



**CHINA E-INFORMATION TECHNOLOGY
GROUP LIMITED**

中國網絡信息科技集團有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立之有限公司)

(Stock Code 股份代號: 08055)



2020

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

Environmental, Social and Governance Report

環境、社會及管治報告

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1. ABOUT THE REPORT

China E-Information Technology Group Limited and its subsidiaries (together, the “Group” or “we”) are pleased to present our Environmental, Social and Governance Report (“ESG Report”). The report presents the Group’s concern to environmental and social impacts, policies and initiatives of the Group to demonstrate our long-term commitment to ensure that our activities, at all levels, are economically, socially and environmentally sustainable development to stakeholders. Additional information in relation to the Group’s corporate governance and financial performance can be referred to our annual report for the year ended 31 December 2020.

1.1 Scope and Reporting Boundary

The scope of the ESG Report covers the environmental and social performances of the Group and its subsidiaries. The Group is principally engaged in the provision of an internet platform for the facilitation of education program in Chinese medicine and other advisory and training programs. The “Reporting Period” or “FY2020” is spanning over the period from 1 January 2020 to 31 December 2020.

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

1. 關於本報告

中國網絡信息科技集團有限公司及其附屬公司（統稱「本集團」或「我們」）欣然呈列我們的環境、社會及管治報告（「環境、社會及管治報告」）。本報告呈列本集團所涉及之環境及社會影響、政策及計劃，以顯示我們就確保業務活動在各方面達至經濟、社會及環境可持續發展層面對相關持份者作出的長期承諾。有關本集團企業管治及財務表現之其他資料，可參閱我們截至二零二零年十二月三十一日止年度的年報。

1.1 報告範圍

環境、社會及管治報告範圍涵蓋本集團及其附屬公司的環境及社會表現。本集團主要從事為中醫藥教育項目及其他諮詢及培訓項目提供網絡輔助平台。「報告期」或「二零二零財政年度」為二零二零年一月一日起至二零二零年十二月三十一日止期間。

我們尋求於整個集團結構內為環境、社會及管治方面建立一致的報告範圍，故環境、社會及管治報告的報告範圍乃根據所有報告的業務及實體均由本集團實質擁有並受我們管理的標準建立。因此，我們不會報告本集團結構範圍外我們並無擁有資產、並無直接委任或僱傭員工以及於合約責任下並無經營資產的實體。此外，我們不報告於報告期內出售或收購的實體。

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Part of the content may look back upon the performance of the Group in past years with a view to presenting the report in a more informative and comparable manner. The Group mainly operates in the PRC and Hong Kong. The reporting boundary covers the Group's principal entities that are set out in note 41 to the consolidated financial statements for the year ended 31 December 2020.

1.2 Reporting Guidelines

The “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) which is set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (subject areas in accordance with the requirements of Environmental, Social and Governance Reporting Guide stated in Appendix 20 to the GEM Listing Rules). Corporate governance is addressed separately in the Corporate Governance Report. (the “HKEX”) serves as the reporting guidelines of this report.

1.3 Reporting Principles

The Report endeavours to present a balanced representation of the Group's environmental and social performance and covers the entire operations of all entities in the Group.

The content of the Report is defined through a process to determine ESG management approach, strategy, priorities and objectives relating to the Group's operations, to describe our management, measurement and monitoring system employed to implement ESG strategy, and to disclose our key policies, compliance with relevant laws and regulations, our performance, and key performance indicators (“KPIs”).

為使報告的呈列能提供更多有用資訊及更易於比較，部分內容可能會回顧本集團過去幾年的表現。本集團主要於中國及香港營運。報告範疇涵蓋本集團旗下主要實體，其詳情載於截至二零二零年十二月三十一日止年度之綜合財務報表附註41。

1.2 報告指引

香港聯合交易所有限公司(「聯交所」)證券上市規則附錄27所載《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)乃本報告之報告指引，本報告根據GEM上市規則附錄20所載《環境、社會及管治報告指引》之規定涵蓋的主要範疇。企業管治於企業管治報告內單獨處理。

1.3 報告原則

該報告致力於不偏不倚地反映本集團的環境和社會績效，並涵蓋本集團中所有實體的全部業務。

報告的內容是通過確定與本集團營運有關於環境、社會及管治的管理方針、策略、重要性及目標，描述我們用於實施環境、社會及管治管理戰略而採用的管理，評估和監測系統，以及披露我們的主要政策，合規性以及相關法律法規，我們的績效以關鍵績效為指標(「KPI」)。

1.4 Reporting Framework

With reference to the ESG Reporting Guide and the Group's business operation, the presentation of our ESG Report divides the relevant aspects and KPI, which are considered to be relevant and material to the Group, into four subject areas: Environmental Protection, Employment and Labour Practices, Operating Practices and Community Investments.

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

1.5 Data Collection

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

1.6 Report Availability

In addition to inclusion in the Group's Annual Report, this report is also accessible in electronic version from <http://www.irasia.com/listco/hk/chieinfotech/>.

1.7 Contact

We welcome all sorts of comments and suggestions from our stakeholders with respect to this ESG Report or our sustainability performance. Comments or views can be sent to 2609, 26/F., Office Tower, Convention Plaza, 1 Harbour Road, Wanchai, Hong Kong.

1.4 報告框架

根據《環境、社會及管治報告指引》及本集團的業務營運情況，本集團的環境、社會及管治報告將被視為與本集團相關及有重大影響的相關層面及關鍵績效指標，分列為四個主要範疇：環境保護、僱傭及勞工常規、營運常規以及社區貢獻。

根據環境、社會及管治報告指引的一套完整索引載於本報告末尾，可供參閱。除本集團認為不適用於其業務的條文外（有關解釋載於上述索引的最右一欄）外，本報告已遵守環境、社會及管治報告指引所載的所有「不遵守就解釋」條文。

1.5 資料收集

本報告的資料摘錄自本集團的內部管理系統及統計資料，以及過往年度收集的部分數據。除另有訂明外，否則港元於本報告中用作其功能貨幣。

1.6 獲取報告途徑

除載入本集團之年報外，本報告的電子版亦可於 <http://www.irasia.com/listco/hk/chieinfotech/> 查閱。

1.7 歡迎表達意見

我們歡迎相關持份者對本環境、社會及管治報告或我們的可持續性表現提出各種意見及建議。評論或意見可寄送至香港灣仔港灣道1號會展廣場辦公大樓26樓2609室。

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2. NAVIGATING THROUGH THE COVID-19 PANDEMIC

In early 2020, the outbreak of the novel coronavirus epidemic (COVID-19) has brought exceptional challenges to the world. The pandemic has resulted in unprecedented public health measures across all geographies, with business shutdowns and stay-at-home policies disrupting the global economy at a scale never seen in our lifetime. The effects of the COVID-19 crisis on the various industries are far-reaching and complex: the crisis has limited the operations of many businesses and has had implications for employees, supply chains, cash flows and investor return.

While multiple industries are preparing to adapt to the slumps in demand and production, as part of the “new normal”, the health and well-being of all our clients and employees, as well as their families and friends, is our utmost priority in these challenging times. We successfully navigated through disturbances together with our employees, suppliers, clients, and local communities by putting people first, and contributing to communities, nation, and humanity. Capitalizing on our knowledge, experience and strengths, we will continue to ensure the safety and well-being of our employees, suppliers and support our consumers, stakeholders and communities in the battle to overcome the COVID-19 pandemic. On the other hand, we are dedicating human and financial resources to help those in need and help us, as a society, emerge stronger on the other side.

In order to combat the spread of COVID-19 together with the community, the Group has been strictly following the latest health advice and regulations issued by the government and has undertaken prompt actions and adopted various preventive and hygiene measures for employees and clients since early January 2020.

