體系，以確保為客戶提供有質量保證的服務。本集團遵守與其業務營運過程中的服務之健康與安全等方面相關的各項中國法律及供應商。透過集團定期培訓及更新知識，本集團的採購員、技術人員、客戶服務人員及司機均經過良好培訓，以確保服務質量得到保證。

倘若有多間公司符合本集團的要求，本集團會選擇在環保及社會責任方面具備良好聲譽或持有環保認證的公司。本集團嚴格遵守規管其業務的法律及規例，並一直採用良好實務及公平公正的採購程序與供應商進行交易。

除符合質量及法例規定外，本集團預期供應商採納公平的勞工常規，克盡環境責任。本集團於採購前均有對新供應商進行審查，只有通過評估並合格的供應商方可繼續列載於供應商名單，若有嚴重不合規的情況會終止合作。

截至2021年度末，按地區劃分的供應商數目如下：

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B6: Product Responsibility

The management of TMTC said, "We have to think a bit more than others, do a bit more than others, provide customers with a bit more service and be a bit more affordable than others." This is the belief that TMTC perseveres.

TMTC has an excellent service team that brings energy to TMTC and leaves a deep impression on the customers with high quality services. The management of TMTC said, "In the past, we signed one year contract with a company on cooperation of provision of passenger car service. With the efforts of the service team, we renewed the contract with a two-year term. At present, we renewed the contract on a four-year term with this company." Credits are owed to the service team aiming for the best, which gives us an opportunity to continue providing services to our customers. Every driver of TMTC is a civilized and polite service provider, who has received more than one compliment from our car users. TMTC provides services to multinational corporations and joint ventures in Beijing in a peaceful manner and constantly provides passenger car services to many famous enterprises.

TMTC specially equips umbrellas, shoe covers, medicine and vomit bags in corporate service cars for passenger usage. Some corporate passenger cars are equipped with shoe covers for passengers not to stain the car when entering in sleeting weather. However, TMTC has offered such shoe covers for passengers not to stain their shoes when leaving the car and walking on muddy road. TMTC provides corporate staff with passenger car online service including passenger car instant position inquiry, emergency communication and demand gathering. Bespoke passenger car experience is provided to our customers in addition to traditional basic transportation services.

### B. 社會責任(續)

#### B6: 產品責任

天馬通馳管理層表述：「我們要比別人想的多一點，幹的多一點，比別人給客戶多一點服務，多一點實惠。」這是天馬通馳一直堅守的信念。

天馬通馳擁有出色服務團隊，為天馬通馳帶來了動力，高品質的服務給客戶留下了深刻印象。天馬通馳管理層表述：「之前我們與某家公司合作客車業務，都是一次簽一年的合同，在服務團隊的努力下，再簽合同時一次簽了兩年，現在，我們與這家企業一次簽了四年合同。」能夠有機會持續地向客戶提供服務，歸功於精益求精的服務團隊，天馬通馳的每位車長都是文明有禮的服務者，不止一次受到用車單位的讚揚。天馬通馳和諧地服務於北京市多家跨國公司、合資企業，不間斷地為眾多知名企業提供客車服務。

天馬通馳在為企業服務的客車之上，專門配備了雨傘、鞋套、藥品、嘔吐袋等乘客可能用得到的物品，雨雪天氣時，有些客運企業的客車配備的鞋套，是在乘客上車時使用，目的是為了防止乘客將客車弄髒。但是，天馬通馳配備的鞋套是為乘客下車時使用，防止泥濘的路面將乘客的鞋弄髒。天馬通馳為企業員工提供包括客車即時位置查詢、應急通信、需求搜集等在內的客車線上服務，在傳統的基本運輸服務外，附加更周到的客車乘坐體驗。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B6: Product Responsibility (cont'd)

TMTC and its strategic partners effectively integrate resources and dedicate to providing a comfortable and safe bus service platform that caters for the demands for office commutes and leisure trips. Online and offline integration capabilities are utilized to provide intimate services to corporate users and personal users. By using internet technology together with ideas and addressing the many problems of traditional commute and passenger car services, corporate users are serviced with special cooperation models. By leveraging information management capabilities to reduce operation cost for corporations, rationalise and improve passenger car operation mechanism and widen the scope of service, the users can genuinely maximise their personal interests. Many current users are locally and internationally renowned corporations, including Pactera, ABB China, ABB Drives, AFRY, Novartis and Embraco Snowflake.

