



PAX Global Technology Limited

百富環球科技有限公司*

(Incorporated in Bermuda with limited liability)
(於百慕達註冊成立的有限公司)

Stock Code 股份代號 : 00327



2022

Environmental, Social and Governance Report

環境、社會及管治報告





Contents

目錄

ABOUT THIS REPORT	關於本報告	2
Reporting Purpose, Period and Scope	報告目的、期間及範圍	2
Reporting Standards	報告準則	2
Reporting Principles	報告原則	2
Data Collection Method	資料收集方式	4
Access to This Report	報告獲取方式	4
Feedback	意見反饋	4
About the Group	關於本集團	5
Major Awards, Honours and Certifications	主要獎項、榮譽及認證	6
SUSTAINABILITY STRATEGY MANAGEMENT	可持續發展策略管理	7
Sustainability Overview	可持續發展概覽	7
Sustainability Governance	可持續發展管治	7
Sustainability Strategy	可持續發展策略	8
ESG Policy	ESG政策	9
Stakeholder Engagement	持份者參與	10
Materiality Assessment	重要性評估	12
List of Material Sustainability Issues	重大可持續發展議題列表	13
STRIVING FOR EXCELLENCE AND INNOVATION	精益求精 • 成就創新	15
Strategy	策略	15
Supply Chain Management	供應鏈管理	16
Product Safety Management	產品安全管理	17
E-payment Terminals Products	電子支付終端產品	17
Cloud-based Software as a Service Platform	雲端軟件即服務平台	18
Quality Control	質量監控	19
Excellent Service	優質服務	20
Striving for Innovation	引領創新	22
Business Ethics	商業道德	23
Information Security	信息安全	24
Intellectual Property Rights	知識產權	24
Advertising and Labelling	廣告標籤	24
PEOPLE-ORIENTED APPROACH FOR ACHIEVING FULL POTENTIAL	以人為本 • 人盡其才	25
Strategy	策略	25
Employee Overview	員工概覽	26
Occupational Health and Safety	職業健康與安全	27
Employment Rights	僱傭權益	28
Nurturing Talents	人才培育	31
SHOULDERING ENVIRONMENTAL RESPONSIBILITY	保護環境 • 百富有責	34
Strategy	策略	34
Response to Climate Change	應對氣候變化	35
Energy, Air Emissions and GHG Emissions	能源、廢氣及溫室氣體排放	35
Water	用水	36
Sustainable Product Lifecycle	可持續產品生命週期	36
Waste	廢棄物	38
Green Finance	綠色金融	38
Environmental Footprint	環境足印	39
CONTRIBUTING TO SOCIETY AND BRINGING LOVE TO THE COMMUNITY	貢獻社區 • 惠澤社群	42
Strategy	策略	42
Helping the Poor	扶助基層人士	42
Increasing Educational Opportunities for Underprivileged Children and Youth	增加貧困兒童及青少年的教育機會	42
Ecological Conservation	生態保育	42
ESG REPORTING INDEX	環境、社會及管治報告索引	43

About This Report

關於本報告

REPORTING PURPOSE, PERIOD AND SCOPE

PAX Global Technology Limited (“PAX” or the “Company”, together with its subsidiaries the “Group” or “we”) are pleased to release our seventh Environmental, Social and Governance (“ESG”) Report (this “Report”). In line with the principles of openness, transparency, comprehensiveness and objectivity, this Report discloses the Group’s sustainability performance and commitment on environmental management, social responsibility and corporate governance for the period from 1 January 2022 to 31 December 2022 (the “Reporting Period”). Meanwhile, we have detailed the performance of the Group in relevant areas through data disclosure to make continuous improvements to the Group’s sustainability approach, policies and management system.

Based on the materiality reporting principles, we have established the scope of this Report based on various factors including but not limited to the revenue proportion, operation scale, and the number of employees of each subsidiary. This Report covers the Group’s core business in the People’s Republic of China (excluding Hong Kong) (the “PRC”) and Hong Kong, which includes the following subsidiaries:

- Pax Technology Limited;
- Pax Computer Technology (Shenzhen) Co., Ltd.; and
- Wonder Pax Technology (Shenzhen) Co., Ltd.

REPORTING STANDARDS

This Report is prepared in accordance with the requirements set out in Appendix 27 “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “HKEx”). The corporate governance of the Group is addressed in the “Corporate Governance Report” section in the 2022 Annual Report of the Company.

REPORTING PRINCIPLES

The Group has applied the following reporting principles of the HKEx’s ESG Guide in the preparation of this Report to ensure clear and effective disclosure of the Group’s sustainability performance and impact to stakeholders.

報告目的、期間及範圍

百富環球科技有限公司（「百富」或「本公司」，連同其附屬公司統稱「本集團」或「我們」）欣然發佈我們第七份環境、社會及管治（「ESG」）報告（「本報告」）。本著公開、透明、全面而客觀的原則，本報告匯報本集團於二零二二年一月一日至二零二二年十二月三十一日期間（「報告期間」）在環境管理、社會責任及企業管治議題上的可持續發展表現和承諾，同時通過數據披露詳細展示本集團在相關範圍的績效表現，以持續改善本集團的可持續發展方針、政策及管理系統。

基於重要性匯報原則，本集團根據各種因素，包括但不限於各附屬公司的收入佔比、營運規模及員工人數，制定本報告的報告範圍，其涵蓋本集團於中華人民共和國（香港除外）（「中國」）及香港的核心業務，包括以下附屬公司：

- 百富科技有限公司；
- 百富計算機技術（深圳）有限公司；及
- 萬達百匯科技（深圳）有限公司。

報告準則

本報告根據香港聯合交易所有限公司（「聯交所」）《主板上市規則》附錄二十七《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）編製。有關本集團的企業管治詳情，請參見本公司二零二二年年報內的《企業管治報告》章節。

報告原則

本集團在編製本報告時應用下列聯交所的環境、社會及管治報告指引的匯報原則，確保清晰、有效地向持份者披露本集團的可持續發展績效和影響。



About This Report

關於本報告

Principle 原則	Meaning 意思	Responses from the Group 本集團的回應
Materiality	The threshold at which ESG issues determined by the Board of Directors of the Group (the "Board") are sufficiently important to investors and other stakeholders that they should be reported. The issues covered in this Report should reflect the significant ESG impacts of the Group.	We maintain good communication with our stakeholders through various channels to understand their concerns and views. We conduct materiality assessment and analysis annually to identify material sustainability issues which are of relevance to the Group and stakeholders, taking into account the Group's business strategy and industry characteristics, etc. The Board reviews and determines the relevant material sustainability issues, ensuring that the relevant sustainability impacts are reported in this Report. For details of the assessment process and results, please refer to the sections headed "Stakeholder Engagement", "Materiality Assessment" and "List of Material Sustainability Issues".
重要性	當本集團董事會（「董事會」）釐定有關環境、社會及管治事宜會對投資者及其他持份者產生重要影響時，本集團就應作出匯報。本報告所涵蓋的議題應反映本集團對環境、社會及管治的重大影響。	我們透過不同渠道與各持份者保持良好溝通，以了解各持份者的關注點和意見。我們每年進行重要性議題分析及評估，同時考慮本集團的業務策略和行業特點等因素，識別對本集團和持份者相關的重大可持續發展議題。董事會審閱及確定相關的可持續發展重大議題，並確保本報告就相關的可持續發展影響作出匯報。詳細評估流程及結果請參閱「持份者參與」、「重要性評估」及「重大可持續發展議題列表」章節。
Quantitative	Key performance indicators ("KPIs") in respect of historical data need to be measurable. The Group should set targets (which may be actual numerical figures or directional, forward-looking statements) to reduce a particular impact. In this way the effectiveness of ESG policies and management systems can be evaluated and validated. Quantitative information should be accompanied by a narrative, explaining its purpose, impacts, and giving comparative data where appropriate.	In this Report, we present quantifiable environmental and social KPIs and appropriate historical data comparisons to enable stakeholders to fully understand our sustainability performance and progress. Through the development of the sustainable development strategy, including the establishment of the four core areas set out in the section headed "Sustainability Strategy", we have established corresponding environmental and social management directions and targets, for assessing our ESG performance in a more effective manner.
量化	有關歷史數據的關鍵績效指標須可予計量。本集團應訂下減少個別影響的目標（可以是實際數字或方向性、前瞻性的聲明）。這樣，ESG政策及管理系統的效益可被評估及驗證。量化資料應附帶說明，闡述其目的及影響，並在適當的情況下提供比較數據。	我們在本報告內列出可量化的環境及社會關鍵績效指標和適用的歷史數據對比，讓持份者能充分了解本集團的可持續發展表現及發展。我們通過制定可持續發展策略，包括制定載於標題為「可持續發展策略」章節的四大核心範疇，訂立了相應的環境及社會管理方向及目標，更有效地以量化方式評估本集團的ESG表現。

About This Report

關於本報告

Principle 原則	Meaning 意思	Responses from the Group 本集團的回應
Balance 平衡	This Report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgement by the report reader. This Report should provide an unbiased picture of the Group's performance. 本報告應避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式，不偏不倚地呈報本集團的表現。	We disclosed the environmental and social impacts and performance related to our business in a balanced manner in this Report, covering our achievements, challenges and room for improvement in relation to key issues, as well as reporting comprehensive KPIs and data. 本集團已在本報告中以持平的方式報告與本集團業務相關的環境和社會影響和表現，涵蓋本集團在重大議題相關的成就、挑戰和改進空間等，亦匯報全面的關鍵績效指標和數據。
Consistency 一致性	The Group shall continuously prepare this Report in accordance with the HKEx's ESG Guide and use consistent methodologies to allow for meaningful comparisons of ESG data over time. 本集團應持續按照聯交所環境、社會及管治報告指引的數據計算方法編製本報告，並使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。	Unless otherwise stated, we adopt consistent methodologies for the calculation of KPIs and conduct appropriate yearly comparisons in this Report. 除非另有說明，我們採用一致的方法統計所披露的關鍵績效指標，並於本報告內進行適當的年度對比。

DATA COLLECTION METHOD

The data and information in this Report are cited from the official documents and statistical data of the Group, which were approved by the Board in March 2023. The Group continuously improves the data collection process through training, system usage, and optimisation of data collection methods to present a more comprehensive picture of the Group's sustainability performance.

ACCESS TO THIS REPORT

This Report is available in both Chinese and English versions on the websites of PAX and the HKEx. In case of discrepancies between the Chinese and English versions, the Chinese version shall prevail.

FEEDBACK

The Group attaches great importance to the opinions of various stakeholders and endeavors to respond where practicable. Your valuable opinion is the driving force for our continuous improvement. The Board would like to take this opportunity to thank all of our stakeholders who have participated and provided valuable comments in this year's stakeholder engagement exercise. If you have any questions or comments about this Report or the sustainability performance of the Group, please contact us at ir@pax.com.hk.

資料收集方式

本報告引用的數據及資料來自本集團的正式文件及統計數據，並於二零二三年三月獲董事會通過。本集團亦會通過培訓、系統使用及優化數據收集方法等不斷改進數據收集流程，以更全面地呈現本集團的可持續發展表現。

報告獲取方式

本報告具備中文版本及英文版本，並於百富及香港聯交所網站內發布。若中文版本及英文版本出現歧義，則以中文版本為準。

意見反饋

本集團高度重視各持份者的意見，並在切實可行的情況下盡力作出回應。閣下發表的寶貴意見是本集團持續進步的動力。董事會藉此機會感謝所有於本年度參與持份者參與活動並提供寶貴意見的持份者。如閣下對本報告或本集團的可持續發展表現有任何疑問或意見，歡迎透過 ir@pax.com.hk 與我們聯絡。



About This Report 關於本報告

ABOUT THE GROUP

PAX was established in 2000 and listed on the Main Board of the HKEx in December 2010. The Group is one of the leading global solution providers for electronic payment point-of-sale (“POS”) terminals (“E-payment Terminals”), dedicated to providing customers with innovative and high-quality intelligent POS terminals, payment solutions and related services. With our headquarter strategically located in Hong Kong and a research and development (“R&D”) and operation centre established in Shenzhen, the PRC, we actively seek to develop other promising markets. Our influence in the international payment terminals market continues to grow, with subsidiaries located in the United States, Italy, South Korea, Japan and India, etc. Our sales network spans more than 120 countries and regions worldwide, with the total accumulated shipment volume of our E-payment Terminals products reaching over 70 million units.