2. 應對新型冠狀病毒病疫情

於二零二零年年初，新型冠狀病毒疫情 (COVID-19) 的爆發令全球面對嚴峻挑戰。疫情導致世界各地實施前所未有的公共衛生措施，且企業停工停產及居家政策以我們從未遇見的規模擾亂著全球經濟。COVID-19 危機對各個行業的影響深遠且複雜：該危機限制了無數企業的營運，並且對僱員、供應鏈、現金流量及投資者回報產生了影響。

儘管有許多行業正準備適應需求及生產方面的下降，作為「新常態」一部分，在這個極具挑戰的環境下，我們的首要任務就是保障我們所有客戶及僱員以及彼等家人及親友的健康及福祉。我們以人為先，為社區、國家及人類作出貢獻，與員工、供應商、客戶及當地社區一起成功渡過難關。利用我們的知識、經驗及優勢，我們將繼續確保員工與供應商的安全及福祉，並在抗擊 COVID-19 疫情中為我們的消費者、相關持份者及社區提供支持。另一方面，我們正投入人力及財力以援助有需要人士，並幫助我們的社會在另一層面變得更加強大。

為與社區共同對抗 COVID-19 疫情蔓延，本集團一直嚴格遵循政府公佈的最新衛生建議及規例，並自二零二零年一月初起已迅速採取行動及為僱員及客戶實行各種預防性衛生措施。

2.1 Employee Health and Safety

The foremost priority for the Group is to provide our employees with a safe and healthy working environment during the COVID-19 pandemic, maintaining a firm grasp of all applicable obligations (whether mandated or voluntary). The Group has taken the following precautionary measures at our workplaces to minimise the risk of transmission of COVID-19.

- We provide adequate amount of surgical mask to employees, while advising all staff members to maintain good personal hygiene and to avoid touching eyes, mouth and nose before cleaning hands;
- We provide 70-80% alcohol-based handrub to employees for hand sanitization;
- Employees are recommended to rub hands with liquid soap for at least 20 seconds when washing;
- Any person who accesses to the workplaces must wear a face mask and would be invited for a temperature screening procedure;
- Any person who has symptoms of fever, or other respiratory symptoms would be advised to seek medical advice and would be refrained from entering the workplaces;
- Commonly touched areas such as lift buttons and electronic products are disinfected regularly during day time;

2.1 僱員健康與安全

本集團的首要任務為在COVID-19疫情期間向僱員提供一個安全及健康的工作環境，切實履行所有適用責任（不論是強制或自願）。本集團已於工作場所採取下列預防措施，以將COVID-19的傳播風險減至最低。

- 我們向僱員提供充足數量的外科口罩，同時提醒所有職員保持良好的個人衛生，避免未經清潔就以雙手觸碰眼、口和鼻；
- 我們向僱員提供70%-80%酒精搓手液以清潔雙手；
- 建議僱員洗手時以視液揉擦雙手最少20秒；
- 任何人士如進入工作場所均必須佩戴口罩及會被邀請進行體溫檢測；
- 任何人士如有發燒或其他呼吸道疾病症狀，我們會建議其前往求醫，並拒絕其進入工作場所；
- 公共範圍（如升降機掣及電子產品）每日定期消毒；

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- We follow the manufacturer's instructions for disinfecting electronic products. If no manufacturer guidance is available, we consider the use of alcohol-based wipes containing at least 70% alcohol;
- Staff-members are encouraged to stay inside the workplaces during lunch-break;
- Staff-members are required to perform a 14-day self-quarantine after traveling outside of Hong Kong or any confirmed case at their residential building;
- Friendly message of upkeeping personal and environmental hygiene, health and safety as individual's own responsibility are posted in the workplaces; and
- Maintain a register of staff-members who are on duty and their mandatory travel and health declaration, for possible public health action in case the employee is confirmed to be infected with COVID-19.
- 我們按製造商的指引對電子產品進行消毒。如無法取得製造商指引，我們考慮使用酒精含量至少為70%的酒精抹紙；
- 鼓勵員工在午休時間留在工作場所內；
- 員工在香港以外地方出遊或其住所大樓有確診個案後必須進行14天自我隔離；
- 在工作場所張貼友善信息，提醒保持個人及環境衛生，健康與安全人人有責；及
- 存置值班員工登記冊，員工須披露外遊記錄及作出健康申報，以便於僱員確診新冠病毒時採取公共衛生行動。

2.2 Adapted Management

- To increase social distancing, we implement flexible working hours to enable staff members to avoid peak hour travel;
- We review, update and modify crisis management plans, as needed, and ensure that employees follow these plans during the pandemic;
- We ensure that we comply with operational and monitoring requirements imposed by law, permit conditions and consent orders;

2.2 適應性管理

- 為加大社交距離，我們實行靈活工作時間，令員工可避免繁忙時段出行；
- 於疫情持續期間，我們按需要審視、更新及修改危機管理計劃，並確保員工遵守有關計劃；
- 我們確保法律、許可條件及同意令所規定的營運及監管要求得到遵守；

- We communicate regularly and frequently (e.g., through daily, weekly or biweekly check-ins) with key personnel;
 - We ensure that key employees have access to and/or knowledge about critical records and recordkeeping requirements;
 - We ensure that emergency and security protocols remain in place for shuttered facilities or those operating with reduced staff to ensure the health and safety of employees remaining on site and the nearby community; and
 - We leverage pandemic update provided by the government such as daily active cases or percentage of positive cases, along with public health guidelines, to inform its level of permitted employee or customer contact.
- 我們與主要合規人員進行定期及頻繁溝通(例如每日、每週或每兩週一次的檢查)；
 - 我們確保主要僱員可取得及／或知悉關鍵記錄及存檔的相關規定；
 - 我們確保已關閉的設施或已縮減人手的設施仍保有緊急及安全程序，保障留守員工及鄰近社區的健康及安全；及
 - 我們利用政府提供的疫情更新(例如每日活躍病例或陽性病例的百分比)以及公共衛生準則，告知其允許員工或客戶接觸程度。

We continue to monitor and assess the situation, keeping all employees and clients posted. The resolve, dedication, commitment and hard work of the Group and its all employees to fight this unprecedented threat to mankind is strong and undeterred. We will remain resilient, ensuring to maintain our operations as smoothly and efficiently as possible during these exceptionally challenging times.

我們持續監察及評估有關情況，並向所有僱員及客戶匯報。本集團與全體僱員將堅定不移、絕不退縮，傾力抵禦這場人類前所未見的危機。我們將保持彈性，確保在這段極具挑戰性的時期盡可能順利和高效地運作。

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3. OUR ESG MANAGEMENT AND STRATEGY

3.1 Goals

While the impact of global sustainability issues like climate change, plastic pollution, ecological and ethical footprints is increasingly prominent, the Group is aware that consumers are gradually becoming more sensitive to those issues which start to influence the purchasing decisions of average consumers. Where once customer would rarely question how a product was made or what it was made of, corporates are now expected to clearly state where products come from and how the ESG policies inform their choice of processes, materials and deployment of human resources. The change of consumer mentality is progressively transforming the purchasing decisions.

As such, it has never been more important for the Group to implement good ESG practices into our business model. The Group is committed to become an environment-friendly enterprise to promote environmental protection and decarbonization of responding to climate change, instilling the consciousness of resources conservation and deeply indoctrinating the low-carbon concept and environmental protection into the work and life of every employee. We continue to seek business partners who share our philosophy, commitment to environment conservation and compliance with the applicable environmental laws and regulations. We firmly believe that our commitment to environmental protection will become a part of our competitiveness, leading the Group to a greater success in the future and fulfil our responsibilities as a member of the community we all live in.

3. 的管理及策略

3.1 目標

隨著氣候變化、塑膠污染、生態及道德足跡等全球可持續發展議題的影響日趨顯著，本集團意識到客戶逐漸對該等議題變得敏感，並開始影響普遍客戶的購買決定。以往客戶甚少問及產品的生產方式或所用材料，但現時會期望企業清楚列明產品的原產地以及環境、社會及管治政策如何影響其生產流程、材料及人力資源運用的選擇。客戶心態的改變正逐步轉變其購買決定。

因此，對本集團而言，在業務模式中實行良好的環境、社會及管治常規變得前所未有地重要。本集團致力於成為環保企業，以推動環保及減碳應對氣候變化，並將資源節約意識、低碳概念及環保理念牢牢灌輸到每名僱員的工作和生活中。我們繼續物色的業務夥伴必須與我們的理念一致、致力推行環境保護及會遵守適用環保法例及法規。我們堅信，我們對環境保護的承諾將成為我們的競爭優勢，引領本集團於未來取得更大成就，並克盡我們作為於所身處社區中一員的責任。

We are committed to promoting equal opportunities for all of our employees in different areas, such as recruitment, compensation and benefits and staff promotion. We believe that each individual has his/her unique strengths and we therefore have comprehensive equal employment opportunities policies in place that protect potential and existing employees from being discriminated because of their backgrounds, gender, age, family status, sexual orientation, disability, race or religion. We attract and retain the best people by creating a supportive and quality workplace while we care about employees' welfare and satisfaction by encouraging work-life balance and monitoring and improving employees' satisfaction.

