KANTONE HOLDINGS LIMITED
看通集團有限公司
Stock Code 股份代號: 1059









2025
環境、社會及管治報告
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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ABOUT THIS REPORT

This Report summarizes several subjects of Kantone Holdings Limited (the "**Company**", together with its subsidiaries, collectively the "**Group**" or "**we**") of business practices for the Environmental, Social and Governance (referred to as the "**ESG**") report (referred to as the "**Report**") and its relevant implemented policies and strategies in relation to the Group's operational practices and environmental protection. For information regarding corporate governance, please refer to the "Corporate Governance Report" in the annual report 2025.

The Report covers the period from 1 July 2024 to 30 June 2025 (the "**Reporting Period**" or the "**Reporting Year**" or "**FY2025**").

關於本報告

本報告概述看通集團有限公司(「**本公司**」,連同其附屬公司統稱「**本集團**」或「**我們**」)業務實踐中有關環境、社會及管治(「**ESG**」)報告(「**報告**」或「**本報告**」)的若干主題及其與本集團業務運作及環境保護相關的政策實施及策略。有關企業管治的資料,請參閱二零二五年年報中的「企業管治報告」。

本報告涵蓋二零二四年七月一日至二零二五年六月三十日(「**報告期**」或「**報告年度**」或「**二零二五財年**」)。

REPORTING STANDARD

The Report has been prepared with reference to the ESG Reporting guide set out in Appendix C2 to the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited (the "**SEHK**"). To ensure the accuracy of environment key performance indicators ("**KPIs**"), the Group engaged a professional consultancy firm to conduct the calculation and preparation of the Report.

In preparation of this Report, due diligence has been taken by the Group to adhere to the reporting principles of "Materiality", "Quantitative", "Balance" and "Consistency". The materiality assessment has ensured the Report presents the most material ESG topics pertaining to our businesses. Whenever necessary, the Report details any standards, methodologies, assumptions and/or calculation tools used, or source of conversion factors used, as well as explanations of any inconsistencies to previous reports.

報告準則

本報告按照香港聯合交易所有限公司(「**香港聯交所**」)主板上市規則附錄C2所載「環境、社會及管治報告指引」編製。為確保環境關鍵績效指標準確性,本集團已聘請一家專業顧問公司負責報告的數據計算及編寫。

在編寫本報告時,本集團展開盡職調查以遵守「重要性」、「量化」、「平衡」和「一致性」的報告原則。重要性評估確保本報告展示了我們業務與環境、社會及管治相關最重要的主題。按需要,本報告詳細說明了所使用的標準、方法、假設和/或計算工具,或所使用的轉換系數的來源,以及說明與先前報告任何不一致之處。

REPORTING SCOPE

The Report covers the Group's ESG policies and measures, and compliance for business activities of Multitone, which accounted for 100% of the Group's total income generated during this Reporting Year. These activities have included Multitone's offices and facilities in the United Kingdom (the "**UK**"), Germany and Malaysia. With regard to workforce-related KPIs, the reporting scope includes data from the UK, Germany, Malaysia and Hong Kong ("**HK**") to maintain consistency with the Environmental, Social and Governance Report.

報告範圍

本報告涵蓋了本集團的環境、社會及管治表現,以及本報告年度佔本集團100% 收入的Multitone在商業活動中的合規情況。其中包括Multitone及其在英國、德國和馬來西亞設立的辦公室和設施。關於僱員相關的關鍵績效指標,報告範圍包括來自英國、德國、馬來西亞及香港的資料,以確保環境、社會及管治報告一致性。

BOARD'S STATEMENT

The board of directors of the Group (the "**Board**") has the overall responsibility for the Group's ESG strategy and reporting. The management is responsible for evaluating, determining, monitoring and managing of the ESG-related risks and the effectiveness of the ESG management system.

Business longevity shall only be granted to those who look beyond short-term gains and consider the external impacts they have on the economy, society, and environment. ESG matters are part of the Board's agenda, and the Group manages its sustainability performance through the respective functions at each region, mainly the operations and product management as well as the human resources department. We identify and evaluate the materiality of the diverse range of ESG topics that are interrelated with our business operations (See below section: Materiality Assessment) to form our future corporate direction.

ESG-related targets have been set at the operational level and the performance against these targets is reviewed and evaluated regularly. Overall ESG performance is reviewed by the Board at least on an annual basis through the approval of this Report.

董事會聲明

本集團董事會(「**董事會**」)負責本集團整體的環境、社會及管治策略及匯報。管理層負責評估、釐定、監控及管理與環境、社會及管治相關的風險及環境、社會及管治管理系統的有效性。

業務得以長遠發展均為高瞻遠矚並考慮到其對經濟、社會和環境外部影響的企業。環境、社會及管治事項是董事會議程的一部分，本集團通過每個營運地區的職能(主要是營運和產品管理以及人力資源部門)來管理其可持續發展績效。我們識別、確定並評估與我們業務營運相關的各種環境、社會及管治主題的重要性(請參閱以下部分：重要性評估)，以形成我們未來企業發展的方向。

集團已訂立營運層面的ESG目標，並定期審核及評估該等目標的績效，董事會通過審批本報告以至少每年審核一次整體ESG表現。

MULTITONE'S ENVIRONMENTAL AND SUSTAINABILITY POLICY

As part of our continuous efforts to advance our approach to sustainability, the Group has established an "Environmental and Sustainability Policy". It states our commitment to conduct operations in an environmentally and socially conscious manner that contributes to sustainable development. The key personnel of respective business segments are responsible for the implementation of the policy. As approved by the Board, the policy is subject to periodic review as necessary. The following are the three main pillar statements the Group pledges to:

MULTITONE的環境與可持續發展政策

為了不斷努力推動可持續發展，本集團已製定了「環境與可持續發展政策」。該政策表明我們致力於著重環保和社會意識的方式行事，以促進可持續發展。該政策經董事會批准，由各部門主管負責該政策的實施，並按需要定期進行審核。以下是集團承諾的三個主要支柱聲明：

(1) We comply with relevant legislative and regulatory requirements, identifying and applying the best available techniques wherever possible to minimize our impact on the environment.

(2) We monitor the use of our resources, to meet these commitments in a manner that reinforces our activities through considerate product design, reuse and recycling and energy monitoring.

(3) We review our practices and work with partners to improve our performance.

Good corporate governance is the key to effective ESG management. The Board takes the overall responsibility for the formulation, implementation and reporting of the Group's ESG strategy and for the oversight of the relevant ESG issues. It is also responsible for evaluating the impacts of ESG risks and opportunities taking into account the Group's long-term business objectives.

CONFIRMATION AND APPROVAL

The information presented in the Report came from the official documents and statistical data of the Group. The ESG Report was approved by the Board on 26 September 2025.

COMMENTS AND FEEDBACK

We make every effort to ensure consistency between the Chinese and English versions of this Report. However, in the event of any inconsistency, the English version shall prevail.

The progress of the Group depends in part on valuable comments from stakeholders. For any clarifications or advice regarding the content of this ESG Report, please forward your comments and suggestions to: ir@kantone.hk.

(1) 我們遵守相關法律法規的要求，並會識別及應用最適合的技術，盡可能減少我們對環境的影響。

(2) 我們監測資源的使用，並通過精心的產品設計、再用、回收及能源監測以支持我們的活動，促使我們達成這些承諾。

(3) 我們與合作伙伴檢討營運模式，力求改善表現。

良好的公司治理是有效環境、社會及管治管理的關鍵。董事會全面負責集團環境、社會及管治政策的制定、實施和報告，以及對相關ESG問題的監督。董事會亦負責評估環境、社會及管治風險和機遇的影響，同時考慮到集團的長期業務目標。

確認及批准

本報告所呈列的資料來自本集團的官方文件及統計數據。環境、社會及管治報告於二零二五年九月二十六日獲董事會批准。

意見及反饋

我們將盡一切努力確保本報告中英文版本的一致性。如有任何歧義，應以英文版本為準。

本集團的發展有賴於持份者的寶貴意見。如對本環境、社會及管治報告內容有任何澄清或建議，請將閣下的意見和建議轉發至：ir@kantone.hk。

STAKEHOLDERS ENGAGEMENT

The Group believes that identifying and addressing stakeholder views lay a solid foundation to the long-term growth and success of the Group. The Group engages with a wide network of stakeholders, including employees, customers, suppliers, shareholders, government and community.

持份者參與

本集團相信，識別和回應持份者的意見並為本集團的長期發展和成功奠定了堅實的基礎。本集團與不同的持份者交流，包括僱員、客戶、供應商、股東、政府及社區。



The Group develops multiple engagement channels that provide opportunities for stakeholders to express their views on the Group's general business conduct and sustainability management. The engagement channels are summarized in the following table. To reinforce mutual trust and respect, the Group is committed to maintaining effective communication channels with stakeholders in both formal and informal ways. This practice enables the Group to better shape its business strategies in order to respond to their needs and expectations, anticipate risks and strengthen key relationships.

本集團建立了多種參與渠道，為持份者提供了表達他們對本集團的業務及可持續發展管理意見的機會。下表總結了持份者的參與渠道。為了加強相互的信任和尊重，本集團開放正式和非正式的渠道與持份者保持有效的溝通。此舉使本集團更好地制定業務戰略，以回應他們的需求和期望、預測風險及加強關係。

Stakeholders 持份者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題	Company's actions 公司行動
Shareholders 股東	• General meetings 股東大會 • Regular corporate publications including financial reports and ESG Report 定期企業公佈，包括財務報告及環境、社會和管治報告 • Circulars and announcements 通函和公告 • Corporate website 企業網站	• Business strategies and sustainability 業務策略與可持續性 • Financial performance 財務表現 • Corporate governance 企業管治	The Group has been able to demonstrate superior business continuity, for example through Multitone's investment in cloud-based infrastructure. We are able to provide remote support for many of our product solutions and operate our Customer Service Help Desk and 24-hour support hotline via existing cloud-based infrastructure in place. We have also been liaising with our key supply chain partners. Despite the logistical challenges arising from the Movement Control Order in Malaysia, Multitone has conducted effective control of spares and components export to the UK. 本集團展現出卓越的業務連續性，例子如Multitone早期對雲端建設的投資。基於現有的雲端建設，我們已經能夠為我們許多產品解決方案提供遙控支援，並能夠運營我們的客戶服務功能，提供24小時支援熱線。我們還一直在與主要供應鏈合作夥伴保持聯繫。儘管馬來西亞的行動管制令為物流帶來挑戰，Multitone還是對出口到英國的零件和組件進行了有效的控制。
Employees 僱員	• Performance appraisals 表現評估 • Training sessions 培訓課程 • Social media 社交媒體	• Training and development 培訓和發展 • Employee remuneration policy 僱員薪酬政策 • Working hours 工作時間 • Occupational health and safety 職業健康及安全 • Equal opportunities 平等機會	The welfare of our staff is the Group's top priority. In the UK, Multitone strengthens its financial support to a number of furloughed staff through the government- backed Coronavirus Job Retention Scheme. In Germany, we conducted individual meetings with those employees to work under the short- time working scheme to ensure smooth transition. 員工福利是本集團的重中之重。在英國，Multitone通過政府支持的冠狀病毒職位保留計劃來給予一些休假人員的財政上的支援。在德國，我們與這些員工舉行了個別會議，按照短期工作計劃進行工作，以確保順利過渡。