Founded in **2000**
二零零零年成立

Listed on the HKEx in **2010**
二零一零年於聯交所上市

Business spans more than **120**
countries and locations
業務覆蓋**120**多個國家及地區

Total Cumulative Shipments of
POS reached over **70M** globally
全球總累積出貨量超過**7千萬**台



Enhance **supply chain management** and flexibility to capture future market opportunities
強化**供應鏈管理**和靈活性，
捕捉未來的市場機遇

關於本集團

百富於二零零零年成立，並於二零一零年十二月於聯交所主板上市。本集團為全球其中一間領先的電子支付銷售點（「電子支付終端」）解決方案供應商，致力為客戶提供創新及優質的智能電子支付終端、支付解決方案服務以及相關服務。本集團於香港設立總部，於中國深圳設有研發及營運中心，並積極開發其他具潛力的市場。目前，本集團在國際支付終端市場的影響力持續提升，附屬公司遍佈美國、意大利、南韓、日本及印度等地，銷售網路遍佈全球120多個國家及地區，全球總累積出貨量超過7千萬台。

Focus on **R&D** of Android payment terminals and SaaS solutions to drive innovation and create differentiated advantages

聚焦研發 安卓支付終端及SaaS解決方案，推動創新及打造差異化優勢

Strengthen the global sales network to expand PAX presence in the **international market**
深化全球銷售網絡，提升百富在**國際市場**的份額

About This Report

關於本報告

MAJOR AWARDS, HONOURS AND CERTIFICATIONS

主要獎項、榮譽及認證

Cybersecurity 網絡安全	Environmental Management 環境管理	Technical Certification 技術認證	Business and Quality 業務及質素
<p>ISO/IEC 27001:2013 Information Security Management Systems Certification ISO/IEC 27001:2013 信息安全管理系統認證</p> <p>Comply with the Payment Card Industry data security standards 符合支付卡行業數據安全標準</p>	<p>ISO 14001:2015 Environmental Management System Standard Certification ISO 14001:2015環境管理體系標準認證</p> <p>The European Union's Restriction of Hazardous Substances ("RoHS") standard 歐盟RoHS標準</p>	<p>China Software Industry Association Certificate of Enterprise Credit Grade – AAA grade 中國軟件行業協會企業信用等級證書—AAA級</p> <p>China Compulsory Certification 《中國國家強制性產品認證證書》</p> <p>China UnionPay UnionPay Card Acceptance Terminal Application Specification 《中國銀聯銀聯卡受理終端應用規範》</p> <p>China UnionPay Smart Point of Sales Terminal Technical Specifications 《中國銀聯智慧銷售點終端技術規範》</p> <p>Products have obtained PCI PTS certification as approved PTS devices 產品獲得PCI PTS認證為經批准的PTS設備</p>	<p>Shenzhen manufacturing industry single champion enterprise (financial electronic payment terminal) 深圳市製造業單項冠軍企業(金融電子支付終端)</p>



Sustainability Strategy Management

可持續發展策略管理

SUSTAINABILITY OVERVIEW

- Equipped with a R&D team of about 850 people in our core business in the PRC and Hong Kong
- Overall customer satisfaction rate exceeded 95% for 3 consecutive years
- Maintaining “zero work-related injury”
- Over 140 invention patents obtained
- Over 240 design patents obtained
- Over 140 utility model patents obtained
- Over 430 software copyrights obtained
- Over 2,640 valid product certificates obtained
- Conducted climate-related risk assessment during the Reporting Period

SUSTAINABILITY GOVERNANCE

The Board takes the ultimate responsibility for overseeing the Group’s sustainability strategy and ESG-related matters, as well as monitoring the implementation of the sustainability strategy and policies. The Board regularly review sustainability issues relevant to the Group and progress against sustainability targets. In addition to reviewing the ESG performance and reporting, the Audit Committee identifies and evaluates ESG-related risks, including climate change risks and environmental and social risks of the supply chain, through an independent third-party professional consultant. Identified risks and associated risk mitigation measures will be recorded in the risk register, which will be overseen by the Board to ensure that the Group has an appropriate and effective ESG risk management and internal control system in place to address the identified risks. The Group’s management advises the Board on matters including but not limited to:

- Formulating and updating (if necessary) the Group’s ESG strategy and policies;
- Performing materiality assessment to evaluate and prioritise the importance of sustainability issues;
- Formulating the Group’s ESG-related targets, regularly reviewing the progress against targets and updating them in a timely manner;
- Developing and monitoring the implementation of the Group’s sustainability-related initiatives;
- Coordinating with key operating staff to implement ESG-related matters in daily operations; and
- Preparing the Group’s ESG report annually for the Board’s approval.

可持續發展概覽

- 於中國及香港的核心業務擁有約850位人員的研發團隊
- 連續三年客戶整體滿意度達95%以上
- 繼續保持「零工傷事故」
- 總共持有超過140項發明專利
- 總共持有超過240項外觀專利
- 總共持有超過140項實用新型專利
- 總共持有超過430項軟件著作權
- 總共持有超過2,640個有效產品認證證書
- 於報告期間進行氣候變化相關的風險評估

可持續發展管治

董事會對監督本集團的可持續發展策略和ESG相關事宜承擔最終責任，負責監督本集團的可持續發展策略、政策和其執行方法，並定期檢視與本集團相關的可持續發展議題以及可持續發展目標的進度。除審閱ESG表現及報告，審核委員會透過獨立第三方專業顧問識別及分析ESG相關風險，包括氣候變化風險及供應鏈的環境和社會風險等。已識別之風險連同有關的風險應對措施將記錄於風險登記冊，由董事會監督，並確保本集團設立合適及有效的ESG風險管理及內部監控系統以應對所識別的風險。本集團的管理層向董事會就包括但不限於以下事項提供建議：

- 制定及更新(如需要)本集團的ESG策略及政策；
- 進行重要性議題分析，就可持續發展議題進行重要性評估與排序；
- 制定本集團的ESG相關目標，並定期檢討進度和適時更新；
- 制定及監督本集團可持續發展相關措施的執行情況；
- 與主要經營業務員工協調，在日常營運中落實與ESG相關的事項；及
- 編製本集團的年度ESG報告，供董事會審批。

Sustainability Strategy Management

可持續發展策略管理

SUSTAINABILITY STRATEGY

We have formulated a sustainability strategy for the purpose of integrating sustainability into our operations with sustainability management being implemented in the following four core areas. During the Reporting Period, we aligned the core areas of our sustainability strategy with the United Nations Sustainable Development Goals (“UNSDGs”) to ensure that our sustainability direction and objectives are in line with these goals. The following are the four core areas, directions and corresponding UNSDGs of the Group’s sustainability strategy.

可持續發展策略

為了將可持續發展納入本集團的營運當中，本集團制定了可持續發展策略，從以下四大核心範疇實施可持續發展管理。於報告期間，本集團對其可持續發展政策的重點範疇與聯合國可持續發展目標（「UNSDGs」）進行配對，確保本集團的可持續發展方向和目標與UNSDGs保持一致。以下為本集團的可持續發展策略的重點範疇、方向和相應的UNSDGs。



Striving for Excellence and Innovation
精益求精 · 成就創新

Focusing on R&D and strengthening global sales network
專注產品研發及創新，強化全球銷售網絡



People-Oriented Approach for Achieving Full Potential
以人為本 · 人盡其才

Actively providing various employee benefits and training opportunities to build a talent development platform
積極為員工提供多項福利，打造人才發展



Shouldering Environmental Responsibility
保護環境 · 百富自責

Formulating environmental targets to tackle potential climate change risks
訂立環保目標，抵禦潛在氣候變化風險



Contributing to Society and Bringing Love to the Community
貢獻社區 · 惠澤社群

Sincerely shouldering corporate social responsibility and contributing to societal development altogether
摯誠履行企業社會責任，共同助力社會發展



Sustainability Strategy Management

可持續發展策略管理

ESG POLICY

As part of our efforts to ensure the effective implementation of our sustainability strategy and principles, we have formulated the “Environmental, Social and Governance Policy” to provide clear guidance on our ESG management. The policy covers aspects including but not limited to:

ESG政策

為了確保本集團的可持續發展策略和原則能有效地實施，本集團制定了《環境、社會及管治政策》，為本集團的ESG管理工作提供明確指引。政策的內容包括但不限於：

Environmental 環境	Social 社會	Governance 管治
<p>Ensure environmental compliance 確保環保的合規性</p> <p>Provide environmental education and training to employees 為員工提供環保教育及培訓</p> <p>Consider the environmental impact of products and services throughout their lifecycle 考慮產品及服務生命週期對環境的影響</p> <p>Conduct waste management in a safe and responsible manner 以安全和負責任的方式進行廢棄物管理</p>	<p>Emphasise the importance of a healthy and safe workplace 強調健康與安全的工作場所的重要性</p> <p>Continuously provide quality products and after-sales services to our customers 持續為客戶提供優質的產品和售後服務</p> <p>Protect the interests of our stakeholders 保障持份者的利益</p> <p>Encourage employees to participate in volunteering activities 鼓勵員工參加義工活動</p>	<p>Uphold corporate governance and business ethics standards 秉持企業管治和商業道德標準</p> <p>Emphasise the Board’s oversight role in ESG 強調董事會於ESG中的監督角色</p> <p>Encourage employees to report irregularities 鼓勵員工舉報違規行為</p> <p>Ensure effective separation of powers in the Group’s governance structure and conduct reviews in a timely manner 確保本集團的管治架構有效分立權力，並適時檢討</p>

Sustainability Strategy Management

可持續發展策略管理

STAKEHOLDER ENGAGEMENT

Fulfilling the needs and addressing the concerns of our stakeholders are central to our long-term business development and stability in addition to being aligned with our sustainability principles. We continue to maintain close communication with key stakeholders, striving to incorporate their perspectives into our sustainability and business development strategies. During the Reporting Period, in addition to the annual issuance of the ESG Report, the Group's stakeholder communication channels included:

持份者參與

滿足持份者的關注和需求有利於本集團的長期業務發展與穩定性，亦符合我們的可持續發展原則。我們持續與主要持份者保持緊密溝通，盡量將持份者的意見納入我們的可持續發展和業務發展策略中。於報告期間，除本集團每年刊發的ESG報告外，與本集團的持份者溝通渠道包括：

Stakeholders 持份者	Communication Channels 溝通渠道
Employees 員工	<ul style="list-style-type: none"> • Face-to face communications with employees • 員工面談 • Physical or virtual meetings • 實體或虛擬會議 • Online stakeholder questionnaires • 持份者網上問卷調查 • Reporting channels under the whistleblowing policy • 舉報政策下的舉報渠道
Customers, distributors and business partners 客戶、分銷商及業務合作伙伴	<ul style="list-style-type: none"> • Customer service hotline • 客戶服務熱線 • Partners meetings • 合作伙伴會議 • Exhibitions • 展覽會 • Customer satisfaction surveys • 顧客滿意度調查 • Online stakeholder questionnaires • 持份者網上問卷調查
Shareholders 股東	<ul style="list-style-type: none"> • Shareholders' meetings • 股東大會 • Annual report, interim report, announcements and circulars • 年報、中期業績報告、公佈及通函 • Email and fax • 電郵及傳真



Sustainability Strategy Management

可持續發展策略管理

Stakeholders 持份者	Communication Channels 溝通渠道
Suppliers 供應商	<ul style="list-style-type: none">• Site visits or evaluations• 現場考察或評鑑• Supplier quality meetings• 供應商品質會議• Suppliers assessment• 供應商評估• Online stakeholder questionnaires• 持份者網上問卷調查
Government or regulatory bodies 政府或監管機構	<ul style="list-style-type: none">• Corporate reports and announcements• 公司報告及公告• Policy consultation• 政策諮詢• Compliance monitoring• 合規監控
The public 公眾	<ul style="list-style-type: none">• The Group's websites and social media platforms• 本集團網站及社交媒體平台• Annual report, interim report, announcements and circulars• 年報、中期業績報告、公佈及通函• Email and fax• 電郵及傳真• Online stakeholder questionnaires• 持份者網上問卷調查

Sustainability Strategy Management

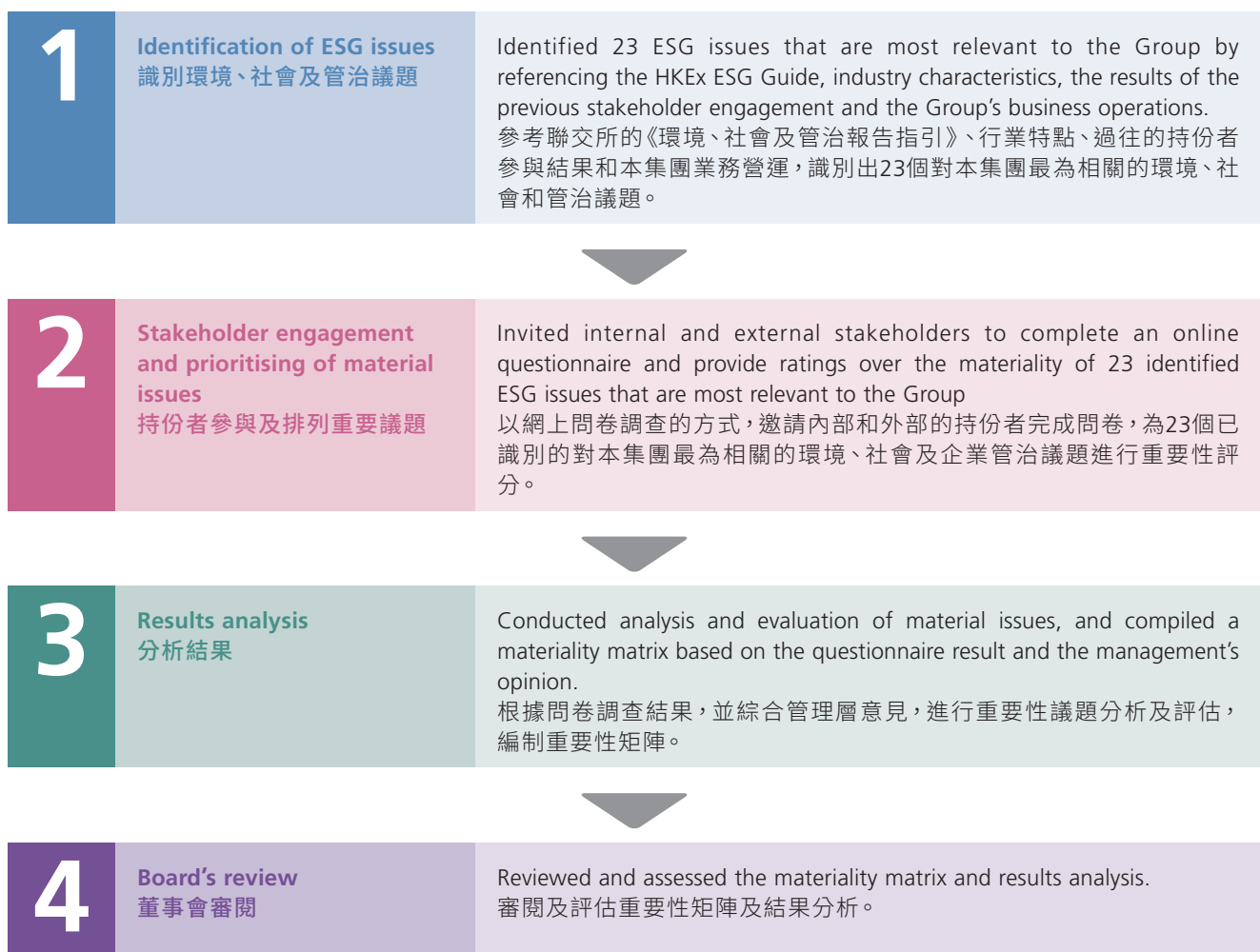
可持續發展策略管理

MATERIALITY ASSESSMENT

In order to understand the material sustainability issues relevant to the Group and our stakeholders, as well as to ensure that our sustainability direction and strategy maximise value creation for us and our stakeholders, we perform a materiality assessment annually by inviting stakeholders to rate the importance of the sustainability issues in the form of a questionnaire. The following are the four key stages of the materiality assessment:

重要性評估

為了解與本集團和持份者相關的可持續發展重點議題，確保我們的可持續發展方向和策略能為本集團和持份者創造最大的價值，本集團每年進行重要性評估，邀請持份者以問卷形式對可持續發展議題進行重要性評分。以下為重要性評估的四個主要階段：





