



**INTERNATIONAL
BUSINESS
DIGITAL TECH**

INTERNATIONAL BUSINESS DIGITAL TECHNOLOGY LIMITED
國際商業數字技術有限公司

Stock code : 1782



2024

Environmental, Social and
Governance Report

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ABOUT THIS REPORT

International Business Digital Technology Limited (“IB” or the “**Company**”), together with its subsidiaries (hereafter referred to as “**we**”, “**our**”, or “**our Group**”), is committed to fostering sustainability in our business operations. We view Corporate Social Responsibility (“**CSR**”) as a core component of our strategic business plan, focusing on creating value for our stakeholders. This report highlights our commitment and achievements through both qualitative and quantitative analyses of our Environmental, Social, and Governance (“**ESG**”) performance.

REPORTING STANDARD

This is our ninth ESG report (“**Report**”), prepared in accordance with the “ESG Reporting Guide” outlined in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“**HKEx**”).

SCOPE OF REPORT

The scope of this Report includes our entire operation in our headquarters in Beijing, our branches in Guangzhou, Shanghai, Hefei, Chongqing, Zhengzhou, and Tianjin of the People’s Republic of China (“**PRC**” or “**China**”). This Report summarises the ESG performance of the Group during the period from 1 January 2024 to 31 December 2024 (the “**Reporting Period**” or “**2024**”). Unless otherwise specified, the scope remains unchanged as that in the previous year.

REPORTING PRINCIPLES

We have followed the following reporting principles when preparing this Report.

Reporting Principles	Descriptions
Materiality	Through active engagement with key stakeholders and internal discussions, we have identified the relevant topics. The Materiality Assessment section of the Report provides a brief overview of the outcomes from this process.
Quantitative	We ensure transparency in our ESG performance by following the ESG Reporting Guide. We use robust methodologies and reliable environmental and social key performance indicators (“ KPIs ”) to disclose our ESG performance. This approach allows for the evaluation and validation of the effectiveness of our ESG policies and management systems.
Balance	The board of directors (the “ Board ”) has recognised its responsibility to oversee the Group’s sustainable development and to review the truthfulness, accuracy, and completeness of the Report. This Report presents an impartial view of the Group’s performance.
Consistency	To ensure consistency, the Report adheres to the same methodologies, standards, and reporting scope as the previous year. This approach enables comparability and facilitates meaningful year-on-year comparisons.

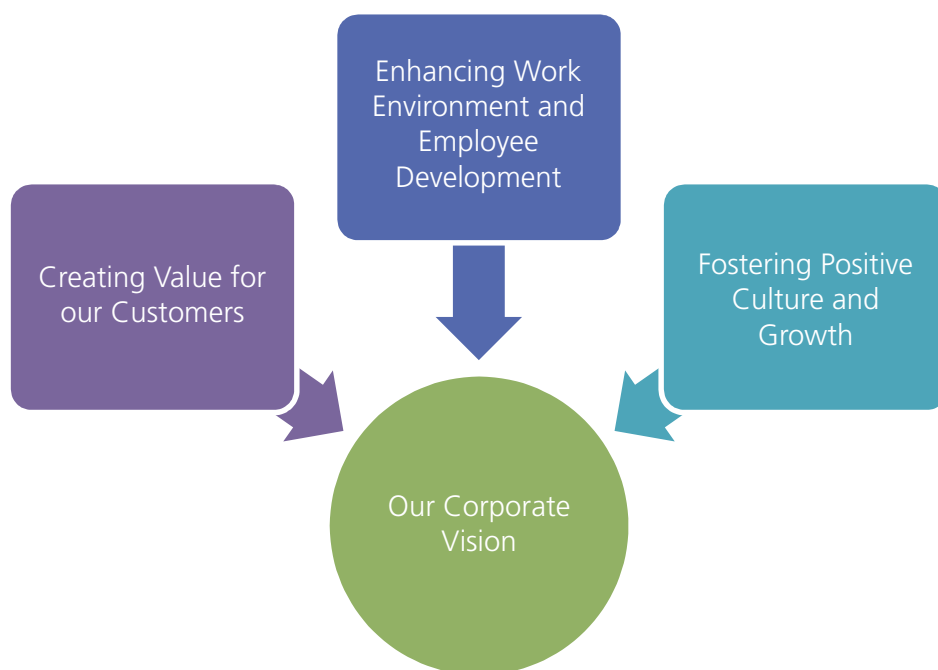
CONTACT AND FEEDBACK

As we strive for continuous improvement, we greatly appreciate your feedback and suggestions. Please feel free to reach out to us via email at info@vixtel.com.

The Group is a leading player in China's application performance management ("APM") industry. We primarily focus on delivering APM products and service solutions to telecommunications operators and large corporations. Our activities cover several key areas, including integrated APM system solutions, software development services, technical support, and the sale of embedded hardware and standard APM software.

CORPORATE VISION, MISSION AND VALUES

At the heart of our corporate philosophy is a firm commitment to sustainability, encapsulated in our vision to be a global leader in the APM performance management industry. We are committed to delivering outstanding products, inventive solutions, and premium services that cater to the evolving needs of our customers. Our mission is to holistically optimise our work environment, nurture employee career growth, protect their welfare, and foster a culture of positivity and development. Anchored on the principles of employee empowerment, positive impact creation, and shared growth, we aim to uphold the highest standards of ESG practices, integrating sustainability as a core component of our Group's value.



CORPORATE SUSTAINABILITY GOALS

Our corporate sustainability goals are structured across short-term, medium-term, and long-term horizons, focusing on distinct objectives to drive responsible growth and environmental stewardship. In the short term, we prioritise optimising and improving environmental, health, safety, labour, and ethical standards to lay a solid foundation for sustainable practices. Looking ahead to the medium term, our strategy involves expanding our business to foster stable and stable performance growth. Our ultimate aspiration lies in the long term, where we aim to crafting a green, low-carbon enterprise. This reflects our dedication to sustainability, aiming to transform our operations into a model of eco-consciousness and environmental integrity.

COMPANY OVERVIEW

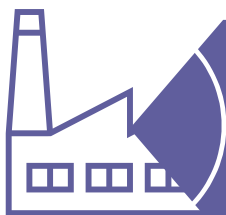
OUR CSR POLICY

IB has integrated CSR into its business strategy to fulfil our social responsibilities and meet the expectations of our stakeholders and community. A CSR Policy is established to guide business decisions and effectively address ESG issues in our daily operations. This policy focuses on five key areas: Business Integrity, Supply Chain Management, Employee Caring, Product Responsibility, Environmental, Health and Safety Management. This approach aligns with stakeholder expectations and addresses the significant ESG challenges faced by the Company.



Business Integrity

- Anti-corruption and anti-bribery
- Confidential information protection



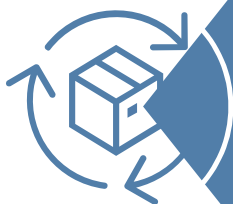
Supply Chain Management

- Supplier selection and performance assessment
- Legal compliance



Employee Caring

- Freedom and human rights protection
- Staff benefits and remuneration
- Staff training and development



Product Responsibility

- Keeping high quality of products and services
- Customer satisfaction



Environmental, Health and Safety Management

- Resources conservation
- Pollution reduction
- Keeping a safe and harmonious workplace

OUR ESG GOVERNANCE STRUCTURE

Environmental and social concerns consistently hold significant importance on our Group's agenda. A robust governance framework focused on ESG factors provides clear guidance for the Group's operations. Our effective ESG strategic planning process, combined with strong leadership and decision-making, facilitates seamless communication and efficient task allocation. In addition to ensuring compliance with standard procedures, we actively integrate ESG values into our operations. We adopt a systematic approach to managing our ESG challenges through a top-down management strategy.

Board members play a crucial role in overseeing the activities of the ESG Committees, ensuring that their work aligns with the Group's sustainability objectives. They are responsible for approving and confirming the publication of the ESG report, as well as organising discussions on various ESG-related topics. Additionally, board members provide strategic direction and approve the Group's targets and goals. To fulfil these responsibilities, they are expected to attend board meetings at least four times a year, typically meeting once per quarter.



RISK MANAGEMENT

At the heart of our risk management strategy is a systematic risk control system designed not only to prevent potential threats but also to identify new business opportunities. To identify these risks, including climate-related risks, our ESG leading committee (the “**ESG Leading Committee**”) takes the lead. This dual focus is reflected in our Risks and Opportunities Management Procedure, which guides our actions and decisions. Each year, we gather and analyse data on both internal and external risks that could impact our operations, including strategic, financial, legal, and operational dimensions.

Our risk evaluation system plays a crucial role in this process. By assessing the likelihood and severity of identified hazards regularly, we can formulate tailored risk control measures — ranging from mitigation and avoidance to acceptance and dispersion — based on our defined risks. This methodical approach ensures that our quality, environmental, occupational health, and safety (“**OHS**”) management systems operate smoothly and effectively.

The Group prioritises risk management and control measures based on their severity, urgency, and potential impact. Our Risk Management Task Force is dedicated to regularly updating our risk profile, which is then reviewed by top management. This ongoing dialogue fosters an environment of transparency and responsiveness, allowing us to adapt quickly to emerging risks.

We have invited our Board to conduct a Risk Assessment review, rating different types of risks on a scale of 1 to 5, with 1 representing the lowest risks and impacts and 5 representing the highest. They rated these risks and their potential impacts on the company. Based on the feedback collected from the Board, the following are some of the major ESG risks considered most material to our Group:

Risks and Impacts

Our Responses

Competition Risk

The Group primarily operates web-based businesses, specifically focusing on the monitoring and optimisation of vital enterprise APM. This includes enhancing the reliability and quality of applications. As a result, safeguarding customer data protection and privacy are significant ESG concerns directly associated with the Group’s operations. In response to these risks, the Group’s industry counterparts have adopted highly proactive measures.