Stakeholders 持份者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題	Company's actions 公司行動
Customers 客戶	• Corporate website 企業網站 • Complaint and feedback channels 投訴與反饋渠道	• Service quality and reliability 服務質素與可靠性 • Client information security 客戶信息安全 • Business ethics 商業操守	The Group is committed to protecting the privacy and confidentiality of personal data collected. We adopt best practices by taking reference to the ISO 27001 Information Security Management Systems standards. 本集團致力於保護收集到的個人資料的隱私和機密性。我們通過參考ISO 27001信息安全管理系統標準來採用最佳做法。
Suppliers 供應商	• Supplier assessment 供應商管理 • Continuous direct communication 持續直接溝通	• Fair competition 公平競爭 • Business ethics 商業操守	The Group promotes fair and open competition that prohibits cartels, and any activity of trade associations and industry bodies which prevents, restricts or distorts competition. The abuse of market power, such as in the form of predatory pricing, anti-competitive tying and bundling, exclusive dealing, are also forbidden. 本集團提倡公平和公開競爭，禁止壟斷聯盟以及阻止、限制或扭曲競爭行業協會和行業團體的任何活動。本集團還禁止濫用市場力量，例如掠奪性定價，反競爭性搭售和綑綁銷售，及獨家交易。
Government 政府	• Statutory filings and notification 法定文件存檔及通知 • Regulatory or voluntary disclosures 監管或自願披露	• Compliance with law and regulations 遵守法律及法規 • Business strategies and sustainability 商業策略及可持續性	The Group is committed to achieving and maintaining the highest standards of openness, probity and accountability. Our whistle-blowing mechanism ensures all cases of suspected malpractice or misconduct are handled in an independent and confidential manner. Regarding the risk of customer corruptive practices, all new customers are required to submit legitimacy proofs, as well as screening of historical financial statements by professional credit rating agencies. 本集團致力於實現並保持最高標準的開放性、廉潔和負責任。我們的舉報機制可確保以獨立和保密方式處理所有涉嫌舞弊或不當行為的案件。關於客戶貪污行為的風險，所有新客戶都必須提交合法證明，並由專業信用評級機構對歷年財務報表進行篩選。

Stakeholders 持份者	Engagement channels 參與渠道	Topics of interest/concern 利益／關注主題	Company's actions 公司行動
Community 社區	• Corporate donations 企業捐贈 • Corporate website 企業網站 • Social media 社交媒體	• Fair employment opportunities 公平就業機會 • Environmental protection 環境保護	Multitone has been playing a crucial role through the prompt provision of healthcare mass messaging solution and smart applications to the UK's national healthcare system (NHS). From seamless integration with the hospital's paging system to the provision of solid data security, Multitone life-critical technologies have been perfected throughout its almost 90 years of service in the telecoms industry. Multitone一直在英國國家醫療服務系統(NHS)中扮演關鍵角色，通過迅速向英國國家醫療保健系統(「國家醫療保健系統」)提供大眾醫療保健消息傳遞解決方案和智能應用程式，Multitone在其接近90年的電信行業服務中，與醫院傳呼系統的無縫整合提供可靠的數據安全，Multitone的緊急生命關鍵技術服務獲得完善發展。

MATERIALITY ASSESSMENT

In accordance with relevant rules and in the context of the latest sustainability landscape, the Group has determined the following 21 ESG materiality topics that are deemed to have impact on the environment and society through our operations.

重要性評估

根據相關的條例及在最新的可持續發展形勢下，本集團確定了以下二十一個有關環境、社會及管治的重要性主題，這些主題被認為是通過我們的營運對環境方面和社會方面有影響。

ESG Aspects 環境、社會及管治方面		ESG Materiality Topics for the Group 本集團有關環境、社會及管治重要性的主題
A. Environmental Responsibility 環境責任	A1. Emissions and Waste Generated 產生的排放物及廢棄物	1. Emission Management (Air Pollutants and Greenhouse Gas) 排放管理(廢氣及溫室氣體)
		2. Waste Management 廢棄物管理
	A2. Use of Resources 資源使用	3. Energy conservation 節約能源
	A3. The Environment and Natural Resources 環境及天然資源	4. Water Management 用水管理
		5. Sewage Discharges 污水排放
	A4. Climate Change 氣候變化	6. Climate Change Strategy 應對氣候變化戰略
B. Social Responsibility 社會責任	B1. Employment 僱傭	7. Employment remuneration and benefits 員工薪酬及福利
		8. Diversity and equal opportunity 多元化及平等機會
	B2. Workplace Health and Safety 工作場所的健康與安全	9. Occupational safety and health 職業安全及健康
	B3. Development and Training 發展及培訓	10. Trainings and development 員工培訓及發展
	B4. Labour Standards 勞工準則	11. Prevention of child and forced labour 防止童工及強迫勞動
	B5. Supply Chain Management 供應鏈管理	12. Supply chain management 供應鏈管理

ESG Aspects 環境、社會及管治方面	ESG Materiality Topics for the Group 本集團有關環境、社會及管治重要性的主題
B6. Product Responsibility 產品責任	13. Customer service quality 客戶服務品質
	14. Product/service quality and safety 產品／服務品質和安全
	15. Personal data privacy protection 個人資料隱私保護
	16. Product research and development 產品研發
	17. Intellectual property rights protection 知識產權保護
	18. Data security 數據安全
	19. Operational safety management 營運安全管理
B7. Anti-Corruption 反貪污	20. Anti-corruption 反貪污
B8. Community Investment 社區投資	21. Community investment and engagement 社區投資和參與

During the Reporting Year, we obtained an update of the materiality assessment on each aspect of ESG from internal stakeholders, including directors, senior management and middle management through questionnaires from the perspectives of long-term development strategies, management enhancement, urgency of investment and competitiveness advantages of the Group. We will also continually pay attention to all stakeholders, constantly review and update the materiality assessment, and include external stakeholders when the conditions are appropriate, so as to achieve a more accurate and thorough understanding of the demands of various parties, and to provide guidance and direction to the enterprise's business operations and controls over environmental, social and governance.

於報告年度，我們以問卷形式從本集團長期發展戰略、管理提升、投資急切性及競爭優勢等角度向內部利益相關方(包括董事、高級管理人員及中層管理人員)取得對環境、社會及管治各方面的最新重要性評估。我們亦將繼續關注所有利益相關方，持續檢討及更新重要性評估，並在條件適當時納入外部利益相關方，以更準確及全面地瞭解各方需求，並為企業業務營運及對環境、社會及管治的控制提供指引及方向。

Based on the analysis and summary of the results of the materiality assessment from all stakeholders, we have formed the following materiality assessment matrix, in which the following substantial issues are disclosed in the materiality assessment matrix as the major influential aspects of the Group's sustainable development. While taking all environmental and social responsibilities into consideration, the Group will be paying more attention to these areas.

根據對所有利益相關方重要性評估結果的分析及總結，我們得出了以下重要性評估矩陣，其中重要性評估矩陣所披露的下列實質性事宜乃本集團可持續發展的主要影響層面。於考慮所有環境及社會責任時，本集團將尤其關注此等方面。

MATERIALITY ASSESSMENT MATRIX
環境、社會和管治重要性矩陣



Environmental 環境	1. **Emission Management (Air Pollutants and Greenhouse Gas)** 排放管理(廢氣及溫室氣體) 3. **Energy conservation** 節約能源 5. **Sewage Discharges** 污水排放	**Social** 社會	10. **Trainings and development** 員工培訓及發展 13. **Customer service quality** 客戶服務品質 14. **Product/service quality and safety** 產品／服務品質和安全 15. **Personal data privacy protection** 個人資料隱私保護 16. **Product research and development** 產品研發 18. **Data security** 數據安全

To address topics that matter most to our stakeholders, more depth is detailed for topics of high materiality throughout the Report.

為了回應對我們持份者最關注的主題，本報告對具有高度重要性的主題進行了更詳細的介紹。

ENVIRONMENTAL PROTECTION

The Group is committed to operating business activities in a clean and sustainable manner. Our facilities in the UK, Germany and Malaysia typically engage in the manual assembly and sales of telecommunication equipment and licensing. As the Group does not engage in any low-tech cumbersome manufacturing processes, the environmental impacts of our facilities and offices are limited to air emission from vehicles, the management of waste and resource conservation. The Group strives to curb emissions and waste, as well as conserve energy and water resources. In our UK facility, the certified environmental management system adheres to best practices of the ISO 14001:2015 standards.

Emissions and Waste Generated

The Group implements robust environmental systems to ensure all pollutant discharges, waste disposal and handling are compliant with regulatory standards. Our operations do not discharge any matter to water and/or land bodies. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to air emissions discharges, waste disposal and handling. Major applicable laws and regulations are detailed in respective sections.

Air emissions

The Group's air emissions are mainly released from the operation of petrol or diesel oil run vehicles, which include the emission of Nitrogen Oxides (NOx), Sulphur Oxides (SOx) and Particulate Matter (PM). The Group's entire vehicle fleet are under leased contracts, which ensure they undergo regular maintenance. Engine efficiency is preserved through proper tuning and maintenance of tire pressure, which reduces fuel wastage. The Group strived to curb the release of air pollutants during the Reporting Year.

- In our UK operations, more than 88% of the vehicles were hybrid or electric models. Hybrid vehicle makes use of regenerative braking systems that captures lost kinetic energy during braking. Where possible, idling vehicles were tackled using start-stop systems which detect and automatically shut idling engines.

- In our operations in the UK and Germany, the entire vehicle fleet met the latest euro emissions standard of Euro 6d-TEMP.

環境保護

本集團致力以清潔及可持續發展方式經營業務。我們在英國，德國和馬來西亞的設施主要業務涵蓋手工組裝和通訊產品的銷售以及軟件授權。由於本集團不從事任何低科技及複雜的製造業務，因此我們的設施和辦公室對環境的影響僅限於車輛排放的廢氣、廢棄物管理和資源節約。本集團努力控制排放和廢棄物產生，並節約能源和水資源。在我們位於英國的工廠中，遵循經過認證的環境管理系統ISO 14001：2015標準的最佳做法。

產生的排放及廢棄物

本集團實施可靠的環境系統以確保所有污染物排放、廢棄物棄置和處理均符合監管標準。我們的營運不會排放任何物質於水及／或土地。於報告年度，本集團沒有發生違反廢氣排放、廢棄物棄置及處理的適用法律及法規的事項。主要適用法律和法規在相應的章節中有詳細說明。

廢氣排放

本集團的廢氣排放主要來自汽油或柴油車輛的運作，其中包括氮氧化物(NOx)，硫氧化物(SOx)和顆粒物(PM)的排放。本集團的整個車隊均已簽訂租賃合同，以確保它們得到定期維護。本集團通過適當調節和維持輪胎壓力，保持發動機效率，從而減少燃料浪費。於報告年度，本集團致力控制空氣污染物的排放。

- 在我們英國的營運中，超過88%的車輛是混合動力或純電車型，混合動力利用了再生制動系統來回收制動過程中失去的動能。在可能的情況下，使用起停系統檢測並自動關閉閑置車輛中的空轉發動機。

- 在英國及德國的營運中，整個車隊均達到了最新的歐洲排放標準，即Euro 6d-TEMP。

During the Reporting Year, the Group's air emissions of Nitrogen Oxides (NOx), Sulphur Oxides (SOx), and Particulate Matter (PM) from vehicle usage were recorded. The Group released 34.43 kg Nitrogen Oxides (NOx), 0.49 kg Sulphur Oxides (SOx) and 2.53 kg Particulate Matter (PM) during the Reporting Year.

