




DIGITAL DOMAIN HOLDINGS LIMITED

數字王國集團有限公司

(Incorporated in Bermuda with limited liability)  
(Stock Code : 547)

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT 2023



UNLEASHING  
THE POWER  
OF VIRTUAL  
HUMAN

# CONTENTS

<b>1.</b>	<b>ABOUT THE REPORT</b>	<b>2</b>
1.1.	Introduction	2
1.2.	Scope and Reporting Boundary	2
1.3.	Reporting Guidelines	2
1.4.	Reporting Principles	3
1.5.	Reporting Framework	4
1.6.	Data Collection	4
1.7.	Report Availability	4
1.8.	Contact	4
<b>2.</b>	<b>ESG POLICY, STRATEGY AND MANAGEMENT</b>	<b>5</b>
2.1.	Our ESG Board Statement	5
2.2.	Our Approach to ESG	6
2.3.	ESG Governance Structure	7
2.4.	Stakeholders Engagement	7
2.5.	Materiality Assessment	9
2.6.	Our Performance Highlights	11
<b>3.</b>	<b>PROTECTING THE ENVIRONMENT</b>	<b>12</b>
3.1.	Netting Remaining Emission in Zero	12
3.2.	Climate Change Response Management	12
3.3.	Climate Risk Mitigation Strategy	13
3.4.	Corporate Environmental Policy	16
3.5.	Optimizing Energy Saving and Resources Consumption	17
3.6.	Exhaust Gas and GHG Emissions	18
3.7.	Waste Management	18
3.8.	Use of Resources	19
<b>4.</b>	<b>PEOPLE</b>	<b>21</b>
4.1.	Diversity, Equity and Inclusion (DEI)	21
4.2.	Employee Wellness	21
4.3.	Occupational Health and Safety	22
4.4.	Our Workforce	23
4.5.	Talent Development	27
4.6.	Labour Standards	28
<b>5.</b>	<b>OPERATING RESPONSIBLY</b>	<b>29</b>
5.1.	Encouraging Innovation	29
5.2.	Supply Chain Management	29
5.3.	Product Responsibility	30
5.4.	Privacy Protection	30
5.5.	Anti-Corruption	31
5.6.	Whistle-Blowing	31
5.7.	Protection of Intellectual Property Rights	31
5.8.	Compliance and Client Satisfaction	31
<b>6.</b>	<b>CONTRIBUTING TO OUR COMMUNITY</b>	<b>32</b>
6.1.	Social Support	32
6.2.	Community Services	33
<b>7.</b>	<b>HKEX ESG GUIDE CONTENT INDEX</b>	<b>34</b>

# ABOUT THE REPORT

## 1.1. INTRODUCTION

Digital Domain Holdings Limited (the “Company”) and its subsidiaries (together, the “Group” or “we”) are pleased to present our Environmental, Social and Governance (“ESG”) Report (“ESG Report” or “Report”) on an annual basis and regarding the same period covered in its annual reports. This ESG Report is prepared for the year ended 31 December 2023 (“Reporting Period”). The ESG Report provides an overview on the Group’s sustainability performance and demonstrates its commitment to sustainable development to stakeholders.

## 1.2. SCOPE AND REPORTING BOUNDARY

The scope of the ESG Report covers the environmental and social performances of the Group’s principal business which includes the services of visual effects production, post-production, and virtual humans across different geographic locations such as Hong Kong, the Mainland China, Canada, United States and India.

While we seek to establish a consistent boundary for reporting ESG aspects across the Group’s structure, the reporting boundary of the ESG Report is hence established based on the criteria that all operations and entities reported are substantially owned by the Group and are under our management. As a result, we do not report entities which are outside of the Group’s structure, where we do not own the assets and do not directly engage or employ the workforce, and where we do not operate the asset under a contractual obligation.

Part of the content may look back upon the performance of the Group in past years with a view to presenting the report in a more informative and comparable manner. The reporting boundary includes the operation entities in the regions mentioned above.

## 1.3. REPORTING GUIDELINES

To comply with the requirements set forth in Appendix C2 Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX” and “Listing Rules”, respectively), the Group is in compliance with the mandatory disclosure requirements and “comply or explain” provisions set out in the ESG Reporting Guide. In addition, we also made reference to key reporting frameworks such as the Sustainability Accounting Standards Board (SASB) and publications made by global ESG ratings agencies such as Sustainalytics, Morgan Stanley Capital International (MSCI) and Institutional Shareholder Services (ISS) during the reporting process to ensure our actions aligned with accepted standards.

## ABOUT THE REPORT

### 1.4. REPORTING PRINCIPLES

The reporting principles of this ESG Report are governed by “materiality”, “quantitative”, “balance”, “consistency” and “completeness”.

Reporting Principles	Definition	The Group’s Response
<b>Materiality</b>	The threshold at which ESG issues determined by the board are sufficiently important to investors and other stakeholders that they should be reported.	Through continuous engagement with stakeholders and materiality assessment, the Group focuses on the disclosure of ESG issues that are crucial to investors and other stakeholders.
<b>Quantitative</b>	Key performance indicators (hereinafter referred to as “KPIs”) in respect of historical data need to be measurable. The issuer should set targets 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.	The Group discloses quantitative information in the Report whenever possible and provides textual explanations to allow stakeholders to clearly understand the ESG performance of the Group.
<b>Balance</b>	The ESG report should provide an unbiased picture of the issuer’s performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	The Group fully discloses its ESG performance and avoids expressions that may inappropriately influence decisions or judgment made by reader.
<b>Consistency</b>	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.	The Group ensures that the reporting scope and methodologies are largely consistent every year to ensure reasonable comparison and analysis.
<b>Completeness</b>	The ESG report should cover substantive issues and their boundaries that are adequate to reflect material economic, environmental and social impacts and enable stakeholders to assess the performance of the reporting boundaries during the Reporting Period.	The ESG Report covers all material areas whenever possible with targeted responses made to relevant issues.

## ABOUT THE REPORT

### 1.5. REPORTING FRAMEWORK

With reference to the ESG Reporting Guide and the Group's business operation, the presentation of our ESG Report divides the relevant aspects and KPI, which are considered to be relevant and material to the Group, into four subject areas: Protecting the Environment, People, Operating Responsibly and Contributing to Our Community.

A complete index in compliance with the ESG Reporting Guide is also available at the end of this Report for reference. Except for provisions that the Group considers are inapplicable to its operations, for which explanations have been given on the rightmost column in the said index, this Report is compliant with all the "comply or explain" provisions set out in the ESG Reporting Guide.

### 1.6. DATA COLLECTION

Data in this Report are extracted from the Group's internal management system and statistics, and part of the data collected in previous years. Unless otherwise stated, Hong Kong dollars (HKD) is used in this report as its functional currency.

### 1.7. REPORT AVAILABILITY

This Report is accessible in electronic version from the Company's website at [www.digitaldomain.com](http://www.digitaldomain.com) or the website of HKEX at [www.hkexnews.hk](http://www.hkexnews.hk).

### 1.8. CONTACT

We welcome all sorts of comments and suggestions from our stakeholders with respect to this ESG Report or our sustainability performance. Comments or views can be sent to [ir@ddhl.com](mailto:ir@ddhl.com).

# ESG POLICY, STRATEGY AND MANAGEMENT

## 2.1. OUR ESG BOARD STATEMENT



The board of directors of the Company (“Board”) recognizes the significance of ESG issues in building long-term business success as well as the sustainability of both the community and environment. The Group is committed to dedicating our resources and our best thinking to build a sustainable business fit for the future and to build a better world for all stakeholders in different aspects. Therefore, we believe that a sound corporate governance and well-developed operation practices are the foundation of the Group’s sustainable and long-term development. Our Board statement of ESG management focused on the following principles:

### Beginning Our Climate Change Journey

The Group is committed to protecting and preserving our planet by adopting sustainable practices throughout our business, identifying and assessing financial and other risks associated with climate change and integrating low-carbon solutions into our operation. We will continue to identify climate risks and opportunities that have a significant impact on the Group’s operation and future development, while tracking our progress against the global steps and aligning with the global target of net zero emission.

### Building Strong Governance

An ESG management system requires a combined effort of an effective governance structure that comprises the decision-making level and execution level members. The formation of our ESG working group strengthens our ESG management in the long run. The Board has the overall responsibility to define the Group’s ESG strategy and approach, manage and assess the Group’s ESG performance.

### Health and Wellbeing

The Group considers our employees as assets that will lead the future and the growth of the Group. We are determined to uphold an open, fair, just and reasonable human resource policy to recruit a variety of talents. The Group is also committed to a holistic approach to health and wellness, through a healthy, comfortable and safe working environment that supports health and wellness for our employees.

### Support the Community

We encourage giving back and strengthening the community through volunteerism and philanthropy and encourage employees to contribute their time and talent to a variety of community organizations.