If the Group falls short in addressing these concerns, it may erode client trust in its ability to protect their privacy, thereby reducing its appeal to potential clients. Investors may perceive this as a failure to keep pace with ESG trends in the market and even question its profitability, ultimately diminishing the Group’s competitive position.

To address these risks effectively, our Group has implemented several proactive measures. We enhanced data protection robust security system and established comprehensive security protocols that prioritise the protection of customer data. This includes encryption, access controls, and continuous monitoring to prevent unauthorised access. Our commitment to compliance is reinforced through regular monitoring and assessments to ensure adherence to data protection regulations and industry standards. Moreover, we prioritise open communication with our clients regarding our data protection efforts. We continue to evaluate the effectiveness of our measures and make necessary adjustments to enhance our risk management strategies.

Risks and Impacts	Our Responses
<p>Climate Physical Risk (Acute and chronic):</p> <p>Inability to plan for and recover from a major disaster (e.g., hurricane, earthquake, typhoon, epidemic) interrupts the day-to-day operations of the organisation, preventing it from providing essential products and services to its customers and recovering its operating expenses. Inability to plan for and recover from extreme seasonal weather fluctuations may impact operations and financials.</p>	<p>To mitigate these threats, our Group regularly identifies and assesses climate risks, continuously re-evaluating our climate strategies to ensure resilience and adaptability. We have established clear environmental targets across key areas, including water usage, energy consumption, waste management, environmental stewardship, and greenhouse gas (GHG) emissions. By implementing these targets, we are able to monitor our progress and effectively combat the impacts of climate change, ensuring that we can maintain our operations and deliver essential products and services to our customers.</p>
<p>Widespread Diseases:</p> <p>The risk of diseases may adversely impact the workforce and supply chain.</p>	<p>Our Group acknowledges the significant risks posed by widespread diseases and pandemics, which can adversely affect both our workforce and supply chain. To address these challenges, we have established a comprehensive health and safety management framework. Our OHS management system is certified to the ISO 45001:2018 standard, reflecting our commitment to maintaining the highest safety standards. We continuously strive to improve our OHS practices, implementing proactive measures to prevent the spread of diseases and safeguard the health of our employees and partners. This commitment not only protects our workforce but also ensures the resilience of our operations during public health crises.</p>

RISK MANAGEMENT

Risks and Impacts

Raw Material Availability Risk:

Unstable or unreliable supply of raw materials may impact the quality of the operational processes and increase the cost to look for new suppliers.

Our Responses

Our Group recognises that the availability of raw materials is crucial to maintaining the quality of our operational processes and managing costs effectively. To mitigate this risk, we have implemented a standardised supplier management system that rigorously evaluates the business capabilities of both new and existing suppliers. This system ensures that our suppliers meet our corporate standards and align with our quality requirements. By fostering strong relationships and maintaining open communication with our suppliers, we aim to enhance the reliability of our supply chain and minimise disruptions, thereby safeguarding our operational efficiency and product quality.

Recruiting Risk:

Failure to recruit qualified employees with equal and non-discriminative principles to ensure optimal staffing levels in a balanced workforce environment, resulting from the inability to attract (because of lack of brand awareness, compensation & benefits, welfares etc.) the right number of qualified employees to support the organisation's growth strategy.

Attracting the right talent is essential for supporting our growth strategy and ensuring optimal staffing levels. To address these challenges, our Group has implemented various initiatives aimed at enhancing our workplace culture and brand awareness.

To maintain a healthy work-life balance, we promote activities that foster bonding, teamwork, and a sense of belonging within the company. We actively listen to our employees' needs and offer a variety of leave options to ensure they have sufficient time to rest and recharge. By creating an inclusive and supportive environment, we aim to attract and retain top talent, ultimately contributing to the organisation's success and growth.

STAKEHOLDER ENGAGEMENT

Our Group recognises the importance of engaging with a diverse range of stakeholders, including investors, shareholders, customers, suppliers, employees, certification bodies, industry associations, government entities, and local communities. The Company actively communicates with these stakeholders to understand their needs, expectations, and concerns regarding its business operations. This collaborative approach allows IB to set strategic objectives and develop effective measures for its CSR initiatives. We have conducted an analysis of the key concerns of our primary stakeholders, and corresponding actions have been defined. These actions are consistently monitored and assessed at the end of each year to identify opportunities for improvement.



STAKEHOLDER ENGAGEMENT

The table outlines the primary concerns of our stakeholders and highlights our progress in addressing their expectations while enhancing our sustainability performance:

Customers

Needs and Expectations

- Services and products that reach the agreed requirements;
- After-sales services with timely response and highly satisfactory rate; and
- Affordable products with high quality.

Counteractive Measures

- Ensuring the quality of services and products by implementing and maintaining a quality management system;
- Keeping track of the customer experience and strengthening after-sale services to resolve customer feedback promptly;
- Determining the needs of customers or end users comprehensively;
- Strengthening the capabilities of products and services in preventing potential risks or threats, and enhancing awareness on the quality risks; and
- Improving work efficiency and lowering the cost to provide products that are safe, of high-quality, and cost effective to customers.

Performance Evaluation

- Implemented comprehensive management system;
- Performed risk awareness training within the Group;
- Identified customer or end users' needs;
- Delivered goods in strict accordance with contract orders;
- Provided prompt after-sales service; and
- Conducted customer satisfaction surveys.

Suppliers

Needs and Expectations

- A cost reduction for all parties to improve the supply chain's competitiveness; and
- A stable and ongoing win-win cooperation.

Counteractive Measures

- Encouraging the suppliers to have improvements on their performance and sharing resources with them; and
- Setting up a long-term, mutually beneficial and stable relationship with external suppliers.

Performance Evaluation

- Conducted due diligence to check on legal compliance of our suppliers;
- Established a list of qualified suppliers and built up a long-term, stable, and mutually beneficial relationship with them; and
- Encouraged our suppliers to strengthen performance through the establishment of management systems.

Employees

Needs and Expectations

- Salary and welfare can grow steadily;
- A safe working place; and
- Improved individual capabilities.

Counteractive Measures

- Enhancing skill-training of the employees, and setting up an excellent incentive and promotion mechanism;
- Developing a healthy working atmosphere and culture, paying attention to safety management, strengthening the sense of belonging of employees, and protecting their legitimate rights and interests; and
- Setting up a learning-friendly culture that promotes knowledge growth of workers and improving the talent development system.

Performance Evaluation

- Established positive corporate culture, given proper skills training to the employees; and
- Improved promotion systems and ensured employees' legal rights and interests were protected.

Industrial and Certification Authorities

Needs and Expectations

- Take part in the industrial associations' activities and provide suggestions to them;
- Be the industry leader of technology and management; and
- Operations are effective, comprehensive, and compliant.

Counteractive Measures

- Keeping the leading edge in technology;
- Working with the association to develop industry standards, hold discussions and exchanges regularly; and
- Performing internal and external audit, and management evaluation.

Performance Evaluation

- Boosted the investment in technological research and development;
- Kept abreast of leading technologies in the industry;
- Organised regular industry discussions and exchange meetings; and
- Conducted internal and external audit for various certifications at planned time.

STAKEHOLDER ENGAGEMENT

Government Authority

Needs and Expectations

- Fulfil social responsibilities and comply with laws and regulations; and
- Increase job opportunities and contribution to the economy.

Counteractive Measures

- Identifying and stringently complying with the appropriate laws and regulations, as well as industry norms, standards, and other requirements; and
- Accelerating the exploration of new markets in the local community and also increasing sales and taxation.

Performance Evaluation

- Identified relevant laws including the product quality law, law of metrology, and contract law; and
- Identified industry standards of the products and strictly followed the standards throughout the Group.

Community

Needs and Expectations

- Invest in public welfare, community construction, environmental protection, and social welfare actively.

Counteractive Measures

- Invest in social responsibilities and obligations actively.

Performance Evaluation

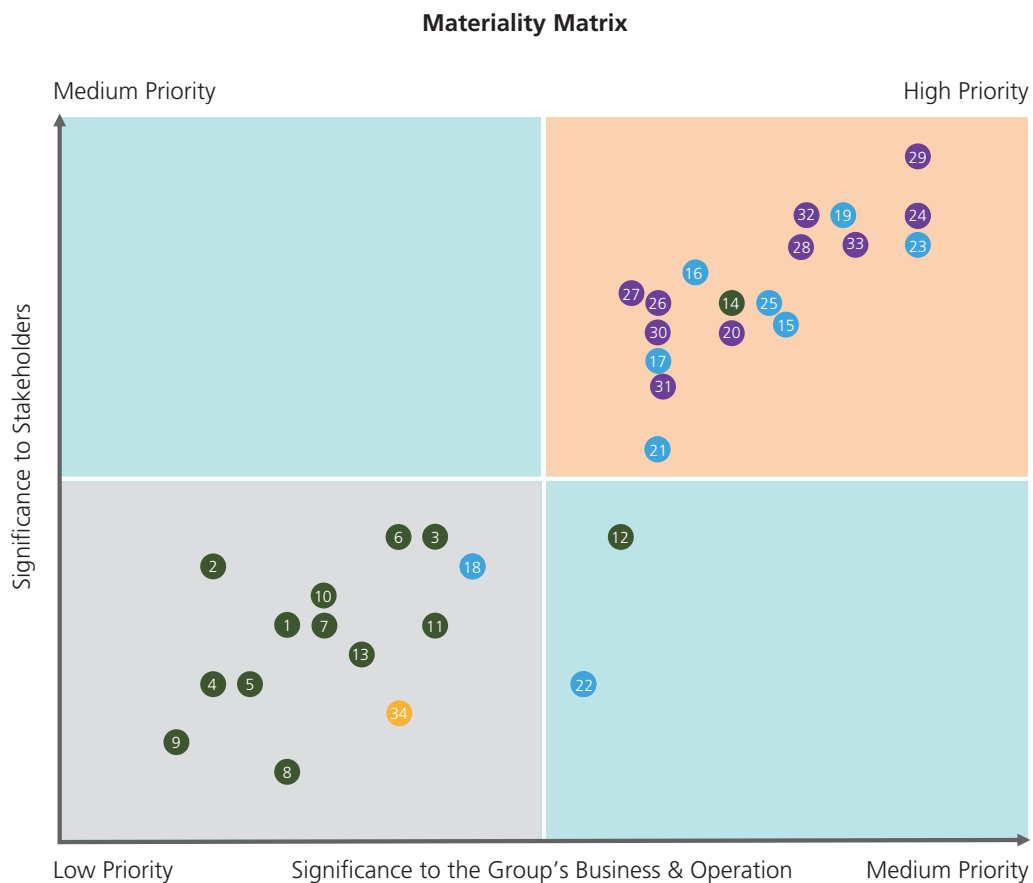
- Participated in social welfare activities and protected the environment actively.