Sustainability Strategy Management

可持續發展策略管理

LIST OF MATERIAL SUSTAINABILITY ISSUES

重大可持續發展議題列表

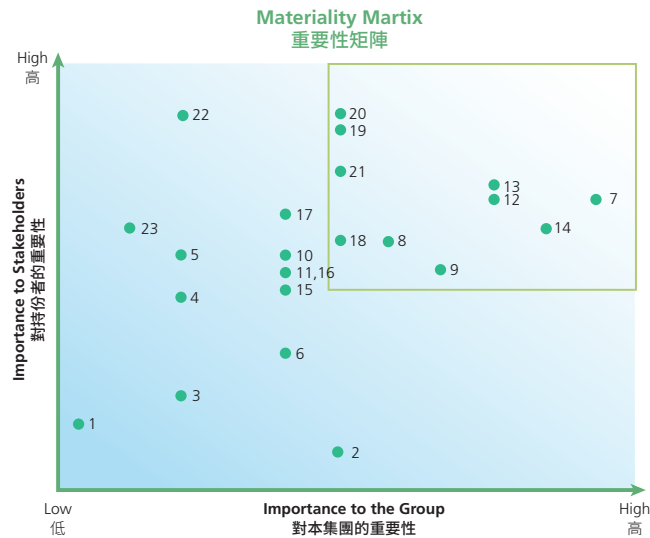
Category	Environmental Protection and Green Operation 環境保護和綠色運營	Operating Practices 營運常規	Product and Service Responsibility 產品與服務責任	Working Environment Quality 工作環境質素	Community Contributions 社區貢獻
Material sustainability issues 重大可持續發展議題	1. Emissions management 排放管理 2. Resources management such as fuel, electricity and water 資源管理，如燃料、電力及水資源 3. Waste handling 廢物處理 4. Green procurement 綠色採購 5. Packaging consumption 包裝物消耗 6. Climate change 氣候變化	7. Suppliers' management 供應商管理 8. Assessment of suppliers' environmental and social performance 供應商環境及社會表現評估 9. Anti-fraud and anti-corruption 反舞弊及反貪污 10. Emergency plan 應急預案 11. Pandemic prevention 疫情預防	12. Capabilities in R&D and innovation 研發及創新能力 13. Product and service quality 產品及服務質素 14. Product safety 產品安全 15. Intellectual property management 知識產權管理 16. Authenticity of marketing materials 營銷材料的真實性 17. Privacy protection 私隱保障	18. Diversification and equal opportunity 多元化及平等機會 19. Employment relationship 僱傭關係 20. Occupational health and safety 職業健康及安全 21. Training and development 培訓及發展 22. Employee benefits 員工福利	23. Community contributions 社區貢獻

Sustainability Strategy Management

可持續發展策略管理

The materiality assessment results of the 23 sustainability issues above are shown in the following materiality matrix. Indices on the top right-hand corner indicate the most significant sustainability issues identified, which will be highlighted in this Report.

以上23個可持續發展議題的重要性分析結果載於下列的重要性矩陣，當中右上角部分為是次分析得出最為關鍵的可持續發展議題，將於本報告中重點披露。



Highlighted ESG Issues 重點披露議題	Sections 披露章節	Pages 頁數
7. Suppliers' management 供應商管理	Supply Chain Management 供應鏈管理	16
8. Assessment of suppliers' environmental and social performance 供應商環境及社會表現評估	Supply Chain Management 供應鏈管理	16
9. Anti-fraud and anti-corruption 反舞弊及反貪污	Business Ethics 商業道德	23
12. Capabilities in R&D and innovation 研發及創新能力	Striving for Innovation 引領創新	22
13. Product and service quality 產品及服務質素	Supply Chain Management 供應鏈管理 Quality Control 質量監控 Excellent Service 優質服務 Striving for Innovation 引領創新	16 19 20 22
14. Product safety 產品安全	Supply Chain Management 供應鏈管理 Product Safety Management 產品安全管理 Quality Control 質量監控 Information Security 信息安全	16 17 19 24
18. Diversification and equal opportunity 多元化及平等機會	People-Oriented Approach for Achieving Full Potential 以人為本・人盡其才 Employment Rights 僱傭權益	25 28
19. Employment relationship 僱傭關係	People-Oriented Approach for Achieving Full Potential 以人為本・人盡其才	25
20. Occupational health and safety 職業健康及安全	Occupational Health and Safety 職業健康與安全	27
21. Training and development 培訓及發展	Nurturing Talents 人才培育	31



Striving for Excellence and Innovation

精益求精·成就創新

STRATEGY

The Group is strongly committed to providing our customers with high-quality and innovative E-payment Terminals products and excellent customer service. In line with this purpose, we have established policies and procedures such as the "Quality Manual", "Management Procedures for Substandard Products", "Standard for Quality Inspection of Maintenance Machines" and "Management Procedure of Customer Complaints" to specify quality control standards and guidelines for our staff. The design and delivery activities associated with our electronic payment systems, including E-payment Terminals products, smart card readers and PIN password keyboards, have obtained the internationally recognised ISO 9001:2015 Quality Management System Certification and ISO/IEC 27001:2013 Information Security Management System Certification, ensuring effective control in quality management and information security.

We strictly adhere to the laws, regulations and industry standards pertaining to the products and services we provide, including but not limited to the "Patent Law of the PRC" (《中華人民共和國專利法》), the "Rules for Implementation of the Patent Law of the PRC" (《中華人民共和國專利法實施細則》), the "Copyright Law of the PRC" (《中華人民共和國著作權法》), the "Regulation on Computers Software Protection" (《計算機軟件保護條例》), the "Advertising Law of the PRC" (《中華人民共和國廣告法》) and the "Law of the PRC on the Protection of Consumer Rights and Interests" (《中華人民共和國消費者權益保護法》) of the PRC, as well as the "Sale of Goods Ordinance (Cap. 26)" of Hong Kong, the "Supply of Services (Implied Terms) Ordinance (Cap. 457)" of Hong Kong, etc., to ascertain the compliance of the Group's business operations. During the Reporting Period, the Group did not encounter any violations or litigations related to product health and safety, intellectual property, customer privacy, advertising and labelling, etc.

策略

本集團致力為客戶提供優質和創新的電子支付終端產品和卓越的客戶服務。為此，我們制定《質量手冊》、《不合格品管理程序》、《維修機具質量檢驗規範》、《客戶投訴管理程序》等政策和程序，為我們的員工提供品質控制標準和指引。本集團的電子支付系統，包括電子支付終端產品、智能卡讀寫器及PIN密碼鍵盤的設計及生產活動，已獲得國際認可的ISO 9001:2015質量管理體系認證以及ISO/IEC 27001:2013信息安全系統認證，確保質量管理和信息安全得到有效的監管。

我們嚴格遵守與所提供產品和服務有關的法律、規例及行業標準，包括但不限於中國法例《中華人民共和國專利法》、《中華人民共和國專利法實施細則》、《中華人民共和國著作權法》、《計算機軟件保護條例》、《中華人民共和國廣告法》和《中華人民共和國消費者權益保護法》，以及香港法例第26章《貨品售賣條例》、第457章《服務提供（隱含條款）條例》等，以確保本集團業務運營的合規性。於報告期間，本集團概無任何與產品健康及安全、知識產權、客戶私隱、廣告及標籤等相關的違規訴訟。

Striving for Excellence and Innovation

精益求精·成就創新

SUPPLY CHAIN MANAGEMENT

A holistic approach to supply chain management enables us to enhance product quality while managing and identifying environmental and social risks of the supply chain and promoting sustainable development. To achieve this, we have established comprehensive policies regarding the supplier management system, such as the “Quality Agreement”, “Outsourcing Processing Manufacturers Agreement”, and “Suppliers Management Policy”, as well as conducting on-site evaluation. We perform regular performance evaluations of our suppliers on cost, punctuality, product quality, and other sustainability performance factors. Only suppliers who meet our established criteria will continue to be on our authorised suppliers list. If a supplier’s performance is not considered to be in conformity with the Group’s standards, we will confer with the supplier and request rectifications. If we become aware of any substandard products, significant delivery delays, or material quality deficiencies, we will notify the supplier, propose an improvement plan, and monitor the entire correction process. In the event that a supplier fails to make improvements to the issue within a prescribed timeline, we may consider terminating our partnership.

In line with our efforts to identify and continuously monitor supply chain-related environmental and social risks effectively, we have incorporated such risks into our risk assessment mechanism. Our suppliers are required to sign a “Quality Agreement”, which not only demands that they meet the product quality and delivery standards, but also includes guidelines related to ethical standards, employment rights, occupational health and safety, as well as the promotion of harmonious social development, etc., for the purpose of advancing social responsibility standards along the supply chain. To reduce environmental risks of the supply chain, we require new suppliers to sign the “Unused of Hazardous Substances Declaration”, which involves a commitment to comply with the European Union’s Restriction of Hazardous Substances (“RoHS”) standard and the “Measures for the Control of Pollution from Electronic Information Products” (《電子信息產品污染控制管理辦法》) of the PRC in the production, manufacturing, packaging, storage and delivery of products, to guarantee that our products do not contain harmful substances, enabling us to prevent environmental pollution and safeguard the health of customers. We have embraced green procurement principles in our procurement process to foster the use of environmentally preferable products, including prioritising local sourcing to reduce the carbon footprint of our purchases. During the Reporting Period, all of the 326 major suppliers used in our core business in the PRC and Hong Kong are from the PRC. We have also implemented the above engagement practices for all suppliers.

供應鏈管理

完善的供應鏈管理有助我們提升產品的質素、管理和識別供應鏈的環境和社會風險，以及促進本集團的可持續發展。為此，本集團成立全面的供應商管理制度，如《品質協議》、《外協廠加工協議》、《供應商管理辦法》、以及進行現場評鑑等。我們定期審核供應商的表現，包括成本、守時性、產品質素及其他可持續發展表現等。只有能符合我們所設標準的供應商才可持續收錄於獲認可供應商名單內。如發現供應商的表現未能符合本集團的標準，我們會與供應商進行會議，要求供應商作出糾正。若我們發現產品不合格、交期嚴重延誤或發生重大品質問題，我們將通知該供應商、提出改善計劃並監督整個整改過程。若供應商未能於指定期限就問題作出改善，我們將可能終止與該供應商的關係。

為有效辨識及持續監察供應鏈中的環境及社會風險，我們已經將供應鏈的環境和社會風險納入本集團的風險評估機制當中。我們要求供應商簽署《品質協議》，當中不但要求供應商符合產品質量和交付標準，亦向其提供與道德標準、僱傭權益、職業健康與安全、促進社會和諧發展等範疇相關的指引，以提升供應鏈的社會責任標準。為了減低供應鏈的環境風險，我們要求新供應商簽署《不使用有害物質承諾保證書》，承諾在產品的生產、製造、包裝、儲存、交付等過程均符合歐盟《關於限制在電子電器設備中使用某些有害成分的指令》(Restriction of Hazardous Substances, 「RoHS」)標準和中國《電子信息產品污染控制管理辦法》的規定，確保產品不含有害物質，避免對環境造成污染，亦能保障客戶的健康。為了在採購過程中促使多用環保產品，我們於採購的過程中加入綠色採購原則，包括優先選擇本地採購以減少採購造成的碳足跡。於報告期間，本集團於中國及香港的核心業務所使用的326家主要供應商全部均來自中國。本集團亦已對所有供應商執行上述聘用慣例。



Striving for Excellence and Innovation

精益求精·成就創新

PRODUCT SAFETY MANAGEMENT

As a leading payment product provider in the industry, product security is a top priority for us. We have proactively obtained multiple international and industry-specific product security-related certificates to strengthen the credibility of our product security, including the ISO/IEC 27001:2013 Information Security Management System certification, China Compulsory Certification (《中國國家強制性產品認證證書》), RoHS standard of the European Union, "China UnionPay UnionPay Card Acceptance Terminal Application Specification" (《中國銀聯銀聯卡受理終端應用規範》), "China UnionPay Smart Point of Sales Terminal Technical Specifications" (《中國銀聯智慧銷售點終端技術規範》), etc. Our products support a variety of payment channels and conform with their specifications, including but not limited to MasterCard Contactless (formerly known as "PayPass"), Visa Contactless Payments ("Visa PayWave") and EMV standards launched by international financial institutions for E-payment Terminals products accepting chip cards, etc. As of December 31, 2022, the Group also owned a series of certifications related to product safety management.

E-payment Terminals Products

For the purpose of strengthening the safety of our E-payment Terminal products, we ensure that they are in compliance with the Payment Card Industry Security Standards Council ("PCI SSC") security standards. In addition to hardware protection, we have also adopted various data security functions to advance customer data security, such as safety processors and data tampering detection and response. Our terminals safety team is composed of experienced security management personnel, with dedicated review procedures being implemented throughout the product development lifecycles, making use of security management measures and industry-applicable security standards associated with (i) physical security, (ii) logical security, (iii) product lifecycle management and (iv) vulnerability management security, etc. At the same time, as a participating organisation in the PCI SSC, we closely monitor regulatory trends in the payment card industry, striving to enhance product security management in line with the latest developments.

產品安全管理

作為行業領先的支付產品提供者，保障產品的安全性是本集團首要的任務。為增加產品安全的認受性，我們致力取得多項國際性和行業特定的產品安全相關證書，包括ISO/IEC 27001:2013資訊安全管理系統認證、《中國國家強制性產品認證證書》(簡稱《3C認證》)、歐盟RoHS標準、《中國銀聯銀聯卡受理終端應用規範》、《中國銀聯智慧銷售點終端技術規範》等。我們的產品亦支援多種付款管道及符合不同支付管道的規範，包括但不限於萬事達卡感應式技術(MasterCard Contactless, 前稱「PayPass」)、Visa非接觸式支付(「Visa PayWave」)、由國際金融業界對於可使用晶片卡的電子支付終端產品的EMV標準等。截至二零二二年十二月三十一日，本集團亦持有一系列產品安全管理相關認證。

電子支付終端產品

為了確保電子支付終端產品的安全性，我們的電子支付終端產品符合支付卡行業安全標準委員會(Payment Card Industry Security Standards Council, 「PCI SSC」)的安全標準。除在硬體上的保護以外，我們亦採用安全處理器和設置篡改偵查與回應等多種數據安全功能，以保障客戶數據安全。我們的終端安全團隊由富有經驗的安全管理人員組成，而產品開發生命週期中亦設有專門的安全審查程序，在(i)物理安全性、(ii)邏輯安全性、(iii)產品生命週期管理、(iv)漏洞管理計劃等方面均採取有效的安全管理措施及行業適用的安全標準。同時，作為PCI SSC的參與組織，我們緊貼支付卡行業政策動向，與時俱進提升產品安全管理。

Striving for Excellence and Innovation 精益求精·成就創新

Cloud-based Software as a Service Platform

Our cloud-based Software as a Service (“SaaS”) platform complies with the Payment Card Industry Data Security Standard (“PCI DSS”) and uses vendors that offer robust cloud services. As part of our commitment to protect merchants and users from unauthorised access to their data, our SaaS includes a range of built-in features, such as data access restrictions, two-factor authentication and encryption of merchant information. The Group has established the SaaS information security team, which comprises of personnel across different departments and functions, to manage safety aspects including product design security, technical research and development security, technical operation and maintenance security, as well as physical safety of personnel, to enhance the platform’s security and security response capability. We also perform regular security assessments and penetration security testing to ensure that product vulnerabilities are identified in a timely manner with corrective measures being implemented accordingly.

