



National United Resources Holdings Limited

國家聯合資源控股有限公司

(Incorporated in Hong Kong with limited liability)

(於香港註冊成立的有限公司)

Stock Code 股份代號 : 254

2019

**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

PRINCIPLE

The board (the “Board”) of directors of National United Resources Holdings Limited (the “Company”) and its subsidiaries (collectively, the “Group”) is pleased to present the Environmental, Social and Governance Report for the year ended 31 December 2019 (“Year 2019”), which aims to demonstrate the effectiveness of the Group’s efforts in promoting sustainable development to internal and external stakeholders.

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and has complied with the “comply or explain” provisions of the ESG Reporting Guide. This report mainly contains measures and activities on environmental and social areas of the Group for Year 2019. For information on the corporate governance of the Group, please refer to the Group’s 2019 Annual Report.

The Group is committed to maintaining sustainable development of its business and supporting environmental protection in communities where its operations are located. The Group prudently manages its business and provides high-quality products and services to customers through reasonable decision-making procedures. The Group maintains close relationships with its stakeholders and the Group strives to balance the views and interests of related stakeholders through constructive communications to determine the direction of the Group’s long-term development. The Board is responsible for assessing and identifying risks associated with environmental, social and governance matters of the Group and ensuring that the relevant risk management and internal control systems are operated properly and effectively.

In Year 2019, the Group was mainly engaged in the provision of car rental services and shuttle bus services through its subsidiaries, namely, 北京天馬通馳汽車租賃有限公司 (Beijing Tian Ma Tong Chi Car Rental Co., Ltd*) and 北京天馬通馳旅遊客運有限公司 (Beijing Tian Ma Tong Chi Travel Transportation Co., Ltd*) (collectively “TMTC”).

TMTC is a leading comprehensive vehicle service provider in Mainland China. Since its establishment in 2006, it has been a specialised car rental company verified and approved by various industry administration departments of the government. After years of operation, it has become an integrated enterprise capable of providing various services including corporate passenger vehicle, tour vehicle rental, business vehicle rental, airport transportation and conference service vehicle.

宗旨

國家聯合資源控股有限公司（「本公司」）連同其附屬公司（統稱「本集團」）董事會（「董事會」）欣然發佈其截至2019年12月31日止年度（「2019年度」）《環境、社會及管治報告》，旨在向內外部持份者闡述本集團推動可持續發展的成效。

本報告根據《香港聯合交易所有限公司證券上市規則》附錄27的《環境、社會及管治報告指引》編製，及已符合《環境、社會及管治報告指引》下「不遵守就解釋」之條文。本報告主要匯報本集團2019年度有關環境及社會範疇的措施及活動。而有關集團的企業管治資料，請參閱本集團的《2019年年報》。

本集團致力維持其業務的可持續發展，以及為環境保護及營運所在地的社區提供支援。本集團審慎管理業務，並根據合理的決策程序，為客戶提供優質的產品和服務。本集團與利益相關人士保持緊密聯繫，並透過具建設性的溝通，努力平衡該等利益相關人士的意見和利益，從而釐定長遠的發展方向。董事會負責評估及識別本集團的環境、社會及管治風險，並確保相關風險管理及內部監控系統適當及有效運作。

於2019年度，本集團透過其附屬公司北京天馬通馳汽車租賃有限公司及北京天馬通馳旅遊客運有限公司（以下統稱「天馬通馳」），主要經營汽車租賃服務及穿梭巴士服務。

天馬通馳是國內領先的全方位汽車服務提供者，始於2006年，是通過政府各行業管理部門審核批准的專職汽車租賃公司，在多年的經營中，已成為集企業客車、旅遊租車、商務租車、機場接送、會議用車等多種服務為一體的企業。

* For identification purpose only

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PRINCIPLE (cont'd)

In 2009, TMTc was the first in the industry to obtain the ISO 9001 Quality Management System Certification. It was selected by the Transport Administration Bureau under the Commission of Transport of Beijing Municipal as the “Good Enterprise of the Year” and “Good Operation and Service Appraisal Enterprise of the Year” in 2010 and 2012 respectively. TMTc is a member and a standing council member of Beijing Road Transport Association, a member of Beijing Association of Small and Medium Enterprises and a member of Beijing Taxi and Automobile Leasing Association. After years of development, TMTc has become the symbol of reputation and quality in the vehicle rental industry. With the ideal of “caring for our people, customer first”, TMTc has maintained good and solid working partnerships with various famous corporations around the world.