### Innovation

We are dedicating our unmatched innovative capacity to accomplish the long-term sustainability, offering innovative and practical applications to help manage energy use in a greener and smarter way. As for our operations, we will continue enhancing our technical levels and processes to enable our business to deliver improved results, leveraging innovation to facilitate our people in making better decisions.

### Embracing Diversity

The Group values diversity of experiences and backgrounds, and actively seeks to promote from within. Further, the Group is always seeking to improve and become better constituents to our community, our company, and our shareholders. Opportunity and growth occur when we draw from the strengths of our diverse leadership and background.

# ESG POLICY, STRATEGY AND MANAGEMENT

## 2.2. OUR APPROACH TO ESG

Embracing ESG principles is crucial for building a better future for the planet, the community, and people. We recognize the importance of integrating environmental, social, and governance considerations into our operations, and we are committed to translating our longstanding grassroots commitments into a more formalized ESG approach. As a company, we strive to be smarter, more sustainable, and inclusive in all aspects of our business. By adopting a formal ESG framework, we aim to align our practices with ESG best practices, ensuring that we prioritize environmental stewardship, social responsibility, and strong governance. Through this transition, we seek to enhance our sustainability performance and contribute positively to the well-being of the planet, the community, and individuals. A snapshot of our approach is as follows:



### Environment

- Climate Change – Review our approach on climate change and develop sustainability initiatives to identify and address the associated physical and transitional risks and opportunities
- Green Operation Practice – Minimize the environmental impacts from our operations



### Social

- Implementing a variety of social practices to safeguard shareholders' rights and interests
- Advancing a culture of diversity, equity and inclusion
- Developing a healthy and green community
- Fostering talent growth and investing business development



### Governance

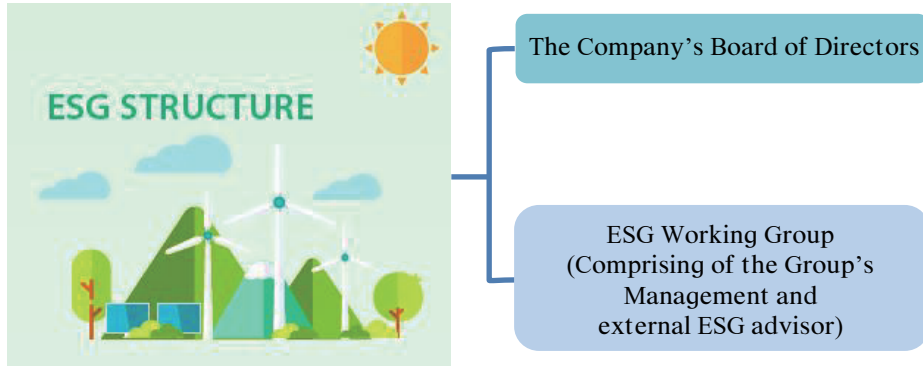
- Ensuring our corporate governance structure meets the applicable laws and regulations, industry best practice and global trends
- Continuous optimization of our internal control system and risk management processes
- Commitment to upholding the highest ethical standards of business integrity

Looking ahead, the Board will continue to optimize the ESG management of the Company, actively respond to concerns of our stakeholders and facilitate the improvement of ESG management and given the importance of ensuring that all of our clients and working partners – regardless of language, device, connectivity or ability – can witness our improvement, progress, performance, contribution to our community.

# ESG POLICY, STRATEGY AND MANAGEMENT

## 2.3. ESG GOVERNANCE STRUCTURE

To address the issues of ESG management, a working group which consists of an external ESG advisor and certain department heads is to drive our ESG agenda forward. The working group also ensures we are advancing our goals, integrating ESG lenses into daily operations, culture, and business partnerships; and addressing any issues that arise. During the Reporting Period, the ESG working group reviewed the Group's ESG policy including, carbon footprint reduction, professional development for employees, engagement with the community, and implements ESG-related matters.



Additionally, we continue to evaluate the Task Force on Climate-related Financial Disclosures ("TCFD") to identify future opportunities for alignment. This approach will evolve as new regulatory requirements for reporting on ESG-related metrics come to pass.

## 2.4. STAKEHOLDERS ENGAGEMENT

The Group recognizes the importance of interacting with our stakeholders as an integral part of our business operations and corporate development. We engage with our key stakeholders on an ongoing basis through a variety of channels to listen and to collect information relevant to our ESG initiatives. We regard the following groups as our major stakeholders:





## ESG POLICY, STRATEGY AND MANAGEMENT

The Group carried out a stakeholder engagement exercise during the Reporting Period by which the Group involves its stakeholders in its decisions which might affect them, people who may be affected by its decisions or who may influence the implementation of its decisions. The stakeholder engagement is followed by the formulation of operating strategies, such that their views and voices could be heard by all business units of the Group and timely responses could be provided.

A topic is classified as material when it substantially affects our long-term commercial or operational viability, with material impacts on economic, environmental or social topics. A summary of the stakeholder groups, topics concerned, and communication channels are listed in the following table.

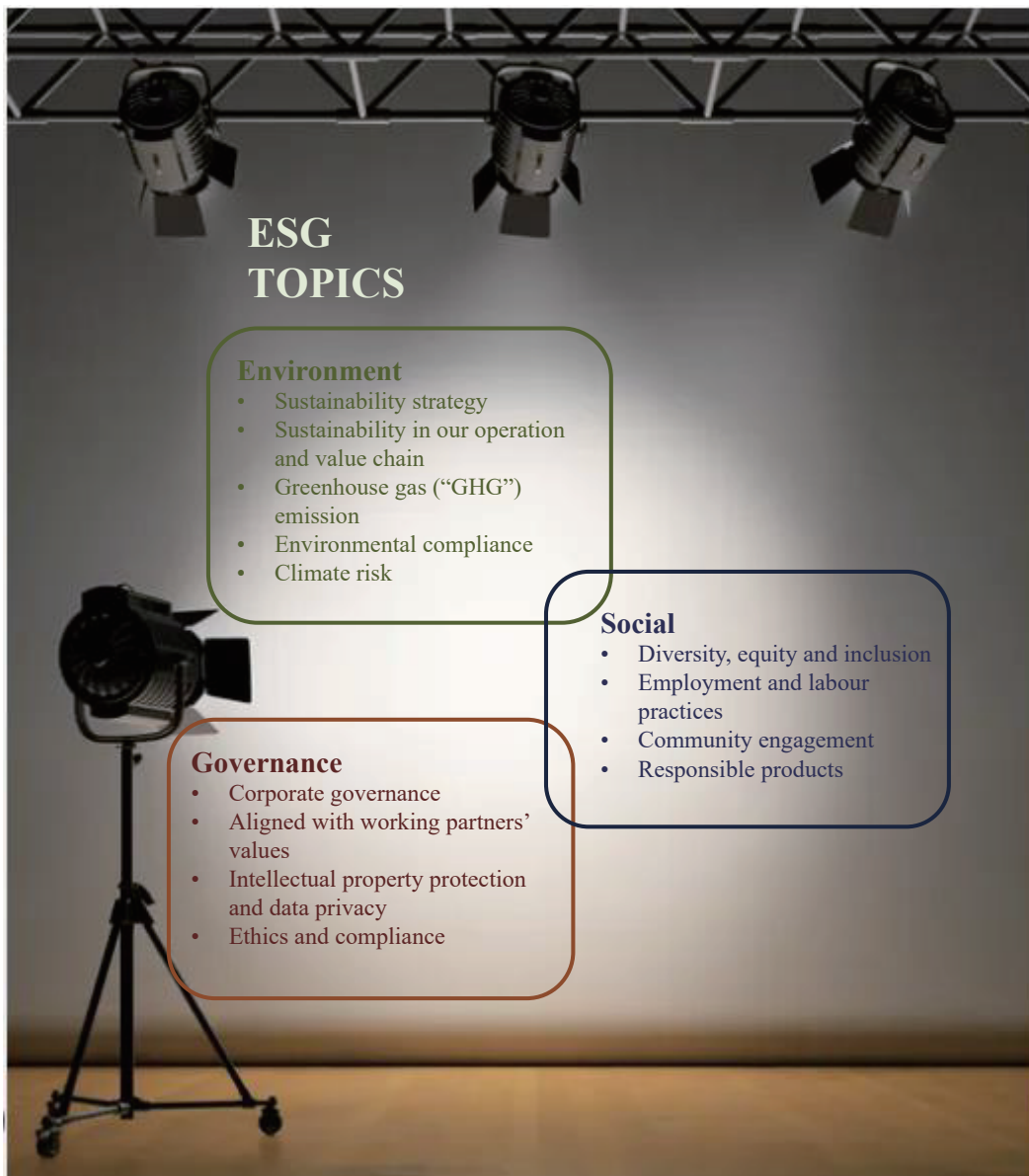


# ESG POLICY, STRATEGY AND MANAGEMENT

## 2.5. MATERIALITY ASSESSMENT

The purpose of a materiality assessment is to identify material ESG topics for the establishment of sustainable targets and strategy. The materiality assessment comprised of four phases:

1. Prepare a list of sustainability issues relevant to the Group's business are identified according to international and local reporting standards;
2. Identify a list of potential material topics that are relevant to the Group's ESG performance;
3. Conduct a questionnaire survey to examine stakeholders' expectations and the extent of influence of material issues towards stakeholders and the Group's business; and
4. Screen out the most representative material topics and analysis of the results, the Board identified the following ESG topics as potentially material relevant to our business operations.