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

Our Group considers our staffs as the most valuable asset. Without their continued contribution, we will not be able to operate. It is therefore our top priority to make sure that our employees work in a fair, safe and pleasant environment. We prohibit any form of corruption or malpractice such as bribery, money laundering, extortion and fraud. The Group adopts a zero-tolerance policy on bribery, extortion, fraud and money laundering, any matters of genuine concern are to be thoroughly investigated and actions will be taken accordingly.

我們致力為不同領域的全體僱員提供平等機會，如招聘、薪酬及福利以及員工晉升。我們相信每個人都有其獨特優勢，因此我們已制定全面平等就業機會政策，以保護將來及現有僱員免受背景、性別、年齡、家庭狀況、性取向、殘疾、種族或宗教歧視。我們透過創建具支援性及優質之工作場所吸引及挽留優秀人才，以及通過鼓勵維持工作與生活的平衡，並監察及提高僱員滿意度，關心僱員之福利及滿意度。

本集團重視經驗及背景的多樣性，並會主動提拔本集團內部人才。另外，本集團一直致力自我提升，為我們的社區、我們的公司及我們的股東作出貢獻。憑藉我們多元化的領導才能及背景，我們將會積極把握機會，茁壯成長。

本集團認為員工是最寶貴資產。沒有員工的不懈貢獻，我們將無法運營。因此，確保員工在公平、安全及愉快的環境中工作是我們的第一要務。我們禁止任何形式之腐敗或不法行為，如賄賂、洗錢、勒索及欺詐。本集團對賄賂、勒索、欺詐及洗錢採取零容忍政策，且會徹底調查任何相關不法行為，並將採取相應行動。

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

The Group always keep in mind the social responsibility during the Group's operation with a dissemination of pursuing sustainability into our core business. We encourage all business partners to incorporate those sustainability practices and policies into their operation thoroughly in order to work together in our pursuit of sustainable development. In addition, we encourage staffs to participate in various community charitable activities. Our strategy is to fulfil the Group's environmental and social responsibilities through achieving environmental and social objectives during daily operations.

我們以無可比擬的創新能力實現長期的可持續性，提供一系列創新及實用的應用程式，以更綠色及更智能的方式協助管理能源使用。至於營運方面，我們將繼續替換及提升我們的技術水平及流程，從而使得我們的業務能夠創造更好的結果，並利用創新促進我們的員工做出最佳的決策。展望未來，我們將繼續保持警惕，並繼續增強我們的網絡能力。

本集團於其經營過程中始終緊記社會責任，將追求可持續發展的目標傳播到我們的核心業務中。我們鼓勵所有業務夥伴將該等可持續發展的慣例及政策全面納入其營運中，與我們攜手追求可持續發展。此外，我們鼓勵員工參與各種社區慈善活動。我們的策略為透過於日常營運中達致環境及社會目標，履行本集團的環境及社會責任。

3.2 Climate Change Mitigation

Given our Group's business by nature, we do not generate a significant amount of exhaust gas and GHG directly throughout our operation. However, our daily operation and office administration inevitably involve consumption of fossil fuel directly or indirectly, which releases Nitrogen Oxides (NOx), Sulphur Oxides (SOx), and Carbon Dioxide (CO₂) into the air. The Group is highly aware that such GHG emission is one of the major sources of global warming. Therefore, we strive to reduce our carbon and ecological footprint and adopt practices that are sustainable to the environment and minimize our impact on the environment. The sustainable measures adopted by the Group includes:

- Maintaining indoor temperature at an optimal level for comfort;
- Providing on-off and zoning control of lighting and ventilation system in the workplace according to the operation schedule;
- Encouraging employees to switch off machines and devices, such as computers and monitors when not in use;
- Procuring energy efficient electrical appliances (such as those with Grade 1 energy labels, fridge with door) and systems to reduce indirect GHG emission whenever practical;
- Encouraging employees to make the best use of modern telecommunication system to avoid unnecessary travel arrangement;
- Placing "Green Message" reminders on office equipment and workplace to further enhance employees' environmental awareness; and

3.2 緩解氣候變化

基於本集團的業務性質，我們的營運過程並無直接產生大量廢氣及溫室氣體。然而，我們的日常營運及辦公室管理不可避免地涉及直接或間接消耗化石燃料，從而向空氣釋放出氮氧化物(NOx)、硫氧化物(SOx)及二氧化碳(CO₂)。本集團深知，有關溫室氣體排放為全球暖化的主要來源之一。因此，我們致力減少碳足印及生態足印，並採取讓環境可持續的實踐，並盡量減少我們對環境的影響。本集團採取的可持續措施包括：

- 將室內溫度維持於最佳合適水平；
- 在工作場所提供按照營業時間開關及控制不同區域的照明及通風系統；
- 鼓勵僱員關閉閒置的器材及設備，例如電腦及顯示器；
- 在可行情況下盡量購買高能源效益的電器(例如附有一級能源標籤的電器、有門雪櫃)以及減少間接溫室氣體排放的系統；
- 鼓勵僱員善用現代通訊系統以避免不必要的差旅安排；
- 在辦公室設備及工作場所張貼「綠色訊息」提示，以進一步提升僱員的環保意識；及

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- Organizing training session including case studies to improve energy efficiency and GHG saving awareness and engage staff to adopt the energy saving practices together.

The Group believes that the adoption of the above mitigation measures will help change the behaviour of the use of energy in the workplace and finally achieve the goal of reducing the GHG emission and protecting our environment.

3.3 Approach

Monitored by the board of directors, the Group is executing its environmental and social strategy and achieving its related objectives through a series of actions and commitments:

- Comply with environmental and social laws and regulations; and
- Disclose KPIs as measurement of actual results

The implementation of environmental and social strategies, management of environmental activities, and measurement of achieving environmental and social objectives are monitored by dedicated managerial staff members and finally by the board for its overall ESG responsibility.

- 舉辦包括案例研究在內的培訓課程，以提高節能及溫室氣體減排意識，並讓員工共同採取節能措施。

本集團相信，採取上述緩解措施將有助改變在工作場所內使用能源的習慣，最終實現減少溫室氣體排放及保護環境的目標。

3.3 方針

在董事會監督下，本集團現正通過一系列行動及承諾，執行其環境及社會策略，並實現其相關目標：

- 遵守環境及社會法律及規例；及
- 披露作為實際結果衡量指標的關鍵績效指標

環境及社會策略之執行、環境活動之管理及實現環境及社會目標之計量受指定管理人員監督，並最終由董事會承擔全部環境、社會及管治責任。

3.4 Communication with Stakeholders

The Company holds shareholders' meetings each year to provide a platform for the Board and Shareholders to exchange views. In addition, in order to maintain close relationship with clients, suppliers and other stakeholders, the Company maintains communication with the stakeholders from time to time through visits, conference calls, corporate e-mails and other channels to listen to their views and needs. The Company's overall performance is also reported each year to investors through the annual report.

3.5 Stakeholder Engagement and Materiality

Stakeholder engagement is a key success factor in formulating our environmental and social strategy, defining our objectives, assessing materiality, and establishing policies. Our key stakeholders include clients, suppliers, business allies, employees, management and shareholders. We have discussed or communicated with stakeholders to understand their views and respond to their needs and expectations, evaluated and prioritised their inputs to improve our performance, and finally strived to provide value to our stakeholders, community and the public as a whole.