於報告年度內，本集團記錄了車輛使用產生的氮氧化物(NOx)、硫氧化物(SOx)和顆粒物(PM)的廢氣排放量。本集團於本報告年度釋放了34.43公斤氮氧化物(NOx)、0.49公斤硫氧化物(SOx)和2.53公斤顆粒物(PM)。

Air emissions[1] **廢氣排放[1]**	**Unit** **單位**	**FY2025** **二零二五財年**	FY2024 二零二四財年
Nitrogen Oxides (NOx) 氮氧化物(NOx)	Kg 公斤	**34.43**	45.20
Sulphur Oxides (SOx) 硫氧化物(SOx)	Kg 公斤	**0.49**	0.64
Particulate Matter (PM) 顆粒物(PM)	Kg 公斤	**2.53**	3.33

Note (1): Air emissions from vehicle usage are calculated using "How to prepare an ESG Report? — Appendix 2: Reporting Guidance on Environmental KPIs" issued by Hong Kong Exchanges.

註(1): 車輛使用產生的廢棄排放量按由香港聯交所發佈的「如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引」計算得出。

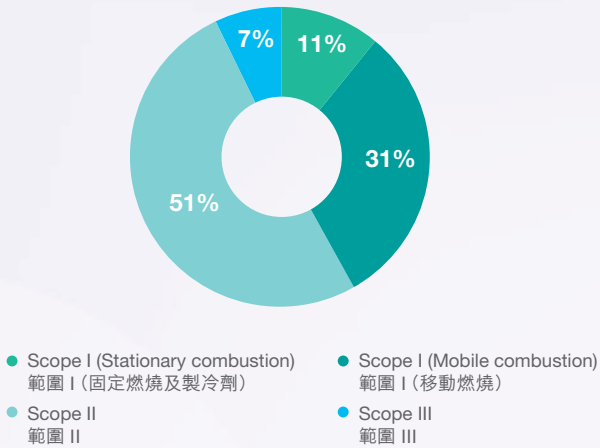
Greenhouse gas emissions and climate change mitigation

Climate change mitigation is no longer only a subject of international-level agenda, but highly relevant to all members of society. To implement an effective approach to climate change mitigation, it is important to possess a comprehensive understanding of the carbon emission sources of the Group. The Group's carbon footprint, presented in the chart and table below, is primarily due to electricity use, stationary combustion (for example, natural gas boiler) and mobile combustion (i.e. vehicles).

溫室氣體排放與減緩氣候變化

減緩氣候變化不僅是國際層面議題，並且與社會所有成員息息相關。為實施有效的減緩氣候變化措施，全面了解本集團的碳排放源頭甚為重要。本集團的碳足跡主要歸因於用電、固定燃燒(例如天然氣鍋爐)和移動燃燒(即車輛)。

Greenhouse gas emissions
溫室氣體排放



Greenhouse gas emissions[1] **溫室氣體排放[1]**		**Unit** **單位**	**FY2025** **二零二五財年**	FY2024 二零二四財年
Scope I (Direct Emissions) 範圍I(直接排放)		tCO_2e 二氧化碳當量噸數	**107.9**	144.7
Stationary combustion 固定燃燒		tCO_2e 二氧化碳當量噸數	**27.5**	33.0
Mobile combustion 移動燃燒		tCO_2e 二氧化碳當量噸數	**80.4**	111.7
Scope II (Indirect Emissions) 範圍II(間接排放)		tCO_2e 二氧化碳當量噸數	**131.9**	141.7
Electricity purchased 購電		tCO_2e 二氧化碳當量噸數	**131.9**	141.7
Scope III (Other Indirect Emissions) 範圍III(其他間接排放)		tCO_2e 二氧化碳當量噸數	**18.3**	14.2
Business air travels 商務航空旅行		tCO_2e 二氧化碳當量噸數	**18.3**	10.7
Paper waste disposed at landfills 堆填區處置的廢紙		tCO_2e 二氧化碳當量噸數	**0**	3.5
Total 總共	(Scope I & II) (範圍I和II)	tCO_2e 二氧化碳當量噸數	**239.8**	286.4
	(Scope I & II & III) (範圍I、II和III)	tCO_2e 二氧化碳當量噸數	**258.1**	300.6
Carbon intensity 碳強度	(Scope I & II) (範圍I和II)	tCO_2e per million revenue in HKD 二氧化碳當量噸數／百萬港元收益	**1.6**	1.9
	(Scope I & II & III) (範圍I、II和III)	tCO_2e per million revenue in HKD 二氧化碳當量噸數／百萬港元收益	**1.7**	2.0

Note (1): In accordance with Greenhouse Gas Protocol, the approach used to set the boundary uses operational control.

Note (2): Scope I refers to direct GHG emissions from sources resulted from activities such as stationary and mobile fuel combustion. Scope II GHG emissions will be accounted for, as it refers to the consumption of purchased electricity. Scope III GHG emissions refer to all other indirect emissions that occur in a company's value chain, mainly from the disposal of paper waste in landfill and business travel by employees.

註(1): 按照溫室氣體盤查議定書，根據營運控制方法設定報告範圍

註(2): 範圍I指固定及移動燃料燃燒產生的直接溫室氣體排放。範圍II指購買電力的消耗量。範圍三指公司價值鏈中發生的其他間接排放，主要是廢棄紙張於堆填區及僱員因出差的商旅航空旅行。

Note (3): GHG emissions associated with Scope I are calculated using "How to prepare an ESG Report? — Appendix 2: Reporting Guidance on Environmental KPIs" issued by Hong Kong Exchanges, as well as "2006 IPCC Guidelines for National Greenhouse Gas Inventories" and the 100-year Global Warming Potentials provided in its Sixth Assessment Report by the Intergovernmental Panel on Climate Change (IPCC) (CO_2: 1, CH_4-fossil: 29.8, CH_4-non fossil: 27, N_2O: 273).

註(3): 範圍I相關的溫室氣體排放是按由香港聯交所刊發的「如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引」及政府間氣候變化專門委員會(Intergovernmental Panel on Climate Change)發佈的「2006年IPCC國家溫室氣體清單指南」和其第六份評估報告中提供的百年全球暖化潛力(100-year Global Warming Potentials)計算得出(二氧化碳：1，甲烷-化石：29.8，甲烷-非化石：27，氧化亞氮：273)。

Note (4): GHG emissions associated with electricity purchased are based on latest available emission factors provided by power companies.

註(4): 購買電力相關的溫室氣體排放是根據電力公司提供最新可取得的排放因子而定。

During the Reporting Year, the Group generated a total of 258.1 tonnes of carbon dioxide equivalent (tCO_2e) of greenhouse gases (Scope I, II & III), resulting in a carbon intensity of 1.7 tCO_2e per HKD million revenue generated. Greenhouse gas emissions in tons of carbon dioxide equivalent (tCO_2e) decreased by 14.1% compared to the previous year. Recognising the upstream and downstream impacts in our value chain, we disclose aspects of our Scope III emissions. Although its contribution to the total carbon footprint is relatively small, we have accounted for our indirect greenhouse gas emissions from business air travels and the methane production from paper waste decomposition in landfill.

在報告年度內，本集團共產生了258.1二氧化碳當量噸數(tCO_2e)的溫室氣體(範圍I、II和III)每百萬港元收益產生1.7二氧化碳當量噸數溫室氣體。本集團產生二氧化碳當量噸數(tCO_2e)的溫室氣體比去年度減少14.1%，因應對我們價值鏈的上游和下游的影響，我們披露了範圍III排放的各個層面。儘管它對總碳足跡的影響相對較小，但我們已經考慮到了商務航空旅行帶來的間接溫室氣體排放及堆填區廢紙分解產生的甲烷。

The Group is committed to reducing our carbon footprint. Scopes I and II emissions are addressed through our energy reduction initiatives (See Section: Use of Resources — Energy). Scope III emissions incur throughout our upstream and downstream activities, and we employ the following measures to minimise such emissions.

本集團致力於減少我們的碳足跡。通過我們的節能舉措處理了範圍I和II的排放問題(請參閱章節：資源使用—能源)。範圍III排放物在我們的上游和下游活動中產生，因此我們採取以下措施將此類排放降至最低。

- We make utmost effort to avoid business travelling and opt for direct flights when we are given the choice.
- We make extensive use of video-conferencing, as opposed to business travelling.
- At Multitone, service personnel location tracking is employed to facilitate efficient deployment and minimum travel.

- 我們盡最大努力避免商務航空旅行，並在可供選擇的情況下選擇直航。
- 我們廣泛使用視頻會議，而取代商務旅行。
- 在Multitone，我們通過定位及追蹤派遣服務人員的位置以提升工作效益，及盡可能縮短外出行程。

Hazardous waste management

All hazardous waste, mainly batteries, component and devices, are collected and treated by authorised contractors who possess the qualification to handle hazardous waste. All spent toner cartridges are collected by vendors for recycling. The amount of disposed waste was recorded and matched with contractor reports to ensure all materials are entirely disposed under proper procedures. Clear protocols have been established at each stage to ensure all hazardous matter are handled and stored in a safe and secure manner.

有害廢棄物管理

所有有害廢棄物(主要是電池、組件和設備)均由具有處理有害廢棄物資格的授權承包商收集和處置。全部用完的碳粉盒都由供應商收集以進行回收。廢棄物的數量會被記錄並將其與承包商的報告核對，以確保所有物料都按照適當的程序處置。我們在每個階段都建立了明確的程序，確保以安全可靠的方式處理和存儲所有有害物料。

Hazardous Waste **有害廢棄物**	**Unit** **單位**	**FY2025** **二零二五財年**	FY2024 二零二四財年
Batteries 電池	Kg 公斤	**2,826.8**	1,877.3
Component and devices 組件和設備	Kg 公斤	**0**	16.0
Fluorescent tubes 螢光燈管	Kg 公斤	**0**	15.0
Contaminated rags, papers and tissues 受污染的抹布、紙張和紙	Kg 公斤	**0**	8.0
Solder dross 錫渣	Kg 公斤	**0**	7.0
Total hazardous waste generated 產生的有害廢棄物總量	Kg 公斤	**2,826.8**	1,923.3
Hazardous waste intensity 有害廢棄物強度	Kg per million revenue in HKD 公斤／百萬港元收益	**18.7**	12.6

The major laws and regulations applicable to control of hazardous waste include, but are not limited to, the Waste Electronic and Electrical Equipment ("**WEEE**") Directive, the Restriction of the Use of Certain Hazardous Substances ("**RoHS**") in Electrical and Electronic Equipment Directive, Registration, Evaluation, Authorization, Restriction of Chemicals ("**REACH**") of the European Union, The Waste Batteries and Accumulators Regulations of UK, and Environmental Quality Act 1974 P.U.(A) 294/2005 of Malaysia. During the Reporting Year, the Group generated a total of 2,826.8 kg of hazardous waste, resulting in a hazardous waste intensity of 18.7 kg per HKD million revenue generated.