# ESG POLICY, STRATEGY AND MANAGEMENT

The materiality matrix generally demonstrates that all issues raised were important to both primary and secondary stakeholders, albeit to differing degrees of importance to stakeholders and to the Group.



# ESG POLICY, STRATEGY AND MANAGEMENT

## 2.6. OUR PERFORMANCE HIGHLIGHTS

See below for a glimpse, or “highlights reel”, of our continued progress in 2023 on environment, social and governance topics.



 <p><b>ENVIRONMENTAL</b></p>	<p>Total energy consumption: 3,455,611 kWh Total GHG emission: 1,832.687 kg Total unleaded petrol consumed: 0 L</p>
 <p><b>SOCIAL</b></p>	<p>A community contribution totalling over HK\$320,000</p>
 <p><b>GOVERNANCE</b></p>  <p>2,035 training hours Zero lost days due to injury at work Zero work-related fatality</p>  <p>Turnover rate Male: 53.6 % Female: 51.1 %</p> <p>Zero complaints Zero corruption cases concluded Zero non-compliance with labour standard</p>	

## PROTECTING THE ENVIRONMENT

### 3.1. NETTING REMAINING EMISSION IN ZERO

The current challenge we face is navigating towards a greener and ultimately carbon-free destination. We recognize the importance of heightened awareness regarding environmental and resource efficiency issues among our people, stakeholders, customers, and suppliers. In recent times, there has been a significant shift in public consciousness, with individuals becoming more mindful of where their money is being spent. They are also making deliberate choices to contribute towards a greener future. This increased awareness has created a demand for environmentally sustainable products and services. As such corporates are now commonly expected to clearly state where products come from and how the ESG policies inform their choice of processes, materials and deployment of human resources. The change of consumer mentality is progressively transforming the purchasing decisions.

The Group assess the environmental risks of our business, and adopt preventive measures as necessary to reduce the risks, ensure the compliance of relevant laws and regulations and keep our green development.

We firmly believe that our commitment to environmental protection will become a part of our competitiveness, leading the Group to a greater success in the future and fulfil our responsibilities as a member of the community we all live in.

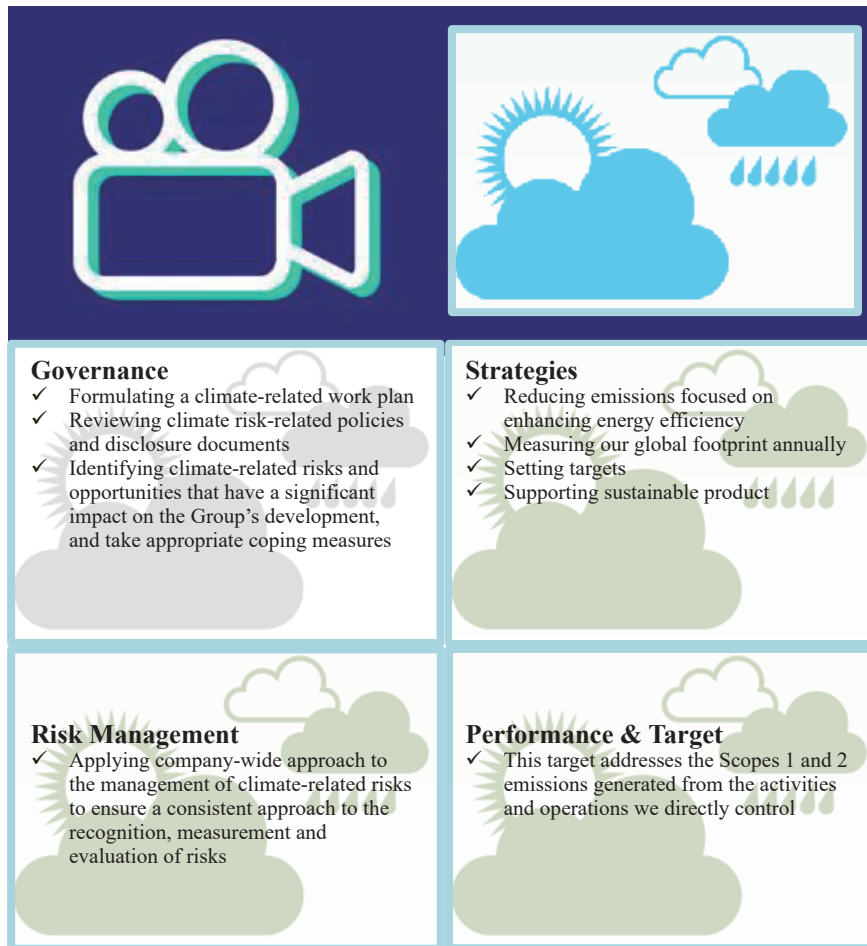
### 3.2. CLIMATE CHANGE RESPONSE MANAGEMENT

The Group puts sustainable environment protection as a strategic priority, and is committed to upholding the high environmental standards to fulfil relevant requirements throughout our operation, and will continue to devote human and financial resources for environmental conservation, reduction of carbon footprint and environmental compliance as required under applicable laws and ordinances. We understand that these actions are not only essential for the well-being of the planet but also necessary to meet the expectations of our stakeholders and fulfill our obligations under applicable laws and ordinances.

The Group dedicated itself to empowering the low-carbon transformation of the global economy and is committed to implementing the recommendations of the TCFD, providing investors and stakeholders with useful information on climate-related risks and opportunities that are related to our business. TCFD is a market-driven initiative that is set up to develop a set of recommendations for voluntary and consistent climate-related financial risk disclosures in mainstream filings. Moreover, responding to climate change can enhance our business resilience and enable us to take advantage of any opportunities it may offer. The following climate change-related risks and opportunities are identified on this basis.

# PROTECTING THE ENVIRONMENT

Potential climate-related risks faced by the Group include physical risks such as extreme weather events and rise in sea level, and as policy and regulatory risks, market risks and reputational risks. The Group's strong action to address climate change is embedded throughout the business and is led by a climate-related risk management framework.



### 3.3. CLIMATE RISK MITIGATION STRATEGY

The Group is committed to net zero emissions by 2050, underlining its ambition to reduce its environmental impact and mitigate its exposure to transitional risks. To prepare for climate-related disclosure, the Group has allocated human and financial resources to continuously assess the impact of climate change on our business and operation. The assessment aims to identify the physical and transitional risks that are most relevant to the Group. The result will be incorporated into our risk management system wherever appropriate.

Climate risks are typically classified into two major categories faced by the Group include physical risks and transitional risks. We identified the following risks and opportunities, and mapped them against current strategies:

## PROTECTING THE ENVIRONMENT

### Transitional Climate Risks

Transitional risks are those associated with the transition to a low carbon economy, which may be due to changes in policies, technologies and markets. As we shift to a low carbon world, transitional risks will emerge that can impact and change investment and consumption patterns. The below table shows our response in managing various risks brought by the climate change that the Group may be facing.

**Table 3-1: Transitional Climate Risks and Strategy**

Risk Type	Description	Time Horizon	Mitigation Strategy
<b>Emerging Regulation</b>	Regulatory impacts could impose additional costs and limitations on how we produce content and operate our service.  Regulatory impacts on traditional energy sources could pose a risk on our license to operate and produce content if new comparable technologies are not introduced in sufficient supply in time.	Medium term	We evaluate and deploy new sustainable technologies as well as seek to operate as efficiently as possible with traditional energy sources.  We will work with working parties to help better understand and assess the impact of emerging trends in our industry.
<b>Technical Viability of Decarbonization Strategy</b>	Technical challenges may impact our ability to achieve carbon neutrality.	Medium term	We improve energy efficiency of and to decarbonize our operation wherever feasible.
<b>Market Risks</b>	Downstream market developments, including the change in consumer behaviours, introduction of the carbon tax, carbon border adjustment.	Medium to long term	We will continue to engage and collaborate with our clients as they reduce their emissions.
<b>Reputation Damage</b>	As public awareness about climate change, green and low-carbon development continues to grow, failure to meet stakeholders expectations may put the Group to reputational risk.	Medium to long term	We ensure regular and transparent engagement with our stakeholders on our climate strategy and progress on achieving our objectives through direct consultation, meetings and media statements.  We align our climate change reporting with the TCFD recommendations.