Furthermore, we have established a series of security measures, including the installation of firewalls and the adoption of intrusion detection systems, regular backup of critical data, etc., to strengthen our response to data security accidents, as well as enhancing our ability to detect abnormalities and defend against malware. Additionally, we also have stringent requirements on the professional conduct of our staff, requiring them to strictly safeguard the Group’s products and data security. Regular data security-related training is provided for employees to ensure they are equipped with security management-related knowledge, with topics covering network security incidents, vulnerability management, industry security standards and the latest security-related practices and information.

雲端軟件即服務平台

我們的雲端軟件即服務(「SaaS」)平台符合支付卡行業數據安全標準(Payment Card Industry Data Security Standard, 「PCI DSS」),同時亦採用提供穩健雲端服務的供應商。為了保護商戶及用家的數據免受未經許可的訪問,我們的SaaS設立數據訪問限制、雙重認證、加密商戶資料等多種功能。本集團建立了SaaS資訊安全小組,由不同部門和職能的員工組成,負責管理產品設計安全、技術研發安全、技術運維安全、人員物理安全等多個安全範疇,提升平台的安全性和安全應對能力。我們亦定期進行安全性評估和滲透測試,確保能及時識別產品漏洞,並制定相應的糾正措施。

另外,我們實行一系列安全措施,包括安裝防火牆及使用入侵檢測系統、定期備份重要數據等,以加強對數據安全事故的應對能力、偵測異常事件和提升對惡意軟件的防禦能力。我們亦對員工的職業操守有著嚴格的要求,要求員工嚴格維護本集團的產品和數據安全。為了確保員工具備安全管理相關知識,我們定期向員工提供有關數據安全的培訓,覆蓋網絡安全事件、漏洞管理、行業安全規範及最新安全相關規範和資訊等。



Striving for Excellence and Innovation

精益求精·成就創新

QUALITY CONTROL

The Group has always been devoted to delivering products of the highest quality to our customers. Our core business in the PRC and Hong Kong features a quality management team, who are designated to closely monitor and control product quality across the value chain from R&D, production, testing, shipment, inspection to maintenance, enabling us to optimise product quality and safety. We strictly comply with the laws and regulations concerning the product quality and safety, including the “Product Quality Law of the PRC” (《中華人民共和國產品質量法》) of the PRC, and the “Sale of Goods Ordinance (Cap. 26)” of Hong Kong and the “Supply of Services (Implied Terms) Ordinance (Cap. 457)” of Hong Kong, etc. In addition, we have established the “Quality Manual” in accordance with the ISO9001: 2015 Quality Management System, ensuring the effectiveness of quality management efforts and procedures. During the Reporting Period, neither did we recall any sold or shipped products for safety and health reasons, nor receive any material complaints related to our products and services.

The following is our quality control procedure:

質量監控

本集團一直堅持為客戶提供最優質的產品。我們於中國及香港核心業務擁有質量管理團隊，嚴謹監管和控制機具產品的品質，從研發、生產、測試、出貨、巡檢以至維修等多方面提升質素及安全性。我們嚴格遵守有關產品質素與安全性的法律及法規，包括中國法例《中華人民共和國產品質量法》及香港法例第26章《貨品售賣條例》和第457章《服務提供（隱含條款）條例》等，另外，我們根據ISO 9001: 2015建立質量管理體系並制定《質量手冊》，確保質量管理工作和程序的有效性。於報告期間，我們沒有因安全與健康理由而須回收任何已售或已運送產品，亦沒有接獲任何關於產品及服務的重大投訴。

以下是我們的質量控制流程：



Striving for Excellence and Innovation

精益求精·成就創新

EXCELLENT SERVICE

Fulfilling the expectations and needs of our customers is paramount to the Group's continuous business development. As part of our efforts to maintain close communication with our customers, we have established a comprehensive customer service mechanism to engage with clients through channels including email, face-to-face meetings and fax, to collect their feedback. In the same spirit, we have formulated the "Management Procedure for Customer Complaints" to ensure our staff are well-versed with the customer service procedures and requirements, enabling us to maintain rigorous control over the service quality and inquiries handling by our employees to ensure prompt and effective responses to customers' feedback.

As part of our focus on elevating the customer experience, we have developed a widespread after-sales service networks across the country to offer swift and efficient after-sales service supports to our customers, ranging from product return, operation training, on-site maintenance and on-site inspection, etc.

優質服務

滿足客戶的期望和需要對本集團業務的持續發展至關重要。為了與客戶維持緊密溝通，我們設立全面的客戶服務機制，通過電郵、面談和傳真等渠道與客戶保持聯繫以收集他們的意見。為了確保員工熟悉客戶服務的流程和要求，我們亦制定《客戶投訴管理程序》，嚴格管控員工服務質素與投訴回覆情況，確保及時和有效地回覆客戶意見。

為了提升客戶體驗，我們於全國各地設立售後服務中心，為客戶提供高效的售後服務支援，包括產品退換、操作培訓、現場維修及巡檢服務等。

Return 退換

We offer different arrangements including free replacement if customers identify any unqualified products, as the case may be, to improve customer satisfaction.

客戶開箱後若發現有不合格品，我們可以按不同情況作出安排，包括安排免費退換，以提升客戶滿意度。

Training 培訓

We arrange training for customers upon request to get them familiarised with the operations of machines and troubleshooting.

我們會按照客戶需求安排培訓，讓客戶熟悉機具操作流程及排除故障的處理方法等。

Maintenance 維修

We provide on-site maintenance services for customers and formulate maintenance policy, which includes the work requirements for maintenance personnel, repair standards and timeframe, to safeguard the quality of maintenance.

為客戶提供現場維修服務，並就維修流程制定政策，當中包括對維修人員的工作要求、維修標準和時限，保障維修質量。

Inspection 巡檢

We conduct regular on-site inspections and provide customers with necessary trainings on failure handling, machine maintenance, programme download, etc.

我們會定期前往客戶現場進行巡檢，並按需要提供簡單故障處理、機具維修、程式下載等培訓。



Striving for Excellence and Innovation 精益求精·成就創新

For the purpose of capturing our customers' opinions and expectations of our products and services, as well as to continuously advance the quality of our products and customer service, we invite our key customers to participate in customer satisfaction surveys every year, with the survey results being analysed to enable feedback-driven improvements on service quality.

During the Reporting Period, our customers continued to demonstrate high satisfaction with our service and product quality, with an overall satisfaction rate of over 95% for three consecutive years. Moving forward, we will strive to meet and exceed our customers' expectations by enhancing the quality of our products and services persistently. Several aspects evaluated as part of our customer satisfaction survey are highlighted below:

為了解客戶對我們的產品和服務的意見和期望，及持續提升我們的產品及客戶服務質素，我們每年邀請主要客戶進行客戶滿意度調查，進行調查後我們會對評分結果進行分析，並根據客戶的意見提升服務質素。

於報告期間，我們的客戶繼續對我們的服務和產品質素感到滿意，整體滿意度連續三年達到95%以上。我們會持續提升產品和服務質素，務求滿足和超出客戶的期望。以下為部分客戶滿意度評分的範疇：



Striving for Excellence and Innovation

精益求精·成就創新

STRIVING FOR INNOVATION

Driven by the ambition to maintain our leading position in the industry, we continue to focus on product innovation and R&D. As such, we make efforts to stay ahead of market trends and proactively pursue advancements in product quality, R&D technology and after-sales service, etc., in addition to dedicating support and resources to cultivate our technology team and R&D team. Currently, our R&D team consists of approximately 850 employees, which represent more than half of the employees in our core businesses in Hong Kong and Shenzhen, reflecting our strong determination to remain at the forefront of product innovation. Additionally, we keep obtaining technology patents for our products.

The Group leverages new trends in Android payment terminals and concentrates R&D efforts on developing its smart terminal product roadmap. During the Reporting Period, we enriched multiple Android product lines and launched the M50 Smart PayPhone, the M8 Smart PayTablet, the SK300 versatile retail kiosk and the E600Mini ECR.

Advancements in financial technology and government initiatives have accelerated the global development of cashless societies, with the electronic payment terminal solutions industry expected to experience greater opportunities and demands. In the future, we will continue to uphold the spirit of "pursuing excellence and innovation", closely follow market trends, as well as strengthen cooperation with suppliers and merchants, to deliver innovative and secure payment experiences to merchants and consumers worldwide.

引領創新

為了保持我們在行業領先的地位，本集團持續專注產品創新及研發。我們不但緊貼市場趨勢，積極推動提高產品質量、研發技術及售後服務等範疇，並且投放支援及資源來栽培我們的技術及研發團隊。現時，我們的研發團隊由約850位員工組成，佔深圳及香港的核心業務超過一半的員工人數，足見我們對持續引領產品創新的堅持，而我們亦不斷為產品獲取技術專利。

本集團把握安卓智能支付終端的新趨勢，聚焦研發智能終端產品，於報告期間豐富了多個安卓產品系列，並推出M50智能手機支付終端、M8智能支付平板、SK300多功能零售亭及E600Mini ECR終端等。

金融技術的進步及政府政策的傾力加持為全球無現金化的發展帶來推動力，電子支付終端解決方案行業將迎來更多機遇和需求。本集團將繼續秉承「追求卓越創新」的精神，持續緊貼市場趨勢，加強與供應商及商戶的合作，為全球消費者帶來創新及安全的支付體驗。



Number of R&D personnel:
Approximately **850**
研發及技術人員人數：約**850**位



Holding over **950** patents and
software copyrights in **2022**
2022年持有超過**950**項專利及軟件
著作權



Striving for Excellence and Innovation

精益求精·成就創新

BUSINESS ETHICS

Maintaining honesty, integrity and fairness is a core value of the Group. We therefore abide by the laws and regulations relating to the prevention of bribery, extortion, fraud and money laundering, including but not limited to the “Anti-Unfair Competition Law of the PRC” (《中華人民共和國反不正當競爭法》), the “Criminal Laws of the PRC” (《中華人民共和國刑法》) of the PRC and the “Prevention of Bribery Ordinance (Cap. 201)” of Hong Kong. Our “Environmental, Social and Governance Policy” covers elements relevant to corporate governance and business ethics, with our “Anti-Corruption Policy” establishing the standards of conduct that our directors and employees must adhere to, including not offering or accepting advantages, as well as the necessity to avoid conflicts of interest. The Group’s Audit Committee is responsible for overseeing and monitoring the management of corruption risks to prevent and address such risks.

In an effort to encourage employees to report corruption and suspicious activities, we have developed a “Whistleblowing Policy” to offer employees clear reporting channels. In the event of a suspected case of complicity in illegal or non-complaint conduct by an employee or a third party, a report may be lodged in person or in writing with the Group’s internal audit personnel. Reports will be handled confidentially to protect the whistleblower. We will handle the information received with due care, conduct fair and impartial investigations of the reported cases, and enforce corrective measures to prevent the re-occurrence of similar cases. The reporting and investigation process is regularly reviewed by the Audit Committee to ensure its effectiveness.

We regularly distribute anti-corruption materials to our directors and employees to raise their awareness of anti-corruption. In addition to briefing new employees on the Group’s anti-corruption policies, we periodically arrange for directors and key personnel to undergo training on anti-corruption. During the Reporting Period, we circulated materials related to anti-corruption regulations and the internal requirements to our directors and employees to guide them on anti-corruption practices.

We were not aware of any material violation of laws and regulations relating to the prevention of bribery, extortion, fraud or money laundering during the Reporting Period. We were also not aware of any lawsuits or complaints related to corruption, extortion, bribery, fraud and money laundering against the Group or our employees during the Reporting Period.

商業道德

維持誠實、廉潔和公平是本集團的核心價值。為此，我們謹守有關防止賄賂、勒索、欺詐及洗黑錢的法律及法規，包括但不限於中國法例《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》及香港法例第201章《防止賄賂條例》等。我們的《環境、社會及管治政策》中包含企業管治和商業道德的相關內容，而我們亦制定了《反貪污政策》，列明本集團的董事和員工必須遵守的行為標準，包括不可提供或接受利益、必須避免利益衝突等。本集團的審核委員會負責監督和監控貪污風險管理工作，避免和應對貪污風險。

為了鼓勵員工舉報貪污及可疑活動，本集團制定了《舉報政策》，向員工提供明確的舉報渠道。若員工懷疑本集團員工或第三方參與任何違法或違規行為，可以親身或以書面形式向本集團的內部審核人員舉報。為了保護舉報人，舉報個案將保密處理。我們會慎重處理所得的信息，對舉報案件進行公平公正的調查，並執行糾正措施以防止同類案件發生。審核委員會定期檢討舉報和調查程序，以確保其有效性。

我們定期向董事及員工發放反貪污資料，以提升他們的反貪意識。除了向新員工簡介本集團的反貪污政策外，我們亦不時安排董事及主要員工接受有關反貪污的培訓。於報告期間，我們向董事及員工傳閱了有關反貪污的法規資料及集團內部要求，就反貪污工作提供指引。

在防止賄賂、勒索、欺詐或洗黑錢的相關法律及規例方面，本集團並不知悉於報告期間有任何重大不合規的情況。本集團亦不知悉於報告期間存在任何針對本集團或其僱員提出的貪污訴訟案件或投訴。

Striving for Excellence and Innovation

精益求精·成就創新

INFORMATION SECURITY

The Group takes great care to safeguard all confidential information. At the same time, given the Group's business involves the collection and use of customers' personal information, we adhere to the "Personal Data (Privacy) Ordinance (Cap. 486)" of Hong Kong, the "Personal Information Protection Law of the PRC" (《中華人民共和國個人信息保護法》) of the PRC and other relevant laws and regulations, handling customers' data with great care, in order to safeguard the rights and privacy of our customers. Confidential information related to R&D projects, R&D techniques, financial information, software, etc., are also managed with caution. Our employees are required to sign a "Confidentiality and Intellectual Property Agreement", which involves a commitment to not to disclose confidential information of the Group and customer information to anyone without prior permission.