3.4 與相關持份者溝通

本公司每年召開股東大會，為董事會及股東提供交流意見的平台。此外，為與客戶、供應商戶其他相關持份者保持密切關係，本公司不時通過訪問、電話會議、公司電郵及其他渠道與相關持份者保持溝通，以傾聽彼等意見及需求。本公司亦會每年透過年報向投資者報告整體表現。

3.5 相關持份者參與及重要性

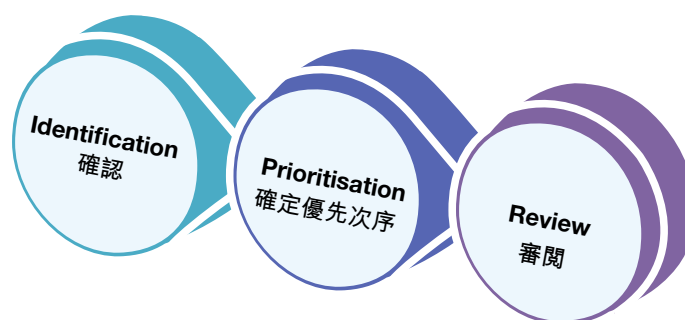
相關持份者參與是制定我們的環境及社會策略、界定目標、評估重要性及確立政策之關鍵成功因素。我們的主要相關持份者包括客戶、供應商、業務夥伴、僱員、管理層及股東。我們已與相關持份者討論或溝通，以了解其意見並回應其需求及期望，評估及按優先順序處理其反饋信息，以提升我們的績效，並最終致力為我們的相關持份者、社區及整體公眾人士創造價值。

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Our materiality assessment involves the following procedures.

我們的重要性評估涉及下列程序。



Identification: The Group's ESG working committee initially identified sustainability topics which may be considered important and relevant for disclosure in accordance with the ESG Guide.

確認：根據環境、社會及管治報告指引，本集團之環境、社會及管治工作委員會初步確認可持續性議題，而該等議題可能視為對披露有重要性及相關性。

Prioritisation: The identified topics were ranked by stakeholders to reflect the level of interest and importance to the Group through various stakeholder engagements. A list of prioritised material topics was consequently generated with respect to the results from stakeholder engagements.

確定優先次序：已識別之議題透過各種相關持份者的參與由相關持份者排序以反映對本集團的利益及重要性的程度。其後就相關持份者參與之結果產生按優先次序排列的重要議題清單。

Review: The Group's ESG working committee reviewed and validated the material sustainability topics to ensure that they are relevant and material to the Group for disclosure.

審閱：本集團之環境、社會及管治工作委員會審閱及確認重要可持續性議題以確保彼等對本公司之披露屬重要。

Based on the stakeholder engagement, we identified issues with significant environmental and social impact and issues concerning stakeholders. The results of materiality assessment prioritised stakeholder inputs and made us focused on the material aspects for actions, performance, achievements and reporting. We present below the relevant and required disclosure.

基於相關持份者參與之情況，我們已確定具有重大環境及社會影響之事宜以及與相關持份者有關之事宜。重要性評估之結果優先處理相關持份者之反饋信息，並使我們專注於行動、績效、成就及匯報之重要方面。我們於下文呈列規定之有關披露。

4. ENVIRONMENTAL PROTECTION

4.1 Environmental

The Group recognises the importance of continuous improvement in protecting the natural environment. We are committed to minimising the adverse impact on the environment.

4.2 Emissions

Emissions refer to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Emissions disclosed as KPIs are calculated based on the consumption data collected and applicable emission factors.

4.3 Air and Greenhouse Gas Emissions

Air emissions include Nitrogen Oxides (“NO_x”), Sulphur Oxides (“SO_x”), and other pollutants regulated under national laws and regulations. Greenhouse gases (“GHG”) include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.

Air and GHG Emissions from Vehicles

The Group encourages employees to consider environmental impact in their commuting decisions to reduce air and greenhouse gas emissions. Employees are reminded to take public transportation as often as possible and select fuel-efficient vehicles. When employees are driving, they are advised to use air-conditioning only when it is necessary.

4. 環保

4.1 環境

本集團認可在保護自然環境方面不斷改進之重要性。我們致力盡量降低對環境之不利影響。

4.2 排放物

排放物指廢氣及溫室氣體排放、向水土排污、產生有害及無害廢棄物。以關鍵績效指標披露的排放乃基於收集之耗量數據及適用之排放因素計算。

4.3 廢氣及溫室氣體排放

廢氣排放物包括氮氧化物(「NO_x」)、硫氧化物(「SO_x」)及其他受國家法律及規例規管的污染物。溫室氣體(「溫室氣體」)包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。

來自汽車之廢氣及溫室氣體排放

本集團鼓勵僱員於通勤決策時考慮環境影響，以減少空氣及溫室氣體排放。本集團提醒僱員盡可能經常搭乘公共交通工具，並選擇節油車輛。建議僱員在駕駛時僅於需要時使用空調。

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Indirect GHG Emissions from Electricity

Electricity consumption of the Group is a major part of its greenhouse gas emissions. Various electricity-saving policies have been established to reduce the electricity consumption by the Group. It is required for proper maintenance of electricity devices to avoid electricity leakage. Air-conditioning is required to be set no lower than 25°C in summer.

Indirect GHG Emissions from Paper Waste Disposed at Landfills

Paper consumption is also an environmental concern in our daily operations. Internally, we have implemented a number of measures to reduce office paper use and promote the reuse of paper. For example, in order to address indirect emissions relating to paper waste deposited at landfills, we encourage staff to duplex printing; reuse of single-side used paper; avoid printing out of short e-mails; adjust the margins and font size of documents so as to optimize the use of paper and reduce paper printing by conducting e-filing, etc.

Indirect GHG Emissions from Business Travel by Employees

The Group understands long-distance transportation in business trips increases energy consumption, which can cause the increase of carbon emissions. Therefore, the Group reduces travel or avoids meetings that require long-distance travel as much as possible through telephone conference, e-mail, courier and other means of communication.

來自電力之間接溫室氣體排放

本集團之電力消耗是其溫室氣體排放的主要部分。本集團已制定多項節電政策，以減少用電。本集團須適當保養電力設備以防漏電。夏季須將空調設定在不低於25°C之溫度。

來自堆填區棄置廢紙之間接溫室氣體排放

紙張消耗亦是我們日常營運中的環境問題。我們已在內部採取多項措施，以減少辦公用紙及促進紙張的再利用。例如，為處理堆積在垃圾堆填區的廢紙造成的間接排放，我們鼓勵員工雙面打印；重複使用單面已用紙張；避免打印簡短電郵；調整文檔的頁邊距及字體大小，以優化紙張使用及透過使用電子文檔減少紙印。

來自僱員商務旅行之間接溫室氣體排放

本集團了解商務長途旅行會增加能源消耗，從而導致碳排放量增加。因此，本集團將通過電話會議、電子郵件，快遞及其他通訊方式盡可能減少旅行或避免須長途旅行之會議。

GHG Emission

During the Reporting Period, the GHG emission in total was 57,813.25 kg, which includes Scope 1 and Scope 2 emission summarized as below.

Table 1 – Emissions: KPI A1.1 Scope 1 & KPI A1.2 Scope 2

Types of Emissions 排放物類別		Unit 單位	2020 二零二零年
GHG (CO ₂ e)	溫室氣體(二氧化碳當量)	kg 千克	57,813.25
Nitrogen Oxides (NO _x)	氮氧化物(NO _x)	g 克	17,534.02
Sulphur Oxides (SO _x)	硫氧化物(SO _x)	g 克	273.26
Particulate Matter (“PM”)	懸浮粒子(「PM」)	g 克	1,290.99

4.4 Discharges into Water and Land

The Group requires that discharges, if any, into water and land must comply with relevant laws and regulations.

Generation of Hazardous Waste

Hazardous wastes are those defined by national regulations. Hazardous wastes are required to be separated and recorded for collection. No significant hazardous waste was generated in view of the Group's business nature. The Group endeavors to recycle electronic waste throughout our operation wherever practical, ultimately reducing both the monetary and environmental costs involved in disposal of these electrical parts that would otherwise be scrapped and treated as hazardous waste.

KPI A1.3 Total hazardous waste produced: There was no hazardous waste generated in view of the Group's business nature.