# PROTECTING THE ENVIRONMENT

## Physical Climate Risks

Physical risks reflect how changes to the frequency and intensity of extreme and ongoing weather can impact, disrupt and damage business operations, assets and supply chains, as well as lead to broader impacts such as environmental stress, food and water security and trends in migration. Physical impacts from climate change are inevitable. The rate and extent of change will depend on global decarbonization efforts.

The TCFD distinguishes between the following physical climate risks:

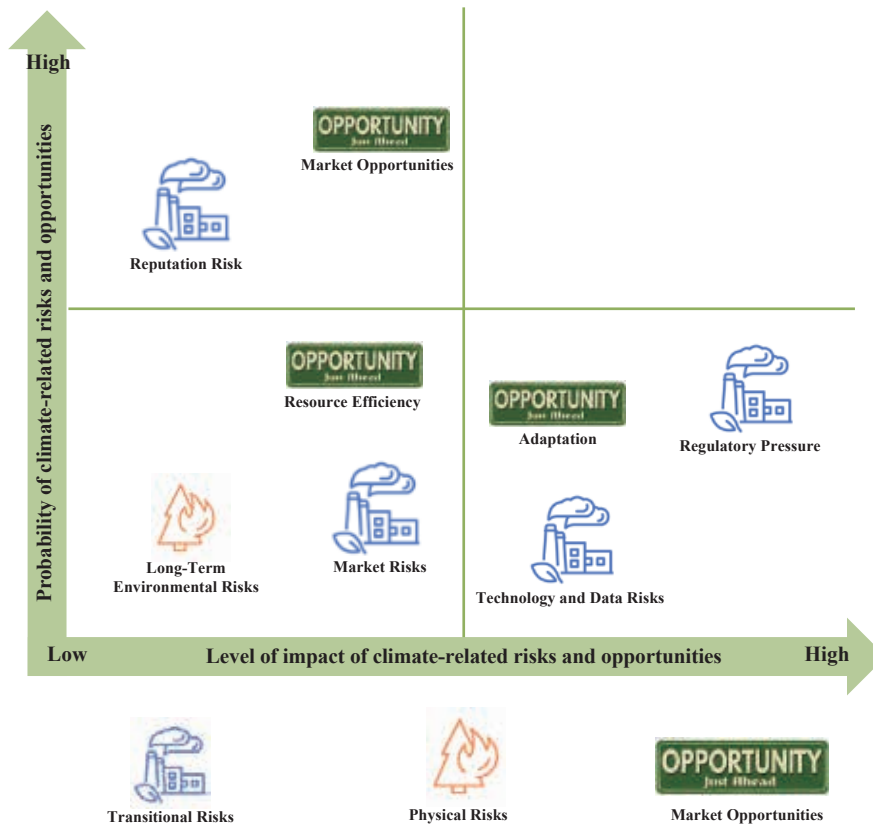
- Acute risks – A change in the frequency and/or intensity of extreme weather events, for example cyclones or floods.
- Chronic risks – Longer-term shifts in climate patterns, for example sustained higher temperatures, lower rainfall and a rise in sea level.

**Table 3-2: Physical Climate Risks and Opportunities**

Risk	Risk Details	Mitigation and Opportunities
<b>ACUTE PHYSICAL RISKS</b>		
<b>Increased severity of extreme weather events</b>	<p>The increased severity of cyclones and flooding from climate change may cause material damage to assets, leading to operational disruptions, impacts to production rates and increased costs associated with asset repair.</p> <p>This risk may also impact our value chain over the long-term.</p>	<p>Our climate change strategy focuses on building resilience into operations to protect assets and minimize operational downtime from extreme weather events.</p> <p>We review the design of our assets and infrastructure as new information becomes available, including emerging patterns associated with extreme weather events.</p> <p>We conduct annual risk assessments that consider the future physical impacts of climate change.</p>
<b>Increased frequency of extreme heat</b>	<p>Climate change may lead to an increase in the severity which have the potential to cause material damage.</p>	<p>We are focused on building resilience into our operations to ensure our assets are protected and operational loss is minimized.</p>
<b>CHRONIC PHYSICAL RISKS</b>		
<b>Rising sea levels and storm surge inundation</b>	<p>Global sea level rises coupled with storm surge has the potential to cause material damage to our infrastructure through inundation.</p> <p>Sea levels may rise due to expanding ocean volumes from temperature increases and from melting glaciers and ice sheets.</p>	<p>All new projects assess and develop management and mitigation mechanisms to address the potential physical impacts of climate change.</p>
<b>Changes in precipitation patterns</b>	<p>The potential for prolonged drought events or changes to precipitation patterns which may place increasing stress on the availability of water resources to the business. This may lead to more stringent controls and impact relationships with local stakeholders.</p>	<p>Our water strategy is focused on reducing water usage across our operations. This includes using metrics to proactively manage water scarcity risks.</p>



# PROTECTING THE ENVIRONMENT



## 3.4. CORPORATE ENVIRONMENTAL POLICY

Given the increases in creative work capacity, particularly in the 5G technology standard for broadband cellular networks and future of connectivity, the Group’s GHG emissions are expected to increase inevitably. Nevertheless, we are dedicated to protecting and preserving our earth by adopting sustainable practices throughout our business, identifying and assessing financial and other risks associated with climate change and integrating low-carbon solutions into our operation. The Group formulated relevant rules and regulations for a sound and effective management of energy consumption, GHG emission, as well as discharge of waste and sewage and other pollutants, highlighted as below.

- To assess, monitor and manage environmental risks and opportunities associated with our business;
- To comply with applicable environmental protection laws and regulations;
- To integrate environmental considerations in the operations;
- To define appropriate objectives and targets for our ESG management approach;
- To continuously improve the ESG management system to set and maintain standards;
- To prevent pollution and to protect the environment by conserving natural resources and minimizing waste; and
- To promote environmental awareness and low carbon lifestyle among the workforce.

During the Reporting Period, the Group complied with environmental protection laws and regulations in relation to air and GHG emissions, discharge into water and land, and generation of hazardous and non-hazardous waste. The Group did not violate any environmental protection laws or regulations of the region where we operate, nor was it subject to significant fines, non-monetary penalties and litigation relating to environmental protection.

# PROTECTING THE ENVIRONMENT

## 3.5. OPTIMIZING ENERGY SAVING AND RESOURCES CONSUMPTION

The Group has identified several key contributors to its carbon footprint. These include (1) indirect GHG emission generated from electricity consumption, (2) direct GHG emission generated from office administration inevitably involve consumption of fossil fuel directly or indirectly, (3) indirect GHG emission generated from business travel by flight and (4) paper consumption in business operation, which releases Nitrogen Oxides (NOx), Sulphur Oxides (SOx), and Carbon Dioxide (CO<sub>2</sub>) into the air.

To address these carbon footprint contributors, the Group is committed to implementing measures aimed at reducing emissions, increasing energy efficiency, adopting renewable energy sources, promoting sustainable transportation options, and implementing paper reduction and recycling programs, which are highlighted as below:

### Reduce Energy Consumption

- We promote the use of energy-saving measures such as energy-saving lighting facilities in production and office areas, energy-efficiency air-conditioning system, high-efficiency energy-saving equipment and more variable frequency equipment;
- Reduce our employees' carbon footprints with the Group's efforts in promoting corporate sustainability among employees; and
- Enhance our employees' awareness towards resource conservation, energy saving and environmental protection, inspiring tangible changes to their long-term behavioural patterns.

### Reduce Paper Consumption

The business operation of the Group consumes certain amount of paper and the Group has adopted a series of initiatives to reduce paper consumption:

- Paperless office by developing our own internal administration system to reduce the use of paper in all level of our management;
- Adopt e-communication system to enable the Group's shareholders and non-registered shareholders to have an easy and quick access to the corporate information published in order to reduce paper consumption;
- Paperless board meeting;
- Encourage use of electronic means of communication to manage daily process; and
- Use duplex printing and reuse single-side printed papers.

### Reduce Air Travel

The Group encourages its employees to adopt electronic means of communication such as video or telephone conferencing to avoid unnecessary travel arrangement. Video conference equipment is available in conference rooms to conduct virtual meetings.

## PROTECTING THE ENVIRONMENT

### 3.6. EXHAUST GAS AND GHG EMISSIONS

Our Group's business inevitably involves consumption of fossil fuel, which directly or indirectly, releases Nitrogen Oxides (NOx), Sulphur Oxides (SOx), and Carbon Dioxide (CO<sub>2</sub>) into the air. In accordance with the ESG Reporting Guide set out by HKEX, our environmental performance of "Emissions" during the Reporting Period is tabulated below.