MATERIALITY ASSESSMENT

During the Reporting Period, we engaged an independent consultant to conduct a materiality assessment using an online questionnaire. The objective was to identify the Group's most significant ESG issues. This assessment process was vital in developing appropriate ESG management strategies and guiding our reporting and disclosure practices.

We sought input from both internal and external stakeholders, including the Board, employees, customers, suppliers, investors, and shareholders. They rated 34 ESG topics based on their perceived importance to the Group's business operations and stakeholders.

Using the results obtained, we prioritised the ESG topics and created a materiality matrix. This matrix highlights the ESG issues considered most significant by our stakeholders. The issues positioned in the upper right corner of the matrix represent those of utmost importance to the Group and require focused attention.



MATERIALITY ASSESSMENT

Environment		Social	
		Employment	Operation
1. Air emission	15. Labour rights	24. Customer satisfaction	
2. Greenhouse gas emission	16. Labour-management relations	25. Product and service quality and complaints handling	
3. Decarbonisation	17. Employee retention	26. Customer health and safety	
4. Conservation of ecosystem	18. Diversity and equal opportunity	27. Marketing and product and service labelling compliance	
5. Nature-related risk and opportunity management	19. Non-discrimination	28. Intellectual property	
6. Circular economy	20. Occupational health and safety	29. Customer privacy and data protection	
7. Environmental data management	21. Employee training	30. Responsible supply chain management	
8. Climate change mitigation	22. Employee development	31. Fair operating practices on supplier	
9. Climate risk management	23. Prevention of child labour and forced labour	32. Business ethics	
10. Energy efficiency		33. Socio-economic compliance	
11. Water & effluents			
12. Use of materials			
13. Waste management			
14. Environmental compliance			
		Community	
		34. Community investment	

MATERIALITY ASSESSMENT

The most significant ESG topics were further identified through materiality assessment, which enabled us to address their concerns in our business decision. The table below outlines some of the key concerns and approaches we take to manage the issues:

Key concerns from stakeholders	Our responses	Section
Customer Privacy and Data Protection	<p>Our Group understands the significance of upholding system integrity and proactively preventing any potential data and information security issues that could pose risks to our business.</p> <p>To achieve this, we have implemented an Information Security and Information Technology Service Management System, which is certified with the ISO/IEC 27001:2013 international standard. This certification enables us to standardise our data privacy procedures, including measures such as data encryption, access permissions, and password settings. Through this system, we efficiently manage our data assets, personnel security, and potential information security risks.</p>	Protecting Data Privacy and Security
Customer Satisfaction	<p>Our Group is committed to consistently enhancing the quality of our services to ensure customer delight. Through a strategic approach involving various customer engagement activities such as promotions, face-to-face interactions, and electronic communications, we aim to foster strong relationships with our clients.</p> <p>Customer satisfaction surveys are regularly conducted to evaluate our product performance, service quality, pricing, and delivery timeliness. These surveys encompass key criteria such as quality, service attitude, pricing, delivery time, and accountability. The feedback gathered from these surveys informs a comprehensive customer satisfaction analysis report, enabling us to continuously enhance our services, elevate customer satisfaction levels, and adapt to the evolving needs of our customers.</p>	Our Product Responsibility — Understanding Our Customers' Needs

MATERIALITY ASSESSMENT

Key concerns from stakeholders	Our responses	Section
Prevention of Child Labour and Forced Labour	Our Group is committed to upholding human rights and ensuring the protection of individual rights. We strictly adhere to all relevant laws and regulations that prohibit child and forced labour, including the Labour Law, Labour Contract Law, Protection of Minors Law, and the Regulations on Prohibiting Use of Child Labour (“State Council Order No. 364”) in China. Our CSR Policy includes comprehensive measures to protect human rights, explicitly prohibiting child labour, forced labour, and bonded labour within our Group. We do not force employees into signing labour contracts before they begin to work, and they have the right to resign by providing written notice within the specified notice period.	Prohibition on Hiring Child and Forced Labour
Socio-economic Compliance	<p>The Group believes that complying with socio-economic standards helps ensure that businesses uphold ethical principles, respect human rights, and make a positive impact on the communities in which we operate.</p> <p>Therefore, we place a strong emphasis on adhering to relevant socio-economic regulations and standards. Through transparent reporting and proactive engagement with stakeholders, we aim to continuously improve our socio-economic compliance efforts and create long-term value for both our business and society.</p>	Our Employees — Diversity and Inclusion; Combatting Corruption and Bribery
Non-discrimination	Our Group is committed to treating our employees with equality and fairness, ensuring protection against any form of discriminatory treatment. Through comprehensive training, we actively promote a harmonious, stable, non-discriminatory, and non-confrontational work environment, effectively eliminating discrimination and passive confrontation.	Our Employees — Diversity and Inclusion

The Group understands that the quality of our products and services is heavily impacted by our suppliers, and we make considerable efforts to ensure they align with our corporate standards. To evaluate the business capabilities of both new and existing suppliers, we have established a standardised supplier management system.



Selection of Suppliers

The process of selecting new suppliers is facilitated by a comprehensive evaluation procedure. To assess the suppliers' business capabilities, including their quality management, technological standards, and supply capacity, our teams conduct on-site inspections, small-batch trials, single or multiple service quality evaluations, and product sample examinations as necessary.

Performance Evaluation of Existing Suppliers

We regularly monitor and assess the performance of our existing suppliers, conducting evaluations at least once a year. This evaluation occurs during the procurement bidding process to ensure that the goods and services meet our requirements. Additionally, we review quality standards to select high-quality products or services.

Our Project Department is responsible for evaluating the implementation of appropriate control measures to effectively manage quality. During the evaluation process, we consider factors such as credibility, costs, delivery times, and post-purchase services. Only suppliers who meet our evaluation criteria are selected, and the results of these evaluations are documented. Suppliers that do not meet our standards may face the discontinuation of our business partnership.

To promote fair competition, we require a minimum of three quotes from vendors for comparison.



Ethical Standards for Our Suppliers

Our Supplier Code of Conduct (the “**Supplier’s Code of Conduct**”) outlines essential guidelines and regulations for suppliers concerning labour practices, human rights, environmental management, health and safety, and legal compliance. By implementing this Code, we seek to enhance our suppliers’ awareness of sustainable development and improve the overall ESG performance of our supply chain. Additionally, we require our suppliers to sign a written commitment to uphold anti-bribery and anti-corruption business practices.

Identification on ESG Risks

We ensure environmental and safety controls among our suppliers by regularly monitoring their implementation of environmental, occupational health, and safety processes. We review subcontractors’ environmental factors, risk identification procedures, and control measures. Through effective communication, we identify and discuss the environmental factors and risks associated with various situations with our contractors. We then evaluate and implement appropriate measures to manage the corresponding environmental, occupational health, and safety risks.



SUPPLY CHAIN MANAGEMENT

The number of suppliers by geographical region

	2024	2023
Shenzhen	4	4
Guangzhou	2	2
Beijing	3	4
Wuhan	2	2
Hejian	1	1

Throughout the Reporting Period, all of the suppliers of the Group complied with the above supplier-related practices.

We recognise the crucial role our employees play in our success, which is why we uphold management principles that prioritise their well-being. The Group is dedicated to supporting our employees' career advancement, enhancing their work environment, and protecting their rights. Our aim is to continuously cultivate a nurturing, fulfilling, and supportive workplace that promotes the growth and development of our employees in alignment with the Group's overall progress.

EMPLOYMENT STANDARD AND PRACTICES

We provide a comprehensive benefits package to our full-time employees, which includes a competitive salary, statutory holidays, annual leave, sick leave, maternity leave, paternity leave, marriage leave, compassionate leave, lactation leave, overtime compensation, and social insurance coverage (including pension, medical, unemployment, maternity, work-related injury, and housing funds). These policies are clearly outlined in the employee handbook and thoroughly explained to new staff members during their induction training. Our employment practices fully comply with the Labour Law and Labour Contract Law of the People's Republic of China.

To protect our employees' rights, we have established a complaint mechanism. Any instances of unfair treatment, such as unjustified rejections of leave applications, can be reported to the Human Resources or Administrative Departments. Our policies are detailed in the Human Resource Management Procedure, and employees receive education and training to ensure compliance. As specified in the employee handbook, employees who consistently violate company rules and regulations may face disciplinary actions, including termination.

To fairly assess employee performance and provide appropriate recognition, we have implemented a performance appraisal system. Employees who demonstrate exceptional performance are rewarded with wage adjustments, discretionary bonuses, and promotions.

PROHIBITION ON HIRING CHILD AND FORCED LABOUR

The Group is committed to upholding human rights and ensuring the protection of individual rights. We strictly adhere to all relevant laws and regulations that prohibit child and forced labour, including the Labour Law, Labour Contract Law, Protection of Minors Law, and the Regulations on Prohibiting Use of Child Labour ("**State Council Order No. 364**") in China. Our CSR Policy includes comprehensive measures to protect human rights, explicitly prohibiting child labour, forced labour, and bonded labour within our Group. We do not force employees into signing labour contracts before they begin to work, and they have the right to resign by providing written notice within the specified notice period.