溫室氣體排放量

報告期內，溫室氣體總排放量為 57,813.25 千克，包括下文所概述之範圍一及範圍二。

表 1 – 排放物：關鍵績效指標 A1.1 範圍一及關鍵績效指標 A1.2 範圍二

4.4 向水土排污

本集團規定向水土排污(如有)必須遵守相關法律及規例。

產生有害廢棄物

有害廢棄物指國家規例所界定者。有害廢棄物須予以分開及記錄，以供收集。鑒於本集團之業務性質，並無產生大量有害廢棄物。本集團致力在實際可行的情況下於整個業務過程中回收電子廢棄物，最終減少處置該等電子配件所涉及的金錢及環境成本，否則該等電子配件將予報廢並視作有害廢棄物。

關鍵績效指標 A1.3 產生有害廢棄物之總量：鑒於本集團之業務性質，並無產生大量有害廢棄物。

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Generation of Non-hazardous Waste

We adopt responsible waste management practices including avoidance of waste, source reduction, reuse, recycling and responsible disposal. The non-hazardous wastes generated by the Group are mainly domestic waste including stationery, packaging materials, paper from our operations, among which, recyclable wastes will be recycled for reuse.

Table 2 – KPI A1.4 Total non-hazardous waste produced

Non-hazardous waste produced 所產生無害廢棄物

Landfill or Incineration

堆填或焚化

tonnes 噸

281

KPI A1.5 Description of measures to mitigate emissions and results achieved

In accordance with policies stated above for the reduction of air and greenhouse gas emissions from production and vehicles, the Group adopts the following measures: control the numbers of vehicles owned by the Group; control the frequency of employees not to take public transportation for local business commuting; and control the volume of business travel by employees. We consider such measures was achieved during the Reporting Period.

產生無害廢棄物

我們採取負責任之廢棄物管理常規，包括避免浪費、源頭削減、再利用、回收利用及負責任之處置。本集團產生的無害廢棄物主要為營運過程中所用的文具、包裝物料及紙張等日常廢棄物，其中可回收廢棄物將回收再用。

表 2 – 關鍵績效指標 A1.4 所產生無害廢棄物之總量

Unit 單位	2020 二零二零年
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關鍵績效指標 A1.5 描述減低排放量之措施及所得成果

根據上述減低汽車廢氣及溫室氣體排放之政策，本集團採取以下措施：控制本集團擁有之車輛數目；控制員工不乘坐公共交通工具進行當地商務通勤之頻率；並控制員工之商務旅行量。我們認為於報告期內已達成該等措施。

KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved

Non-hazardous wastes are sent for landfill or incineration. In accordance with policies stated above for the reduction of non-hazardous wastes, the Group adopts the following measures: control the commercial wastes generated by employees; control the waste of papers. We consider such measures was achieved during the Reporting Period.

There were no confirmed non-compliance in relation to air and GHG, discharges into water and land, and generation of hazardous and non-hazardous wastes during the Reporting Period.

4.5 Use of Resources

As natural resources are depleted, sustainability becomes essential throughout the entire process of business, so we are working to optimize and reduce the overall amount of natural resources we consume. As such, the Group initiated policies to raise the awareness of electricity conservation, taken energy saving measures and water consumption throughout our daily operation.

Efficient Use of Energy

The Group established policies and procedures to reduce energy consumption in the office, it is suggested to switch off computers, printers, machines and other electronic devices after office hours or when leaving the workplace to reduce power consumption.

關鍵績效指標 A1.6 描述處理有害及無害廢棄物之方法、減低產生量之措施及所得成果

無害廢棄物會送往堆填區或焚化。根據上述減低無害廢棄物之政策，本集團採取以下措施：控制僱員產生之商業廢棄物；控制廢紙量。本集團認為該等措施於報告期內取得成果。

報告期內，並無確認有關廢氣及溫室氣體排放、向水土排污以及產生有害廢棄物及無害廢棄物之不合規事件。

4.5 資源使用

隨著自然資源消耗，可持續性在整個業務流程中變得至關重要，故我們正努力優化及減少我們消耗的整體自然資源。因此，本集團已啟動政策以提高節電意識，並在日常營運中採取節能措施。

有效使用能源

本集團已制定政策及程序減少辦公能耗，建議在辦公時間後或離開工作場所時關閉電腦、打印機及其他電子設備以降低功耗。

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Table 3 – KPI A2.1: Direct and/or indirect energy consumption by type in total

Direct energy consumption by type		Unit	2020
按類別劃分之直接能源總耗量		單位	二零二零年
Electricity power	電力	kWh in'000s 以千個千瓦時算	1,002
Unleaded Petrol	無鉛汽油	L 升	18,589.28
Paper	紙	kg 千克	14.35
Water	水	m ³ 立方米	450.00

表 3 – 關鍵績效指標 A2.1：按類別劃分之直接及／或間接能源總耗量

Water Consumption

We strive to engage all employees to develop a habit of conserving water consciously. Pantry is posted with environmental messages to remind employee the importance and urgency of water conservation. The utility facilities are maintained regularly for service to ensure that water seepage or leaking pipelines are replaced or repaired on a timely basis. The Group also seeks to reduce water usage, reuse water and improve the quality of wastewater discharged from our working stations wherever possible.

用水

我們鼓勵所有僱員養成自覺節水的習慣。茶水間和洗手間張貼有環境信息，以提醒員工節約用水的重要性及緊迫性。定期檢查公用設施以進行維修及保養，以確保及時更換或維修滲漏的管道。本集團亦盡可能減少耗水、循環用水，並提高工作場所排出的廢水質量。

Table 4 – KPI A2.2: Water consumption in total

Water consumption		Unit	2020
耗水量		單位	二零二零年
Annual water consumed	年度耗水量	Cubic Meter 立方米	450

表 4 – 關鍵績效指標 A2.2：總耗水量

KPI A2.3 Description of energy use efficiency initiatives and results achieved

The Group's ability to use energy efficiently can be revealed by its intention and measures for the reductions in energy consumption. The Group's policies and measures specific to managing energy use have been stated above. We consider such policies was adopted and measures was achieved during the Reporting Period.

KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them

We understand that our performance in respect of emissions, waste production and disposal, and use of resources impacts the environment, we endeavor to minimize such impacts, and communicate our environmental policies, measures, performance, and achievements to our stakeholders. No significant impacts on the environment and natural resources were caused in view of the Group's business nature. Policies and/or measures adopted in the year ended 31 December 2020 specific to managing potential impacts of activities on the environment and natural resources are mentioned above.

5. SOCIAL

The Group focus on building a harmonious relationship with our employees, clients, suppliers, business allies and the communities. We are committed to enhance transparent relationship with external parties including clients, suppliers, and business allies, and contribute to our community development.

關鍵績效指標 A2.3 描述能源使用效益計劃及所得成果

本集團減能之計劃及措施可反映其有效耗能之能力。本集團針對耗能管理而採用之政策及措施載於上文。我們認為已採取之政策及措施於報告期內取得成果。

關鍵績效指標 A3.1 描述業務活動對環境及天然資源之重大影響及已採取管理有關影響之行動

我們了解我們在排放物、廢物產生及處置以及資源使用方面之表現會對環境造成影響，我們致力減少該等影響，並就我們的環境政策、措施、績效及成就與相關持份者溝通。鑒於本集團之業務性質，並無對環境及天然資源造成重大影響。截至二零二零年十二月三十一日止年度為管理業務活動對環境及天然資源之潛在影響而採取之政策及／或措施載於上文。

5. 社會

本集團專注與員工、客戶、供應商、業務夥伴及社區建立和諧關係。我們致力加強與外部人士(包括客戶、供應商及業務夥伴)之關係，並為我區發展作出貢獻。

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5.1 Employment and Labour Practices

The Group has developed a series of employment policies to ensure employees are treated in a fair and reasonable manner. We have established our internal policies in accordance with the relevant labour laws and regulations related to compensation and dismissal, recruitment and promotion, equal opportunity, diversity, anti-discrimination.

5.2 Compensation and Dismissal

The Group offers competitive remuneration to attract and retain talented staff. Remuneration packages are reviewed periodically to ensure consistency with employment market. Dismissal is required to comply with employment laws and regulations, and to follow the internal policies and procedures. The Group has established a labour contract in accordance with the law. Whether the employer or the employee terminates the contract during the period stipulated by the contract, unless the contract specifies otherwise, appropriate compensation should be made to the other party within the terms of the contract. Compensation amounts are determined according to the terms of the contract.