**Table 3-3: Emissions**

	Unit	FY2023	FY2023 Intensity	FY2022	FY2022 Intensity
<b>GHG Emissions</b>		1,832.69	1.99	1,906.51	1.75
<b>Direct GHG Emissions (Scope 1)</b>	CO <sub>2</sub> e (t)	-	-	-	-
<b>Indirect GHG Emissions (Scope 2)</b>	CO <sub>2</sub> e (t)	1,699.34	1.85	1,870.74	1.72
<b>All other indirect GHG Emissions (Scope 3)</b>	CO <sub>2</sub> e (t)	133.34	0.14	35.77	0.033
<b>Nitrogen Oxides</b>	g	-	-	-	-
<b>Sulphur Oxides</b>	g	-	-	-	-
<b>Particulate Matter</b>	g	-	-	-	-

Notes:

- (1) GHG emission data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "Greenhouse Gas Inventory Guidance Direct Emissions from Mobile Combustion Sources" issued by the United States Environmental Protection Agency, the latest emission factors published by the power plant and "How to prepare an ESG Report? – Appendix II: Reporting Guidance on Environmental KPIs" issued by the HKEX.
- (2) Figures in the above table may not add up due to rounding.

During the Reporting Period, there were no non-compliance cases reported in relation to GHG emission within the Group.

### 3.7. WASTE MANAGEMENT

#### Waste Management Policy

The Group's principal waste management policy endeavours an adoption of the waste management hierarchy (waste prevention followed by re-use, recycle, recovery and finally disposal) in order to achieve a green and paperless operation with a minimal generation of waste wherever possible and practical. The Group implements the following measures and objectives to achieve our waste control target.

- We encourage all employees to reduce paper usage through duplex printing, paper recycle and frequent use of electronic information systems for material sharing or internal administrative documents;
- We encourage an increased use of reusable product, such as envelopes, and better separation of waste streams for recycling;
- We maintain 100% recycling of used toner cartridges by collecting and returning all used cartridge to recycling agents;
- We strengthen our employee's awareness in environmental management, waste reduction and waste recycle, encourage them to be equipped with appropriate skills and knowledge with respect to the practice of sustainable development; and
- We closely keep up with the latest government's initiatives and policies in relation to waste management, waste reduction and recycle campaigns in order to allocate resources and formulate strategy in a timely manner.

## PROTECTING THE ENVIRONMENT

### Hazardous Waste

Given our business nature, the Group does not directly produce hazardous waste throughout the operation. The Group endeavors to recycle electronic waste throughout our operation wherever practical, ultimately reducing both the monetary and environmental costs involved in disposal of these wastes that would otherwise be scrapped and treated as hazardous waste.

### Non-hazardous Waste

The non-hazardous wastes generated by the Group are mainly office waste including stationery, packaging materials, paper and waste electric devices from our operations. The office waste was handled by the property management company.

### Wastewater Discharge

Water is not considered as a material aspect of our core operations. Our main use of water is for sanitary purposes. Similarly, most of the wastewater discharged from our facilities is sanitary wastewater. The Group ensures all domestic sewage is properly discharged into the urban sewage pipe network for subsequent sewage treatment.

**Table 3-4: Waste Discharge**

	Unit	FY2023	FY2022
<b>Non-hazardous Waste (General Waste)</b>	t	213.0	251.6

During the Reporting Period, there were no non-compliance cases reported in relation to discharge into water and land, and generation of waste within the Group.

### 3.8. USE OF RESOURCES

In light of finite earth's resources, the Group considers the conservation of natural resources through low-carbon practices as an indispensable component of our sustainable business. We keep on improving resource use efficiency, reducing and avoiding pollutant generation, while lowering our operating cost.

#### Water Consumption

The Group takes a cautious approach to water stewardship, seeking to maximize efficiency and reduce water consumption. We strive to engage all employees to develop a habit of conserving water consciously. Pantry is posted with environmental messages to remind employee the importance and urgency of water conservation. The utility facilities are maintained regularly for service to ensure that water seepage or leaking pipelines are replaced or repaired on a timely basis. The Group also seeks to reduce water usage wherever possible.

#### Packaging Material

Given our business nature, the Group does not have manufacturing facilities and does not consume significant amount of packaging materials by our operation. However, we encourage our suppliers to use less packaging material.

## PROTECTING THE ENVIRONMENT

### Environmental Performance

In accordance with the ESG Reporting Guide set out by HKEX, our environmental performance of “Energy and Resources Use” during the Reporting Period are tabulated below.

**Table 3-5: Energy and Resources Use**

	Unit	FY2023	FY2023 Intensity	FY2022	FY2022 Intensity
<b>Electricity</b>	kWh	3,455,611	3,752.02	3,974,900	3,653.40
<b>Purchased Gas</b>	kg	-	-	-	-
<b>Unleaded Petrol</b>	L	-	-	-	-
<b>Diesel</b>	L	-	-	-	-
<b>Paper</b>	kg	805	0.87	911	0.84
<b>Water</b>	m <sup>3</sup>	15,902	17.27	10,695	9.83
<b>Total Energy Consumption</b>	kWh	3,455,611	3,752.02	3,974,900	3,653.40

During the Reporting Period, there were no non-compliance cases reported in relation to use of resources within the Group.

# PEOPLE

Creating a workplace that attracts, retains, and fosters the growth of talented individuals is crucial for our business. We understand that people are the driving force behind performance and excellence. To ensure our continued growth, we strive to cultivate a corporate culture that values diversity, embraces inclusion, and encourages open communication. We recognize diversity as a strength within our organization. Embracing diverse backgrounds, experiences, and perspectives enhance innovation, creativity, and problem-solving capabilities. By fostering an inclusive environment, we create a platform where every individual feels respected, valued, and empowered to contribute their unique insights and ideas.

## 4.1. DIVERSITY, EQUITY AND INCLUSION (DEI)

Diversity, equity and inclusion (“DEI”) is a key focus of our employee engagement efforts. Over the past year, the Group has accelerated its efforts to create a more diverse, equitable and inclusive work environment with a focus on the following four work areas.



**Attracting** – The Group is determined to uphold an open, fair, just and reasonable recruitment and human resource policies, with respect to equal opportunities, diversity and anti-discrimination. We encourage differences and individuality in employees, with the philosophy that diversity can bring new ideas, dynamics and challenges to our operations. We discourage all forms of discrimination on gender, age, family status, sexual orientation, disability, race and religion. Our employment policy encourages hiring of talented people with physical or mental disabilities. We are committed to supporting our employees to maintain a family-friendly work environment because we respect their roles and responsibilities in their families. We strive to make sure employees and business partners comply with laws and regulations, follow ethical business practices and respect equal opportunity in employment. We bring in new recruits and equip them with necessary skill sets to develop a long-term rewarding career with us.

**Developing** – The Group values talent as the core driver for enterprise prosperous development. We are desperate for talents and spare no effort to develop our talent pool. We unleash employees’ potential by conducting advanced systems for recruitment, promotion and training, and create value for the society.

**Monitoring** – We benchmark our firm against industry metrics and other organizations to monitor and assess representation across various diversity dimensions, such as race and gender.

**Retaining** – We offer competitive wages, medical insurance, maternity leave and other compensation to our employees. The Group decides the remunerations payable to its employee based on their duties, work experience and the prevailing market practices. Apart from basic remuneration, share options may be granted to eligible employees by reference to the performance of the Group and individual employees. We are committed to providing career development resources to our employees to further nurture their skills and capabilities that will contribute to our long-term sustainable growth.

During the Reporting Period, we strictly observed the applicable laws and regulations and follow our employment policies relating to recruitment and promotion, compensation and dismissal, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, by providing competitive remuneration package, including internal promotion opportunities and performance-based bonus, so as to recruit and retain experienced employees.

## 4.2. EMPLOYEE WELLNESS



Despite continued and unprecedented challenges in the past few years, the Group is conscious of the need to look after our employees’ wellbeing as the top priority. Capitalizing on our knowledge, experience and strengths, we continue to ensure the safety and well-being of our employees and stakeholders to provide a harmonious, healthy and pleasant working environment. The Group advocates for work-life balance. We carry out various festive celebrations to enhance the sense of belonging and cohesiveness of employees for the purpose of creating a positive group atmosphere. We ensure to maintain our operations as smoothly and efficiently as possible during whatever challenging times while putting our employees’ wellness first.

## 4.3. OCCUPATIONAL HEALTH AND SAFETY

The Group takes a proactive approach to safety management. We constantly strive to provide and maintain a safe, healthy and hygienic workplace for all employees, and all other persons likely to be affected by our operations and activities. The goals of our Occupational Safety and Health (“OSH”) policy are highlighted as below:

- Pursuit of a healthy, pleasant and safe workplace environment for our employees;
- Commitment of appropriate resources and leadership to the OSH management system;
- The OSH management system aims at identification, prevention and management of risks and hazards throughout the workplaces as well as follow-up actions for accidents or personal injuries;
- Zero tolerance of accidents and injuries;
- Promotion of a safety culture among employees;
- Review of the performance of various OSH measures, so that their effectiveness and reliability can be maintained; and
- Compliance with applicable laws and regulations in relation to occupational safety and health.