適用於控制有害廢棄物的主要法律法規包括但不限於「**廢棄電子電機設備指令**」(「**WEEE**」),《電器電子設備使用若干有害物質限制》(「**RoHS**」),歐盟的「化學品註冊、評估、授權、限制」(「**REACH**」)與英國《廢電池和蓄電池法規》、以及馬來西亞《1974年環境質量法》P.U.(A) 294/2005。於報告年度內,本集團共產生2,826.8公斤有害廢棄物,即每百萬港元收益產生18.7公斤有害廢棄物。

Non-hazardous waste management

The typical non-hazardous waste generated by the Group's facilities includes general non-segregated waste and paper waste. The majority of our waste is disposed at the landfill or recycled by qualified contractors. As waste reduction more often incurs less environmental impacts compared to waste recycling, we strive to place greater emphasis on the reduction of waste generated than the reusing and recycling of waste. Seeking to contribute to the closed-loop economy, we employ the following initiatives to reduce the generation of non-hazardous waste, and raise recycling rates.

- We take recycling seriously. Waste is separated into general, recyclable and paper types using colour-coded bins, then they are collected by sub-contractors on a regular basis. For disposal of confidential documents, we engage secure information disposal services that recycle the paper waste.

無害廢棄物管理

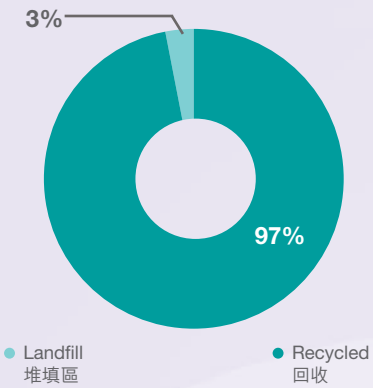
本集團設施產生的典型無害廢棄物包括一般非隔離廢棄物和紙張廢棄物。我們大部分的廢棄物都是由合資格的承包商通過堆填區棄置或回收處置的。由於減少產生廢物比回收廢棄物往往對環境產生更少影響,因此,與廢棄物的再利用和回收相比,我們更致力於減少廢棄物的產生。為著對環境作出貢獻,我們採取了以下措施來減少無害廢棄物的產生並提高回收率。

- 我們重視回收。我們使用顏色分類的垃圾箱將垃圾分為普通、可回收和紙張三種類型,然後由承包商定期收集。對於處理機密文件,我們使用具備機密資料銷毀服務的服務商來回收廢紙。

- We take solid measures to minimise our paper usage and waste in our office-based operations. Printing volume is monitored, and systems are set default to duplex and economical modes with printing quota. Electronic system for filing and documentation has also been adopted in several offices.

- 我們於辦公室的營運中採取了具體的措施以盡力減少紙張的使用和浪費。我們監察打印量，並且系統默認設置為雙面打印及具有打印配額的經濟模式。各個辦公室均採用了電子系統作文件提交和文件存檔。

Non-hazardous waste generated
無害廢棄物產生



Non-hazardous Waste **無害廢棄物**	**Unit** **單位**	**FY2025** **二零二五財年**	FY2024 二零二四財年
Landfill 堆填區	Kg 公斤	**1,855.0**	3,276.5
Recycled 回收	Kg 公斤	**70,372.5**	150,513.5
Total non-hazardous waste generated 總無害廢棄物產生	Kg 公斤	**72,257.5**	153,790.0
Non-hazardous waste intensity 無害廢棄物強度	Kg per million revenue in HKD 公斤／百萬港元收益	**477.6**	1,009.9

* The figures are restated for consistent comparison purpose.

* 有關數字乃經重列以進行一致比較。

During the Reporting Year, the Group generated a total of 72,257.5 kg of nonhazardous waste, resulting in a non-hazardous waste intensity of 477.6 kg per HKD million revenue generated.

於報告年度內，本集團共產生72,257.5公斤無害廢棄物，即每百萬港元收益產生477.6公斤無害廢棄物。

Use of Resources

The Group is committed to continually monitoring and improving resource efficiency as an integral part of operating methods, as well as complying with relevant government policies and environmental legislations. During the Reporting Year, the Group has encountered no incident of noncompliance with applicable laws and regulations related to the use of energy and water resources at all operating regions. Major applicable laws and regulations are detailed in respective sections.

Energy

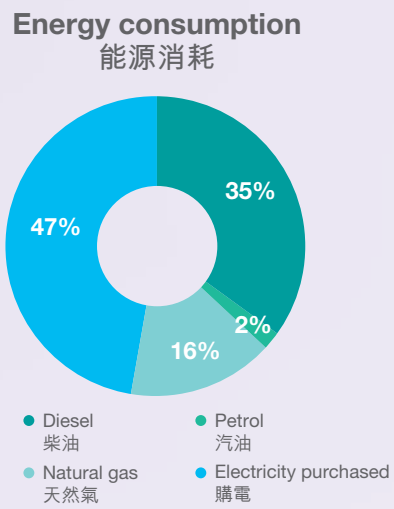
The Group's energy profile mainly consists of vehicle fuel and electricity use for facilities. Diesel accounted for approximately 35% of total energy consumption, while electricity use accounted for 47%. Natural gas, used for office heating, accounted for 16% of the total energy consumption, and petrol use for vehicles accounted for the remaining 2%. During the Reporting Year, the Group consumed 1602.9 GJ and 1,401.6 GJ of direct and indirect energy respectively, resulting in a total energy intensity of 19.9 GJ per HKD million revenue generated.

資源使用

本集團致力持續監察及改善資源效率，並作為營運上不可或缺的一部分，同時亦遵守政府相關政策及環境法例。於報告年度內，本集團在所有營運地區均沒有發生違反有關使用能源及水資源的適用法律及法規的事項。主要適用的法律和法規在各個章節中皆進行了詳細說明。

能源

本集團的能源組合主要包括車輛所用的燃料和設施所用的電力。柴油約佔總能耗35%，而用電量約佔47%，用於辦公室供暖的天然氣佔總能源消耗的16%，而用於車輛的汽油佔餘下之2%。於報告年度內，本集團分別消耗1602.9千兆焦耳及1,401.6千兆焦耳的直接及間接能源，即每百萬港元收益消耗19.9千兆焦耳能源。



Energy consumption **能源消耗**	**Unit** **單位**	**FY2025** **二零二五財年**	FY2024 二零二四財年
Direct 直接	GJ 千兆焦耳	**1,602.9**	2,132.6
Diesel 柴油	GJ 千兆焦耳	**1,057.5**	1,299.2
Petrol 汽油	GJ 千兆焦耳	**55.6**	245.8
Natural gas 天然氣	GJ 千兆焦耳	**489.8**	587.6
Indirect 間接	GJ 千兆焦耳	**1,401.6**	1,507.9
Electricity purchased 購電	GJ 千兆焦耳	**1,401.6**	1,507.9
Total (Direct and indirect) 總共(直接及間接)	GJ 千兆焦耳	**3,004.5**	3,640.4
Energy consumption intensity 能源消耗強度	GJ per million revenue in HKD 千兆焦耳／百萬港元收益	**19.9**	23.9

The Group is committed to minimising fuel and electricity consumption. Our facilities invest resources and employ the following measures and initiatives.

We are making advancements to minimise electricity use for lighting. Our UK facilities are installed with 100% LED lighting and PIR switching, while in Germany we completed the replacement of lighting as part of our efforts to meet our electricity reduction target for lighting. Through the extensive coverage of external glass, the use of natural light is also maximized at Basingstoke, UK.

We prevent wastage of power consumption for our HVAC (heating, ventilation and air-conditioning) units by regular maintenance and the following measures. For example, anti-ultraviolet window films are applied to reduce heat gain, and air-conditioning systems are installed at positions where direct sunlight exposure is avoided. In Germany, we cut heating energy (electricity and natural gas) consumption by disseminating friendly reminders to turn down the radiator intensity prior to leaving the office. In the UK, we installed a modern and more efficient water heater during this reporting year and implemented a practice of turning off equipment, especially during nighttime when not in use.

本集團致力於減少燃料和電力消耗。我們的設施投入資源並採取以下方式和措施。

我們正在不斷減少照明用電量。我們在英國的設施全面安裝了LED燈具照明和PIR開關，而在德國，我們已完成更換工作，這是我們努力實現照明節電目標的一部分。透過廣泛安裝玻璃外牆，我們在英國貝辛斯托克的設施充分利用了自然光。

通過定期維護和採取額外措施，我們避免了HVAC(供暖，通風和空調)設備的耗能浪費。例如，應用抗紫外線窗膜以減少熱量吸收，並在避免陽光直射的位置安裝空調系統。在德國，我們通過溫馨提示呼籲離開辦公室之前關掉暖氣機，減少夜間取暖能源(電力和天然氣)消耗量。在英國，我們於本報告年度安裝了一台現代化且更高效的熱水器，並在不使用的夜間關閉設備。

We employ various technology to further reduce energy use in the office. A significant proportion of hard-disk drives (HDD) have been replaced by the more power-efficient alternative solid-state drives (SSD), while data centre temperature and humidity are optimised via Wi-Fi loggers. Moreover, we prioritize the installment of energy-efficient certified electrical appliances.

我們採用各種技術來進一步減少辦公室的能源消耗。大部分傳統硬碟機(HDD)已被更節能的固態硬碟機(SSD)取代，而數據中心的溫度和濕度通過Wi-Fi記錄器進行了優化。此外，我們優先考慮安裝有節能認證的電器。

Water resources

At the Group, our water usage is solely confined to domestic purposes, such as maintaining hygiene facilities. We withdraw water solely from municipal water supplies, and thus is not subject to any issues in sourcing water. However, water resources should not be taken for granted and should be conserved to ensure a sustainable future.

水資源

在本集團，我們的用水量僅限於日常生活用途，例如保持設施衛生。我們僅從市政供水中取水，因此在取水方面沒有任何問題。但是，我們不應將水資源視為理所當然，應加以保護以確保可持續的未來。

The Group is committed to minimising water consumption. In our facilities, water conservation efforts include the following measures.