#### *Product return policy*

As the Group is engaged in car rental services and shuttle bus services, it does not sell or ship products that need to be recalled for safety and health reasons.

In Year 2021, the Group received 4 complaints, all of which were resolved.

#### *Customer feedback and handling*

The Group stresses the communication with customers and strives to ensure that customers' opinions and complaints are handled in a timely and satisfactory manner. The Group has set up a service complaint hotline and complaint handling guidelines to better understand customers' views on the bus services provided by the Group, and in turn continuously improve the operation process, service quality and customer satisfaction.

### B. 社會責任(續)

#### B6: 產品責任(續)

天馬通馳與戰略合作夥伴，有效將資源進行整合，致力於為白領通勤、遊玩等各種需求的出行提供舒適安全的巴士服務平台。運用對線上線下的整合能力，深度服務企業使用者與個人使用者，以互聯網技術整合思維，結合傳統通勤客車領域面臨的諸多問題，為企業提供專項合作模式，利用資料管理功能為企業減少運營成本，合理優化客車運營機制，提高服務寬度，真正為使用者實現自身利益最優化。現服務的使用者有文思海輝、ABB中國、ABB傳動、貝利工程、諾華藥及恩布拉多雪花公司等國內外知名企業。

#### *產品退貨政策*

本集團從事汽車租賃服務及穿梭巴士服務，故並無出售或付運因安全與健康理由而須予回收的產品。

於2021年度，本集團收到4項投訴，所有個案均已解決。

#### *客戶反饋及處理方式*

本集團重視與客戶的溝通，致力確保客戶的意見及投訴得到適時處理和滿意答覆。本集團設立服務投訴熱線及投訴處理指引，以更好地了解客戶對本集團提供客車服務的意見，以持續改善營運流程及服務質素及提高客戶滿意度。







# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B6: Product Responsibility (cont'd)

##### *Data privacy*

The Group deals with private and confidential information of its customers. Hence, the Group has set up strict code of conduct for its employees. In addition, the employees are required to maintain all reasonable methods to safeguard the information of the Group and the customers as stated in the Staff Handbook and working practices.

##### *Protection of intellectual property rights*

The Group is committed to complying with relevant laws and regulations in relation to intellectual property rights by valuing and protecting its intellectual properties through renewals of patent and trademark. In order to ensure that intellectual property rights of customers' products are properly protected during the outsourcing processes to suppliers, a confidentiality agreement regarding intellectual property rights must be signed before engagement. The Group enters into standard employment contracts with its employees which contain provisions on intellectual property rights and confidentiality.

##### *Compliance with relevant laws and regulations*

In Year 2021, the Group was not aware of any material violation of the relevant laws and regulations having a significant impact in relation to the health and safety, advertising, labeling and privacy of the products provided by the Group and remedies. The Group strictly complies with relevant local laws and regulations relating to product responsibility, such as the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), the Trademark Law of the People's Republic of China (《中華人民共和國商標法》) and the Patent Law of the People's Republic of China (《中華人民共和國專利法》). In addition, no significant fines were imposed on the Group due to non-compliance in Year 2021.

### B. 社會責任 (續)

#### B6: 產品責任 (續)

##### *數據私隱*

本集團業務涉及客戶私密資料。因此，本集團制定嚴格的員工行為守則。此外，本集團要求員工按照員工手冊及工作準則要求採取一切合理方法對本集團及客戶資料保密。

##### *保護知識產權*

本集團致力遵守知識產權的相關法例及規例，並透過重續專利及商標，尊重及保障其知識產權。為確保客戶產品的知識產權於外判予供應商的程序中獲得適當的保護，於聘請前必須簽署有關知識產權的保密協議。本集團與其僱員訂立標準的僱傭合約，當中載列有關知識產權及保密性的規定。