To achieve the goals of our OSH policy, the following appropriate measures are adopted:

- Formulation of emergency response plans, risk assessment and accident investigation mechanism so as to ensure legal compliance with OSH;
- Organization of fire drills and emergency evacuation simulations to raise the employees’ awareness of fire prevention and to equip employees with appropriate knowledge and skills in the event of emergency;
- Promotion of safety culture among employees;
- Organization of induction programs to new employees such that they can be familiar with our corporate policies in relation to health and safety matters as quickly as they can;
- Provision of OSH training sessions to employees to ensure awareness of job hazards and conformity to safety practices with respect to OSH;
- Provision of job-related training to existing staff-members to strengthen their professional knowledge and skills in daily operations and safety matters; and
- Prohibition of smoking and abuse of alcohol and drugs in workplaces.

## PEOPLE

During the Reporting Period, the Group complied with the applicable laws and regulations in relation to safety and health of employees in the regions where we operated. During the past three years including the Reporting Period, the Group did not record any accidents that resulted in death or serious physical injury. No material non-compliance with laws and regulations relevant to health and safety of employees were identified during the Reporting Period. Summary of work-related fatalities and injuries during the Reporting Period are shown in the table below.

**Table 4-1: Health and Safety Statistics**

	FY2023	FY2022	FY2021
<b>No. of Work-Related Fatalities</b>	0	0	0
<b>Rate of Work-Related Fatalities</b>	0	0	0
<b>No. of Injuries at Work</b>	0	0	0
<b>Lost Days due to Injury at Work</b>	0	0	0

### 4.4. OUR WORKFORCE

#### Hong Kong

In Hong Kong, the Group complied with the Labour Law of Hong Kong and relevant employment laws and regulations during the Reporting Period, including the Mandatory Provident Fund Schemes Ordinance by participating in the Mandatory Provident Fund retirement benefit scheme for our eligible employees, Minimum Wage Ordinance, Employment Ordinance and Employees' Compensation Ordinance by offering competitive wages, medical insurance, maternity leave and other compensation to our employees.

#### Mainland China

In Mainland China, we, during the Reporting Period, participated in welfare schemes concerning pension insurance, unemployment insurance, maternity insurance, occupational injury insurance and medical insurance in accordance with the local regulations including the Regulations on the Administration of Housing Provident Funds, Social Insurance Law and Labour Law of Mainland China.

#### India

In India, we, during the Reporting Period, participated in welfare schemes concerning provident fund and pension, life insurance, accident insurance and medical insurance in accordance with the local regulations including Employee Provident Fund and Miscellaneous Provision Act 1952 and Factories Act 1948.

#### North America

In North America, we, during the Reporting Period, participated in welfare schemes concerning pension insurance, unemployment insurance, maternity insurance, occupational injury insurance and medical insurance in accordance with the local regulations such as Labour Law of the United States and Canada.



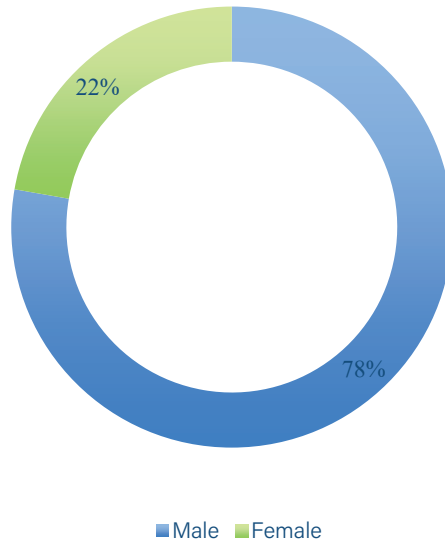
## PEOPLE

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations in respect of human resources. We strictly prohibit discrimination, harassment and bullying at all workplaces. In accordance with the ESG Reporting Guide set out by HKEX, details of the Group's workforce during the Reporting Period are tabulated as well as presented in charts below.

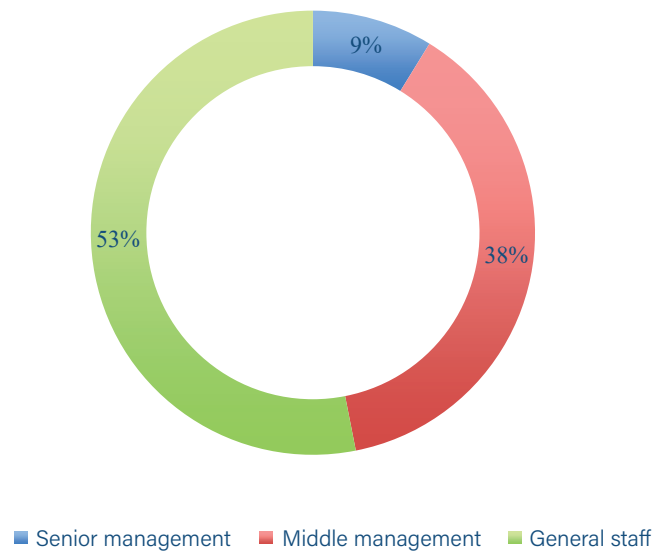
**Table 4-2: Our Workforce**

	FY2023
<b>Total Number of Full-time Employees (of the Company and its significant subsidiaries covered in this Report)</b>	921
<b>Turnover Rate by Gender</b>	
Male	53.6%
Female	51.1%
<b>Turnover Rate by Age</b>	
Aged under 30 years old	63.2%
Aged between 30 and 50 years old	48.6%
Aged over 50 years old	56.5%

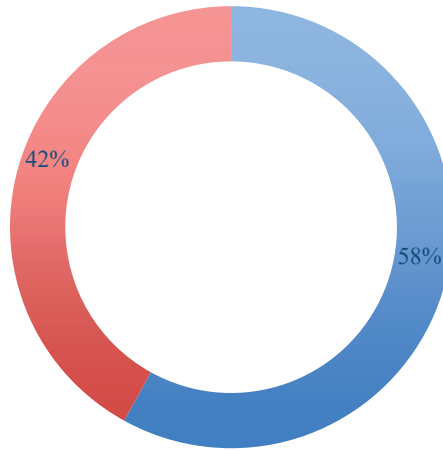
Total Workforce by Gender  
as of 31 December 2023



Total Workforce by Employment Level  
as of 31 December 2023

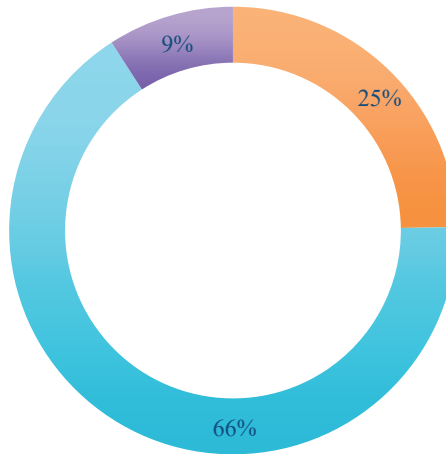


**Total Workforce by Employment Type  
as of 31 December 2023**



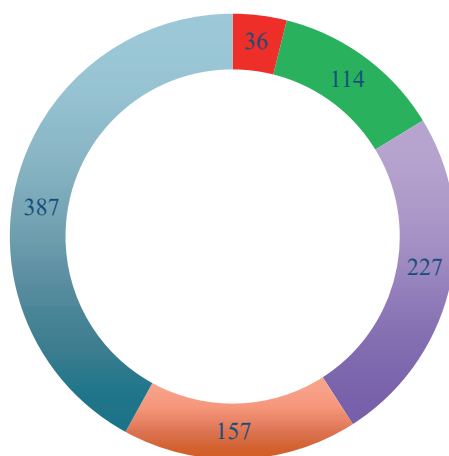
■ Long-term contract ■ Short-term contract

**Total Workforce by Age Group  
as of 31 December 2023**



■ Aged 30 years old or below ■ Aged between 31 and 49 years old ■ Aged 50 years old or above

**Total Workforce by Region  
as of 31 December 2023**



■ Hong Kong ■ Mainland China ■ India ■ USA ■ Canada

**4.5. TALENT DEVELOPMENT**



The Group envisions that empowering its people through development and training is the cornerstone of our success in the long-run. The Group supports our people in their development and career journeys to maintain a low turnover rate. Therefore, our training programmes are designed to provide all employees with resources and learning experiences to build their own career development and align their aspirations with changing business needs.

During the Reporting Period, the Group organized a total of 2,035 hours of development and training. Each employee at all levels received, on average, 2.21 hours of development and training, including induction training, technical skills training, thematic courses such as anti-corruption and occupational safety and health, and pre-post training as summarized in the table below.