本集團致力於減少耗水。在我們的設施，水資源保護包括以下措施。

- At our Malaysian facility, we alleviate burden on the municipal water supplies by collecting rooftop run-off water for irrigation of facility's gardens.
- 在我們位於馬來西亞的設施，我們通過從屋頂收集雨水來灌溉花園的設施，從而減輕了市政供水的負擔。
- At all regions, we take stringent measures to prevent water loss through leakages, such as conducting regular pipe inspections and prompt repair works.
- 在所有地區，我們都採取嚴格的措施來防止因洩漏造成的水分流失，例如定期進行管道檢查和及時進行維修工作。

The overall water consumption slightly increased primarily due to higher consumption in Malaysian region. During the Reporting Year, the data regarding water consumption and electricity consumption of the Group are as follows:

總體用水量略有增加，主要是由於馬來西亞地區的用量增加。於報告年度內，本集團用水量及用電量的數據如下：

Resource consumption **資源消耗**	**Unit** **單位**	**FY2025** **二零二五財年**	FY2024 二零二四財年
Electricity consumption 購電	kWh 千瓦時	**389,324.0**	418,855.0
Electricity consumption intensity 購電強度	kWh per million revenue in HKD 千瓦特／百萬港元收益	**2,573.5**	2,750.6
Water consumption 耗水總量[1]	Cubic metre 立方米	**1,663.0**	1,589.0
Water consumption intensity 耗水強度	Cubic metre per million revenue in HKD 立方米／百萬港元收益	**11.0**	10.4

Packaging material

The Group's system sales products use packaging material that mainly consist of carton boxes, cardboard and bubble wrap. In addition to full compliance to The Producer Responsibility Obligations (Packaging Waste) Regulations of UK, Multitone prioritizes the use of biodegradable packaging whenever possible. During the Reporting Year, a total of 2,960.8 kg of packaging material was consumed for finished products, resulting in an intensity of 19.6 kg per HKD million revenue generated.

包裝物料

本集團的智慧通訊方案產品使用的包裝物料主要包括紙箱、紙板和氣泡包裝紙。除了完全遵守英國《生產者責任(包裝廢物)規定》之外，Multitone盡可能優先使用可生物分解的包裝。在本報告年度內，成品消耗的包裝物料總計為2,960.8公斤，即每百萬港元收益消耗19.6公斤包裝物料。

Packaging material consumption **包裝物料消耗**	**Unit** **單位**	**FY2025** **二零二五財年**	FY2024 二零二四財年
Total packaging material consumption 包裝物料消耗總量	Kg 公斤	**2,960.8**	5,093.3
Packaging material consumption intensity 包裝物料消耗強度	Kg per million revenue in HKD 公斤／百萬港元收益	**19.6**	33.4

The Environment and Natural Resources

The Group is committed to providing a complete picture of our environmental initiatives. We strive to build an eco-conscious culture that ingrains positive lifestyle and habits among employees. We encourage the use of public transportation, and offer job ticket incentives at some locations. Our event management is also an avenue by which we seek to integrate sustainability principles. Events are usually held on-site and avoid the use of disposable utensils. Green procurement is adopted at some locations through the purchase of eco-friendly cleaning solutions.

環境及天然資源

本集團致力營造完整的環保計劃。我們努力建立環保意識的文化，並使這種正面的文化植根於僱員的生活方式和習慣中。我們鼓勵員工使用公共交通工具，並在某些地區提供車票獎勵。我們的企業活動亦體現可持續發展的原則，活動通常統一在公司進行及避免使用一次性用具，本集團在某些地區通過購買環保清潔液而達致綠色採購。

Climate Change

As part of the community, we do not live aside of the impact of climate change. The Group manages the issue with respect to the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), which outlines four components: Governance, Strategy, Risk Management and Metrics and Targets.

Our governance is mainly driven by the Board, who sets out a clear strategy: to achieve eco-efficiency, the delivery of satisfactory goods and services while reducing environmental impacts and resource intensity, according to the World Business Council for Sustainable Development. This pushes us to consider the climate when making business decisions.

Considering the risks of climate change, the Group aims to formulate a risk management system that predicts, evaluates, alleviates the impacts of relevant events. The Group will focus on the rainwater drainage and the plant's resilience to adverse weather.

氣候變化

作為社會的一份子，氣候變化的影響我們無法獨善其身。本集團根據氣候相關財務披露工作小組(TCFD)的建議管理相關事宜，該建議概述了四個元素：管治、策略、風險管理以及指標和目標。

我們的管治工作主要由董事會推進，董事會根據世界可持續發展工商理事會建議制定明確策略：提高生態效益，在提供令人滿意的商品及服務的同時，減少對環境的影響及降低資源消耗強度。此舉促使我們在做出商業決策時須考慮氣候因素。

考慮到氣候變化的風險，本集團計劃制定可預測、評估及減輕相關事件影響的風險管理制度。未來，本集團將重點關注雨水排水系統及設施抵禦惡劣天氣的能力。

SOCIAL RESPONSIBILITY

The Group ingrains social responsibility into all aspects of its operations. Maintaining honest and authentic dialogue with our staff, the Group seeks to address their needs and views that ensure our conduct is responsible at all times. We commit to offering a fair and safe workplace with staff development opportunities. Furthermore, the Group commits to the delivery of quality products grounded on ethical business conduct and supply chain management, as well as to meaningful engagements with the community.

Employment

During the Reporting Year, the Group employed around 153 and 10 full-time and part-time employees respectively, of which 111 and 52 are male and female staff respectively. The Group's employees are fairly distributed among age groups, with around 69% of staff between the age range of 30 to 59. The Group's directors and managers compose around 23% of the total number of staff. In terms of the workforce by region, around 61% of the Group's employees are located in the UK, with the majority of the remaining staff located in Germany, Malaysia and Hong Kong etc..

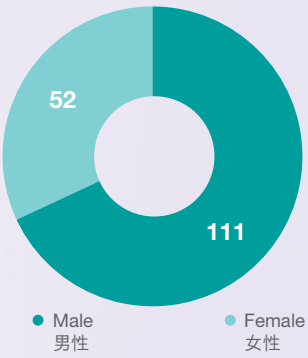
社會責任

本集團將社會責任植根於我們營運的各個方面。本集團與員工保持誠實和真誠的對話，力求回應他們的需求和觀點，以確保我們的行為在任何時候都是負責任的。我們致力為員工提供公平的發展機會及安全的工作場所。此外，本集團致力於提供建基於道德商業行為和供應鏈管理的優質產品，並與社區進行有意義的互動。

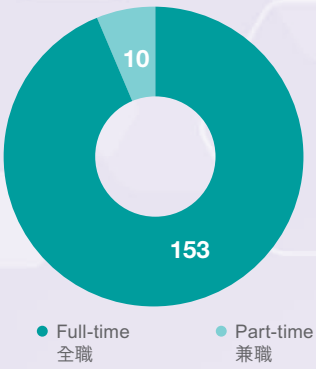
僱傭

於報告年度內，本集團分別聘用約153名全職僱員及10名兼職僱員，其中111名為男性及52名為女性。本集團的員工分佈在各個年齡層，其中約69%的員工年齡在30至59歲之間。本集團的董事和經理約佔員工總數的23%。按地區劃分的勞動力而言，本集團61%員工位於英國，其餘員工位於德國、馬來西亞、及香港等地。

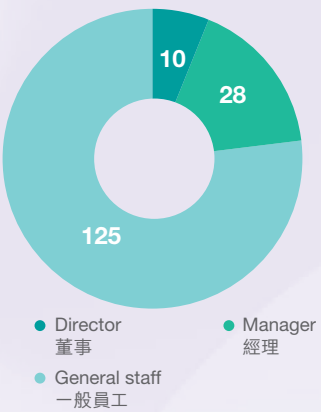
Workforce by gender
員工按性別劃分



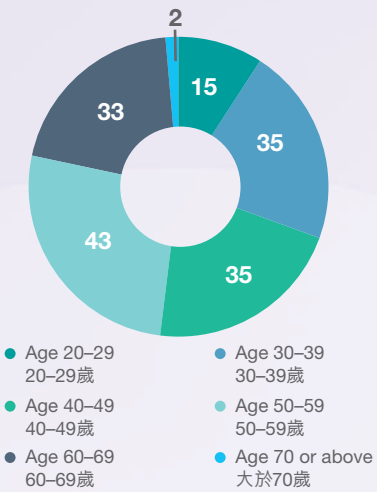
Workforce by employment type
員工按僱傭類型劃分



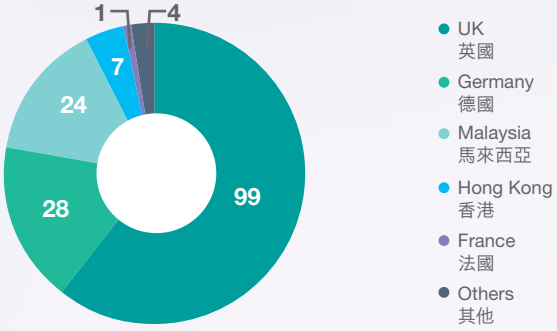
Workforce by employee category
員工按僱傭類別劃分



Workforce by age group
員工按年齡組別劃分



Workforce by region
員工按地區劃分



Based on the principles of fairness and equality, the Group's human resource manuals or guidelines, where appropriate stipulate key policies relating to relevant labour laws, regulations and industry practices, covering areas such as compensation, dismissal, promotion, working hours, recruitment, rest periods, diversity and other benefits and welfare. During the Reporting Year, the Group has encountered no incident of noncompliance with applicable laws and regulations related to employment at all operating regions. Major applicable laws and regulations include but are not limited to Employment Rights Act and Equality Act 2010 of UK, Employment Act of Malaysia, the equivalent under the Federal Legislation of Germany and Employment Ordinance of Hong Kong.

本集團的人力資源手冊或指引基於公平和平等的原則，規定了有關勞動法律、法規和行業慣例有關的主要政策，如薪酬、解僱、晉升、工作時間、招聘、休息時間、多元化和其他福利待遇。於報告年度內，本集團在所有營運地區均沒有發生違反有關僱傭的適用法律及法規的事項。適用的主要法律法規包括但不限於英國《僱傭權利法》及《2010平等法》、《馬來西亞僱傭法》、德國聯邦法律及《香港僱傭條例》。

Remuneration and welfare

Employees of the Group are remunerated at a competitive level and are rewarded according to their performance and experience. We conduct annual performance appraisals and remuneration review that take reference of prevailing market trends. Employees are entitled to performance-linked bonuses, retirement benefit schemes, as well as medical coverage. A share option scheme is also offered to directors and eligible employees to enhance employee sense of ownership. Details are set out in the human resource manuals or guidelines to ensure information transparency on the responsibilities and rights of employees.