Our "Prohibition of Child Labour and Guidelines for Remedy of Child Labour" strictly prohibits the employment of individuals under the age of 16 and mandates regular checks to ensure compliance. Employees are required to report any instances of false identification being used for employment, leading to immediate age verification by the administrative management team. During recruitment, new hires must provide government-issued proof of age, which is rigorously verified against their actual age. In alignment with the Company's overall strategy, our recruitment process is designed to include clear job requirements, thorough background checks, and regular evaluations of personnel capabilities. If child labor or forced labor is identified, we will pursue the administrative responsibility of the relevant hiring department and the legal liability for serious cases.

OUR EMPLOYEES

DIVERSITY AND INCLUSION

We are committed to treating our employees with equality and fairness, ensuring protection against any form of discriminatory treatment. Through comprehensive training, we actively promote a harmonious, stable, non-discriminatory, and non-confrontational work environment, effectively eliminating discrimination and passive confrontation.

Our recruitment processes include thorough interview screenings and background checks, which are all approved by the Human Resources Department, departmental interview panels, and the director. In employment matters — such as recruitment, transfers, promotions, and dismissals — we consider only job-related factors, including individual work performance, experience, and qualifications. Irrelevant factors such as gender, age, race, disability, pregnancy, sexual orientation, or any other unrelated criteria are not assessed.

We firmly believe that our employees can reach their full potential in a non-discriminatory environment. This commitment not only enhances employee morale but also diversifies our workforce by attracting talented individuals with varying skill sets, experiences, knowledge, and perspectives. During the reporting period, 99.61% of our employees are full-time employees, while the rest are part-time employees. The distribution of our employees at the end of the Reporting Period is presented in the table below.

Employee metrics		2024	2023
Total number of employees		255	279
By gender (%)	Male	198 (77.65%)	220 (78.85%)
	Female	57 (22.35%)	59 (21.15%)
By age group (%)	Below 30	63 (24.71%)	99 (35.49%)
	30 to 50	187 (73.33%)	175 (62.72%)
	Over 50	5 (1.96%)	5 (1.79%)
By geographical region (%)	China	254 (99.61%)	279 (100%)
	Hong Kong	1 (0.39%)	0 (0%)
By employment type (%)	Senior Management	3 (1.18%)	3 (1.08%)
	Middle Management	11 (4.31%)	13 (4.65%)
	General Staff	241 (94.51%)	263 (94.27%)

There were 42 employees who left our Group voluntarily during the Reporting Period and the overall turnover rate is 16.47%.

Employee metrics		2024	2023
Turnover Rate ¹		16.47%	20.07%
By gender	Male	20.20%	21.82%
	Female	3.51%	13.56%
By age group	Below 30	33.33%	37.37%
	30-50	11.23%	10.29%
	Over 50	0%	20.00%
By geographical region	China	16.54%	20.07%

HEALTH AND SAFE WORKPLACE

Ensuring the safety of our employees in the workplace is our top priority, and we are committed to implementing all necessary precautions to prevent accidents and reduce risks. Our occupational health and safety (“OHS”) strategy is built upon four fundamental pillars that form the foundation of our approach.

Our Safety Management

At the core of our OHS strategy is a people-centred approach, in which the health and safety of our employees are paramount. We recognise the immense value our employees bring to the organisation, and their well-being is essential to our overall success.

Our OHS strategy incorporates comprehensive management practices aimed at proactively identifying and addressing potential workplace hazards. By remaining vigilant in our management approach, we strive to minimise the occurrence of accidents and injuries.

Compliance with laws and regulations is a fundamental aspect of our OHS strategy. We strictly adhere to all relevant workplace safety laws and regulations, aiming to exceed these requirements whenever possible.

Additionally, our OHS strategy emphasises an integrated approach to protecting our employees’ health and safety. We address not only physical hazards but also prioritise mental health and overall well-being. By focusing on our employees’ health and safety, we aim to create a workplace that is both safe and conducive to productivity and success.

¹ The turnover rate is calculated based on the number of employees who left during the Reporting Period and the number of employees as of 31 December 2024.

OUR EMPLOYEES



Risk Precaution

We have implemented an OHS management system certified to the ISO 45001:2018 standard. Our OHS policies outline the necessary preventive and control measures that all employees must adhere to, particularly when engaged in high-risk activities involving hazardous materials.

The General Management Department (the “**General Management Department**”) conducts regular OHS risk assessments to identify potential hazards and recommends appropriate safety controls and mitigation measures. For example, we ensure that employees have access to protective gear and first-aid kits. We also prioritise the maintenance of fire safety and electrical equipment, promote proper housekeeping practices, maintain workplace security, offer safety training, provide health education, and take specific measures to protect the well-being of female employees.



We place significant importance on the competency and knowledge of our employees in implementing our management systems. By considering factors such as educational background, skills, and work experience during the recruitment process, we ensure that all employees possess the necessary abilities to execute safety management processes. Additional training is provided when needed, based on performance assessments.

Through our comprehensive approach to OHS management, we are dedicated to creating a safe and healthy workplace environment for all employees. We are committed to upholding the highest safety standards and continuously improving our OHS practices.

Emergency Preparedness

Our management is committed to implementing multiple policies aimed at protecting employee health and preventing workplace accidents. We diligently follow the OHS Operation Control Procedures and adhere to associated safety management standards to enhance employee safety awareness. Additionally, we take various measures to reduce or eliminate OHS risks, including conducting routine inspections and utilising safer supplies and tools.

While we strive to eliminate potential safety hazards in our workplace, we also recognise that accidents can still occur. To ensure preparation for various emergency scenarios, we have developed protocols such as the Occupational Injury Response Plan and the Fire Response Plan. These protocols enable us to effectively plan for and respond promptly to emergency situations.

We also provide OHS training tailored to specific staff groups. This includes the International Organisation for Standardisation (“ISO”) training for top management, occupational safety training for employees responsible for OHS tasks, and emergency response training for all staff. These training sessions are crucial for increasing employee awareness of OHS practices and refreshing their knowledge of emergency evacuations. By offering regular training, we aim to enhance our employees’ ability to identify and respond to potential safety hazards, thereby minimising the risk of accidents.

During the Reporting Period, our Group adhered to laws and regulations governing workplace health and safety, including the “Work Safety Law” of the PRC, the “Law of the PRC on the Prevention and Control of Occupational Diseases”, the “Special Equipment Safety Law of the PRC, and the Emergency Response Law of the PRC”. Our Group did not identify any cases of non-compliance regarding OHS, work-related fatalities, or lost days due to work injuries from 2021 to 2024.

The following objectives and targets of OHS have been successfully achieved:

OHS Goals	
Eliminate the occurrence of major liability safety accidents and occupational diseases	100%
OHS training rate for critical positions	100%

OUR EMPLOYEES

WORK-LIFE BALANCE

As we deeply value our employees, maintaining their work-life balance is crucial for our long-term success and for fostering an environment where they feel respected and appreciated. A healthy work-life balance not only reduces the likelihood of burnout, fatigue, and stress among employees but also contributes to lower turnover rates, enhanced job satisfaction, and a more vibrant workplace culture. As stated in our employment contract, our employees are guaranteed not to work more than 8 hours per day, ensuring that our employees have at least one day off each week.

During the Reporting Period, we implemented a variety of activities aimed at promoting this work-life balance. We held regular team-building outdoor activities, team birthday celebrations, and afternoon tea gatherings to strengthen employee relationship and boost morale. Additionally, we organised festival celebrations, such as a Christmas party, encouraging teamwork and physical well-being while providing employees with opportunities to unwind and connect outside their usual work environment.

Our commitment to supporting work-life balance is reflected in our ongoing efforts to cultivate a positive workplace culture where every employee feels valued and engaged. By prioritising these initiatives, we enhance employee satisfaction and contribute to a more resilient and motivated workforce, ready to meet the challenges of the future.



STAFF TRAINING AND DEVELOPMENT

Promoting strong values among our employees is a fundamental objective within our Group. To achieve this, we allocate significant resources to staff training and development, which is essential for sustaining the long-term growth and competitive advantage of our Group in an ever-evolving business environment.

To ensure our training programmes effectively meet the needs of our employees, we have implemented a comprehensive training management system. This system includes the formulation of a detailed training plan and the use of evaluation forms to assess the effectiveness of the training. We offer a diverse range of on-the-job training opportunities tailored to employees at various stages of their careers. These programmes cover essential topics such as product and service knowledge, business acumen, project management skills, regulatory compliance, and quality, safety, environmental, and information security management. By enhancing their knowledge, managerial competencies, and interpersonal skills, we empower our employees to excel in their roles.

To guarantee the quality of our training, we select only qualified and experienced staff as trainers. Furthermore, we provide subsidies for employees who wish to participate in external training programmes, supporting their professional growth and development.

Our training sessions cover a broad range of topics, including professional subjects that help build the skills and knowledge of our employees, such as AI training, 5G technology, and cloud computing, ensuring that employees remain informed about current industry trends and advancements. Moreover, we also provide regular training on understanding the company's products and services, as well as learning about risk and opportunity management. By prioritising staff training and development, we not only keep our personnel up-to-date and well-equipped in a rapidly changing business landscape but also strengthen our long-term growth and competitive position in the market.

During the Reporting Period, most of our training programmes were conducted online, allowing flexibility and accessibility for all employees.

2024	Percentage (%) of Employees Trained ²	Average Training Hours
Training	98.43%	15.75
By gender		
Male	197 (99.49%)	15.92
Female	54 (94.74%)	15.16
By employee category		
Senior Management	3 (100%)	16.00
Middle Management	11 (100%)	16.00
General Staff	237 (98.34%)	15.73

² Percentage of employees who received training is calculated by dividing the number of trained employees of each category by total employees of that category.

OUR PRODUCT RESPONSIBILITY

Our ongoing commitment to providing high-quality products, reliable services, and innovative technical solutions reflects the Group's business vision of creating value for our customers. We prioritise the protection of intellectual property rights and data privacy to ensure that our customers can use our services safely and effectively.