The Group has established a fair and reasonable remuneration policy with the principles of fairness, incentive and legality. Employees' remuneration packages include basic salaries and performance-based bonuses which shall be determined by their qualifications, experience and prevailing market rates. Apart from the basic remuneration package, our Group also offers a wide range of benefits including medical insurance coverage and paid leaves for sick and marriage in addition to statutory holidays.

5.1 僱傭及勞工常規

本集團已制定一系列僱傭政策，以確認僱員獲公平合理對待。我們已根據相關勞動法律法規制定有關賠償及解僱、招聘及晉升、平等機會、多樣性及反歧視之內部政策。

5.2 賠償及解僱

本集團提供具競爭力之薪酬以吸引及挽留優秀員工，定期檢討薪酬待遇，確保與僱傭市場一致。解僱須遵守僱傭法律及法規，並遵循內部政策及程序。本集團根據法律制定勞動合約。無論僱主或僱員於合約規定期限內終止合約，除合約另行規定者外，均須根據合約之條款下個另一方作出適當賠償。賠償金額乃根據合約條款釐定。

本集團秉誠公平、獎勵及合法之原則，制定公平合理之薪酬政策。僱員之薪酬待遇包括基本薪金及績效花紅，此乃根據其資歷、經驗及現行市價釐定。除基本薪酬待遇外，本集團亦提供多項福利，包括醫療保險以及除法定假期外之病假及婚假。

5.3 Recruitment and Promotion

The Group attracts talent through flexible, fair and transparent recruitment strategy. Recruitment process includes application for recruitment, description of position, collection of job applications, interview, selection, approval, and job offering. Promotion is based on performance and suitability.

5.4 Equal Opportunity, Diversity and Anti-discrimination

The Group always strives to provide a fair and impartial working environment where the employees are treated equally and paid due respect. All employees are assessed and remunerated based on their ability, job performance and contribution irrespective of their gender, race, employment type, age, and geographical region. During the Reporting Period, there were no confirmed non-compliance in relation to compensation and dismissal, recruitment and promotion, equal opportunity, diversity and anti-discrimination.

5.5 Occupational Health and Safety

The Group strives to provide a healthy and safe working environment for our employees. The Group promise that it providing an effective and safe working environment for our employees. We also take the approaches of training and safety inspection to ensure the interest of our employees.

5.3 招聘及晉升

本集團透過靈活、公平及透明之招聘政策吸引人才。招聘流程包括招聘申請、職位描述、收集工作申請、面試、選擇、批准及聘用。晉升取決於表現及適當性。

5.4 平等機會、多元化及反歧視

本集團一直致力提供公平公正之工作環境，僱員均獲平等對待及獲得充分尊重。全體僱員之評估及薪酬均按彼等之能力、工作表現及貢獻而定，而不論性別、種族、僱傭類型、年齡及地理區域。報告期內，並無確認有關賠償及解僱、招聘及晉升、平等機會、多元化及反歧視之不合規事件。

5.5 職業健康與安全

本集團努力為僱員提供健康安全之工作場所。本集團承諾其會為僱員提供有效安全之工作環境。我們亦進行培訓及安全檢查，確保僱員利益。

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The Group requires entities to establish and document policies and procedures on safety for employees to follow, set targets for the safety of employees, monitor the safety performance against the targets periodically, and report any safety incidents to management. The Group has equipped its office with suitable fire-fighting facilities like fire extinguishers. Designated staff would conduct inspection from time to time so as to ensure the exit passageway clear and unblocked.

The Group focuses on the balance between life and work of employees, and organizes activities on a regular basis to ensure that employees are physically and mentally healthy.

The Group is highly aware that employees' health and safety is of paramount importance to our operation. The goals of our Occupational Safety and Health ("OSH") policy are highlighted as below:

- Pursuit of a healthy, comfortable and safe working environment for our employees;
- Commitment of appropriate resources and leadership to the OSH management system;
- The OSH management system aims at identification, prevention and management of risks and hazards throughout the workplaces as well as follow-up actions for accidents or personal injuries;
- The OSH management system defines appropriate objectives and targets on a regular basis;
- Zero tolerance of accidents and injuries;

本集團要求各實體制定及列明僱員應遵守之安全政策及程序，訂立僱員安全目標、定期對照安全表現與目標，並向管理層匯報安全事故。本集團已為其辦公室配備適當消防設施，如滅火器。指定工作人員將不時進行檢查，確保安全通道暢通無阻。

本集團專注維持僱員之生活與工作平衡，並定期組織各類活動，確保僱員身心健康。

本集團深明僱員的健康與安全對我們的營運至關重要。我們的職業安全與健康（「職安健」）政策的重點目標如下：

- 為我們的僱員提供健康、舒適及安全的工作環境；
- 向職安健管理體系投入適當的資源及領導力；
- 職安健管理制度旨在找出、預防及管理整個工作場所的風險及危害，以及就意外或工傷採取跟進行動；
- 職安健管理制度定期界定適當的目標及目的；
- 對意外及受傷零容忍；

- Promotion of a safety culture among employees;
- Communication of our health and safety performance with stakeholders and seek their involvement wherever applicable;
- Regular review of the performance of various OSH measures, so that their effectiveness and reliability can be maintained;
- Compliance with applicable laws and regulations in relation to occupational safety and health.

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

- Formulation of emergency response plans, risk assessment and accident investigation mechanism so as to ensure legal compliance with OSH;
- Organization of fire drills and emergency evacuation simulations to raise the employees' awareness of fire prevention and to equip employees with appropriate knowledge and skills in the event of emergency;
- Promotion of safety culture among employees;
- Organization of induction programs and safety training programs to new employees such that they can be familiar with our corporate policies in relation to health and safety matters as quickly as they can;

- 向僱員推廣安全文化；
- 與相關持份者交流我們的健康與安全績效，並尋求其參與（如適用）；
- 定期檢討各種職安健措施的績效，以維持其有效性及可靠性；
- 遵守有關職業安全及健康的適用法律及規例。

為實現我們的職安健政策目標，我們已採取以下措施。

- 制定緊急應變計劃、風險評估及事故調查機制，確保遵守職安健法例；
- 舉辦火警演習及模擬緊急疏散，提高僱員的防火意識，並就緊急情況為員工提供適當的知識及技能；
- 在員工中推廣安全文化；
- 為新員工舉辦入職培訓及安全培訓課程，讓其盡快熟悉有關健康及安全事宜的公司政策；

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- Provision of OSH training sessions to employees according to their roles and responsibilities to ensure awareness of job hazards and conformity to safety practices with respect to OSH;
- Provision of job-related training to existing staff-members to strengthen their professional knowledge and skills in daily operations and safety matters;
- Training courses and measures are reviewed and regularly reported to the management by the safety officer;
- Encourage contractors or sub-contractors to assist in the implementation of policies, procedures and practices related to OSH at work wherever practical;
- Prohibition of smoking and abuse of alcohol and drugs in workplaces;
- Provision of first aid kits and fire extinguishers in workplaces;
- Provision of clean and tidy rest area;
- Provision of adjustable chairs and monitors for eye protection;
- Installation of air purifiers in relatively crowded areas such as conference and meeting rooms; and
- Set up posters of proper working postures and lifting method accessible on the intranet and at appropriate locations in workplaces.
- 根據僱員角色及職責向彼等提供職安健培訓課程，以確保對工作危險有所認知及遵守職安健方面的安全慣例；
- 向現有員工提供工作相關培訓，以鞏固彼等的專業知識及於日常操作及安全方面的技能；
- 培訓課程及措施由安全主任審查，並定期向管理層匯報；
- 鼓勵承包商或分包商於工作時在切實可行的情況下協助實施有關職業安全與健康的政策、程序及常規；
- 禁止在工作場所吸煙、濫用酒精及藥物；
- 在工作場所提供急救包及滅火器；
- 提供乾淨整潔的休息區；
- 提供可調校的座椅及屏幕顯示器以保護眼睛；
- 在會議室等相對擁擠的區域安裝空氣淨化器；及
- 在內聯網及辦公室適當位置張貼有關適當工作姿勢及提舉方法的海報。

For the year ended 31 December 2020, there were no confirmed non-compliance in relation to providing a safe working environment and protecting employees from occupational hazards.