TMTc is our focus in the Environmental, Social and Corporate Report for Year 2019. Its main businesses included: (i) shuttle bus services between working places/schools and different residential communities for employees/students of institutional customers by conventional energy cars and/or electric buses; (ii) car rental services; and (iii) vehicle rental services for different business and leisure purposes, such as pick-up services requested by institutional or individual customers. The disclosures in this report are focused on the policies and performance of the aforesaid items in terms of three environmental aspects and eight social aspects in Year 2019.

宗旨 (續)

天馬通馳於 2009 年率先在業內通過完成了 ISO 9001 品質管制體系認證，分別於 2010 年及 2012 年先後被北京市交通委員會運輸管理局評為「年度良好企業」、「年度經營服務考核良好企業」。天馬通馳為北京市道路運輸協會會員單位、北京市道路運輸協會常務理事、北京中小企業協會會員及北京計程車暨汽車租賃協會會員。經過多年的發展，天馬通馳已成為汽車租賃領域內信譽和品質的象徵。本集團「以人為本、客戶至上」的理念，使天馬通馳與多家世界知名企業保持著良好、牢固的合作夥伴關係。

天馬通馳是本集團於 2019 年《環境、社會及管治報告》重點關注範疇，其主要業務包括：(i) 向機構客戶僱員／學生提供穿梭巴士服務，以傳統能源汽車及／或電動巴士行走辦公地方／學校與不同的住宅社區之間；(ii) 汽車租賃服務；及 (iii) 提供各種商務及休閒用途的汽車租賃服務，例如按機構或個人客戶要求提供接送服務。本報告之披露主要為於 2019 年度上述項目的三個環境範疇及八個社會範疇之政策及表現。



Passenger vehicles of TMTc
天馬通馳的客車

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STAKEHOLDER ENGAGEMENT

Stakeholder engagement is the core element of the Group's sustainable development. Focusing on the establishment of a regular communication mechanism for stakeholders, the Group has set up online and offline communication channels to demonstrate to the stakeholders the strategic planning and performance of sustainable development and to consult their opinions and needs in a timely manner, so as to clearly understand their demands and fulfil their expectations.

The Group's stakeholders include its shareholders, staff, government and regulatory authorities, customers, suppliers and communities, potential and existing shareholders/institutional and individual investors, etc. The Group engages in discussions with its stakeholders on relevant issues through various channels. The stakeholders' expectations and the Group's feedback are as follows:

持份者的參與

持份者參與是本集團可持續發展工作的核心部分。本集團注重與持份者建立常態化溝通機制，設立了線上及線下的溝通管道，及時向持份者闡述本集團可持續發展戰略規劃與績效表現，諮詢各方的意見與要求，在更了解以下達至持份者的需求及乎合他們的合理期望。

本集團的持份者包括股東、員工、政府及監管機構、客戶、供應商、社區、潛在及現存股東/機構及個人投資者等。本集團會就議題內容透過不同渠道與持份者進行溝通，持份者的期望，以及本集團的反饋如下：

Stakeholders 持份者	Expectations 期望	Communications and feedbacks 溝通及反饋
Shareholders 股東	Financial results 財務業績 Corporate transparency 企業透明度 Sound control over risks 完善的風險控制	Growth in profitability 提高盈利能力 Regular disclosure of information 定期信息披露 Optimisation of risk management and internal control 優化風險管理及內部控制
Staff 員工	Platform for career development 職業發展平台 Salaries and benefits 薪金及福利 Safe working environment 安全的工作環境	Promotion mechanism 晉升機制 Competitive salaries and employee benefits 具競爭力的薪金及僱員福利 Provision of employee training and improvement in safety awareness 提供僱員培訓及加強安全意識
Government and regulatory authorities 政府及監管機構	Compliance with rules and regulations 遵守法例及規例 Paying tax according to the law 依法納稅	Operational compliance 合規經營 Full payment of tax when due 按時足額納稅
Customers 客戶	Standards of logistics and delivery services 物流及交付服務水準 Security of customer information 客戶信息安全 Protection of customers' rights and interests 客戶權利及權益保障	Monitoring of delivery status with the product tracking system 藉助產品跟蹤系統掌握交付狀態 Protection of customer privacy 客戶私隱保護 Marketing compliance 合規營銷

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STAKEHOLDER ENGAGEMENT (cont'd)

持份者的參與 (續)