薪酬與福利

本集團的僱員獲得有競爭力的薪酬，並根據他們的表現和經驗獲得獎勵金。我們參考當前市場趨勢進行年度績效評估和薪酬審查。員工獲得與績效掛鈎的獎金、退休福利計劃以及醫療保險。本集團還向董事和合資格員工提供購股權計劃，以增強員工的歸屬感。有關員工職權及資料透明度的保障已於人力資源手冊或指引詳細訂明。

Recruitment and promotion

The human resources department conducts a comprehensive recruitment review process to ensure that the data provided by the candidates are accurate. The Group's recruitment and promotion process are carried out in a fair and open manner for all employees. Employees are recognised and rewarded by their contribution, work performance and skills, and outcomes will not be affected by any discrimination on the grounds of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation and other factors. In cases of resignation and/or dismissal, the entire procedure is compliant with statutory requirements, with exit interviews conducted as necessary. Long-serving employees are recognised through award schemes. The Group monitors turnover rate with a view to continuously improve our human resources management.

招聘與晉升

人力資源部進行全面的招聘審查流程，以確保應徵者提供的資料準確無誤。本集團的招聘和晉升流程以公平，公開的方式向所有員工推行。員工均按其貢獻、工作表現和技能得到認可和獎勵金，並且不會因為年齡、性別、身體或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治背景和性取向及其他因素而受到歧視。整個有關辭職和／或解僱的程序均符合法定要求，並在需要時進行離職面談。長期服務的員工通過獎勵計劃獲得認可。本集團監察員工流失率，以持續改善我們的人力資源管理。

Anti-discrimination and diversity

The Group is an equal opportunity employer and does not discriminate on the basis of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation. We embrace diversity and inclusion in our employment policy that builds a respectful workplace, where equal opportunities with regard to recruitment and promotion are given to staff with disabilities. Necessary accommodations to work environment are also carried out to meet their needs. At our offices in Hong Kong, the UK and Malaysia, all personnel staff receive training related to non-discriminatory practices for the surest measure. The Group strives to ensure a safe and secure workplace with zero tolerance to any form of abuse and/or sexual harassment in the workplace. Staff grievance and disciplinary procedures of the Group are established to ensure all submitted cases are treated with confidentiality and fairness.

反歧視與多元化

本集團是平等機會的僱主，不會因年齡、性別、身體或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治背景和性取向而歧視。我們的僱傭政策擁護多元及共融原則，以建立一個互相尊重的工作場所，為殘疾人士提供平等的招聘和晉升機會。為了滿足他們的需求，本集團還對工作環境進行了必要的調整。為採取最可靠的措施以確保平等待遇，在香港、英國和馬來西亞的辦公室，所有員工均接受與防止歧視實踐有關的培訓。本集團致力確保工作場所的安全和保障，對工作場所中任何形式的欺凌和／或性騷擾均採取零容忍態度。本集團制定了員工申訴和紀律程序，以確保所有提交的個案均受到保密和公正的對待。

Employee communications

The Group's policies and procedures included in the human resources manuals or guidelines are reviewed and updated regularly. The Group discourages and disallows any behaviour that violates the regulations in the human resources policies. Offenders will receive warning, and the Group has the right to terminate employment contract with offenders for any serious violations. The Group's staff grievance mechanism is a confidential channel by which staff may report suspected cases of rights infringement, which are then handled according to formal procedures. Other regular communication channels include newsletters, circular notices, notice boards, as well as working groups. In Malaysia, staff satisfaction surveys and staff motivation schemes were conducted which further demonstrate our commitment to improving the working environment and culture.

員工溝通

本集團定期審閱和更新人力資源手冊或指引等政策和程序。本集團禁止任何違反人力資源政策規定的行為。違規者將受到警告，而且本集團有權因應任何嚴重違規行為而終止違規者的僱傭合約。本集團的員工申訴機制是一個保密渠道，讓員工舉報涉嫌侵權的個案，並根據正式程序處理。其他恆常溝通渠道包括通訊、通函、公告板以及工作群組等。在馬來西亞，我們進行了員工滿意度調查和員工激勵計劃，進一步表明了我們對改善工作環境和文化的承諾。

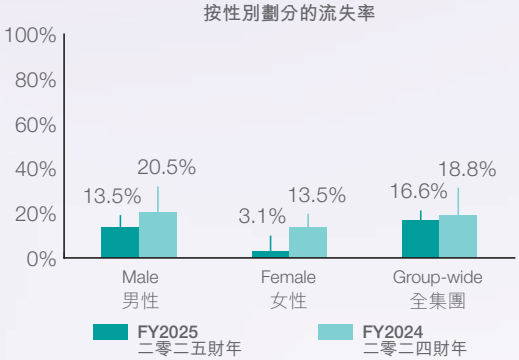
Work-life balance

We seek to cultivate a culture of healthy work-life balance. All working hours comply with national laws and benchmark industry standards, and overtime work is voluntary. The Group assists staff to balance commitments outside of work by offering a range of leaves, which include annual, marriage, maternity, paternity, compassionate and others. To encourage social bonding in the workplace, the Group has also arranged recreational events during the Reporting Year, such as various dinner gatherings, sport activities, birthday and festive celebrations. During the Reporting Year, the Group-wide turnover rate was 16.6%, while male and female staff turnover rates were 13.5% and 3.1% respectively. The charts and table below present the turnover rate in terms of gender, age group and region.

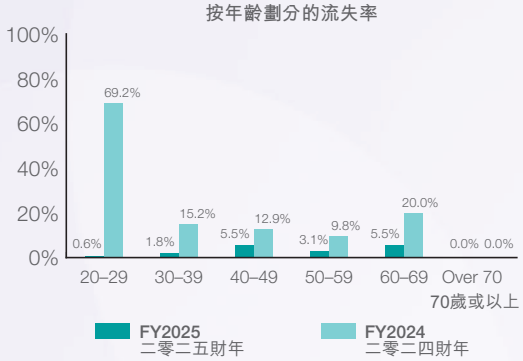
工作與生活的平衡

我們力求營造一個健康工作與生活平衡的文化。所有工作時間均符合國家法律和行業基準的標準，加班工作均屬自願性質。本集團通過提供各種休假來協助員工平衡工作以外的生活需要，包括年假、婚假、產假、侍產假、喪假及其他。為鼓勵員工於工作場所的社交聯誼，本集團還在報告年度安排了各式娛樂活動，例如晚宴、體育活動、生日和節日慶典。於報告年度內，本集團全球的流失率為16.6%，而男性和女性員工流失率分別為13.5%及3.1%。下圖顯示了按性別、年齡及地區劃分的流失率。

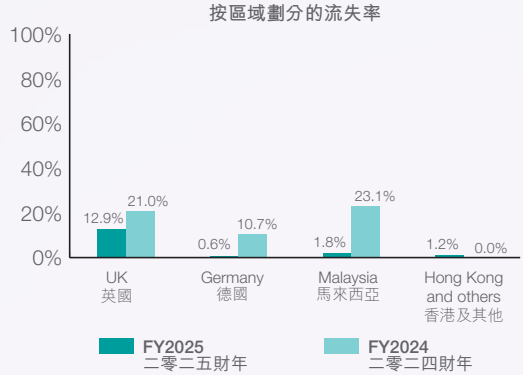
Employee turnover rate by gender
按性別劃分的流失率



Employee turnover rate by age
按年齡劃分的流失率



Employee turnover rate by region
按區域劃分的流失率



Workplace Health and Safety

It is of paramount importance to ensure a safe and healthy workplace for our employees. The Group's safety management system is led by the site safety committee of respective regions. The committee monitors the health and safety programme and ensures latest updates related to legislation and industry practices are identified and addressed. While led and implemented by the site safety committee, ultimate responsibility for workplace safety lies with the Group's top management.

During the Reporting Year, the Group has encountered no incident of noncompliance with applicable laws and regulations related to occupational health and safety at all operating regions. Major applicable laws and regulations include, but are not limited to, Health and Safety at Work Act and Control of Substances Hazardous to Health Regulations (CoSHH) of UK, Joint German Health and Safety Strategy of Germany, and Occupational Safety and Health Act of Malaysia. In the last three years, there have been no fatalities in Group operations. During the Reporting Year, the Group recorded 42 lost days due to working injury.

The Group spares no effort to safeguard the safety of our employees and workplace. We adopt the best practices through the following safety policies and procedures.

- We conduct site inspections on a regular basis to ensure adherence to safety protocols and measures. A systematic mechanism for reporting hazards, injuries, illnesses, and close calls has been established.
- We review accident investigation reports and drive corrective plans to mitigate against the re-occurrence of future incidents.
- We conduct comprehensive risk assessments prior to operation of any new plants, processes, hazardous substances and/or facility layouts.
- We review health and safety programme periodically to ensure its effectiveness.
- We promote safety awareness through various channels, including meetings and seminars.

工作場所的健康與安全

確保員工的工作場所安全健康是最重要的。本集團的安全管理系統是由各地區的工作場所安全委員會領導，該委員會負責監督健康與安全計劃，它確保識別及跟進有關法規和行業慣例的最新更新情況。儘管工作場所安全委員會負責的領導和實施，但工作場所安全的最終責任仍歸屬本集團的最高管理層。

於報告年度內，在所有營運地區均沒有發生違反職業健康與安全的適用法律法規的事項。適用的主要法律法規包括但不限於英國《勞動健康與安全法》及《控制有害健康的物質》，德國《聯合德國健康與安全戰略》和馬來西亞《職業安全與健康法》。過去三年，本集團的營運沒有發生死亡事故。在本報告年度內，因工傷損失42個工作日。

本集團不遺餘力保障僱員及工作場所的安全。我們通過以下安全政策和程序以確立採用最佳做法。

- 我們定期進行現場檢查，以確保遵守安全規程和措施。本集團已經建立了報告危險、傷害、疾病和危急情況的系統機制。
- 我們審閱事故調查報告並制定糾正計劃，以減少將來再次發生事故的可能性。
- 我們在啟用任何新設施、工藝、有害物質和／或設施佈局之前，我們會進行全面的風險評估。
- 我們會定期審閱健康與安全計劃，以確保其有效性。
- 我們通過各種渠道(包括會議和研討會)提高員工的安全意識。

The Group abides by safety-first principles through the following workplace procedures and provisions that include, but are not limited to the following.