5.6 Development and Training

The Group is committed to providing adequate training for our employees to improve their knowledge and skills for discharging duties at work and for their career development.

The Group requires employees to attend internal and external training courses in accordance with departmental or business unit training plan, including new employee orientation and employee continuing education to improve employees' knowledge and skills for their job positions. The costs of qualified training courses are borne by the Group.

The Group strives to provide an environment where our employees can grow professionally and develop their career path that meets the long-term growth of our business simultaneously. Our Group provides continuous on-the-job training to our employees to enhance their knowledge and skill. We also encourage our staff to attend courses or trainings for individual professional development organized by external entities.

The Group also provides its directors with regular reading materials to ensure that they keep abreast of the latest regulatory requirements, corporate governance practices, financial information and market trends.

截至二零二零年十二月三十一日止年度，並無確認有關提供安全工作環境及保障僱員避免職業性危害之不合規事件。

5.6 發展及培訓

本集團致力為僱員提供充足之培訓，以提高彼等履行工作職責及有關其職業發展之知識及技能。

本集團要求僱員根據部門或業務單位培訓計劃參加內部及外部培訓課程，包括新僱員入職及僱員繼續教育，以針對僱員職位提升其知識及技能。合資格培訓課程費用由本集團承擔。

本集團致力提供一個令員工專業發展及有利於其職業發展且同時滿足我們業務長期增長之環境。本集團為僱員提供持續在職培訓，以提升其知識及技能。我們亦鼓勵員工參加由外部實體組織之個人專業發展課程或培訓。

本集團亦向其董事提供定期閱讀材料，確保其了解最新監管規定、企業管治常規、財務資料及市場趨勢。

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5.7 Labour Standards

The Group is committed to preventing child and forced labor in the workplace. Our Group is compliant with all relevant laws and regulations that have a significant impact on us relating to the prevention of use of child and forced labor. We do not accept any form of forced labor service. We also prohibit employing child labor at any working place under any circumstances. Our Group will inspect applicant's documents and qualification strictly during the recruitment process to ensure that all relevant laws in respect thereof are complied with. During the Reporting Period, there were no confirmed non-compliance in relation to child and forced labor.

5.8 Harmonious Corporate Culture

The Group is strongly convinced that a harmonious corporate culture among the employees and management are always the key drivers to the Group's healthy and prosperous growth. To achieve this, we utilize a variety of channels, including:

- Open and honest communication platform for all employees and management to post and share multimedia news;
- Regular all-staff meetings to update on business performance and the development of key projects.
- Employee engagement such as annual employee survey which provides a confidential route for employee feedback. Follow up actions ensure that employees' voices are heard and responded to at both corporate and team levels.

5.7 勞工準則

本集團致力在工作場所防止童工及強制勞工。本集團已遵守所有對我們具有重大影響之有關預防使用童工及強迫勞工之相關法律法規。我們不接受任何形式之強迫勞務。我們亦禁止在任何情況下在任何工作場所僱傭童工。本集團將於招聘過程中嚴格檢查申請人之檔案及資格，確保遵守所有相關法律。報告期內，並無確認有關童工及強迫勞動之不合規事件。

5.8 和諧企業文化

本集團深信，僱員與管理層之間和諧的企業文化是本集團健康及繁榮發展的重要動力。為此，我們利用多種渠道，包括：

- 為所有僱員及管理層提供公開、坦誠的溝通平台，發佈及分享多媒體消息。
- 定期召開全體員工會議，提供有關業務表現及主要項目的進展情況。
- 重視僱員參與，如每年進行僱員調查，讓僱員以保密方式作出反饋，並採取跟進行動，確保僱員的意見在公司及團隊層面均獲得聆聽及回應。

The Group believes that such a corporate culture and harmonic working environment will naturally achieve a synergistic result to facilitate employee retention and to improve productivity.

本集團相信，此企業文化及和諧的工作環境將自然而然地達到協同合作的效果，從而促使僱員留任及提高生產力。

6. OPERATING PRACTICES

6. 營運慣例

6.1 Supply Chain Management

6.1 供應鏈管理

Supply chain management is one of the important areas of our operation, which includes managing environmental and social risks of the supply chain.

供應鏈管理是我們營運的重要領域之一，其中包括管理供應鏈之環境及社會風險。

Suppliers are chosen subjecting to screening and evaluation procedures among the suppliers, based on the quality, service, delivery, price, and applicable environmental and social considerations. Also, the Group established supply chain management policies and procedures, including assessment, selection, approval, procurement, and performance evaluation. As customers are becoming more concerned about environmental issues, the Group will continue to communicate those environmental issues to our suppliers.

待根據質量、服務、交付、價格及適用之環境及社會考慮因素進行供應商篩選及評估程序後，本集團方會選擇供應商。此外，本集團已制定供應鏈管理政策及程序，包括評估、選擇、批准、採購及績效評估。由於客戶越來越關注環境問題，故本集團將繼續向供應商傳達該等環境問題。

6.2 Product Responsibility

6.2 產品責任

Product responsibility refers to services quality and privacy matters relating to products and services provided.

產品責任指有關所提供產品及服務之服務質量及私隱事宜。

The Group is fully responsible for our products and services. We believe that client satisfaction is the foundation of our survival. In order to ensure and maintain high quality services, the Group provides trainings for employees to familiarize them with the standard operational procedures.

本集團對其產品及服務負全責。我們認為客戶滿意度是我們生存的基礎。為確保及維持高質素服務，本集團為員工提供培訓，使彼等熟悉標準操作程序。

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6.3 Privacy Protection

The Group undertakes to strictly comply with relevant laws and regulations in relation to privacy that have an impact on the Group, ensuring that all data are securely kept in our internal system with access control. The Group sets out data privacy requirements in our corporate policies, under which customer data would be used exclusively for matters relating to the Group's operation only. We strive to ensure all collected data kept is free of unauthorized or accidental access, processing, erasure or other use. For the year ended 31 December 2020, there were no confirmed non-compliance in relation to services quality and privacy matters relating to products and services provided.

6.4 Client Feedback and Handling

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

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

6.3 私隱保護

本集團承諾嚴格遵守影響本集團並與私隱有關的相關法律及規例，確保所有資料安全地存放於設置存取權限控制的內部系統內。本集團於企業政策訂明資料私隱規定，據此，客戶資料僅用於本集團營運相關事宜。我們致力確保所有已收集的資料不會被未經授權或意外查閱、處理、刪除或作其他用途。截至二零二零年十二月三十一日止年度，並無確認涉及有關所提供產品及服務之服務質量及私隱事宜之不合規事件。

6.4 客戶反饋及處理

本集團一向重視客戶需求及期望，並留意客戶的滿意度及其反饋。我們已設立定期溝通渠道及反饋系統，例如電話熱線、電子郵件及網站，以收集不同客戶群的建議及意見，確保服務質素及客戶滿意度得以持續改善。

本集團整合及全面分析客戶反饋，以發現當中問題。我們將會採取跟進行動（包括僱員的內部評核及培訓計劃的修訂）以處理發現的問題及持續改善我們提供的服務。此外，我們及時向客戶提供反饋。

6.5 Anti-Corruption

Our Group is committed to maintain ethics and integrity at the highest standard in business. We have zero tolerance to corruption and bribery. All directors and staff must strictly comply with our Group's Employee Handbook to prevent any action of bribery and corruption and they shall also follow relevant rules and guidelines when any conflict of interests arises. It is our Group's policy that no employee is allowed to solicit or accept any advantages from customer, potential customer, or company business partner. The types of advantages and interests include but not limited to money, gift, loan, fee, reward, employment, contract, service and favour. Our Group has a whistle-blowing policy and we encourage staff to report any suspected corruption case directly to our Group's top management. During the Reporting Period, there were no confirmed non-compliance in relation to bribery, extortion, fraud and money laundering.

6.6 Whistle-Blowing

In order to encourage our employees to report illegality, irregularity, malpractice, unethical acts or behaviors, inappropriate conducts or actions, which may damage the Group's interests, we established whistle-blowing policy and implement procedures for our employees to report improprieties via a confidential reporting channel to the extent that is made possible to all employees.