##### *遵守有關法律法規*

於2021年度，本集團並未發現有關本集團所提供有關產品之健康及安全、廣告、標籤及私隱權方面以及補救方法之產生重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與產品責任有關的地方法律法規，如《中華人民共和國廣告法》、《中華人民共和國商標法》及《中華人民共和國專利法》。此外，2021年度沒有因違規而遭受大額罰款。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B7: Anti-Corruption

The Group attaches great importance to anti-corruption work. The Staff Handbook details the code of conduct that all employees are required to follow. The Group has set up a complaints unit and has a dedicated suggestion box in place to enable whistleblowers to report any unlawful or fraudulent conduct to the complaints unit in a confidential manner, and the whistleblowers will be protected.

The anti-corruption reporting e-mail address is [service@itongchi.com](mailto:service@itongchi.com) which is published on the Group's website at <http://www.itongchi.com/default/contactUs>.

A top-level merit will be recorded for the staff who report or forestall corruption, fraud or practices harming the interests and reputation of the Group and prevent the Group from suffering material loss.

In Year 2021, the Group provided anti-corruption education and training (through webcast and circulation of e-training materials) to its directors and staff on a regular basis to raise their awareness towards ethical and corruption issues.

#### *Compliance with relevant laws and regulations*

In Year 2021, none of the Group or its employees was involved in any legal proceedings relating to bribery, extortion, fraud or money laundering. The Group has strictly complied with the Anti-Unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》) and other local laws and regulations relating to anti-corruption.

### B. 社會責任(續)

#### B7: 反貪污

本集團非常注重反貪污工作。《員工手冊》詳細列明瞭所有僱員均須遵守的行為標準。本集團成立了投訴部門，並設有專用的意見箱，讓知情人士以保密形式向投訴部門舉報任何非法或欺詐的行為，而作出舉報的人士均受到保護。

舉報反貪專用電郵為 ([service@itongchi.com](mailto:service@itongchi.com))，該電郵已刊載於本集團網站(<http://www.itongchi.com/default/contactUs>)。

對於貪污、舞弊或有危害集團權益及聲譽事情，如能有員工事先舉報或防止，而使本集團避免重大損失，本集團都會給予大功給該員工作鼓勵。

於2021年度，本集團定期向其董事及員工提供反貪污教育及培訓，包括(通過網絡直播和分發電子培訓材料)，以提高彼等對道德和腐敗問題的認識。

#### *遵守有關法律法規*

於2021年度，本集團或其僱員概無參與有關賄賂、勒索、欺詐或洗黑錢之任何法律案件。本集團嚴格遵守《中華人民共和國反不正當競爭法》及其他反貪污有關的地方法律法規。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### B. SOCIAL RESPONSIBILITY (cont'd)

#### B8: Community Investment

The Group strives to become a positive power in the community where its operations are located. It has always been in close touch and interaction with the community in order to contribute to the community development from time to time.

Apart from paying attention to details of daily services, TMTC organises social activities with customers such as annual badminton competition to enhance communication with customers. The Group pays attention to these kinds of small details, and it is such details that play an important role in the stable increase of TMTC's customers.

The Group seeks to enhance its social image and sense of social responsibility through community investment, and encourages all of its employees to take the initiatives to help and support local communities and neighborhoods. The Group greatly supports environmental protection activities. By organizing volunteering activities, we seek to enhance employees' environmental awareness and draw more attention of the general public to the importance of environmental protection.

### B. 社會責任 (續)

#### B8: 社區投資

本集團努力尋求成為營運所處社區之正面力量，並一直與社區維持密切溝通及互動以不時為社區發展作出貢獻。

除了注重日常服務的細節外，天馬通馳每年與客戶舉辦羽毛球比賽等聯誼活動，增進與客戶之間的交流，本集團關注這些點點滴滴，正是這些點滴的細節，在天馬通馳客戶穩定遞增中起了重要作用。

本集團致力通過社區投資改善社會形象及社會責任感，並鼓勵所有僱員主動幫助及支持當地社區及鄰里。本集團鼎力支持各種環保活動，組織員工志願者活動，幫助員工樹立更強的環保意識，同時也可以讓廣大市民了解環保的重要性。