本集團通過以下工作場所程序和規定遵守安全第一的原則，這些規定包括但不限於以下內容。

General measures and initiatives
一般措施和倡議

- Examine and maintain the condition of equipment according to supplier's recommendations
  根據供應商的建議檢查並維護設備的狀況
- Provide comprehensive training to personnel that engage in manual handling, based on risk assessment evaluations
  根據風險評估衡量，為從事人工處理的人員提供全面培訓
- Supply adequate protective equipment according to the latest regulations such as the UK Personal Protective Equipment (PPE) Regulations
  根據最新法規(例如英國個人防護設備(PPE)法規)提供足夠的防護設備
- Provide adequate first-aid facilities and training for first-aid certification
  提供足夠的急救設施，並進行急救認證培訓
- Establish emergency plans and carry out fire and evacuation drills periodically
  制定應急計劃並定期進行消防和疏散演習
- Ensure workstation risks are mitigated as stipulated under the UK Health and Safety (Display Screen Equipment) Regulations
  確保按照英國《健康與安全(顯示屏設備)條例》的規定減輕工作站風險
- Safe Driving Policy ensures staff uphold the highest standards of driving and safety
  《安全駕駛政策》可確保員工遵守最高的駕駛和安全標準

Industry-specific measures and initiatives
行業特定的措施和倡議

- Ensure adequate training is provided to all employees handling hazardous substances (typically beryllium compounds, mercury, lithium, cadmium, and flammable material)
  確保為所有處理有害物質(通常為鈹化合物、汞、鋰、鎘和易燃材料)的員工得到足夠的培訓
- Maintain Material Safety Data Sheet (MSDS) records of all hazardous substances, detailing storage and first-aid precautions
  維護所有有害物質的物質安全資料表(MSDS)記錄，詳細說明存儲和急救措施
- Work areas handling hazardous substances are isolated away from main workplaces
  處理有害物質的工作區域與主要工作場所隔離
- Store no more than 5 litres of hazardous liquids in work areas
  在工作區域，不得儲備超過五公升的有害液體
- Mitigate against hazards of broken glass containers, by storing at ground level and/or enclosed shelves
  通過將其存放在地面和／或封閉的架子上，減輕玻璃容器破裂的危害
- Adopt automatization to reduce work that requires repeated body movement
  採用自動化以減少需要身體重複動作的工作

Development and Training

The Group regards our staff as the most valuable assets. In our efforts to cater towards the needs of our staff, the Group develops yearly plans regarding the staff training and development. Internal training programmes held during the Reporting Year include induction training for new staff and on- the-job training. To promote continuous development, the Group encouraged staff to engage in external programmes, such as online courses for continuous professional development and skill set enhancement. The Group provides tuition sponsorship and examination leave for eligible staff who engage in programmes that enrich job knowledge.

The Group dedicates significant resources to attract and retain talented employees, and to ensure that staff members grow in competence and skill sets alongside the business. Our training programmes for the Reporting Year, included, but were not limited to, the following.

- We organised a total of 2,297 hours of a range of internal and external training sessions to enhance skill sets of sales, marketing, accounting, and product department personnel.
- We held training sessions regarding latest updates to legislative requirements related to data protection, accident prevention, and labour laws.

During the Reporting Year, a total number of 102 employees have received training, of which 75% and 25% were male and female respectively. In terms of employee category, 8%, 9% and 83% of employees trained were directors, managers and general staff respectively this year.

發展及培訓

本集團視員工為最寶貴的資產。為了滿足員工的需求，本集團制定了有關員工培訓和發展的年度計劃。報告年度內，本集團舉行的內部培訓課程包括新員工入職培訓及在職培訓。為了促進持續發展，本集團鼓勵員工參加外部課程，例如在線課程以促進持續的職業發展和技能提升。本集團為符合條件的員工提供學費資助和考試假期，以豐富工作知識。

本集團投入大量資源吸引和挽留優秀的僱員，並確保員工的能力和技能隨著業務發展而增長。我們在報告年度的培訓計劃包括但不限於以下內容。

- 我們組織了總計2,297小時的內部和外部培訓，以提高銷售、市場、會計和產品部門員工的技能。
- 我們舉辦了有關數據保護，事故預防和勞動法有關法律要求的最新更新的培訓課程。

於報告年度內，共有102名員工接受了培訓，其中75%和25%分別是男性和女性。就員工類別而言，今年接受過培訓的員工中，有8%、9%和83%分別為董事、經理和一般員工。

Employee training duration by employee category

培訓時間按僱傭類別劃分

Employee category 按僱傭類別劃分	Training duration (hours) 培訓時間(小時)		Average training duration (hours) 平均培訓時間(小時)	
	FY2025 二零二五財年	FY2024 二零二四財年	**FY2025 二零二五財年**	FY2024 二零二四財年
Director 董事	**22**	55	**2.2**	5.0
Manager 經理	**173**	225	**6.2**	10.2
General staff 一般員工	**2,102**	1,591	**16.8**	12.1

During the Reporting Year, the Group has provided a total of 2,297 training hours for staff, which averages to 16.9 and 8.1 training hours per male and female staff respectively. In terms of employee category, 2.2, 6.2 and 16.8 training hours per staff were received by directors, managers and general staff respectively.

Labour Standards

Child and forced labour, though seemingly irrelevant to most developed societies, are in fact easily present in the value chain of any business operation. To combat against such practices, the Group prohibits all forms of child labour and forced labour or modern slavery, as defined by the International Labour Organisation, not only in our operations but also throughout our supply chain.

The Group has established and implemented the Slavery and Human Trafficking Statement which contains fundamental principles as set out in the International Bill of Human Rights.

We prohibit any form of forced, bonded or compulsory labour, human trafficking and other kinds of slavery and servitude. Any form of discrimination, harassment or bullying is not tolerated. We extend our commitment to our suppliers by requiring all business partners to take measures to avoid and eliminate any form of forced, bonded or compulsory labour, or human trafficking. The rights and freedoms of every individual are protected as no worker is asked to surrender identification documents nor lodge deposits as a condition of employment. Cases of child labour in our businesses are averted by conducting age verification of all job applicants. If it is found that child labour is employed by mistake, the Group will immediately terminate their employment and follow up on the situation.

During the Reporting Year, the Group has encountered no incident of noncompliance with applicable laws and regulations related to anti-child and anti-forced labour practices at all operating regions. Major applicable laws and regulations include, but are not limited to, Modern Slavery Act of UK, Youth Protection Act of Germany, as well as the Employment Act and Children and Young Persons (Employment) Act of Malaysia and Employment Ordinance of Hong Kong.

於報告年度內，本集團為員工提供總計2,297小時的培訓時間，平均為每名男性和女性員工分別提供16.9和8.1小時培訓。就員工類別而言，董事、經理和一般員工分別平均獲得2.2, 6.2和16.8小時的培訓。

勞工準則

儘管童工和強迫勞動似乎與大多數發達社會無關，但實際上很容易出現在任何企業營運的價值鏈中。為了打擊這種做法，本集團不僅在我們的營運中，乃至整個供應鏈中都使用國際勞工組織所定義禁止一切形式的童工和強迫勞動或現代奴役。

本集團制定並執行了《奴役和人口販運聲明》，其中載有《國際人權憲章》訂明的基本原則。

我們禁止任何形式的強迫、抵債或強制勞動，人口販運以及其他形式的奴隸和奴役。本集團絕不容忍任何形式的歧視、騷擾或欺凌。我們將承諾擴展到供應商，要求所有業務合作夥伴採取措施以避免和消除任何形式的強迫、抵債或強制勞動、或人口販運。每個人的權利和自由均受到保護，沒有任何員工被要求交出身份證明文件或繳納按金作為僱傭條件。本集團通過對所有求職者進行年齡驗證，避免童工個案出現。如發現誤請童工，本集團會立即停止該童工的工作，並跟進後續情況。

於報告年度內，本集團在所有營運地區均沒有發生違反反童工及反強迫勞動慣例有關的適用法律法規的事項。適用的主要法律法規包括但不限於英國《現代奴役法》、德國《青年保護法》、以及馬來西亞的《僱傭法》和《兒童和青年(僱傭)法》及《香港僱傭條例》。

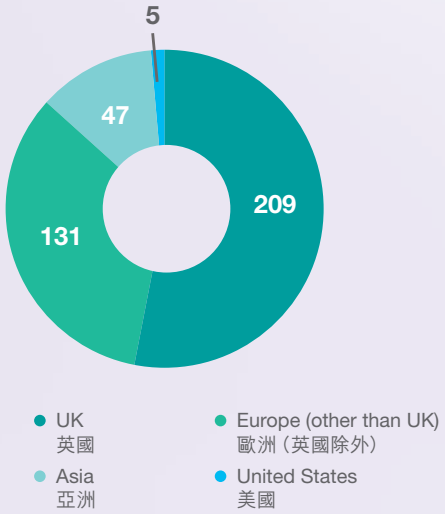
Supply Chain Management

The Group is committed to developing and maintaining effective and mutually beneficial working relationships with our business partners. In the Reporting Year, we have partnered with suppliers mainly from the UK, the other European and Asian countries to procure circuit boards, components, and OEM equipment. The Group procured from a total of 392 suppliers during the Reporting Year.

供應鏈管理

本集團致力與我們的業務夥伴發展和維持有效和互利的工作關係。在報告年度，我們與主要來自英國以及其他歐洲和亞洲國家的供應商建立了合作夥伴關係，以採購電路板、組件和OEM設備。於報告年度，本集團共有392個供應商。

Number of suppliers by region
按地區劃分的供應商數量



The Group's supplier code of conduct for all business segments requires full compliance to applicable local and national laws. Prior to engagement, we conduct robust review of the company background and track record. We take reference to external standards including the Responsible Business Alliance (RBA), formerly the Electronic Industry Citizenship Coalition (EICC) Code of Conduct, which lay out stringent supplier practices pledged by global industry players. It pledges safe working conditions where workers are treated with respect and dignity, and environmentally responsible manufacturing processes. Any sub-contractor engaged is evaluated and controlled to ensure that they are fully aware of their safety obligations. Moreover, Multitone is committed to ensuring that parts and products sourced from its supply chain are original and not imitations. Its Counterfeit Product Policy ensures that named component parts are purchased from the Original Equipment Manufacturer (OEM). Where this is not possible, parts are purchased from recognised and approved distributors.

本集團所有業務部門的供應商的行為準則都需要完全遵守適用的地方和國家法律。訂約之前，我們會對公司背景和往績進行嚴格審閱。我們參考了外部標準，包括責任商業聯盟(RBA)，即以前的電子行業公民聯盟(EICC)行為準則，其中列出了全球行業參與者承諾了的嚴格供應商慣例。其慣例保證安全的工作條件，尊重和有尊嚴地對待員工，及對環境負責的製造過程。任何被聘用的分銷商都會受到評估和控制，以確保他們充分意識到其安全義務。再者，Multitone致力確保其供應鏈的組件及產品均是正版而非仿冒。其反侵權產品政策確保冠名零部件均採購自代工生產商(OEM)。在不可行的情況下，零部件會採購自受認證或認許的分銷商。

Product Responsibility

The Group offers quality products and services grounded on responsible operating practices. We commit to meeting customer needs through innovation and sound business ethics.

Product quality and safety

Assuring the quality and safety of our products is of topmost importance. The Group is principally engaged in sale of system products, software licensing and customisation, leasing of system products and trading of cultural products. The Group's Quality Management System ("**QMS**"), certified under the requirements of the ISO 9001 Quality Management standards, ensures all our business activities are brought out through quality processes. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to product/service quality and safety at all operating regions. Major applicable laws and regulations include, but are not limited to, Consumer Rights Act 2015 of UK, EU General Product Directive and Consumer Protection Act 1999 of Malaysia. With a customer focused and process-based approach, the Group strives for continual improvement to product quality. The QMS manual is implemented by the quality assurance manager through the following processes.