6.5 反貪污

本集團致力於業務運作中維持最高道德及誠信標準。我們對貪污及賄賂零容忍。所有董事及員工必須嚴格遵守本集團僱員操守守則，以防止任何貪污受賄，且於出現任何利益衝突時，彼等必須遵守相關規則及指引。根據本集團政策，僱員不得向客戶、潛在客戶或與公司業務夥伴索取或接受彼等之任何好處。好處及利益類別包括但不限於金錢、禮物、貸款、酬金、報酬、僱傭、合約、服務及優惠。本集團制定舉報政策，且我們鼓勵員工直接向本集團最高管理層舉報任何涉嫌貪污事件。報告期內，並無確認有關賄賂、勒索、欺詐及洗錢之不合規事件。

6.6 舉報

為鼓勵僱員舉報可能損害本集團權益的非法行為、違規行為、瀆職、不道德行為或操守、不當行為或行動，我們設立舉報政策，並通過向所有僱員開放的保密舉報渠道讓僱員舉報不當行為。

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

本集團致力以公平合理的方式處理「舉報人」的疑慮，以及小心謹慎處理報告，就每個合理確定的舉報認真進行全面獨立調查。不論指控是否成立，所有真誠匯報的「舉報人」均受到合理保護以免於報復或有關其僱用的不利後果。

7. COMMUNITY INVESTMENT

The Group focuses on the surrounding communities and to ensure the Group’s activities take into consideration of the communities’ interest.

Community Activities

The Group encourages and supports employees to volunteer their time to help those who are less fortunate and advantaged in the community.

Environmental Protection

All employees of the Group are encouraged to participate in environmental protection activities and raise the environmental awareness of people in the communities.

7. 社區投資

本集團專注周邊社區，並確保本集團之活動考慮到社區利益。

社區活動

本集團鼓勵及支持僱員自願投入時間幫助社區中不幸人士及弱勢社群。

環保

本集團鼓勵全體僱員參加環保活動，並提高社區居民之環保意識。

8. HKEX ESG GUIDE CONTENT INDEX

8. 香港交易所《環境、社會及管治報告指引》內容索引

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Aspect A1: Emissions

層面 A1: 排放物

General Disclosure
一般披露

Information on:

Environmental Protection
環保

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste

有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例

KPI A1.1
關鍵績效指標 A1.1

Types of emissions and respective emissions data
排放物種類及相關排放數據

Environmental Protection
環保

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KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total and, where appropriate, intensity 溫室氣體總排放量及(如適用)密度	Environmental Protection 環保	
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及(如適用)密度	Environmental Protection 環保	The Group has not identified any hazardous waste was produced in our core business 本集團並未發現核心業務產生任何有害廢物
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度	Environmental Protection 環保	
KPI A1.5 關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved 減低排放量的措施及所得成果的描述	Environmental Protection 環保	
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous waste is handled, reduction initiatives and results achieved 處理有害及無害廢棄物的方法、減低產生量的措施及所得成果的描述	Environmental Protection 環保	

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Aspect A2: Use of Resources

層面 A2: 資源使用

General Disclosure 一般披露	Policies on efficient use of resources including energy, water and other raw materials 有效使用資源(包括能源、水及其他原材料)的政策	Environmental Protection 環保	
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及/或間接能源總耗量及密度	Environmental Protection 環保	
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity 總耗水量及密度	Environmental Protection 環保	
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果的描述	Environmental Protection 環保	
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water, water efficiency initiatives and results achieved 求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果的描述	n/a 不適用	Defined to be irrelevant to the Group's operation 適用水源不適用於本集團業務

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KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products, and if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)每生產單位估量	n/a 不適用	Use of packaging material is not applicable to the Group's core operation 包裝材料的使用不適用於本集團核心業務
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Aspect A3: The Environment and Natural Resources

層面 A3: 環境及天然資源

General Disclosure 一般披露	Policies on minimizing the issuer's significant impact on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	Environmental Protection 環保	
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them 業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動的描述	Environmental Protection 環保	

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Aspect B1: Employment

層面 B1：僱傭

General Disclosure
一般披露

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti – discrimination, and other benefits and welfare

有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料

Employment and Labour Practices
僱傭及勞工常規

KPI B1.1
關鍵績效指標 B1.1

Total workforce by gender, employment type, age group and geographical region
按性別、僱傭類型、年齡組別及地區劃分的僱員總數

n/a
不適用

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KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	n/a 不適用
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Aspect B2: Health and Safety

層面 B2: 健康與安全

General Disclosure
一般披露

Information on:

Employment and Labour
Practices

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards

僱傭及勞工常規

有關提供安全工作環境及保障僱員
避免職業性危害的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的
相關法律及規例的資料

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KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	n/a 不適用	
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury 因工傷損失工作日數	n/a 不適用	
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 所採納的職業健康與安全措施，以及相關執行及監察方法的描述	Employment and Labour Practices 僱傭及勞工常規	

Aspect B3: Development and Training

層面 B3: 發展及培訓

General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動	Employment and Labour Practices 僱傭及勞工常規	
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比	n/a 不適用	

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KPI B3.2
關鍵績效指標 B3.2

The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數

n/a
不適用

Aspect B4: Labour Standards

層面 B4: 勞工準則

General Disclosure
一般披露

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour

有關防止童工或強制勞工的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料

Employment and Labour Practices
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KPI B4.1
關鍵績效指標 B4.1

Description of measures to review employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工的描述

Employment and Labour Practices
僱傭及勞工常規

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KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate child and forced labour practices when discovered 在發現違規情況時消除童工及強制勞工情況所採取的步驟的描述	n/a 不適用	No such incidents were reported during the Reporting Period. 報告期內並無呈報有關事件。
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Aspect B5: Supply Chain Management

層面 B5: 供應鏈管理

General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	Operating Practices 營運慣例	
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	n/a 不適用	
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法的描述	Operating Practices 營運慣例	

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Aspect B6: Product Responsibility

層面 B6: 產品責任

General Disclosure
一般披露

Information on:

Operating Practices
營運慣例

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress

有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料

KPI B6.1
關鍵績效指標 B6.1

Percentage of total products sold or shipped subject to recalls for safety and health reasons
已售或已運送產品總數中因安全與健康理由而須回收的百分比

n/a
不適用

Not applicable to the Group's core operation
不適用於本集團核心業務

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KPI B6.2 關鍵績效指標 B6.2	Number of products and service-related complaints received and how they are dealt with 接獲關於產品及服務的投訴數目以及應對方法	Operating Practices 營運慣例	No products and service-related complaints received during the Reporting Period. 報告期內未收到任何與產品和服務相關的投訴。
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights 與維護及保障知識產權有關的慣例的描述	n/a 不適用	The Group is working on this aspect. 本集團正為此層面努力。
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures 質量檢定過程及產品回收程序的描述	n/a 不適用	Not applicable to the Group's core operation 不適用於本集團核心業務
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 消費者資料保障及私隱政策，以及相關執行及監察方法的描述	Operating Practices 營運慣例	

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Aspect B7: Anti-corruption

層面 B7: 反貪污

General Disclosure
一般披露

Information on:

Operating Practices
營運慣例

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering

有關防止賄賂、勒索、欺詐及洗黑錢的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料

KPI B7.1
關鍵績效指標 B7.1

Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases
於報告期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果

Operating Practices
營運慣例

No concluded legal cases regarding corrupt practices during the Reporting Period. 報告期內，並無有關貪污常規之已結法律案件。

Aspects, General Disclosures and KPIs

層面、一般披露及關鍵績效指標

Description
描述

Relevant sections in the ESG Report

環境、社會及管治報告
相關章節

Remarks
備註

KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle – blowing procedures, how they are implemented and monitored 防範措施及舉報程序，以及相關執行及監察方法的描述	Operating Practices 營運慣例
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Aspect B8: Community Investment

層面 B8: 社區投資

General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration communities' interests 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策	Contributing to the Community 社區貢獻
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution 專注貢獻範疇	Contributing to the Community 社區貢獻
KPI B8.2 關鍵績效指標 B8.2	Resources contributed to the focus areas 在專注範疇所動用資源	Contributing to the Community 社區貢獻



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