Stakeholders 持份者	Expectations 期望	Communications and feedbacks 溝通及反饋
Suppliers 供應商	Cooperation with integrity 誠信合作 Business ethics and creditworthiness 商業道德及信譽	Establishment of a responsible supply chain 構建負責任的供應鏈 Performance of contracts according to the law 依法履約
Communities 社區	Environmental protection 環境保護 Job opportunities 就業機會	Use of environmentally friendly and energy-saving equipment 將環保節能設備投入使用 Provision of job opportunities 提供就業機會
Potential and existing shareholders/institutional and individual investors 潛在及現存股東／機構及個人投資者	Communications with shareholders 與股東溝通 Results and operating status 業績及經營狀況 Increase in transparency of corporate development 增加企業發展透明度	Platforms for communications with shareholders 提供與股東溝通的平台 Annual general meetings and notices 股東周年大會及通知 Results announcements and Regular corporate publications (including financial statements) 業績公告及定期的公司刊物 (包括財務報表) Issue of circulars and announcements in due course 於實時發出通函及公告

MATERIALITY ASSESSMENT

For the year ended 31 December 2019, the Group conducted a comprehensive materiality assessment, which involved group discussions, interviews or questionnaire surveys with internal and external stakeholders, to identify the environmental, social and operational issues which have the most significant impacts on the Group's business and the relevant issues concerned by stakeholders.

With reference to the scope of disclosure as required under the ESG Reporting Guide, as well as taking into consideration its business features, the Group identified and determined 22 issues covering greenhouse gas ("GHG") emission, energy consumption, employee welfare, occupational health and safety, training and development, supply chain management, customer privacy, anti-corruption, and community investment and other aspects with respect to business operation.

重要性評估

截至2019年12月31日止年度，本集團進行了全面的重要性評估。這涉及與內部及外部持份者進行小組討論、面談或問卷調查，以識別本集團業務對其影響最為重大的環境、社會及營運的議題，以及與持份者切實相關的議題。

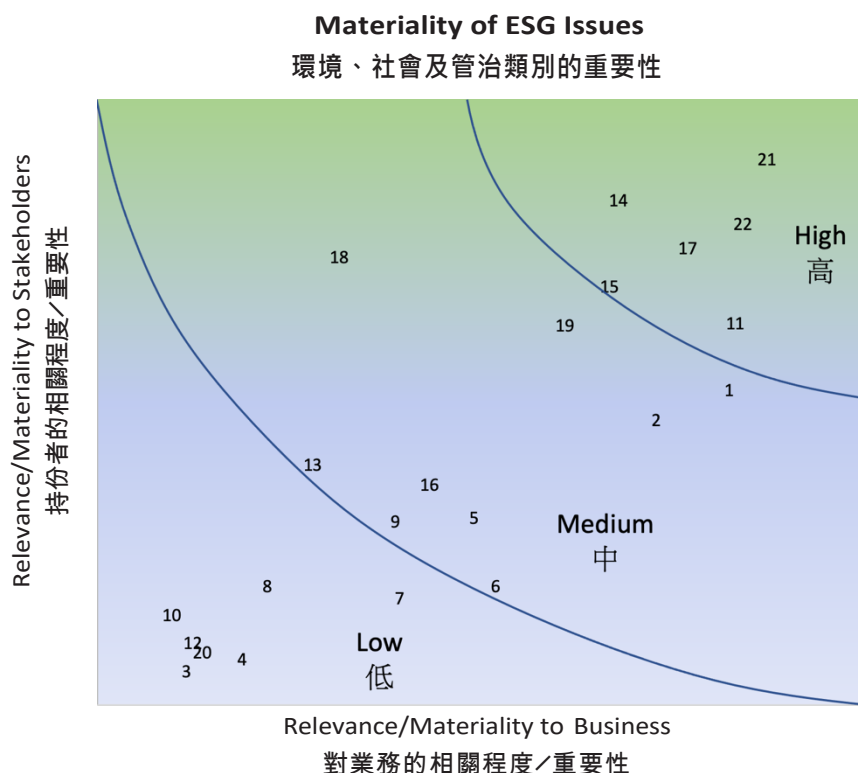
參考《環境、社會及管治報告指引》規定的披露範疇，結合本集團業務特點，識別並確定了22項議題。議題涵蓋業務造成的溫室氣體排放、能源消耗、僱員福利、職業健康與安全、培訓及發展、供應鏈管理、客戶私隱、反貪污及社區投資等方面。

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MATERIALITY ASSESSMENT (cont'd)

重要性評估 (續)