- Product design, modification and manufacture, and ex-certified product recall processes meet the ISO/IEC 80079-34 and ATEX directive, which ensure the safety of products being used in explosive atmospheres (i.e. work areas that contain flammable gases, mists or vapours, and/or combustible dusts).
- All safety critical components or sub-assemblies from manufacturers are required to acquire a Certificate of Conformity that indicates full conformance to test specifications. In the event none has been acquired, we will carry out independent inspection before accepting the components.
- Product risk analysis is conducted to assist in identification and mitigation of product quality and safety risks. In addition, internal audits are carried out periodically that ensure proper implementation of the QMS manual.
- Customer complaints are handled by a service centre led by the quality assurance manager. Adhering to ISO9001 guidelines, a formal complaint mechanism handles all cases in a fair and systematic manner. In FY2025, the number of received complaints amounted to 12. They are mainly pertaining to issues with generic product functionality, wrong items delivered, wrong invoice addresses and warranty cases, all of which were promptly handled.
- During the Reporting Year, no products were subject to recalls for safety and health reasons.

產品責任

本集團基於負責任的營運慣例提供優質的產品和服務。我們致力於通過創新和良好的商業道德來滿足客戶需求。

產品質量與安全

確保我們產品的質量和安全是至為重要。本集團主要從事系統產品銷售，軟件授權及個別客戶度身定製研發軟件，以及租賃系統產品及文化產品貿易。本集團的質量管理體系(「**QMS體系**」)已通過ISO 9001質量管理標準的認證要求，確保我們的所有業務活動都通過質量流程。於報告年度，本集團在所有營運地區均沒有發生違反產品／服務質量和安全有關的適用法律法規的事項。適用的主要法律法規包括但不限於英國《2015年消費者權益法》，《歐盟通用產品指令》及馬來西亞《消費者保護法1999》。本集團以客戶為中心，以過程為基礎，努力不斷提高產品質量。品質保證經理通過以下過程實施QMS體系手冊。

- 產品設計、修改和製造以及經過認證的產品召回過程均符合ISO/IEC80079-34和ATEX指令，從而確保了在爆炸性環境(即，包含易燃氣體，霧氣或煙霧，蒸氣和／或可燃粉塵的工作區域)中使用的產品的安全性。
- 要求製造商的所有安全關鍵部件或子組件都必須獲得合格證書，以表明其完全符合測試規範。如果沒有獲得相關合格證書，我們將在接受組件之前進行獨立檢查。
- 進行產品風險分析，以幫助識別和減輕產品質量和安全風險。此外，定期進行內部審核，以確保正確實施QMS體系手冊。
- 客戶投訴均由品質保證經理領導的服務中心處理。遵循ISO9001準則，正式的投訴機制可以以公平及有系統的方式處理所有個案。在二零二五財年，收到的投訴總數為12宗，主要與一般產品功能、交付錯誤商品、發票地址錯誤以及保固事項有關，並且得到了迅速處理。
- 在報告年度內，沒有任何產品因安全和健康原因而被召回。

Ethical operating practices

The Group places great value in conducting all aspects of our businesses with integrity and honest values. From protection of data privacy and intellectual property to ethical marketing communication, our robust management approaches ensure even the most trivial of aspects are not overlooked. During the Reporting Year, the Group has encountered no incident of non-compliance with applicable laws and regulations related to protection of data privacy and intellectual property to ethical marketing communication at all operating regions. Major applicable laws and regulations include, but are not limited to, EU General Data Protection Regulation, EU Misleading and Comparative Advertising Directive, Personal Data Protection Act of Malaysia, and the Patents Act 1977 of UK.

Personal data privacy protection

The Group is committed to protecting privacy and confidentiality of the collected personal data. Taking reference to the ISO 27001 Information Security Management standards, the Group has established internal policies on handling personal data recorded from our employees, customers and other business partners. We collect data only in a lawful and fair way, for directly related purposes of which the data subject is clearly notified. By providing related personnel with information security training, the personal data inventory is secured to prevent any unauthorised or accidental access. We ensure the data is accurate and not kept longer than necessary and the period stipulated by respective laws. We utilize technology to aid the safeguarding of the personal data inventory, such as anti-virus software and firewalls, network diagnostic tools and data encryption. Mechanisms are also in place that ensure any infringement of personal data privacy protection rights is dealt with in a timely manner.

Intellectual property rights protection

Multitone, the pioneers in the development of state-of-the-art pagers and wireless communication systems, holds numerous patents in telecommunication systems and methods. We ensure all patent applications and management are compliant with legal standards and procedures, as well as prevent the infringement of other intellectual property rights.

Advertising and product labelling

Responsible marketing practices are crucial to gaining customer trust and confidence. Clear guidelines have been established on the ethical usage of all forms of sales promotion and direct marketing and digital marketing communications. All product brochures available on our website are reviewed to ensure the information is complete and accurate. Product labelling serves a critical function, ensuring unique product identification and that customers are informed of any possible product risks. The Conformité Européenne mark is only acquired once all compliance testing has been passed.

道德操作規範

本集團非常重視以誠信和誠實的價值觀在各個方面開展業務。從保護資料私隱和知識產權到符合道德的營銷傳播，我們強大的管理方針可確保即使是最細微的方面也不會受到忽視。於報告年度，本集團在所有營運地區均沒有發生任何不遵守資料私隱保護和知識產權保護，和營銷道德操守有關的適用法律法規的事項。適用的主要法律法規包括但不限於《歐盟一般資料保護條例》,《歐盟誤導性廣告和比較性廣告指令》,《馬來西亞個人資料保護法》以及英國《1977年專利法》。

個人資料隱私保護

本集團致力於保護收集到的個人資料私隱。參照ISO 27001信息安全管理系統標準，本集團制定了內部政策來處理我們從僱員、客戶和其他業務夥伴取得的個人資料紀錄。我們僅以合法和公平的方式收集資料，明確告知資料主體直接相關的目的。通過為相關員工提供資料安全培訓和個人資料庫的妥善保管，可以防止未經授權或意外的資料存取。我們確保資料準確無誤，並且保留的時間不會超出所需及相應法律規定的期限。我們利用科技來保護個人資料庫，例如防毒軟件和防火牆，網絡診斷工具和資料加密。本集團還建立了機制確保及時處理任何侵犯個人資料隱私的個案。

知識產權保護

Multitone是最新傳呼機和無線通信系統開發的先驅，在電訊系統和技術方面擁有多項專利。我們確保所有專利申請和管理均符合法律標準和程序，並防止侵犯其他知識產權。

廣告和產品標籤

負責任的營銷方法是贏得客戶的信任和信心的關鍵。本集團已建立明確的準則，訂明使用各種形式的促銷和直接營銷以及數碼營銷傳播時需合符道德。我們網站上提供的所有產品宣傳冊都經過審閱，以確保資料的完整性和準確性。產品標籤起著關鍵作用，確保獨特的產品標識，並告知客戶任何有可能的產品風險。產品只有通過所有合規測試後，才能獲得符合歐洲標準標籤。

Anti-corruption

The Group is committed to achieving and maintaining the highest standards of openness, probity and accountability. Major applicable laws and regulations include, but are not limited to, the Bribery Act of UK (and the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017), Criminal Code of Germany, and Anticorruption Commission Act 2009 of Malaysia.

During the Reporting Year, the Group had conducted a full spectrum of Anti-Corruption training to all employees within the Group and their acknowledgements were being sought for understanding and compliance.

The development of robust internal controls is the key to our management approach. The soliciting or accepting of advantages from parties as a reward for or inducement to doing any act in relation to the company's business is strictly prohibited. With regard to the conflict of interests, the fundamental rule is to avoid any conflict of interest as far as practicable. In the event of an inevitable case, the conflict of interest is required to be declared for appropriate resolution actions to be taken. Regarding the risk of customer corruptive practices, all new customers are required to submit legitimacy proofs, as well as undergo screening of historic financials by professional credit rating agencies.

The Group promotes fair and open competition that prohibits cartels, and any activities of trade associations and industry bodies which prevents, restricts or distorts competition. The abuse of market power, such as in the form of predatory pricing, anti-competitive tying and bundling and exclusive dealing, are also forbidden. The Group recognises that adherence to the principles of competition is essential to the development of long-term relationships with our stakeholders on mutual trust.

During the Reporting Year, the Group has encountered no incident of noncompliance with applicable laws and regulations related to bribery, extortion, fraud and money laundering at all operating regions.

反貪污

本集團致力於實現及保持開放、誠信及問責的最高標準。適用的主要法律及法規包括但不限於英國《賄賂法》(以及《2017年洗錢，恐怖分子資金融資和資金轉移(付款人信息)條例》)，《德國刑事法》，馬來西亞《2009年反貪污委員會法》。

於報告年度內，本集團對旗下所有員工進行全方位的反貪污培訓，確認彼等了解並遵守有關方面的規定。

完善的內部控制發展是我們管治關鍵。本集團嚴禁向他人徵求或接受利益作為獎勵或誘使他人從事與公司業務有關的任何行為。關於利益衝突，基本原則是盡可能避免任何利益衝突。在不可避免的情況下，需要聲明利益衝突，以便採取適當的應對措施。關於客戶貪污行為的風險，所有新客戶都必須提交合法性證明，並由專業信用評級機構對歷年財務報表進行評核。

本集團提倡公平和公開競爭，禁止壟斷、以及參與任何阻撓、限制或扭曲競爭的行業協會和行業團體的任何活動。本集團禁止濫用市場力量，例如掠奪性定價、反競爭性搭售和捆綁銷售及獨家交易。本集團認為遵守競爭原則對於與我們的利益相關者建立長期互信關係是必需的。

於報告年度內，本集團在所有營運地區沒有發生違反賄賂、勒索、欺詐和洗錢有關的適用法律及法規的事項。

Community Investment

Multitone has been playing a crucial role in the pandemic battle through the prompt provision of healthcare mass messaging solution and smart applications to the UK's National Healthcare System ("**NHS**"). Widely adopted and trusted by emergency services, Multitone life-critical technologies have been perfected throughout its over 90 years of service in the telecoms industry. From seamless integration with the hospital's paging system to the provision of solid data security, it would not be an overstatement to state Multitone tailor-made solutions are saving lives by the hour in these unparalleled times.

The Group is committed to operating as a responsible corporate and continually supporting the economic and social vitality of local communities through product development of innovative telecommunication products. Multitone's pioneering products are bringing invaluable benefits to the healthcare, elderly care, emergency services sectors around the world.

社區投資

通過迅速向英國國家醫療保健系統(「**NHS**」)提供醫療保健大眾訊息傳遞解決方案和智能應用程 序，Multitone在疫情流行期間發揮了至關重要的作用。在其超越90年的電信行業服務中，Multitone的緊急救援關鍵技術服務獲得完善發展，並得到了廣泛的採用和信任。從與醫院傳呼系統的無縫整合到提供可靠的數據安全，毫不誇張地說，Multitone度身定製的解決方案可以在此前所未見的時刻拯救生命。

本集團致力於成為一家負責任的企業，並通過創新通訊產品的開發來不斷支持本地社區的經濟和社會活力。Multitone領先行業的產品正在為全世界醫療保健、老年護理、緊急服務等行業帶來無價的益處。