ENSURING OUR QUALITY PRODUCTS AND SERVICES

As a leading player in the APM market, we provide comprehensive information technologies and solutions, including the APM Vista SaaS Platform and the Net Vista Platform. These platforms are custom designed to meet our customers' needs, delivering high-quality application performance analysis. Our ongoing investments in research and development ("R&D") keep us at the forefront of industry advancements, particularly as we are developing products and services for the emerging 5G network era.



We uphold the quality of our products through a dedicated product quality management team. Our quality management system is certified with ISO 9001:2015 and ISO/IEC 20000-1:2011 international standards, ensuring we maintain a high level of product and service quality. A strategic task force plays a crucial role in maximising the quality of our offerings. They oversee the quality management system by establishing effective leadership, setting quality management goals, identifying potential risks, implementing preventive measures, and monitoring the quality management process.

Additionally, we have established robust policies to address substandard products and services, reinforcing our commitment to quality. Our products have obtained the China Compulsory Certification and Software Enterprise Certification. This further demonstrates our dedication to upholding high standards. We have defined and successfully met specific quality targets throughout the Reporting Period to monitor our quality objectives.

Our Quality Objectives

System Failure Rate	≤5%
First-time acceptance rate of the project	95%

During the Reporting Period, no sold or shipped products were subject to recalls for safety or health reasons. The Group adheres to all relevant laws and regulations related to our products, including the Product Quality Law of the PRC.

Maintaining Quality of Products and Services with R&D

Our Technology and R&D Departments work closely to implement and enhance quality assurance processes for our products. This collaboration involves identifying potential risks and vulnerabilities, conducting thorough testing to uncover issues or bugs, and ensuring that our products meet or exceed industry standards for quality and reliability.

The Technology Department is responsible for software development, including the design, coding, and testing of new software products. They also manage the maintenance of our IT infrastructure, ensuring the smooth and efficient operation of our software systems. This includes monitoring system performance, addressing any emerging issues, and implementing necessary upgrades and enhancements.

Meanwhile, the R&D Department focuses on research and development related to our products. This includes identifying emerging industry trends and technologies, developing new features and capabilities, and testing prototypes. They collaborate closely with the Technology Department to ensure our products align with customer needs and expectations, emphasising quality and reliability throughout the development process.

Both together, our Technology and R&D Departments are committed to delivering high-quality products that meet and exceed customer expectations. We continually invest in research and development to enhance our offerings and remain at the forefront of our industry. Our unwavering commitment is to uphold the highest standards of quality and reliability in all aspects of our operations.

ADVERTISEMENT & MARKETING

To supervise the advertising and promotional activities of the Group, we have established External Promotion Management Procedures. The General Management Department takes charge of this responsibility by coordinating the system and maintaining a high level of transparency in sharing Group information. Their primary focus is preserving the reputation and brand image of the Group. The marketing division ensures that the actual product aligns with the advertised description. We never utilise unverified news, inaccurate images, or videos when interacting with our customers.

Throughout the Reporting Period, we strictly adhered to the applicable regulations and guidelines concerning the advertisement and labelling of our products and services. This includes compliance with the "Advertising Law of the PRC" and the "Trademark Law of the PRC".

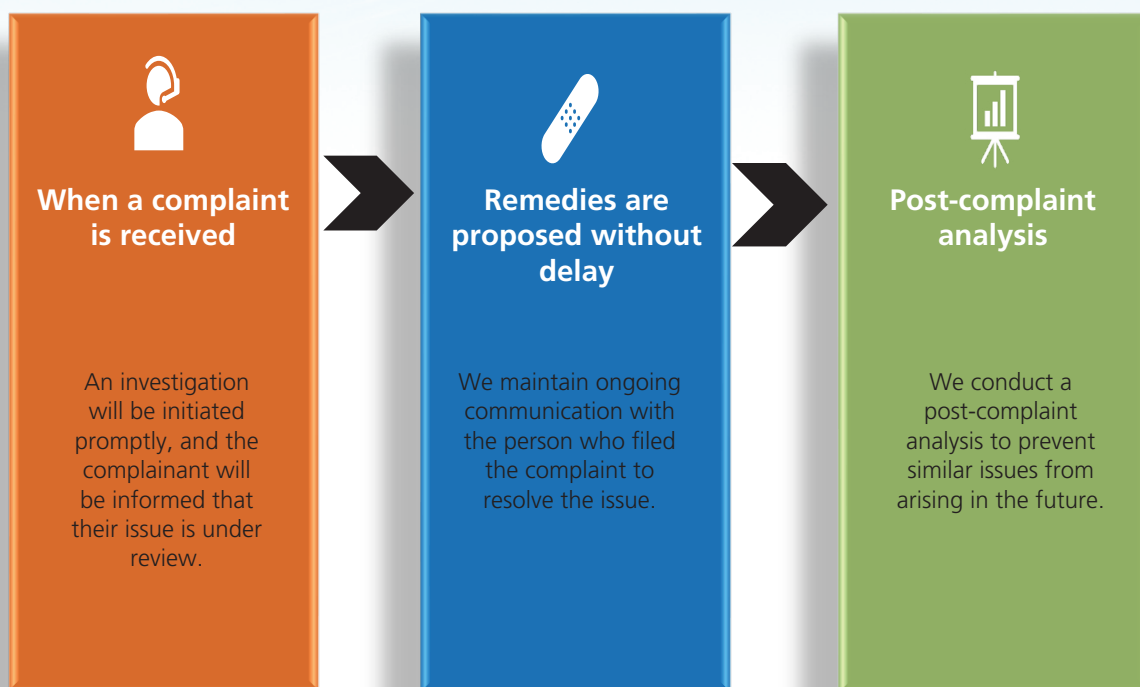
UNDERSTANDING OUR CUSTOMERS' NEEDS

Our primary objective is to continuously improve the quality of our services and enhance customer satisfaction. To achieve this, we engage in frequent promotional activities, face-to-face meetings, and electronic communication with our clients. Throughout the pre-sale, contract signing, and after-sales support stages, we maintain a friendly and supportive approach.

OUR PRODUCT RESPONSIBILITY

We diligently document all inquiries and concerns raised by our clients and establish clear timeframes for resolving them. Additionally, we maintain regular contact with customers to ensure their issues are addressed promptly and effectively. We have implemented various communication channels to better understand customer feedback and requirements, including telephone surveys, customer discussions, market share analysis, warranty claims, and dealer reports. During the Reporting Period, we did not receive any complaints regarding our products and services.

Our customer complaint handling procedure outlines the following steps for addressing customer grievances.



To effectively monitor and respond to our customers' needs, we have implemented the Products and Services Demand Control Procedure, which establishes standardised methods for identifying, analysing, and fulfilling customer demands. Our Marketing and Sales Department is responsible for executing these procedures and addressing specific client needs, including user training, on-site installation, bug fixes, legal compliance, and adherence to industry standards.

We regularly conduct customer satisfaction surveys to assess our product performance, customer service, pricing, and delivery schedules. The satisfaction surveys include criteria such as quality, service attitude, pricing, deliver time and accountability. Based on the feedback received, we compile a comprehensive customer satisfaction analysis report that highlights our strengths and identifies areas for improvement. This report, along with customer feedback, guides our efforts to continuously enhance our services, boost customer satisfaction, and adapt to their evolving needs.

The Group has successfully achieved our goals:

Customer Satisfaction Goals

Customer Satisfaction Rate:

≥95%, with an annual increase of 0.2 points

PROTECTING DATA PRIVACY AND SECURITY

Maintaining a competitive advantage relies heavily on ensuring the high stability of our software and applications. We understand the significance of upholding system integrity and proactively preventing any potential data and information security issues that could pose risks to our business. To achieve this, we have implemented an Information Security and Information Technology Service Management System (the “**Information Security and IT Service Management System**”), which is certified with the ISO/IEC 27001:2013 international standard. This certification enables us to standardise our data privacy procedures, including measures such as data encryption, access permissions, and password settings.

Through this system, we efficiently manage our data assets, personnel security, and potential information security risks. Furthermore, we have established a dedicated information security management team to provide additional support in these endeavours. This team is responsible for setting annual management goals, evaluating potential information security risks, responding to unforeseen network security incidents, and delivering information security training to enhance employee awareness of data privacy and security.

To protect our clients’ data and confidential information against loss, misuse, and unintended disclosure, we have implemented various policies. We rigorously uphold a Customer Privacy Policy, which outlines our commitment in protecting data privacy through our “User Privacy Protection Responsibility Letter”. This policy clearly defines the purpose of collecting, using, disclosing, and transferring customer data and is designed to ensure the security of data privacy. Our employees are obligated to follow these policies to maintain the confidentiality of our clients’ information, and we will not disclose such information without their explicit consent.

Additionally, during the Reporting Period, our Group complied with the regulations outlined in China’s Cybersecurity Law concerning network operation security and network information security.



OUR PRODUCT RESPONSIBILITY

PROTECTION OF INTELLECTUAL PROPERTY

Protecting intellectual property is the most important to us, and we strictly adhere to all applicable laws and regulations regarding intellectual property rights, such as the “Implementing Rules of the Trademark Law of the People’s Republic of China” and the “Patent Law of the People’s Republic of China” along with its “Implementation Rules”. We understand that protecting intellectual property rights fosters innovation and creativity, which are valuable assets for our Group. To ensure this protection, we have developed an Intellectual Property Management Guideline that outlines our policies concerning copyrights, patents, the confidentiality of technical and trade information, and trademarks. Our Administration Department is responsible for implementing and overseeing these policies, assigning roles and responsibilities for intellectual property management, and monitoring related activities.

To further protect our intellectual property, we require all employees, customers, and suppliers to sign an Intellectual Property and Confidentiality Agreement. This agreement establishes the terms and conditions for the ownership and protection of intellectual property. We ensure that everyone within the organisation respects and upholds intellectual property rights. Furthermore, we provide incentives for employees who make significant contributions to the protection of intellectual property rights through salary adjustments, discretionary bonuses, and even promotions.