INTELLECTUAL PROPERTY RIGHTS

The Group recognises the importance of protecting intellectual property rights. As such, we ensure that our operations comply with relevant laws and regulations including the "Patent Law of the PRC" (《中華人民共和國專利法》), the "Rules for Implementation of the Patent Law of the PRC" (《中華人民共和國專利法實施細則》), the "Copyright Law of the PRC" (《中華人民共和國著作權法》), the "Regulation on Computers Software Protection" (《計算機軟件保護條例》) of the PRC as well as the "Trade Marks Ordinance (Cap. 559)" and the "Copyright Ordinance (Cap. 528)" of Hong Kong. To protect the Group's intellectual property rights, we have set out guidelines on intellectual property protection in our "Confidentiality and Intellectual Property Agreements" with employees. Employees are obliged to file applications for patents and register software copyrights for the Group's R&D achievements, such as invention patents, design patents, utility model patents, software copyrights, etc. We also require employees to obtain prior approval from the Group to display relevant intellectual property to external parties.

ADVERTISING AND LABELLING

The Group believes that its integrity and public image are closely tied to the accuracy of its advertisements and labels. We therefore strictly comply with the "Trade Descriptions Ordinance (Cap. 362)" of Hong Kong, and the "Advertising Law of the PRC" (《中華人民共和國廣告法》), the "Law of the PRC on Protection of Consumer Rights and Interests" (《中華人民共和國消費者權益保護法》) of the PRC and other laws and regulations in relation to advertising and promotion, with the aim of protecting consumers' right-to-know and interests effectively. To ensure that no advertising and labelling materials contain misleading or false information, labels involved in the production and sales of products are subject to approval by the Group before they are printed to ensure the authenticity of the information.

信息安全

本集團嚴密保管所有機密信息。由於本集團的業務會涉及客戶個人資料的收集和使用，為了保障客戶的權益和私隱，本集團遵守香港法例第486章《個人資料(私隱)條例》、中國法例《中華人民共和國個人信息保護法》及其他相關的法律及規例，謹慎處理客戶的個人資料。同時，我們亦小心處理研發項目、研發技術、財務資料、軟件等機密資料。我們的員工必須簽署《保密及知識產權協議》，不得在未經許可的情況下向任何人透露本集團的機密資料和客戶的個人資料。

知識產權

本集團尊重知識產權保護，確保營運符合中國法例《中華人民共和國專利法》、《中華人民共和國專利法實施細則》、《中華人民共和國著作權法》、《計算機軟件保護條例》，以及香港法例第559章《商標條例》及第528章《版權條例》等相關法律及規例。為了保護本集團的知識產權，我們於與員工的《保密及知識產權協議》中列明有關知識產權保護的指引。員工需就本集團的發明專利、外觀設計專利、實用新型專利、軟件著作權等研發成果申請專利和登記著作權，而員工亦需得到本集團允許才能向外界展示相關知識產權。

廣告標籤

本集團相信確保廣告標籤的真確性能維持本集團的誠信與形象。為此，本集團嚴格遵守香港法例第362章《商品說明條例》及中國法例《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》及其他與廣告宣傳相關的法律及規例，切實保障消費者的知情權和權益。為了確保所有廣告和宣傳內容並無任何誤導或虛假的信息，涉及產品生產及銷售的標籤必須經過本集團審核通過後方可印刷，以確保信息的真確性。



People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

STRATEGY

Our employees contribute immensely to the development and success of our business. With this in mind, we are dedicated to elevating the welfare of our employees by fostering a safe, fair and inclusive working environment, in addition to providing them with competitive remuneration and benefits as well as ample training and development opportunities. As part of our commitment to protect employees' rights and interests, we strictly abide by all relevant labour-related laws and regulations in the locations where we operate, including but not limited to the laws of Hong Kong which include the "Employment Ordinance (Cap. 57)", the Employees' Compensation Ordinance (Cap. 282), the "Sex Discrimination Ordinance (Cap. 480)", the "Disability Discrimination Ordinance (Cap. 487)", the "Family Status Discrimination Ordinance (Cap. 527)" and the "Race Discrimination Ordinance (Cap. 602)", as well as the "Labour Law of the PRC" (《中華人民共和國勞動法》), the "Law of the PRC on the Prevention and Control of Occupational Diseases" (《中華人民共和國職業病防治法》), the "Labour Contract Law of the PRC" (《中華人民共和國勞動合同法》), the "Social Insurance Law of the PRC" (《中華人民共和國社會保險法》), the "Law of the PRC on the Protection of Minors" (《中華人民共和國未成年人保護法》), and the "Provisions on the Prohibition of Using Child Labour" (《禁止使用童工規定》) of the PRC, etc. Our "Employee Handbook", "Employee's Code of Conduct" and other human resources-related policies set out detailed labour-related arrangements related to remuneration, recruitment and promotion, compensation and dismissal, working hours, holidays, overtime, etc. During the Reporting Period, the Group was not aware of any violations or complaints regarding labour-related laws and regulations.

策略

本集團的員工對我們的業務發展與成功有莫大的貢獻。因此，本集團致力提升員工的福祉，打造安全、平等和共融的工作環境，並為員工提供具競爭力的薪酬與福利以及充足的培訓及發展機會。為保障員工的權益，我們嚴格遵守業務營運當地與僱傭相關的法律及規例，包括但不限於：香港法例第57章《僱傭條例》、第282章《僱員補償條例》、第480章《性別歧視條例》、第487章《殘疾歧視條例》、第527章《家庭崗位歧視條例》及第602章《種族歧視條例》，以及中國法例《中華人民共和國勞動法》、《中華人民共和國職業病防治法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國未成年人保護法》及《禁止使用童工規定》等。我們的《員工手冊》、《員工守則》及其他人力資源相關制度中詳細列載有關薪酬、招聘及晉升、彌償及解僱、工作時數、假期、加班等僱傭安排。於報告期間，本集團並不知悉任何僱傭相關法律及規例的違規事件或投訴。

People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

EMPLOYEE OVERVIEW

As of 31 December 2022, the Group has a total of 1,399 full-time employees (2021: 1,376) in our core business in Hong Kong and the PRC.

員工概覽

截止二零二二年十二月三十一日，本集團於香港及中國核心業務一共聘有1,399位全職員工（2021: 1,376）。

Total workforce by gender	按性別劃分的員工人數	2022 二零二二年	2021 二零二一年
Male	男	917	904
Female	女	482	472
Total workforce by employment type ¹	按僱傭類別劃分的員工人數 ¹		
Senior management	高級管理層	13	13
Middle management	中級管理層	57	57
Technical staff and general staff	技術員工及一般員工	1,329	1,306
Total workforce by age	按年齡劃分的員工人數		
20 or below	20歲或以下	1	8
21-30	21-30歲	389	406
31-40	31-40歲	732	729
41-50	41-50歲	236	195
51 or above	51歲或以上	41	38
Total workforce by geographical region	按地區劃分的員工人數		
PRC (excluding Hong Kong)	中國(香港除外)	1,367	1,345
Hong Kong	香港	32	31

As of 31 December 2022, the employee turnover rate² by gender, age and geographical region in Hong Kong and the PRC for the core business are as follows.

截止二零二二年十二月三十一日，本集團於香港及中國核心業務的按性別、年齡和地區劃分的僱員流失比率²如下：

Employee turnover rate by gender	按性別劃分的僱員流失比率	2022 二零二二年	2021 二零二一年
Male	男	14%	23%
Female	女	12%	30%
Employee turnover rate by age group	按年齡劃分的僱員流失比率		
20 or below	20歲或以下	200%	125%
21-30	21-30歲	17%	39%
31-40	31-40歲	14%	20%
41-50	41-50歲	7%	14%
51 or above	51歲或以上	7%	5%
Employee turnover rate by geographical region	按地區劃分的僱員流失比率		
PRC (excluding Hong Kong)	中國(香港除外)	14%	26%
Hong Kong	香港	3%	3%

¹ The Group improves continuously the data collection and statistical methodologies relating to employees in order to present the KPIs of the Reporting Period more comprehensively. Certain comparative data have been re-presented to conform with the presentation adopted for the Reporting Period.

本集團正不斷完善有關員工的數據收集及統計方法使報告期間的關鍵績效指標能以更全面的方式呈列。部分比較數據已重新呈列，以符合報告期間的呈列方式。

² The turnover rate for each category is calculated as the number of employees in the specified category leaving employment during the Reporting Period / the total number of employees in the specified category at the end of the Reporting Period x 100%.

各類別的僱員流失比率為該類別員工於報告期間的離職人數 / 於報告期間結束時該類別員工的總數 x 100%。



People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

OCCUPATIONAL HEALTH AND SAFETY

We value the health of our employees and are dedicated to creating a healthy and safe working environment. We abide by all laws and regulations relating to occupational health and safety, including but not limited to the “Occupational Safety and Health Ordinance (Cap. 509)” of Hong Kong, and the “Law of the PRC on the Prevention and Control of Occupational Diseases” (《中華人民共和國職業病防治法》), the “Regulation on Work-Related Injury Insurances of the PRC” (《工傷保險條例》) and the “Food and Safety Law of the PRC” (《中華人民共和國食品安全法》) of the PRC. In line with our efforts to minimise the health and safety risks faced by employees during work, the Group has obtained the ISO 45001: 2018 Occupational Health and Safety Management System Certification to regulate occupational health and safety measures and minimise the health and safety risks of employees in the workplace. The following are the health and safety measures implemented by the Group:

職業健康與安全

本集團重視員工的健康，致力為員工打造健康和安全的環境。我們遵守所有與職業健康與安全相關的法律法規，包括但不限於香港法例第509章《職業安全及健康條例》及中國法例《中華人民共和國職業病防治法》、《工傷保險條例》及《中華人民共和國食品安全法》。為減低員工工作時面對的健康及安全風險，本集團已取得ISO 45001：2018職業健康安全管理体系認證，以規範職業健康和安全管理措施，盡量減少員工在工作場所的健康和安全風險。以下為本集團實施的健康與安全措施：



Safeguarding employees' health
保護員工健康

In order to reduce the risk of health hazards faced by employees while performing their work, we provide relevant workers with protective masks and set up gas exhaustion collection pipelines in printing and welding equipment, to prevent employees from inhaling excessive exhaust gas when operating the equipment. We also offer regular medical check-ups for our employees to monitor the health of employees and to conduct regular review to monitor the effectiveness of our health and safety measures in order to keep the work environment clean and safe.

為了減低員工在執行工作時的健康危害風險，本集團為相關員工提供防護面罩，並在印刷及焊接設備設置收集廢氣的管道，防止員工在操作設備時吸入有害的廢氣。我們亦定期為員工提供醫療體檢服務以監控員工健康，並進行定期審閱以監測我們健康和安全管理措施的有效性，以保持工作環境清潔及安全。



Safety supervision and training
安全監督及培訓

For the purpose of monitoring the health and safety of our work environment, a food hygiene system has been developed in Guangzhou's factory's canteen, enabling us to systematically improve the procedures associated with canteen hygiene, food storage and transportation, etc. We also provide anti-static bracelets, ankle bracelets, table mats, etc., for employees responsible for machinery maintenance to prevent electric shock accidents. Furthermore, we conduct regular fire inspections and fire safety training for employees to raise their safety awareness.

為了監督工作環境的健康與安全，我們於廣州工廠食堂建立有關食物衛生的制度，有系統地改善員工食堂的衛生、食品儲存和運輸等程序。我們亦為從事機具維修的員工提供具防靜電功用的手環、腳環以及桌墊等，避免發生觸電意外。為了提供員工的安全意識，我們定期為員工提供消防檢查和防火培訓。



Safety emergency plans
安全應急計劃

The Group has formulated emergency plans in the event of electric shock, falling from height, scalding, fire, etc. to enable employees to respond promptly and effectively to emergencies. An emergency rescue team has also been established to facilitate the inspection and management of preventive measures and emergency rescue preparations to ensure employee safety.

本集團制定觸電、高處墜落、灼燙、火災等事故下的應急計劃，讓員工在事故發生時能迅速和有效地應對。我們亦組織應急救援小組協助檢查及管理預防措施及應急救援準備工作，保障員工安全。

People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

During the Reporting Period, the Group was not involved in any material breaches of occupational health and safety-related laws and regulations. In the past three years, including the Reporting Period, the Group did not record any work-related fatalities and the number of lost days due to work-related injuries was zero.

To address the COVID-19 pandemic, the Group has established a COVID-19 pandemic prevention leading group and working group, which are tasked with implementing disease prevention plans and various measures to reduce the risk of employee infection, including:

- Communicating the latest disease prevention and health-related information to employees;
- Holding video conferences, allowing employees to work from home and adopting flexible working hours;
- Educating employees to place used masks in designated;
- Conducting regular disinfection in the office; and
- Purchasing personal protective equipment for employees, such as surgical masks, disinfection supplies, infrared thermometers, rapid antigen test kits, etc.

EMPLOYMENT RIGHTS

The Group respects employment rights and ensures that all employees are treated in a fair and reasonable manner. We comply with the "Employment Ordinance (Cap. 57)" of Hong Kong, and the "Law of the PRC on the Protection of Minors" (《中華人民共和國未成年人保護法》) and the "Provisions on the Prohibition of Using Child Labour of the PRC" (《禁止使用童工規定》) of the PRC, strictly prohibiting the use of child labour and forced labour in our operations. During the recruitment process, our human resources department will verify the applicants' identification documents, age, work experience, education level and other information to prevent child labour or any other unlawful recruitment. Our "Employee's Code of Conduct" and other human resources-related policies clearly set out the relevant labour terms such as remuneration, working hours, overtime, holiday, dismissal and termination of the employment relationship to ensure employees have sufficient rest time and avoid forced labour in business operations. In the event that child labour or forced labour is discovered, we will immediately terminate the employment relationship and report the situation to relevant government authorities if necessary. We advocate equal opportunities and value the performance and personal qualities of our employees. Factors unrelated to employees' abilities and qualifications such as age, gender, color, race, nationality, religion, sexual orientation and family status will not affect the treatment and opportunities available to current employees or candidates.