**Table 4-3: Employee Development and Training**

	Unit	FY2023
<b>Average hours of training received per employee</b>	hours	2.21
<b>Average hours of training per employee by ranking</b>		
Senior Staff	hours	13.9
Middle Staff	hours	2.0
Junior Staff	hours	0.4
<b>Average hours of training per employee by gender</b>		
Male	hours	2.5
Female	hours	1.2
<b>Percentage of employees trained by employment level</b>		
Senior Staff	%	125.9
Middle Staff	%	19.1
Junior Staff	%	7.2
<b>Percentage of employees trained by gender</b>		
Male	%	21.6
Female	%	23.9

## PEOPLE

We encourage directors and senior management to take part in professional training sessions and seminars with topics generally including corporate governance, business development and strategy in order for them to develop and refresh their knowledge and skills. We additionally provided the management with a series of news and reading materials to strengthen and refresh their knowledge, leadership and management skills, covering various topics stipulated in different ordinances, rules and guidelines. Latest applicable laws, rules and regulations are circulated with employees and directors from time to time.

Considering that each of the position is of unique professional and technical needs, the Group ensures that every new joiner receives proper orientation training and mentoring in order to help them adapt to the new working environment affirmatively and quickly. Continuous training is committed by the Group in different ways including internal training programs, comprehensive training for specific skill development, and courses for continuous professional development for relevant employees so as to ensure that they possess the appropriate qualities and skill-sets. Implementation of safety training and comprehensive risk assessments are also one of the most important tasks in the Group. Details of the development and training programs are summarized as below.

**Table 4-4: Development and Training Programs**

<b>Orientation Programs</b>	Orientation programs are organized for new joiners by introducing the history and corporate culture of the Group, as well as functions of respective departments, aiming at helping them adapt to the new work environment affirmatively and quickly.
<b>Continuous Professional Training</b>	Continuous training is committed in different ways including internal training programs, comprehensive training for specific skill development, and courses for continuous professional development for relevant employees so as to ensure that they possess the appropriate qualities and skill-sets.
<b>Thematic Training</b>	<p>Directors and senior management are encouraged to take part in professional thematic training and seminars including corporate governance, business development and strategy.</p> <p>Employees from respective departments are encouraged to take part in thematic courses to strengthen and refresh their knowledge, management skills, including various topics of IT, generic code of practice on entertainment industry technical standards, stipulated in different ordinances, rules and guidelines such as Personal Data (Privacy) Ordinance, anti-money laundering ("AML"), anti-corruption and Know-Your-Client.</p>

### 4.6. LABOUR STANDARDS

The Group strictly prohibits the employment of any child labour and forced labour in any form, being fully aware that exploitation of child and forced labour violates human rights and international labour conventions. All candidates applying to a position in the Group are required to present their identity documents for inspection and ascertaining their identities, ages and validity of employment status. Recruiters strictly review the entry documents including identity cards, academic certificates and medical examination certificates (whenever feasible).

During the Reporting Period, the Group strictly complied with the relevant laws and regulations, in relation to labour and employment. In the event that any irregularities in ages, identities and/or validities of employment status is subsequently found, employment with all such concerned candidates will be immediately terminated, and the Group will report such incident to the relevant authorities as soon as practicable. No non-compliance case was noted in relation to labour standard laws and regulations reported during the Reporting Period.

# OPERATING RESPONSIBLY

The demand for environmental, ethical compliance and sustainable development are increasingly pressing both globally and locally. In order to achieve our goal to be a responsible corporate, we realize that we must operate with a comprehensive ESG management approach. We protect the privacy and security of our clients, and to be inclusive and accessible to everyone. We also encourage business partners to incorporate those sustainability practices and policies into their operation thoroughly in order to work together in our pursuit of sustainable development.

## 5.1. ENCOURAGING INNOVATION

The Group anticipates that innovation and technology strategies shall play a crucial role in our long-term business development. As such, we are determined to set ourselves in a good position to continuously and proactively introduce products, services and processes derived from high-tech oriented research and development, into our operation and business model wherever commercially feasible and appropriate.

## 5.2. SUPPLY CHAIN MANAGEMENT

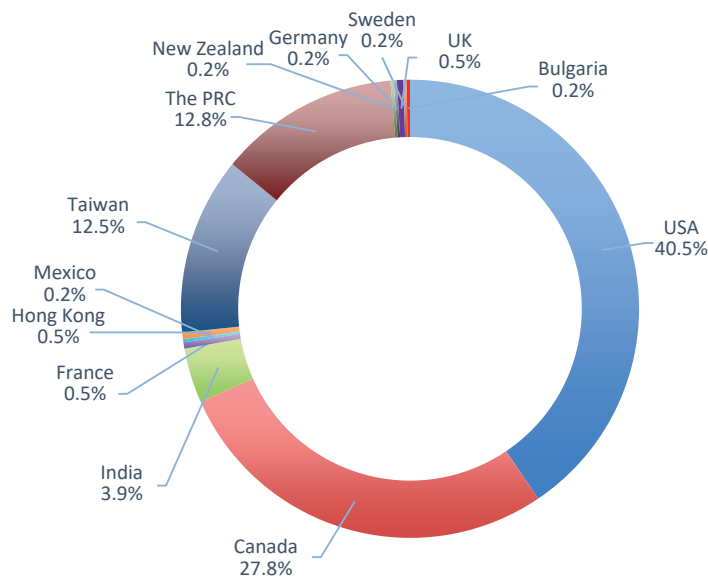
The Group understands that the supply chain management is always one of the key aspects of the Group's operation.

We developed a supplier selection framework based on all applicable laws and regulations in relation to the safety, environment, forced labour, child labour and other social aspects. To evaluate the performance of the selected suppliers as well as to minimize the environmental and social risks along the supply chain, assessment covering the professional qualification, services/products quality, financial status, integrity, and social responsibility will be conducted if deemed necessary.

Every supplier is required to comply with our code of practice, which prohibits offering of gifts, loans, hospitality, services or favour in an improper manner. In addition, the Group encourages our business partners to adopt the best environmental and social practices and to disseminate the pursuit of sustainability into the core business.

We believe that, through the above review process, we can minimize the potential environmental and social risks associated with the supply chain management. During the Reporting Period, the Group strived to engage suppliers which were located close to the region where we operated. The geographical regions of our suppliers are summarized as below.

**Suppliers by Geographic Breakdown  
as of 31 December 2023**



*Note:* The aggregate of the percentage figures in the above chart may not add up to 100% due to rounding of the percentage figures to the whole number.

During the Reporting Period, no material complaint was received from the suppliers and there were no material disputed debts or unsettled debts and the debts are settled as soon as practicable.

# OPERATING RESPONSIBLY

## 5.3. PRODUCT RESPONSIBILITY

### Commitment to Research and Development

As a company striving for success and leadership in our industry, we are dedicated to upholding the highest standards of service or product delivery. We achieve this by making regular investments in research and development (“R&D”) and maintaining ongoing communication with our clients to understand and meet their needs and expectations effectively.

Investing in R&D is a fundamental aspect of our commitment to excellence. We recognize that innovation and staying at the forefront of technology are essential for maintaining a competitive edge. By dedicating resources to research and development, we continuously explore new ideas, technologies, and methodologies. This enables us to enhance our existing products or services and develop new ones that align with market demands and industry trends.

### Quality of Services

The Group undertakes the defined quality assurance protocol to ensure products and services constantly meet customer requirements and legal and safety standards for its intended use and for circumstances of reasonably foreseeable misuse. We carry out assessment for each product type produced by the Group, if any, with respect to the aspects of environmental impact, health impact, safety and hazards. We perform continuous and regular assessments of the product and service quality and review of opportunities for improvements and changes.

During the Reporting Period, the Group did not identify any material non-compliance of the laws and regulations related to the quality of products and services we provide.

### Mainland China

Our operation in the Mainland China, during the Reporting Period, complied with relevant laws and regulations in relation to advertising, labelling and consumer protection, such as “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests”, the “Advertising Law of the People’s Republic of China”, and “Product Quality Law of the People’s Republic of China”, by ensuring that there are no false and misleading messages in our advertisements and promotion activities.

### Hong Kong

In Hong Kong, the Group, during the Reporting Period, complied with relevant laws and regulations, for instances, the Trade Description Ordinance.

### Other Regions

In other regions, the Group, during the Reporting Period, complied with relevant laws and regulations wherever appropriate and applicable. We also carried out continuous assessment of the service quality and product quality and review of opportunities for improvements and changes.

**Table 5-1: Product Recalls and Complaints**

	FY2023
<b>Percentage of complaints received about the products related to health and safety issues</b>	n/a
<b>Percentage of sold/shipped products recalled due to safety and health reasons</b>	n/a

## 5.4. PRIVACY PROTECTION

The Group strives to protect sensitive information through various means, including technical safeguards, procedural requirements and policies, technical support with outside experts.

The Group sets out data privacy requirements in our corporate policies, under which client and supplier data would be used exclusively for matters relating to the Group’s operation only. We strive to ensure all collected data kept is free of unauthorized or accidental access, processing, erasure or other use.

## OPERATING RESPONSIBLY

There were no non-compliance cases noted in relation to our data privacy and no material complaints received regarding our services that would have significant impact during the Reporting Period.