We take violations of intellectual property rights seriously, and any employee or supplier found to be in violation of relevant laws and regulations may face disciplinary actions, including the possibility of terminating their business partnerships with us.

Moreover, as outlined in our Employee handbook, our Non-Compete and Confidentiality Policy serves to protect the Group’s intellectual property by ensuring that employees do not disclose or misuse proprietary information, trade secrets, or other sensitive data that could compromise the company’s competitive position. By restricting employees from engaging in competitive activities and sharing confidential information, the policy helps safeguard the company’s innovations, branding, and business strategies, which are key components of its intellectual property. Thus, it reinforces the overall integrity of the company’s intellectual property and contributes to its long-term success.

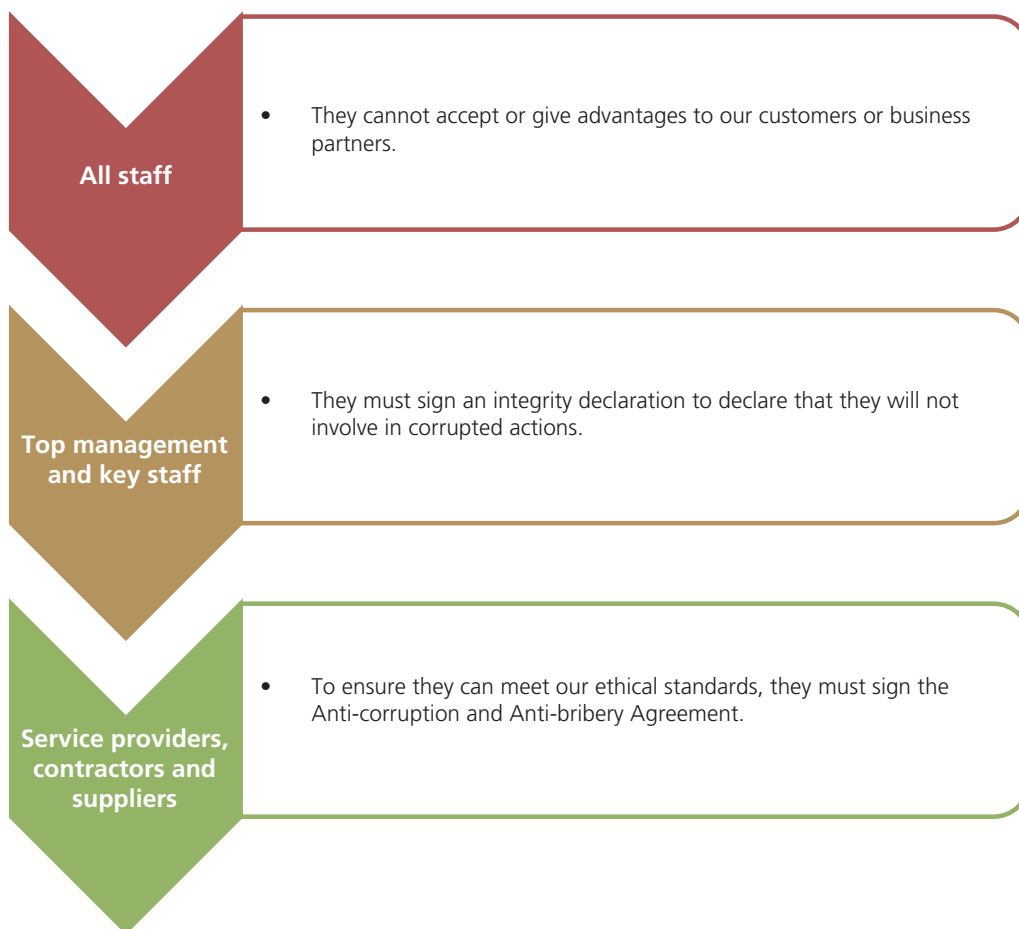
During the Reporting Period, the Group was not aware of any non-compliance with applicable laws and regulations relating to privacy and intellectual property of our products and services.

COMBATTING CORRUPTION AND BRIBERY

The Group is committed to upholding the principles of legal compliance and integrity in all its operations. We strictly adhere to a range of anti-corruption laws and regulations, including “Anti-unfair Competition Law of the PRC”, the “Anti-money Laundering Law of the PRC”, the “Anti-corruption and Anti-bribery Management System”, and our CSR policies. These regulations provide clear guidelines for the conduct and behaviour of our staff in business activities. Our operations unequivocally prohibit all forms of corruption, extortion, bribery, fraud, and money laundering. To mitigate these risks, we have implemented several measures, detailed below.

During the Reporting Period, we provided 5 hours of anti-corruption training for all our senior management to ensure they are informed about the latest regulations and preventive strategies against corruption. This Year, our board of directors’ training covers topics such as updates on regulations regarding corporate governance, as well as enhanced risk management and internal controls.

To enhance the ethical standards of the company, our “Board Compliance Responsibility Memorandum” outlines the essential ongoing duties and obligations that directors of a listed company are required to follow. These responsibilities play a critical role in ensuring regulatory compliance, upholding transparency, and maintaining ethical standards within the Group. During the Reporting Period, the Group is not aware of any legal cases related to corrupt practices involving any of its group companies or employees during this period.



COMBATTING CORRUPTION AND BRIBERY

The Group has established a whistleblowing system to encourage the reporting of suspected misconduct, including conflicts of interest and unethical behaviour, by employees and business partners. This system allows employees to submit reports through oral and written methods, including in-person discussions, phone calls, emails, and other written formats. While anonymous reporting is accepted, named reports are encouraged for more efficient investigations. Written submissions should include details about the individuals involved, the time, location, and specifics of the incident, and whistleblowers may be asked to assist in the investigation. Upon receiving a report, a dedicated team will conduct a thorough internal investigation and implement appropriate corrective actions based on the findings. The HR team is responsible for logging each report, conducting investigations, and communicating outcomes to the whistleblower within specified timeframes. Employees found in violation of the CSR Policy or integrity declarations will face disciplinary measures, while suppliers who breach our probity agreements may have their business relationships terminated. In serious cases, we will notify the relevant law enforcement authorities for further action.

During the Reporting Period, the Group was not aware of any material non-compliance with applicable laws and regulations related to bribery, fraud, extortion, or money laundering.

SUPPORT FOR LOCAL COMMUNITIES

Our commitment lies in advancing community infrastructure and social progress while enhancing the well-being of underprivileged individuals through community initiatives and charitable contributions. This dedication is guided by our “Corporate Community Involvement Policy,” which directs our efforts to improve local social conditions and welfare.

Our Group aims to enhance comprehensive rural revitalisation efforts. During the Reporting Period, in collaboration with China Mobile Communications Group, donations of a total of RMB28,100 were made towards multi-village revitalisation projects and smart campus in Akto County, Kizilsu Kyrgyz Autonomous Prefecture, Xinjiang, and Tangyuan County, Jiamusi City, Heilongjiang Province. These joint efforts underscore our pledge to foster sustainable rural development and aid communities in need.

关于中国移动通信集团黑龙江有限公司推荐助力购买 汤原县帮扶产品的证明函

黑龙江省汤原县属于国家级脱贫县，是中国移动通信集团有限公司定点帮扶县，经中国移动通信集团黑龙江有限公司推荐助力，飞思达技术（北京）有限公司购买汤原县中恒商贸有限公司销售的大米、坚果、山珍等帮扶产品，合计金额 10100 元。

特此证明！



关于中国移动通信集团辽宁有限公司大连分公司推荐 助力购买汤原县帮扶产品的证明函

黑龙江省汤原县属于国家级脱贫县，是中国移动通信集团有限公司定点帮扶县，经中国移动通信集团辽宁有限公司大连分公司推荐助力，飞思达技术（北京）有限公司购买汤原县中恒商贸有限公司销售的大米、坚果、山珍等帮扶产品，合计金额 8000 元。

特此证明！



ENVIRONMENTAL PROTECTION

Our Group is committed to mitigating its environmental impact in response to rising concerns about climate change and pollution. Although primarily operating in office settings, the Company has implemented eco-friendly initiatives in its daily operations to reduce emissions and promote the sustainable use of resources.






Since 2015, our Group has established an ISO 14001-certified Environmental Management System (“**EMS**”) at its Beijing headquarters. This system effectively manages significant environmental aspects and risks through appropriate controls and mitigation measures. The Company has also developed various policies and procedures to identify and address environmental risks, minimise significant impacts, and respond to potential disasters. In 2021, IB introduced the “Quality Environment Occupational Health and Safety Management Manual”, which outlines measures for environmental protection, energy conservation, and resource consumption reduction, while ensuring compliance with relevant laws and regulations.

On an annual basis, the General Management Department identifies environmental factors within office spaces and project sites, establishing controls for key environmental aspects and assessing the effectiveness of these measures. The department employs an Environmental Factors Identification and Evaluation Form, which assigns scores to various environmental risks based on criteria such as affected area, frequency of occurrence, recovery time, predictability, and social awareness. This Year, our Group ensured to fulfil each criterion in the Environmental Factors Identification and Evaluation Form.

During the Reporting Period, our Group was not aware of any breaches of relevant laws and regulations concerning gas emissions or the generation of hazardous and non-hazardous waste discharged into water and land. IB adheres to applicable national environmental laws and regulations, including the “Environmental Protection Law of the PRC”.

OUR ENVIRONMENTAL MANAGEMENT

Given the nature of our business, which primarily operates in office settings, our daily activities result in minimal emissions and waste generation. Wastewater discharge is managed by the building management company, while emissions from our vehicles are limited and have a negligible impact on our operations. To prioritise environmental sustainability, we have diligently adopted the following guidelines and policies.