於報告期間，本集團並不涉及任何嚴重違反與職業安全相關法律及規例的情況。本集團於過去三年（包括報告期間）並無錄得因工亡故，因工傷損失工作日數為零。

在新冠疫情下，本集團成立新冠肺炎防控領導小組及工作組，執行預防疫情散播的方案和實行一系列措施，以減低員工感染的風險，其中包括：

- 向員工傳遞最新防疫和健康資訊；
- 進行視像會議，並容許員工在家工作和採取彈性上班時間；
- 教導員工將用過的口罩放置於指定位置；
- 在辦公室進行定期消毒；及
- 為員工採購個人防護裝備，如外科口罩、消毒用品、紅外線探熱器、快速抗原檢測試劑等。

僱傭權益

本集團尊重僱傭權益，確保所有員工均受到公平和合理的待遇。我們遵從香港法例第57章《僱傭條例》及中國法例《中華人民共和國未成年人保護法》及《禁止使用童工規定》的規定，嚴禁於營運中使用童工及強制勞工。在招聘過程中，我們的人力資源部會對申請人的身份證明文件、年齡、工作經驗、教育程度等資料進行檢查和核實，避免聘用童工或出現任何其他不合法招聘。我們的《員工守則》及其他人力資源相關制度清晰列明薪資、工時、加班、假期、解僱、解除僱傭關係等相關勞工規定，確保員工有充足休息時間，避免在業務營運中出現強制勞動的情況。一旦發現使用童工或強制勞工的情況，我們會立即終止其僱傭關係，並在有需要時向相關政府部門申報。我們提倡平等機會，重視員工的工作表現和個人素質，絕不以年齡、性別、膚色、種族、國籍、宗教信仰、性取向、家庭狀況等與員工工作能力及資歷無關的因素，影響現職員工或求職者所獲得的對待及機會。



People-Oriented Approach for Achieving Full Potential 以人為本·人盡其才

For the purpose of providing excellent welfare and benefits to our employees, we abide by the relevant laws and regulations such as the "Employment Ordinance (Cap. 57)" of Hong Kong, and "Labour Law of the PRC" (《中華人民共和國勞動法》), the "Labour Contract Law of the PRC" (《中華人民共和國勞動合同法》) and the "Social Insurance Law of the PRC" (《中華人民共和國社會保險法》) of the PRC. We also offer employees attractive remunerations and welfare packages in accordance with our internal remuneration and welfare management mechanism, continually reviewing our compensation and benefits packages to ensure that they meet or exceed market standards. Apart from the basic salary, insurance, provident fund, statutory and public holidays, we also grant special paid leaves, subsidies, and a range of caring benefits to our employees. Furthermore, employees enjoy performance-based bonuses or share options as part of our efforts to reward and encourage our staff.

為了向員工提供良好的福利與待遇，本集團遵從香港法例第57章《僱傭條例》，及中國法例《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國社會保險法》等相關法律及規例，亦會按照內部的薪酬福利管理機制，向員工提供吸引的薪酬及福利配套。我們會持續就薪酬與福利配套進行檢討，確保令員工得到滿足或超過市場水平的待遇。除了向員工提供基本薪酬、保險、公積金、法定及公眾假期，我們亦提供有薪假期、額外補貼以及一系列的關懷待遇。為了獎勵和鼓勵員工，我們亦為員工提供績效獎金或股票期權等。



Subsidies
額外補貼



Paid Leave
特別有薪假期



Caring Benefits
關懷待遇



Work incentives
工作激勵

Marriage and childbirth gift
婚育賀禮

Transportation subsidy
交通補貼

Lunch subsidy
午餐補貼

Telecommunication subsidy
通訊補貼

Casual leave
事假

Sick leave
病假

Annual leave
年休假

Work injury leave
工傷假

Marriage leave
婚假

Compassionate leave
喪假

Maternity and paternity leave
產假及侍產假

Compassionate pension
慰問金

Staff dormitory
員工宿舍

Fitness equipment in dormitory
宿舍健身設備

Additional insurance
額外保險

Long-term service award
長期服務獎

Festival benefits
節日福利

Shortened working hours for breastfeeding employee
哺乳期間短時間工作制

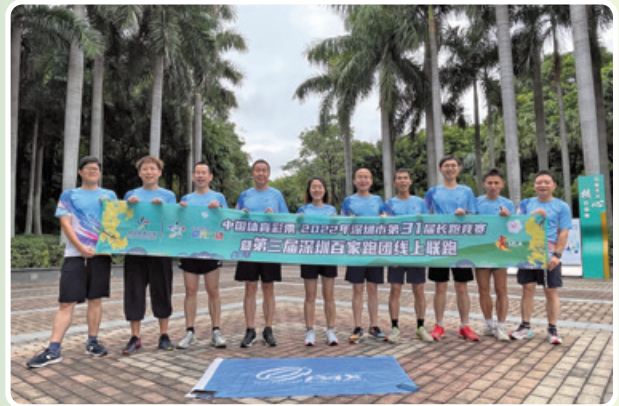
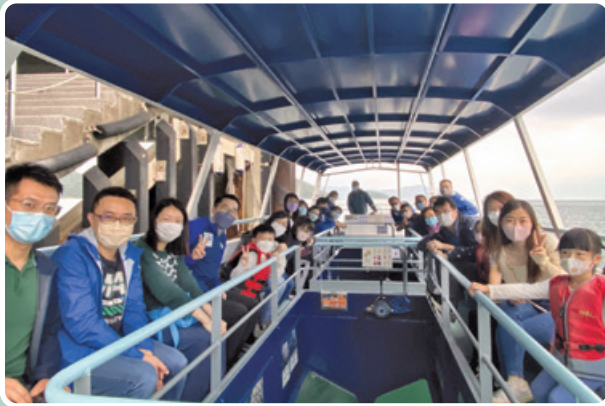
Performance-based bonuses
績效獎金

Share options
股票期權

People-Oriented Approach for Achieving Full Potential 以人為本·人盡其才

With the aim of enabling our staff to gain a healthy work-life balance, as well as to enhance employee relations and cultivate a greater sense of belonging to the Group, we organised a series of staff activities, such as staff birthday parties, annual dinner and sports competitions, as permitted by the government's social distance measures. During the Reporting Period, we also participated in an eco-tour organised by the World Wide Fund for Nature ("WWF") to enjoy marine life at the marine park, allowing our staff to relax while learning about the importance of ecological conservation.

為了讓員工能在工作和生活之間取得平衡，增進與同事之間的感情和增加對本集團的歸屬感，我們在政府規定的社交距離措施許可的情況下，舉辦一系列的員工活動，例如員工生日會、周年晚會和體育比賽等。我們更在報告年內參與由世界自然基金會舉辦的生態導賞團，到海岸公園觀賞海洋生物，讓員工能放鬆心情外，同時明白生態保育的重要性。





People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

NURTURING TALENTS

The Group aspires to grow with our employees, helping them to improve their knowledge and skills for discharging duties at work and promoting their all-round development. As such, we continuously invest resources in employee training programmes. Training schemes are developed annually to tackle the needs of each department and in line with the direction of the Group's development. Employees benefit from multiple internal and external training courses with subsidies offered to support their pursuit of continuing education and professional qualifications, enabling them to advance professional skills and knowledge relevant to their positions. Additionally, our on-job coaching culture empowers employees to achieve work performance improvements.

We provide our employees with regular performance appraisal opportunities to evaluate their working performance, communication skills, teamwork, learning ability, etc. Remuneration and positions are adjusted based on the performance appraisal results to guarantee that all employees are treated fairly, with compensations and promotions not being affected by gender, religion, age, race, etc. Employees are encouraged to continuously enhance and sustain their performance through the payment of performance-based bonuses and share options to drive their joint progress with the Group.

人才培育

本集團期望能與員工共同成長，協助員工提升履行工作職責的知識和技能和支持他們全面發展。為此，我們持續投放資源於員工培訓計劃當中。我們每年根據各部門的需求以及本集團發展方向制定培訓計劃，為員工提供內外部培訓課程及資助員工持續進修及考取專業資格，協助員工提升與他們的崗位相關的職業技能和知識。我們亦建立在職輔導的文化，協助員工持續提升工作表現。

我們為員工提供定期的績效考核機會，評估員工的工作表現、溝通能力、團隊合作、學習能力等。我們會根據績效考核結果來調整員工的薪酬和職位，確保所有員工得到公平的對待，不會因性別、宗教、年齡、種族等因素影響薪酬與升遷。我們亦透過發放績效獎金及股票期權激勵員工不斷改進並維持優秀工作表現，共同與本集團進步。



Total number of employees who attended training courses in **2022**:
Over **500** employees
2022年參加培訓課程的總員工人數：
超過**500**位



Total training hours in **2022**:
Over **4,500** hours
2022年總培訓時數：超過**4,500**多小時

People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

Training data by employment category ^{3, 4}		2022 二零二二年	2021 二零二一年
Percentage of employees trained		培訓百分比	
Senior management	高級管理層	0.7%	0.6%
Middle management	中級管理層	3.0%	3.2%
Technical staff and general staff	技術員工及一般員工	96.3%	96.2%
Average training hours		平均培訓時數	
Senior management	高級管理層	2.15	1.85
Middle management	中級管理層	3.18	2.53
Technical staff and general staff	技術員工及一般員工	2.85	2.44
Training data by gender ³		按性別劃分培訓數據 ³	
Percentage of employees trained		培訓百分比	
Male	男	60.9%	61.5%
Female	女	39.1%	38.5%
Average training hours		平均培訓時數	
Male	男	2.63	2.42
Female	女	3.30	2.48

³ The percentage of employees trained is calculated based on the number of employees in the specified category who took part in training during the Reporting Period, divided by the total number of employees who took part in training during the Reporting Period. The average training hours is calculated based on the total number of training hours for employees in the specified category during the Reporting Period, divided by the number of employees in the specified category at the end of the Reporting Period. The data included resigned employees during the Reporting Period.

培訓百分比根據於報告期間的該類別的受訓員工人數，除以於報告期間受訓僱員總數計算得出。平均時數計算根據於報告期間的該類別的僱員總受訓時數，除以於報告期間結束時該類別的僱員總數計算得出。數據包括報告期間的已離職員工。

⁴ The Group improves continuously the data collection and statistical methodologies relating to training in order to present the KPIs of the Reporting Period more comprehensively. Certain comparative data have been re-presented to conform with the presentation adopted for the Reporting Period.

本集團正不斷完善有關培訓的數據收集及統計方法使報告期間的關鍵績效指標能以更全面的方式呈列。部分比較數據已重新呈列，以符合報告期間的呈列方式。



People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

During the Reporting Period, the trainings provided to our employees included but are not limited to:
於報告期間，我們為員工提供的培訓內容包括但不限於：

Orientation Training 入職培訓

- Corporate code of practices
公司規章制度
- Introduction for product market
產品市場介紹

R&D Training 研發培訓

- The impact of artificial intelligence on retail industry
人工智能對零售業的影響
- Theory of embedded software operation
嵌入式軟件操作理論
- Android products and certification requirements
Android 產品及認證要求

Personal Development and Culture 個人發展及文化

- Language
語言

Business Training 業務培訓

- One-stop payment industry service and equipment management system
一站式支付行業服務和設備管理系統
- POS security
POS機行業安全
- Security design for PIN code input equipment
PIN碼輸入設備安全設計
- Case studies for overseas POS application
海外POS應用案例介紹

After-sales Service Training 售後服務培訓

- Market feedback research and solutions
市場反饋研究及解決方案

Professional Training 專業培訓

- Laws and regulations
法律與法規

Shouldering Environmental Responsibility

保護環境·百富有責

STRATEGY

The Group proactively pursues green operating principles and seeks to encourage our employees, customers and suppliers to adopt environmental protection and climate change mitigation measures. We ensure the environmental compliance of our operations by abiding by applicable environmental laws and regulations, including the “Environmental Protection Law of the PRC” (《中華人民共和國環境保護法》), the “Atmospheric Pollution Prevention and Control Law of the PRC” (《中華人民共和國大氣污染防治法》), the “Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste” (《中華人民共和國固體廢物污染環境防治法》), etc. We have developed the “Environmental Manual” to provide guidance on the implementation of environmental protection efforts, initiating internal environmental monitoring measures to minimise the impact of our operations on the environment. The production and design processes of our electronic payment system have also obtained the internationally-recognised ISO 14001:2015 Environmental Management System, which assists us systematically in improving the environmental performance of our operations and continuously reducing the impact of our daily operations on the environment. During the Reporting Period, we were not aware of any material violations of environmental laws and regulations in the locations where our business operates.

For more effectual monitoring of the effectiveness of our environmental management, we updated our environmental targets during the Reporting Period by setting targets related to emissions, waste, energy use efficiency and water use efficiency. We will regularly review the progress of the targets and update them in a timely manner to ensure their effectiveness.

策略

本集團積極實踐綠色營運原則，鼓勵員工、客戶和供應商實行環保和緩解氣候變化的措施。我們確保業務的環境合規性，於營運中恪守適用的環保法律及規例，包括《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》、《中華人民共和國固體廢物污染環境防治法》等。本集團制定了《環境手冊》，為實行環保工作提供指導，並且展開內部環保監督措施，盡可能降低營運過程對自然環境的影響。我們的電子支付系統生產及設計過程亦獲取國際認可的ISO 14001:2015環境管理體系，有系統地協助我們改善營運過程中的環境表現，持續降低日常營運對天然環境的影響。於報告期間，我們並不知悉本集團涉及嚴重違反任何在業務營運地點與環境相關法律及規例的情況。

為了更有效監督本集團的環境管理成效，本集團於報告期間更新了環境目標，制定了與排放物、廢棄物、能源使用效益和用水效益相關的目標。我們會定期檢討目標進展和適時更新目標，確保其有效性。





Shouldering Environmental Responsibility

保護環境·百富有責

RESPONSE TO CLIMATE CHANGE

Although we are not an energy-intensive enterprise, we are aware of the negative impact of climate change on our operations, such as flooding which could damage our building structures or production facilities, and super typhoons which could cause supply chain disruptions and business interruptions. In order to mitigate climate change, we are continually implementing a range of green measures in our operations to minimise energy consumption and to track and reduce GHG emissions.

In addition, we recognise the importance of identifying and managing climate risks to enhance our climate change resilience. We have not only included climate change in the materiality assessment to capture the views of stakeholders, but also incorporated climate-related risks into the our risk assessment process. The Board and Audit Committee regularly assess and review the identified and/or emerging climate change risks and their potential impacts on the Group's operations.

Furthermore, we value the ability to adapt to climate change. During our operations, we will study and review our adaptation measures for responding to severe weather conditions such as typhoons or heavy rain, and continuously improve our employees' environmental awareness and ability to handle climate-related emergencies.