### 5.5. ANTI-CORRUPTION

We are committed to managing our business ethically and with integrity. The Group has developed a series of policies and compiled code-of-conduct with respect to anti-fraud and anti-bribery, which apply to all staff-members. In general, we require our employees to declare any conflict of interest, to avoid any possible such conflict with sub-contractors or suppliers, organizing seminars in relation to anti-corruption and avoidance of conflict of interest for our employees. Meanwhile, employees are encouraged to report any concern in relation to accounting controls and audit matters to the audit committee of the Group which will review each complaint and decide how the investigation should be conducted. Training of anti-corruption was organized for employees during the Reporting Period.

During the Reporting Period, the Group observed with related laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance of Hong Kong and Criminal Law and the Regulations for Suppression of Corruption of Mainland of China. No cases of anti-corruption were concluded whereas the audit committee of the Group identified no complaint from employees during the Reporting Period.

### 5.6. WHISTLE-BLOWING

In order to encourage our employees to report illegality, irregularity, malpractice, unethical acts or behaviors, inappropriate conducts or actions, which may damage the Group's interests, we established whistle-blowing policy and implement procedures for our employees to report improprieties via a confidential reporting channel to the extent that is made possible to all employees. The policy aims to encourage our employees to report behaviour that is not in line with the principles of ethics and the Group's policy such as events that are non-compliant with the Group's policy, laws, rules, regulations, general practice of financial reporting and internal control.

The Group is committed to addressing the "whistle-blowers" concerns in a fair and reasonable manner and to handling the reports with due care and conducting a comprehensive and independent investigation for each reasonably established report. All "whistle-blowers" who report in good faith are reasonably protected from retaliation or adverse consequence of their employment regardless of whether the allegation is substantiated.

The whistle-blowing policy and its procedures, which apply to all levels of the members of the Group, have been documented in the employee handbook and have been circulated among employees for their reference.

### 5.7. PROTECTION OF INTELLECTUAL PROPERTY RIGHTS

The Group is committed to compliance with relevant laws and regulations in relation to intellectual property right ("IP rights") by valuing and protecting its intellectual properties through patent fees and periodic trademark renewals. In order to prevent infringement and enhance copyright protection, a copyright compliance policy is in place covering the area of installation of computer software, making copies of copyright works or publication and use of internet information.

### 5.8. COMPLIANCE AND CLIENT SATISFACTION

Realizing that our client needs and expectations should be well addressed, the Group highly values the level of satisfaction of clients and their feedback. Regular communication channels and feedback systems, such as telephone hotline, emails and websites, are in place to collect information on satisfaction and suggestions for improvement from our diverse portfolio of clients.

The Group consolidated and comprehensively analysed the clients' feedback in order to identify the issues. Follow-up actions, including internal evaluation and modification of training programs for employees, will be taken to address the issues identified and to continuously improve our service delivered. Feedback will additionally be provided to the clients in a timely manner.



## CONTRIBUTING TO OUR COMMUNITY

As a company that has benefited from overall social development, we hold a strong commitment to giving back to our environment and community. Our mission is centered around making a positive impact and contributing to a better society. We actively engage in various initiatives and programs to support and help those in need within our local communities.

Our engagement with local and regional communities covers key considerations as below:

- Investment in community affairs and functions;
- Traditional and cultural heritages of communities where we operate; and
- Recognition of the values of indigenous people and ethnic minorities.

### 6.1. SOCIAL SUPPORT

#### Kely's Mooncake Charity Sales 2023

During the Reporting Period, we made a donation totaling HKD7,192 to the mooncake charity program organized by Kely Support Group ("Kely"), as part of our effort of community-care. Kely is a Hong Kong-based nonprofit organisation whose mission since 1991 is to equip young people with the skills, knowledge, and opportunities needed to support themselves and each other. Their engagement is collaboration with schools and other partners to offer development programs to Chinese- and English-speaking youth between the ages of 14 and 24 around three core focus areas: drug and alcohol awareness, mental health and wellbeing, and positive youth development.

#### PM CARES Fund

During the Reporting Period, our Indian operation made a donation totaling INR711,000 to the Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund ("PM CARES Fund"). The PM CARES Fund was established as a public charitable trust in 2020 under the chairmanship of India's Prime Minister.

The PM CARES Fund was created with the objective of providing relief and assistance during public health emergencies, emergencies, calamities, or distress, whether caused by human actions or natural occurrences. This includes initiatives such as the creation or enhancement of healthcare and pharmaceutical facilities, the development of necessary infrastructure, funding relevant research, and providing financial assistance to affected population.

# CONTRIBUTING TO OUR COMMUNITY

## 6.2. COMMUNITY SERVICES



### Digital Domain Scholarships

In September 2023, The School of Creative Media at City University of Hong Kong (CityU) collaborated with the Group to announce the launch of the “Digital Domain Scholarships”. The scholarship scheme marks the 30th anniversary of the establishment of Digital Domain and aims to cultivate the next generation of film and television pioneers. With its expertise in virtual humans, visual effects, and visualisation, the Group is committed to providing strong support for this scholarship scheme, which will begin in the 2023/2024 academic year and will last for three years.

As part of our dedication to providing robust support to this scholarship program, the Group made a sponsorship of HKD250,000 as the foundation for program.



### CityU Foundation Gala Dinner

In October 2003, the Group was invited by the City University of Hong Kong Foundation to be the Technology Sponsor for Performance of the gala dinner, and Virtual Human Teresa Teng had a singing performance with the guest. There were over 550 distinguished guests attended the dinner, at which the donation raised was to support the strategic research development of the University.

Going forward, the Group will continue to foster the culture of active participation in community services, encouraging our staff-members to be actively engaged in voluntary services and join hands together to disseminate the spirit of services in the community where we all depend on.

## HKEX ESG GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
<b>A. ENVIRONMENTAL</b>			
<b>Aspect A1: Emissions</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	Protecting the Environment	
KPI A1.1	The types of emissions and respective emissions data	Protecting the Environment	
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity	Protecting the Environment	
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity	n/a	The Group has not identified any hazardous waste was produced in our core business
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity	Protecting the Environment	
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them	Protecting the Environment	
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	Protecting the Environment	

## HKEX ESG GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
<b>Aspect A2: Use of Resources</b>			
General Disclosure	Policies on efficient use of resources, including energy, water and other raw materials	Protecting the Environment	
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity	Protecting the Environment	
KPI A2.2	Water consumption in total and intensity	Protecting the Environment	
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	Protecting the Environment	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	n/a	Defined to be irrelevant to the Group's operation
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	n/a	Use of packaging material is not applicable to the Group's core operation
<b>Aspect A3: The Environment and Natural Resources</b>			
General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources	Protecting the Environment	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Protecting the Environment	
<b>Aspect A4: Climate Change</b>			
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Protecting the Environment	
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	Protecting the Environment	

## HKEX ESG GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
<b>B. SOCIAL</b>			
<b>Aspect B1: Employment</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	People	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	People	
KPI B1.2	Employee turnover rate by gender, age group and geographical region	People	
<b>Aspect B2: Health and Safety</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	People	
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	People	
KPI B2.2	Lost days due to work injury	People	
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	People	
<b>Aspect B3: Development and Training</b>			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	People	
KPI B3.1	The percentage of employees trained by gender and employee category	People	
KPI B3.2	The average training hours completed per employee by gender and employee category	People	

## HKEX ESG GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
<b>Aspect B4: Labour Standards</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	People	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	People	
KPI B4.2	Description of steps taken to eliminate such practices when discovered	n/a	No such incidents were reported during the Reporting Period
<b>Operating Practices</b>			
<b>Aspect B5: Supply Chain Management</b>			
General Disclosure	Policies on managing environmental and social risks of the supply chain	Operating Responsibly	
KPI B5.1	Number of suppliers by geographical region	Operating Responsibly	
KPI 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	Operating Responsibly	
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Operating Responsibly	
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	Operating Responsibly	

## HKEX ESG GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
<b>Aspect B6: Product Responsibility</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Operating Responsibly	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	n/a	Not applicable to the Group's core operation
KPI B6.2	Number of products and service related complaints received and how they are dealt with	Operating Responsibly	No products and service-related complaints received during the Reporting Period
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	Operating Responsibly	
KPI B6.4	Description of quality assurance process and recall procedures	n/a	Not applicable to the Group's core operation
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Operating Responsibly	
<b>Aspect B7: Anti-corruption</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	Operating Responsibly	
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Operating Responsibly	No concluded legal cases regarding corrupt practices during the Reporting Period
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	Operating Responsibly	
KPI B7.3	Description of anti-corruption training provided to directors and staff	Operating Responsibly	

## HKEX ESG GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
<b>Community</b>			
<b>Aspect B8: Community Investment</b>			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration communities' interests	Contributing to our Community	
KPI B8.1	Focus areas of contribution	Contributing to our Community	
KPI B8.2	Resources contributed to the focus areas	Contributing to our Community	