Policy and Procedure	Purpose(s)
<p>Accredited EMS</p> 	<p>The implementation of this policy ensures consistent procedures for identifying significant environmental risks and implementing measures to control emissions and resource consumption within the Group.</p>
<p>Annual Environmental and Management Summary</p> 	<p>The General Management Department sets up environmental objectives each year and evaluate each department’s performance on attaining the objectives.</p>
<p>Company Vehicle Management Policy</p> 	<p>This policy offers guidance to employees on promoting environmentally responsible practices when using company vehicles. For instance, employees are instructed to turn off idling engines when the vehicles are stationary and perform regular vehicle maintenance checks to ensure proper functioning and minimise excessive gas emissions. Additionally, superior vehicle fuels with low sulphur content are selected for all vehicles to reduce air pollutant emissions.</p>
<p>Energy Use Policy</p> 	<p>This policy promotes energy conservation and provides guidance to employees on reducing energy consumption. It emphasises resource consciousness, uses energy-efficient products, advocates electricity and water conservation, reduces fuel consumption, saves administrative resources, and encourages responsible office supply usage.</p>
<p>Green Office Management Procedures</p> 	<p>These measures aim to minimise office waste generation by implementing comprehensive guidelines and actions that reduce unnecessary consumption. Moreover, we have outlined our Environmental Office Guidelines in our employee handbook. These guidelines serve as a framework for eco-friendly practices within our workplace, providing clear expectations and encouraging every team member to adopt behaviours that minimise our environmental impact.</p>

ENVIRONMENTAL PROTECTION

ENVIRONMENTAL TARGETS

To effectively manage our emissions, we established specific environmental targets in 2021 aimed at reducing our environmental impact. These targets are designed not only to guide our operations but also to promote accountability and transparency within our Group.

We are committed to continually monitoring our progress against these targets, utilising data-driven approaches to assess our performance. This ongoing evaluation allows us to identify areas for improvement and to adapt our strategies as needed.

Aspect	Target
Environmental Management	<ul style="list-style-type: none">• Every year, we ensure zero environmental-related pollution, complaint, or prosecution.
Greenhouse Gases (“GHG”) Emissions	<ul style="list-style-type: none">• By 2025, reduce GHG emission intensity by 20% as compared with the baseline in 2019.• Achieve net zero GHG emission by 2050.
Energy	<ul style="list-style-type: none">• Every year, we ensure all solid wastes and hazardous waste are disposed of according to the laws and regulations, with the compliance rate of 100%.
Water	<ul style="list-style-type: none">• By 2025, we will reduce water consumption intensity by 10% as compared with the baseline in 2019.
Waste	<ul style="list-style-type: none">• Build up recycling system in the office of all branches and encourage recycling of all computers, monitors, hard disks and other accessories, and printer toner cartridges.• We encourage paperless offices and bringing lunchboxes to the office to reduce the disposal of single-use plastic lunch boxes.• We aim to reduce 10% of hazardous and non-hazardous waste by 2030.

* For more details, please see the section “Responsible Resources Consumption” — “Green Operation” — “Materials” for the steps of reducing hazardous waste.

ENVIRONMENTAL TRAINING

Providing environmental training to employees offers benefits for both the Company and the environment. These training sessions have helped us comply with regulations, reduce our environmental footprint, and improve overall efficiency. During the Reporting Period, we focused on the following topics in our training programmes:



Identification of environmental factors and hazard evaluation



Understanding of environmental and occupational health and safety (OHS) laws and regulations

CARBON EMISSION AND CLIMATE RESILIENCE

After evaluating environmental factors, we found that a significant portion of GHG emissions within the Group arises from vehicle fuel combustion and office electricity consumption. Although these emissions are relatively low, the Group is committed to reducing them through efficient vehicle management practices and resource conservation.

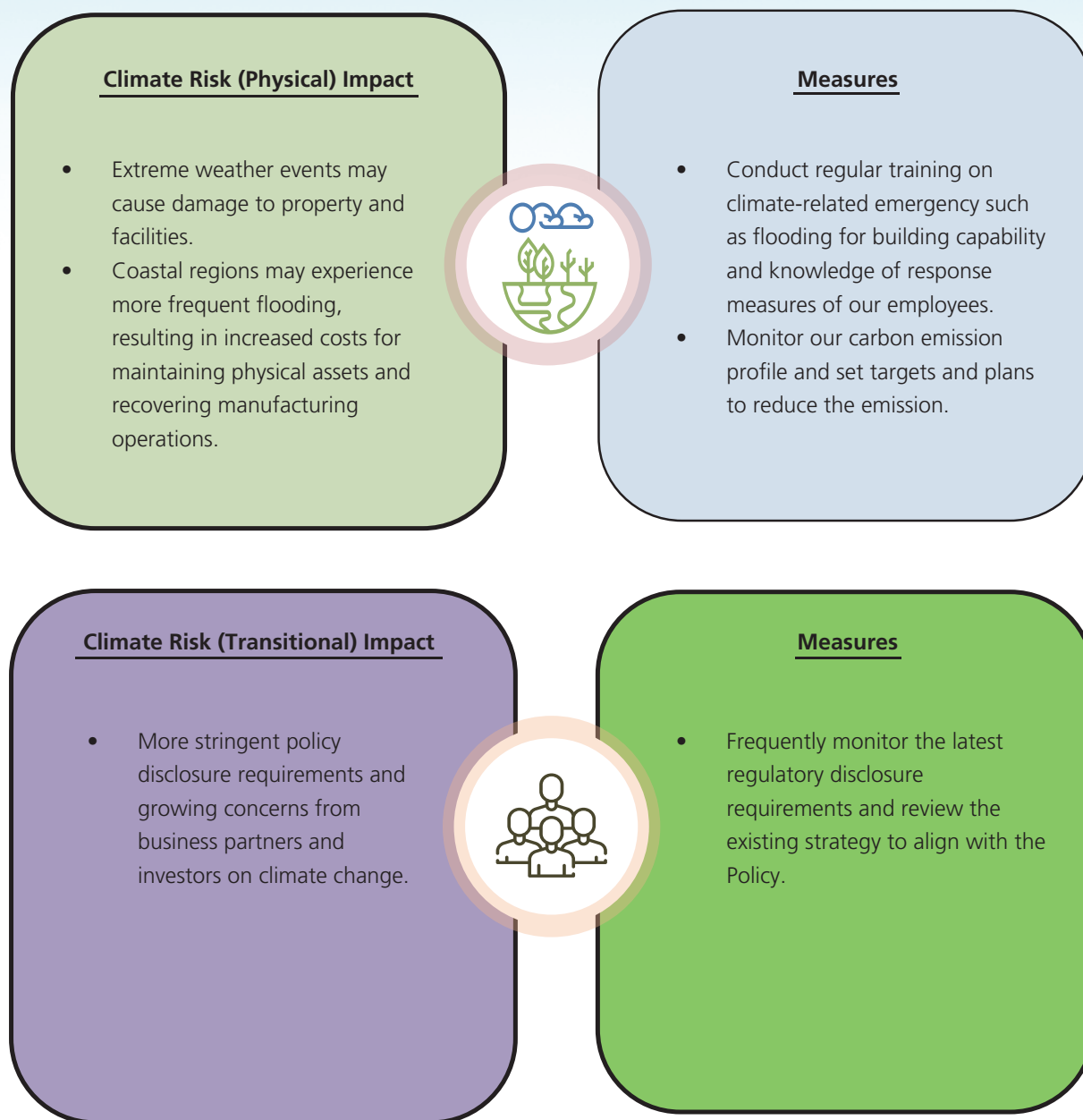
To set targets and develop plans for carbon emissions reduction, we consistently monitor our carbon footprint. However, during the Reporting Period, our electricity consumption increased due to extended hardware operation and air conditioning requirements for testing purposes.

We regularly track our progress against established targets. Below is an overview of our achievements in 2024, along with specific details.

GHG EMISSIONS REDUCTION TARGET	INTENSITY		REDUCTION	PROGRESS
			PERCENTAGE	AS OF FY2024
	FY2019	FY2024	(%)	
By 2025, reduce GHG emission intensity by 20% as compared with the baseline in 2019.	0.88	0.84	4.55%	15.45%

ENVIRONMENTAL PROTECTION

As a socially responsible organisation, we recognise China's commitment to reducing carbon emissions. In response, we aim to adopt environmentally friendly business practices that contribute to a sustainable future. The Group is fully dedicated to decreasing carbon emissions to mitigate our impact on the climate. To gain a thorough understanding of potential climate-related risks, we have conducted assessments and evaluations of both physical and transitional risks.



RESPONSIBLE RESOURCES CONSUMPTION

IB has implemented a Green Office system aimed at reducing waste generation in our daily operations. These guidelines are designed to raise employee awareness and promote resource conservation across the Group. We conduct regular reviews and sample testing to ensure that all departments meet their responsibilities for waste sorting and recycling of both hazardous and non-hazardous materials. Additionally, multiple disposal bins have been provided to facilitate convenient waste sorting by employees.

Energy

- When purchasing new electrical appliances, prioritise energy-efficient products alongside price considerations.
- Control and maintain the room temperature of our offices at an energy-efficient level (26 degrees Celsius)
- Adopt natural lighting and natural ventilation whenever possible
- Attach signage to remind employees of switching off idle lights and office equipment
- Replace the old equipment with new high energy efficient models to reduce the electricity consumption
- Encourage our employees to use public transportation instead of the use of private vehicles



This Year, our Group has brought our Green Office system to life, incorporating sustainable practices into our operations. We have embraced electronic bidding to eliminate unnecessary printing and binding, resulting in a significant decrease in toner cartridge and paper consumption. By utilising “DingTalk” for electronic approvals, we have streamlined processes, boosted efficiency and reduced paper usage for signatures. Additionally, we have prioritised energy efficiency by equipping all air conditioning and electrical appliances with top-tier energy ratings and transitioning to energy-saving bulbs for all lighting fixtures.

To minimise resource consumption in our business operations, IB has created an Energy Use Policy that outlines measures to guide and educate employees on efficient and sustainable resource usage. The Group primarily uses vehicle fuel (gasoline), electricity, water, and paper in our daily office activities. Below, we highlight key measures for controlling energy use in these areas.