ENERGY, AIR EMISSIONS AND GHG EMISSIONS

Our energy consumption, air and GHG emissions mainly come from the purchased electricity that supports the daily operation of offices and factory, fuel consumption of company vehicles, and liquefied petroleum gas ("LPG") consumption in the staff canteen and dormitory. Furthermore, our production processes generate a small amount of pollutants, including particulate matters (PM), tin and its chemical compounds, as well as volatile organic compounds ("VOCs"). Various green office measures have been implemented to reduce energy consumption, including the use of energy efficient LED lights, prioritising the purchase of energy-saving electrical equipment, reminding employees to turn off unnecessary electrical appliances before leaving, arranging designated personnel to inspect if the power is switched off after work, setting the air conditioning at an appropriate temperature, etc. We have also adopted renewable energy in the staff dormitory, with solar energy being used to heat domestic water to reduce the use of fossil fuels. In addition, our employees are encouraged to measure and record energy consumption-related data regularly to identify room for improvement, with the aim of improving energy efficiency and minimizing unnecessary energy consumption during daily operations and thereby achieving the target of emission reduction.

應對氣候變化

儘管本集團並非能源密集型企業，我們仍意識到氣候變化對本集團的營運會帶來負面影響，例如洪水會破壞本集團建築物結構或生產設備、超級颱風有機會導致供應鏈供貨及業務中斷等。為了減緩氣候變化，我們於營運過程中持續推行一系列綠色營運措施，以最大限度地減少能源消耗和監測及減低溫室氣體排放。

另外，本集團亦意識到識別和管理氣候風險對提升本集團對氣候變化適應力的重要性。我們不但將氣候變化列入重要性評估的議題當中以收集持份者的意見，更將氣候相關風險納入本集團的風險評估過程當中。本集團的董事會和審核委員會定期評估和審核已識別的和／或新出現的氣候變化風險以及其對本集團營運可能產生的影響。

另外，我們重視應對氣候變化的適應力。在營運過程中，我們將會研究及檢視應對颱風或暴雨等惡劣天氣的應對措施，並且持續提高員工環保意識以及處理氣候突發事件的能力。

能源、廢氣及溫室氣體排放

本集團的能源消耗、廢氣及溫室氣體排放主要來自辦公室及工廠的外購電力、公司車輛的燃油消耗以及用於員工食堂及宿舍的液化石油氣消耗。此外，我們的生產過程中亦會產生少量污染物，包括顆粒物、錫及其化合物以及揮發性有機化合物（「VOCs」）。為了減低能源消耗，我們推行多種綠色辦公室措施，包括使用高能源效益的LED燈、優先選購節約能源的電器、提醒員工離開前關掉不必要的電器、安排專人下班時檢查電源是否已關閉、將冷氣設定在合適溫度等。我們更採用可再生能源，在員工宿舍以太陽能將水加熱，減少使用化石燃料。為在日常運營中提高能源使用效益和節省不必要的能源消耗，從而實現減低排放的目標，我們鼓勵員工定期量度及記錄能源消耗的相關數據，以識別改進空間。

Shouldering Environmental Responsibility

保護環境·百富有責

WATER

The Group's water consumption mainly comes from the use of municipal water for offices and factories. Effluent is also discharged by our factories during manufacturing. As part of our efforts to conserve water resources and minimise pollution, we implement various water-saving measures, including immediate repairing of dripping faucets and prioritizing the use of water-efficient equipment, and strictly monitor the effluent quality before discharging. In particular, our factory in Panyu, Guangzhou, performs pre-treatment in three-tier septic tanks and three-tier oil and residue separation tanks, as well as running a sewerage and drainage system for separate collection and treatment of wastewater and rainwater to reduce the environmental impact of the wastewater generated from production, ensuring that the treated wastewater complies with emission standards of the "Discharge Limits of Water Pollutant" (《水污染物排放限值》) (DB44/26-2001) of Guangdong Province. During the Reporting Period the Group had no issues in sourcing water that is fit for purpose in the locations of our business operations, and we were not aware of significant discharges into water and land.

SUSTAINABLE PRODUCT LIFECYCLE

To adhere to the principle of sustainability and reduce the impact to the environment and natural resources caused by the Group's products, we have strict control over the use of materials, pollution and waste treatment during the whole product lifecycle from procurement, production to after-sales. The Group's operations had no significant impact on the environment and natural resources during the Reporting Period.

用水

本集團的水資源耗用主要來自辦公室和工廠的市政用水，而我們的工廠生產過程中亦會排放污水。為了節約水資源和減少污染，我們推行多項節約用水的措施，包括立即維修滴水的水龍頭以及優先採用用水效益較高的設備等，亦嚴格監察排放污水的水質。為了減少廣州番禺的工廠於生產過程中產生的污水對環境造成的影響，除了透過工廠內的三級化糞池及三級隔油池進行預先污水處理的程序，我們亦設置雨污分流制排水系統，將污水及雨水分開收集並處理，確保經處理的污水排放符合廣東省《水污染物排放限值》(DB44/26-2001)的排放標準。於報告期間，本集團的營運所在地在求取適用水源上不存在任何問題，亦不知悉重大的向水及土地的排污。

可持續產品生命週期

為了貫徹可持續發展的原則，降低本集團的產品對環境及天然資源造成影響，我們於採購、生產以至售後整個產品生命週期對物料使用、污染物排放和廢物棄置進行嚴格的監管和控制。於報告期間，本集團的業務對環境及天然資源並無重大影響。



Shouldering Environmental Responsibility

保護環境·百富有責

Procurement 採購	<ul style="list-style-type: none">To minimise environmental pollution caused by our products, we require electronic component and equipment suppliers to sign a RoHS-related declaration to guarantee their products will not contain prohibited hazardous substances, to minimise the risk of environmental pollution and safeguard the safety of our employees and customers. 為了減少我們的產品對環境造成污染，我們會在採購的過程中要求電子零件和設備的供應商簽署RoHS相關聲明，確保其原材料不含受禁止的有害物質，減低造成環境污染的風險和保障員工及客戶的安全。
Production 生產	<ul style="list-style-type: none">Our manufacturing processes, such as welding and solder paste printing, will generate exhaust gas, smoke and noise. To ensure emissions do not exceed standard limits, we engage certified third-party testing institutions to conduct inspection on exhaust air and noise regularly to ensure compliance with regulatory standards such as the “Emission Limit of Atmosphere Pollution Emissions” (《大氣污染物排放標準排放限值》) in Guangdong Province and the “Emission Standard for Industrial Enterprises Noise at Boundary” (《工業企業廠界環境噪聲排放標準》). The following measures are adopted to reduce emissions: 我們進行焊接或錫膏印刷等生產過程會產生廢氣、煙塵和噪音。為確保排放量不會超出標準限值，我們定期委託受認可的第三方檢測機構就廢氣和噪音進行檢測，確保符合廣東省《大氣污染物排放標準排放限值》、《工業企業廠界環境噪聲排放標準》等監管標準。為了減少排放，我們採取了以下措施：Seal equipment for solder paste printing and weld to collect dusts to improve air quality and protect employee health; 密封錫膏印刷和焊接設備來集中收集煙塵，以改善空氣質素及保障員工健康；Install gas gathering pipelines or gas collectors to collect exhaust gas and treat exhaust gas through smoke purification equipment and activated carbon absorption devices before discharge, ensuring the exhaust air would not impose a negative impact on the surrounding environment; 設置管道或集氣罩收集廢氣，並透過煙霧淨化設備和活性炭吸附裝置預先處理廢氣後，方能對外排放，確保排出的廢氣不會對周遭環境造成負面影響；Prioritise the use of low-noise equipment to protect employees’ hearing and improve work efficiency; 優先選用低噪音的設備，保護員工聽覺，並提升工作效率；Conduct shock absorption, hermetic shielding, sound insulation, noise reduction and other measures to reduce noise from disturbing the surroundings; and 採取減震、密封屏蔽、隔音和消音等措施，減低噪音對周邊環境造成的滋擾；及Prohibiting nighttime production to avoid noise and emissions affecting residents nearby. 禁止於夜間進行生產，避免噪音及排放對鄰近居民造成影響。
Disposal 報廢	<ul style="list-style-type: none">Our E-payment Terminals products would be disposed due to aging of components or damage. To prevent the electronic parts in the terminals from polluting the environment, we provide disposed machine collection service to customers and arrange entrusted recyclers with the “Guangdong Provincial Hazardous Waste Management License” (《廣東省危險廢物經營許可證》) to collect, disintegrate, separate, crush parts and case and conduct harmless treatment. 我們的電子支付終端產品可能因機件老化或損壞而報廢。為免機具內電子零件污染環境，我們會向客戶提供收集報廢機具的服務，並安排《廣東省危險廢物經營許可證》認可的回收商統一收集報廢機具，對機具部件及外殼進行解體、分拆、粉碎及無害化處理。

Shouldering Environmental Responsibility

保護環境·百富有責

WASTE

Paper, office garbage and other non-hazardous waste are generated from the Group's office operation, whereas our manufacturing process generate non-hazardous waste such as paper, food waste, plastic and other general refuse, and hazardous waste such as waste electronic equipment, waste activated carbon, waste drums, used oil and discarded printed circuit boards ("PCB") scrap. To reduce waste generation, we implement various green office initiatives, including:

- Implement a "paperless operation" approach, such as encouraging employees to adopt double-sided printing, using electronic means for communication, recycling and reusing envelopes, paper, paper bags and other paper products, reducing the use of disposable paper cups, etc.;
- Place signs in office areas to remind employees of reducing the use of paper; and
- Use paper certified by the Forest Stewardship Council ("FSC") to print financial reports, ensuring the sustainable source of paper.

We also put in place waste management measures at our factories to ensure proper handling of waste. We will segregate waste for collection and storage. Non-hazardous waste will be handed over to the government department for centralised collection and treatment. Food waste is handled in correspondence with laws and regulations such as the "Food Safety Law of the PRC" (《中華人民共和國食品安全法》), the "Regulation on the Implementation of the Food Safety Law of the PRC" (《中華人民共和國食品安全法實施條例》) and the "Measures for the Supervision and Administration of Food Safety in Catering Services" (《餐飲服務食品安全監督管理辦法》) to reduce its impact on the environment. Hazardous waste will be handled and recycled by accredited recyclers to avoid environmental risks due to improper handling.

At the same time, we have established POS machine recycling programmes for our customers to reduce the environmental impact of our products after use, by engaging entrusted recyclers with the "Guangdong Provincial Hazardous Waste Management License" (《廣東省危險廢物經營許可證》) to recycle and handle the machines' case and components properly to maximise the reuse of resources.

GREEN FINANCE

We actively participate in HSBC's Green Deposits to support environmentally beneficial development projects, including but not limited to renewable resources, sustainable waste management, clean transportation, and climate change adaptation, to promote the transformation of the economy towards low-carbon, climate-resilient, and sustainable development, with the ultimate goal of achieving a vision of sustainable development.

廢棄物

本集團的辦公室營運會產生紙張、辦公室垃圾等無害廢棄物，而我們的生產過程會產生紙張、廚餘、塑膠、其他生活廢物等無害廢棄物以及廢電子設備、廢活性炭、廢包裝桶、廢機油和廢印刷電路板(「PCB」)邊角餘料等有害廢棄物。為了減少廢棄物產生，我們實行多種綠色辦公室措施，包括：

- 推行「無紙辦公」方式，例如：鼓勵員工盡量採用雙面打印、使用電子化溝通渠道、回收重用信封、紙張、紙袋等紙製品、減少使用一次性紙杯等；
- 於辦公範圍當眼處張貼標示，提醒員工減少用紙；及
- 在印刷財務報告時亦會選用獲森林管理委員會(Forest Stewardship Council, 「FSC」)認可的紙張，確保紙張來源是可持續的。

我們亦於工廠實行廢棄物管理措施，確保廢棄物得到妥善處理。我們會將廢棄物進行分類收集和存放。無害廢棄物會交到政府部門統一收集和處理，而我們會按照《中華人民共和國食品安全法》、《中華人民共和國食品安全法實施條例》及《餐飲服務食品安全監督管理辦法》等法律及規例處置廚餘，以減少其對環境的影響。有害廢棄物會由具備受認可資歷的回收商處理及回收，避免因處理不當而造成環境風險。

同時，為了減少我們的產品在使用過後造成環境影響，我們向客戶提供報廢POS機具回收計劃，委託《廣東省危險廢物經營許可證》認可的回收商進行回收，妥善地處理機具外殼及部件，盡可能將資源循環再用。

綠色金融

我們積極參與香港滙豐銀行推出的綠色存款計劃，支援具環保效益的發展項目，包括但不限於可再生資源、可持續廢棄物管理、潔淨運輸及氣候變化適應等綠色項目，以推動經濟向低碳、適應氣候變化及可持續發展方向轉型達至可持續發展的願景。



Shouldering Environmental Responsibility

保護環境·百富有責

ENVIRONMENTAL FOOTPRINT⁵

The following table outlines the key environmental data of the Group during the Reporting Period and the comparative period:

環境足印⁵

下表詳列本集團於報告期間及比較期間的主要環境數據：

Emissions	排放物	2022 二零二二年	2021 二零二一年	Unit 單位
Air emissions⁶	廢氣排放⁶			
Nitrogen oxides (NO _x)	氮氧化物(NO _x)	197.18	314.87	kg 千克
Sulphur oxides (SO _x)	硫氧化物(SO _x)	3.20	6.70	kg 千克
Particulate matters (PM)	顆粒物(PM)	14.28	22.95	kg 千克
GHG emissions⁶	溫室氣體排放⁶			
Total GHG emissions (Scope 1 & 2) ⁷	溫室氣體排放總量 (範圍1及2) ⁷	3,356.14	4,221.24	Tonnes CO ₂ e 公噸二氧化碳 當量
Intensity	密度	2.40	3.07	Tonnes CO ₂ e/ employee 公噸二氧化碳 當量/僱員
Scope 1 (Direct emissions) ⁷	範圍1 (直接排放) ⁷	626.84	1,260.09	Tonnes CO ₂ e 噸二氧化碳 當量
Scope 2 (Indirect emissions) ⁷	範圍2 (間接排放) ⁷	2,729.30	2,961.15	Tonnes CO ₂ e 噸二氧化碳 當量

⁵ Figures in the table of this section are rounded to the nearest two decimal places for disclosures.
此章節表格中的數字調整至最接近的小數點後兩位披露。