ENVIRONMENTAL PROTECTION

We consistently monitor our progress toward our targets. Here is an overview of our achievements in 2024, along with specific details.

ENERGY CONSUMPTION REDUCTION TARGET	INTENSITY		PROGRESS AS OF FY2024
	FY2019	FY2024	
By 2025, reduce energy consumption intensity by 10% as compared with the baseline in 2019	3.48	4.42	0%

To promote resource conservation, we have implemented a Green Office system that encourages employees to be mindful of their usage of water and other resources. As a result, we have seen a gradual reduction in water consumption over the year. During the Reporting Period, our total water consumption was 269.04 m³ with an intensity of 2.77 m³ per full-time employee. During the Reporting Period, the Group did not have any issue in sourcing suitable water.

The green office system establishes the following guidelines for our employees to follow, including the key measures below:



Water

- Opt for water saving devices and faucets in our workplace
- Conduct regular water pipe maintenance to prevent water leakage
- Encourage the usage of phosphorus-free detergents and degradable cleaning products
- Attach signage to remind our employees to switch off the faucet tightly after finished washing and avoid rinsing the containers under the running water to reduce the water wastage

Other Materials

- Adopt the electronic application for internal communication and documents circulation to promote paperless office
- Adopt double-sided printing and re-use the single-sided printed paper
- Utilise the reusable products (e.g. rechargeable batteries, refillable stationeries) instead of single use products



ENVIRONMENTAL PROTECTION

We regularly track the progress of our target. The following is our progress of achievement in 2024, along with details.

WATER CONSUMPTION REDUCTION TARGET (M³)	INTENSITY		REDUCTION PERCENTAGE	PROGRESS
	FY2019	FY2024	(%)	AS OF FY2024
Reduce the water consumption intensity by 10% as compared with the baseline in 2019	2.16	1.06	50.93%	100% We successfully achieved our water consumption reduction targets.

ENVIRONMENTAL PROTECTION

OUR ENVIRONMENTAL PERFORMANCE

The environmental KPIs data during the Reporting Period are shown in the table below.

	Unit ³	2024	2023	2022
Direct Energy ⁴				
— Gasoline	Litre ("L")	— ⁵	— ⁶	100.00
	Giga Joule ("GJ")	—	—	3.28
Intensity	GJ per full-time employee	—	—	0.01
Indirect Energy				
— Electricity	GJ	1,126.31	1,032.8	828.33
Intensity	GJ per full-time employee	4.42	3.70	2.83
Water	m ³	269.04	247.41	302.46
Intensity	m ³ per full-time employee	1.06	0.89	1.03
Paper	Tonne	0.00004	0.03	0.04
Non-hazardous waste ⁷	Tonne	0.42	0.43	0.41
Intensity	Tonne per full-time employee	0.002	0.002	0.001
Hazardous waste				
— Waste batteries, electronic parts and accessories	Pieces ("Pc")	28	26	31
— Waste cartridges	Pc	38	38	28
Intensity	Pc per full-time employee	0.26	0.23	0.20

³ The intensity unit is based on the full-time employees of the Group within the reporting scope.

⁴ The conversion factors from volumetric units of gasoline consumption to energy units are in reference to CDP Technical note: Conversion of fuel data to MWh.

⁵ During the Reporting Period, no gasoline consumption was recorded. This is due to the ongoing decline in business visits and discard of company vehicles.

⁶ The decrease in gasoline consumption from 2022 to 2023 can be attributed to the ongoing decline in business visits and discard of company vehicles.

⁷ Non-hazardous waste is consigned to the building management company for handling.

ENVIRONMENTAL PROTECTION

	Unit ⁸	2024	2023	2022
Total Emission ⁹	Tonne of carbon dioxide equivalent ("tCO ₂ e")	215.30	198.59	161.81
Direct Emission (Scope 1) ¹⁰	tCO ₂ e	–	–	0.24
Indirect Emission (Scope 2) ¹¹	tCO ₂ e	190.88	175.03	140.38
Other Indirect Emission (Scope 3) ¹²	tCO ₂ e	24.43	23.56	21.01
Intensity	tCO ₂ e per full-time employee	0.84	0.71	0.55

⁸ The intensity unit is based on the full-time employees of the Group within the reporting scope.

⁹ Our operation mainly takes place in our offices, and our carbon emission is the majority type of emission generated. All wastewater discharge is managed by the building management company. The air emission of the Group's vehicle is limited; thus, is non-material to our operation.

¹⁰ The direct emission (Scope 1) covers the emission from the mobile sources combustion. The calculation is based on the published emission factors from 2006 IPCC Guidelines for National Greenhouse Gas Inventories and the guidance worksheets of World Resources Institute's GHG Protocol Tool for Mobile Combustion.

¹¹ The indirect emission (Scope 2) covers the emission from the purchased electricity from power company. The calculation is based on the emission factors from 2019 emission factors for purchased electricity within Mainland China, published by Climate Change Info-Net.

¹² The other indirect emission (Scope 3) covers the emission from the business travel of employees only.

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HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
Aspect A: Environment		
A1 Emission	Information on: — the policies; and — compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes.	ENVIRONMENTAL PROTECTION — Our Environmental Management
KPI A1.1	The types of emissions and respective emissions data.	ENVIRONMENTAL PROTECTION — Our Environmental Performance The Group's operation does not have significant air emission due to its business nature.
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PROTECTION — Carbon Emission and Climate Resilience/Our Environmental Performance
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PROTECTION — Our Environmental Performance The Group's operation does not involve a significant amount of hazardous waste due to its business nature.
KPI A1.4	Total non-hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PROTECTION — Our Environmental Performance
KPI A1.5	Description of measures to mitigate emissions and results achieved.	ENVIRONMENTAL PROTECTION — Environmental Protection/ Carbon Emission and Climate Resilience
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	ENVIRONMENTAL PROTECTION — Responsible Resources Consumption

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A2 Use of Resource	Policies on efficient use of resources including energy, water and other raw materials.	ENVIRONMENTAL PROTECTION — Responsible Resources Consumption, Our Environmental Performance
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PROTECTION — Our Environmental Performance
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PROTECTION — Our Environmental Performance
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	ENVIRONMENTAL PROTECTION — Environmental Protection, Our Environmental Performance
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	ENVIRONMENTAL PROTECTION
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Group's operation does not involve significant amount of packaging material due to its business nature
A3 The Environment and Natural Resources	Policies on minimising the issuer's significant impact on the environment and natural resources.	ENVIRONMENTAL PROTECTION — Responsible Resources Consumption, Our Environmental Performance
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	ENVIRONMENTAL PROTECTION — Responsible Resources Consumption
A4 Climate Change	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	ENVIRONMENTAL PROTECTION — Carbon Emission and Climate Resilience, Our Environmental Management
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	ENVIRONMENTAL PROTECTION — Carbon Emission and Climate Resilience

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HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
Aspect B Social		
B1 Employment	<p>Information on:</p> <ul style="list-style-type: none"> — the policies; and — compliance with relevant laws and regulations that have a significant impact on the issuer <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p>	OUR EMPLOYEES — Our Employees, Employment Standard and Practices, Diversity and Inclusion, Staff Training and Development
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	OUR EMPLOYEES — Our Employees, Diversity and Inclusion
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	OUR EMPLOYEES — Our Employees, Diversity and Inclusion
B2 Health and Safety	<p>Information on:</p> <ul style="list-style-type: none"> — the policies; and — compliance with relevant laws and regulations that have a significant impact on the issuer <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p>	Healthy and Safe Workplace
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Healthy and Safe Workplace
KPI B2.2	Lost days due to work injury.	Healthy and Safe Workplace
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Healthy and Safe Workplace

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HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
B3 Development and Training	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	OUR EMPLOYEES — Staff Training and Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	OUR EMPLOYEES — Staff Training and Development
KPI B3.2	The average training hours completed per employee by gender and employee category	OUR EMPLOYEES — Staff Training and Development
B4 Labour Standard	Information on: <ul style="list-style-type: none"> — the policies; and — compliance with relevant laws and regulations that have a significant impact on the issuer <p>relating to preventing child and forced labour.</p>	OUR EMPLOYEES — Employment Standard and Practices
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	OUR EMPLOYEES — Employment Standard and Practices
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	OUR EMPLOYEES — Employment Standard and Practices
B5 Supply Chain Management	Policies on managing environmental and social risks of supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management

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HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
B6 Product Responsibility	Information on: — the policies; and 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.	OUR PRODUCT RESPONSIBILITY — Ensuring our Quality, Products and Services, Advertisement & Marketing, Protecting Data Privacy and Security
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	OUR PRODUCT RESPONSIBILITY — Ensuring Our Quality Products and Services
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	OUR PRODUCT RESPONSIBILITY — Understanding Our Customers' Needs
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	OUR PRODUCT RESPONSIBILITY — Protection of Intellectual Property
KPI B6.4	Description of quality assurance process and recall procedures.	OUR PRODUCT RESPONSIBILITY — Ensuring our Quality Products and Services/ Maintaining Quality of Products and Services with R&D
KPI B6.5	Description of consumer data protection and privacy policies and how they are implemented and monitored.	OUR PRODUCT RESPONSIBILITY — Protecting Data Privacy and Security

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HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
B7 Anti-corruption	Information on: <ul style="list-style-type: none"> — the policies; and — compliance with relevant laws and regulations that have a significant impact on the issuer <p>relating to bribery, extortion, fraud and money laundering.</p>	COMBATTING CORRUPTION AND BRIBERY
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.	COMBATTING CORRUPTION AND BRIBERY
KPI B7.2	Description of preventive measures and whistle-blowing procedures and how they are implemented and monitored.	COMBATTING CORRUPTION AND BRIBERY
KPI B7.3	Description of anti-corruption training provided to directors and staff.	COMBATTING CORRUPTION AND BRIBERY
B8 Community Investment	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.	SUPPORT FOR LOCAL COMMUNITIES
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	SUPPORT FOR LOCAL COMMUNITIES
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	SUPPORT FOR LOCAL COMMUNITIES