⁶ As a result of the Group's initiative to encourage employees and business partners using video conferencing solutions for business meetings, the number of local and overseas business trips and the air emissions and total GHG emissions relating to business travel reduced during the Reporting Period.
由於本集團積極鼓勵員工及業務合作夥伴使用視頻會議解決方案進行商務會議，本地及海外出差的數量以致與商務旅程相關的廢氣排放及溫室氣體排放總量於報告期間有所下降。

⁷ In accordance with The Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition) published by the World Business Council for Sustainable Development and World Resources Institute, Scope 1 direct emissions are resulted from operations that are owned or controlled by the Group, while Scope 2 indirect emissions are resulted from the generation of purchased or acquired electricity, heating, cooling and steam consumed within the Group.
根據由世界企業永續發展協會及世界資源研究所所發行的溫室氣體盤查議定書-企業會計與報告標則(修訂版)，範圍1直接排放涵蓋由本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍2間接排放則涵蓋來自本集團內部消耗(購回來的或取得的)電力所引致的「間接能源」溫室氣體排放。

Shouldering Environmental Responsibility

保護環境·百富有責

Emissions	排放物	2022 二零二二年	2021 二零二一年	Unit 單位
Hazardous waste^{8, 9}	有害廢棄物^{8, 9}			
Total	總量	0.08	0.23	Tonnes 公噸
Intensity	密度	0.00	0.00	Tonnes/ employee 公噸／僱員
Non-hazardous waste	無害廢棄物			
Total	總量	62.30	62.31	Tonnes 公噸
Intensity	密度	0.04	0.05	Tonnes/ employee 公噸／僱員
Amount disposed	處置量	45.02	45.17	Tonnes 公噸
Paper ¹⁰	紙張 ¹⁰	0.35	0.51	Tonnes 公噸
Other domestic waste and food waste ¹⁰	其他生活廢物及廚餘 ¹⁰	44.67	44.66	Tonnes 公噸
Amount recycled	回收量	17.28	17.14	Tonnes 公噸
Paper ¹⁰	紙張 ¹⁰	6.24	6.13	Tonnes 公噸
Other domestic waste ¹⁰	其他生活廢物 ¹⁰	11.04	11.11	Tonnes 公噸
Plastic ⁸	塑膠 ⁸	0.00	0.00	Tonnes 公噸

⁸ The amount of hazardous waste generated and plastic used and recycled by the Group in the Reporting Period and comparative period were insignificant.
本集團於報告期間及比較期間內產生的有害廢棄物數量及塑膠的使用及回收量並不重大。

⁹ The amount of hazardous waste generated by the Group has been reduced with the technological advancement of the Group's production process during the Reporting Period.
由於本集團的生產技術有所改進，本集團產生的有害廢棄物於報告期間大幅減少。

¹⁰ The Group improves continuously the data collection and statistical methodologies relating to waste emissions in order to present the KPIs of the Reporting Period more comprehensively. Certain comparative data have been re-presented to conform with the presentation adopted for the Reporting Period.
本集團正不斷完善廢棄物排放的數據收集及統計方法使報告期間的關鍵績效指標能以更全面的方式呈列。部分比較數據已重新呈列，以符合報告期間的呈列方式。



Shouldering Environmental Responsibility 保護環境·百富有責

Use of Resources	資源使用	2022 二零二二年	2021 二零二一年	Unit 單位
Total energy consumption	總能源耗量	6,666.65	9,213.75	MWh 千個千瓦時
Intensity	密度	4.77	6.70	MWh/ Employee 千個千瓦時/ 僱員
Purchased electricity	外購電力	4,472.91	4,852.92	MWh 千個千瓦時
Unleaded petrol ¹¹	無鉛汽油 ¹¹	1,970.37	4,141.20	MWh 千個千瓦時
LPG	液化石油氣	223.37	219.63	MWh 千個千瓦時
Total water consumption ^{12, 13}	總耗水量 ^{12, 13}	51,051.00	124,253.00	m ³ 立方米
Intensity	密度	36.49	90.30	m ³ /Employee 立方米/僱員
Total amount of packaging materials	包裝物料總量	3,938.94	1,366.25	Tonnes 公噸
Intensity	密度	2.82	0.99	Tonnes/ Employee 公噸/僱員
Paper ¹²	紙 ¹²	3,836.42	1,268.00	Tonnes 公噸
Plastic	塑膠	102.52	98.25	Tonnes 公噸

¹¹ As a result of the Group's initiative to encourage employees and business partners using video conferencing solutions for business meetings, the number of local and overseas business trips and the total consumption of unleaded petrol relating to business travel reduced during the Reporting Period.

由於本集團積極鼓勵員工及業務合作夥伴使用視頻會議解決方案進行商務會議，本地及海外出差的數量以致與商務旅程相關的無鉛汽油總耗量於報告期間有所下降。

¹² The Group improves continuously the data collection and statistical methodologies relating to the use of resources in order to present the KPIs of the Reporting Period more comprehensively. Comparative data collected using the original methodologies may not be directly comparable with the data of the Reporting Period.

本集團正不斷完善資源使用的數據收集及統計方法使報告期間的關鍵績效指標能以更全面的方式呈列。以原有方式統計得出的比較期間數據未必能與報告期間的數據進行直接比較。

¹³ The total water consumption does not include the consumption by Pax Technology Limited as the water supply system is managed by the building management office which has failed to provide the relevant water consumption data.

總耗水量不包括百富科技有限公司，由於其供水系統由大廈管業處自行管理，因而其未能提供相關用水數據。

Contributing to Society and Bringing Love to the Community

貢獻社區·惠澤社群

STRATEGY

As a corporate shouldering social responsibility, the Group has always actively embraced philanthropic initiatives to address the needs of the community. During the Reporting Period, we donated a total of approximately HK\$218,000 and arranged for employees to participate in volunteering activities, with a focus on helping the poor, increasing education opportunities for underprivileged children and youth, as well as ecological conservation.

HELPING THE POOR

Driven by our concerns for the underprivileged individuals in our community who are still unable to meet their daily needs, we made donations to the Lok Sin Tong and the Hope worldwide during the Reporting Period to provide high-quality meal services to the underprivileged to alleviate their financial burden and support their health, as well as to enable access to medical services for the elderly in need. We also provided financial support to the charities in Puping Town, Anlong County in Guizhou Province, in support of local poverty alleviation work that aims to improve living conditions in rural areas.

INCREASING EDUCATIONAL OPPORTUNITIES FOR UNDERPRIVILEGED CHILDREN AND YOUTH

With the goal of narrowing the digital divide and social stratification, and to boost upward mobility opportunities for underprivileged children and youth, we donated to the Youth Global Network during the Reporting Period to provide professional skills training, such as coding, to disadvantaged children and youth to assist them in their career development. We also made a donation to the Shenzhen Longgang Charity Community to support teachers and students in need, focusing on improving the conditions under which they teach and learn.

ECOLOGICAL CONSERVATION

To raise the environmental awareness of our staff and contribute to local ecological conservation, we participated in volunteer activities organised by the WWF during the Reporting Period, with our employees assisting with ecological surveys and coastal cleanups to maintain and enhance local biodiversity.



策略

作為一家肩負社會責任的企業，本集團一直積極投身公益事業，回應社區需要。在報告期間，我們合共投入約218,000港元捐款及安排員工參與義工活動，專注於扶助基層人士、增加貧困兒童及青少年的教育機會和生態保育的範疇。

扶助基層人士

關注到社會中仍有不少基層人士未能滿足其日常需要，本集團於報告期間向九龍樂善堂和寰宇希望捐款，為基層人士提供高質素的膳食服務，以減輕他們的經濟負擔和保障他們的健康，並為有需要的長者提供醫療服務。同時，我們亦為貴州省安龍縣普坪鎮提供經濟支援，用於當地扶貧工作，改善農村的生活條件。

增加貧困兒童及青少年的教育機會

為了縮窄數碼鴻溝和社會分層，增加貧困兒童及青少年向上流動的機會，我們於報告期間向青年全球網絡捐款，為弱勢兒童和青少年提供編碼教育等專業技能訓練，以協助他們的事業發展。我們亦向深圳市龍崗區慈善會捐款，以資助困難師生改善教學條件。

生態保育

為了提升員工的環保意識，並為本地的生態保育工作出一份力，我們於報告期間參加了由世界自然基金會舉辦的義工活動，協助進行生態調查和海岸清潔，以維護和提升本地的生物多樣性。





ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
A. Environmental A. 環境		
<i>Aspect A1: Emissions</i> <i>層面A1：排放物</i>		
General Disclosure 一般披露	Shouldering Environmental Responsibility 保護環境 • 百富有責	P. 34
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。		
Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations. 註： 廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。 有害廢棄物指國家規例所界定者。		

ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標		Section 章節	Page Number 頁數
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emission data. 排放物種類及相關排放數據。	Environmental Footprint 環境足印	P. 39
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)。	Environmental Footprint 環境足印	P. 39
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)。	Environmental Footprint 環境足印	P. 40
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)。	Environmental Footprint 環境足印	P. 40
KPI A1.5 關鍵績效指標 A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Shouldering Environmental Responsibility 保護環境 • 百富有責 Energy, Air Emissions and Greenhouse Gas Emissions 能源、廢氣及溫室氣體排放	P. 34 P. 35
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這些目標所採取的步驟。	Shouldering Environmental Responsibility 保護環境 • 百富有責 Waste 廢棄物	P. 34 P. 38



ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標		Section 章節	Page Number 頁數
<i>Aspect A2: Use of Resources</i> 層面A2：資源使用			
General Disclosure 一般披露		Shouldering Environmental Responsibility 保護環境 • 百富有責	P. 34
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。			
Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。			
KPI A2.1 關鍵績效指標 A2.1	Total direct and/or indirect energy consumption (eg electricity, gas or oil) by type (in thousands of kWh) and intensity (eg per unit of production, 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 (如以每產量單位、每項設施計算)。	Environmental Footprint 環境足印	P. 41
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)。	Environmental Footprint 環境足印	P. 41
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這些目標所採取的步驟。	Shouldering Environmental Responsibility 保護環境 • 百富有責	P. 34
		Energy, Air Emissions and Greenhouse Gas Emissions 能源、廢氣及溫室氣體排放	P. 35
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這些目標所採取的步驟。	Shouldering Environmental Responsibility 保護環境 • 百富有責	P. 34
		Water 用水	P. 36
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。	Environmental Footprint 環境足印	P. 41

ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
<i>Aspect A3: The Environment and Natural Resources</i> 層面A3：環境及天然資源		
General Disclosure 一般披露	Sustainable Product Lifecycle 可持續產品生命週期	P. 36
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。		
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P. 36
關鍵績效指標 A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Sustainable Product Lifecycle 可持續產品生命週期
<i>Aspect A4: Climate Change</i> 層面A4：氣候變化		
General Disclosure 一般披露	Response to Climate Change 應對氣候變化	P. 35
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。		
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	P. 35
關鍵績效指標 A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Response to Climate Change 應對氣候變化



ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
B. Social B. 社會		
Employment and Labour Practices 僱傭及勞工常規		
<i>Aspect B1: Employment</i> 層面B1：僱傭		
General Disclosure 一般披露	People-Oriented Approach to Achieving Full Potential 以人為本•人盡其才	P. 25
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。		
KPI B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region 關鍵績效指標 B1.1 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	Employee Overview 員工概覽	P. 26
KPI B1.2 Employee turnover rate by gender, age group and geographical region. 關鍵績效指標 B1.2 按性別、年齡組別及地區劃分的僱員流失比率。	Employee Overview 員工概覽	P. 26

ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數	
<i>Aspect B2: Health and Safety</i> 層面B2：健康與安全			
General Disclosure 一般披露	Occupational Health and Safety 職業健康與安全	P. 27	
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。			
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(包括匯報年度)每年因工亡故的人數及比率。	Occupational Health and Safety 職業健康與安全	P. 28
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。	Occupational Health and Safety 職業健康與安全	P. 28
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, and 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。	Occupational Health and Safety 職業健康與安全	P. 27



ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
<i>Aspect B3: Development and Training</i> 層面B3：發展及培訓		
General Disclosure 一般披露	Nurturing Talents 人才培育	P. 31
Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		
Note: Training refers to vocational training. It may include internal and external courses paid by the employer.		
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。		
註：培訓指職業培訓，可包括由僱主付費的內外部課程。		
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（如高級管理層、中級管理層）劃分的受訓僱員百分比。	Nurturing Talents 人才培育 P. 32
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。	Nurturing Talents 人才培育 P. 32

ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
<i>Aspect B4: Labour Standards</i> 層面B4：勞工準則		
General Disclosure 一般披露	Employment Rights 僱傭權益	P. 28
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.		
有關防止童工或強制勞工的：		
(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。		
KPI B4.1 Description of measures to review employment practices to avoid child and forced labour. 關鍵績效指標 描述檢討招聘慣例的措施以避免童工及強制勞工。 B4.1	Employment Rights 僱傭權益	P. 28
KPI B4.2 Describe the steps taken to eliminate a violation when it is discovered. 關鍵績效指標 描述在發現違規情況時消除有關情況所採取的步驟。 B4.2	Employment Rights 僱傭權益	P. 28



ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
Operating Practices 營運慣例		
<i>Aspect B5: Supply Chain Management</i> 層面B5：供應鏈管理		
General Disclosure 一般披露	Supply Chain Management 供應鏈管理	P. 16
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。		
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 P. 16
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, and 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 P. 16
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 P. 16
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 P. 16

ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標		Section 章節	Page Number 頁數
<i>Aspect B6: Product Responsibility</i> 層面B6：產品責任			
General Disclosure 一般披露		Striving for Excellence and Innovation 精益求精 • 成就創新	P. 15
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。			
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。	Quality Control 質量監控	P. 19
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。	Quality Control 質量監控	P. 19
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。	Intellectual Property Rights 知識產權	P. 24
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。	Quality Control 質量監控	P. 19
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。	Information Security 信息安全	P. 24



ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
<i>Aspect B7: Anti-corruption</i> 層面B7：反貪污		
General Disclosure 一般披露	Business Ethics 商業道德	P. 23
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. 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。		
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. 於匯報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。	Business Ethics 商業道德 P. 23
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程式，以及相關執行及監察方法。	Business Ethics 商業道德 P. 23
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。	Business Ethics 商業道德 P. 23

ESG Reporting Index

環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and KPIs 主要範疇、層面、一般披露及關鍵業績指標	Section 章節	Page Number 頁數
Community 社區		
<i>Aspect B8: Community Investment</i> 層面B8：社區投資		
General Disclosure 一般披露	Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群	P. 42
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。		
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、環境事宜、勞工需求、健康、文化、體育)。	Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群
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)。	Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群