Environmental Aspects 環境範疇

1. GHG emission
溫室氣體排放
2. Energy consumption
能源消耗
3. Water consumption
耗水量
4. Waste
廢棄物
5. Environmental impact of business operation
業務造成的環境影響
6. Use of natural resources
使用天然資源
7. Customer engagement in environmental issues
環境議題的客戶參與
8. Use of chemicals
使用化學品

Social Aspects 社會範疇

9. Engagement of local community
當地社區參與
10. Community investment
社區投資
11. Occupational health and safety
職業健康及安全
12. Labour standards in supply chain
供應鏈勞工準則
13. Training and development
培訓及發展
14. Employee welfare
僱員福利
15. Inclusion and equal opportunities
共融及平等機會
16. Talent attraction and retention
吸引及挽留人才

Operation Aspects 營運範疇

17. Economic value generated
產生的經濟價值
18. Corporate governance
企業管治
19. Anti-corruption
反貪污
20. Supply chain management
供應鏈管理
21. Customer satisfaction
客戶滿意度
22. Customer privacy
客戶私隱

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A. ENVIRONMENTAL PROTECTION

To fulfil its commitment on sustainability and to comply with the requirements under the laws and regulations in respect of environmental protection, the Group has been striving to reduce the impact of its operating activities on the environment.

A1: Emissions

The top-level planning of environmental protection for the “Thirteenth Five-year Plan” was finalized in 2016. Accordingly, the Group strictly implemented all the relevant laws, regulations and policies, including the Atmospheric Pollution Prevention Law of the People’s Republic of China (《中華人民共和國大氣污染防治法》), the Environmental Protection Law of the People’s Republic of China (《中華人民共和國環境保護法》), the State Council’s Circular on Print and Distribution of the Work Program for Control of Greenhouse Gas Emissions in the “Thirteenth Five-year Plan” (《國務院關於印發「十三五」控制溫室氣體排放工作方案的通告》), the Circular on Print and Distribution of the Implementation Scheme for the License System of Pollutant Discharge Control Issued by the General Office of the State Council (《國務院辦公廳關於印發控制污染物排放許可制實施方案的通告》) and the State Council’s Circular on Print and Distribution of the Comprehensive Work Scheme for Energy Conservation and Emission Reduction in the “Thirteenth Five-year Plan” (《國務院關於印發「十三五」節能減排綜合工作方案的通告》).

The emissions from TMTC were mainly from vehicle emissions, with vehicle exhausts being the major pollutants, comprising nitrogen oxide (NOx), sulphur oxide (SOx) and particulate matters (PM).

During the reporting period, air pollutant emissions were as follows:

Type of emissions 排放物種類	Unit 單位	2019	2018
Nitrogen oxide (NOx) 氮氧化物(NOx)	kg 公斤	26,213	26,271
Sulphur oxide (SOx) 硫氧化物(SOx)	kg 公斤	27	31
Particulate matters (PM) 懸浮粒子(PM)	kg 公斤	2,277	2,314

In Year 2019, TMTC acquired 12 electric vehicles which can lower exhaust emission and maintain good air quality in the compartments, so as to implement and promote the idea of environmental protection.

A. 環境保護

為表明本集團堅持可持續發展的承諾以及遵守環境保護相關法律法規的規定，本集團致力減少經營活動對環境的影響。

A1: 排放物

2016年是確定「十三五」環境保護頂層設計的一年，本集團嚴格執行相關的《中華人民共和國大氣污染防治法》、《中華人民共和國環境保護法》、《國務院關於印發「十三五」控制溫室氣體排放工作方案的通告》、《國務院辦公廳關於印發控制污染物排放許可制實施方案的通告》、《國務院關於印發「十三五」節能減排綜合工作方案的通告》等法律法規和政策。

天馬通馳排放物主要是由汽車廢氣產生，其中主要污染物為機動車廢氣，污染因子為氮氧化物(NOx)、硫氧化物(SOx)及懸浮粒子(PM)。

於報告期間，空氣污染物排放如下：

天馬通馳於2019年度已增加電動車12台，可減少廢氣排放，並保持車廂空氣質素良好，以實踐宣導綠色環保理念。

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A. ENVIRONMENTAL PROTECTION (cont'd)

A1: Emissions (cont'd)

GHG is considered as one of the major factors contributing to climate change and global warming. During the business operation of the Group, GHG emissions are mainly produced from energy consumption. As such, the Group attaches great importance to enhancing energy efficiency and reducing energy consumption.

The main sources of the Group's GHG emissions were direct emissions from the mobile combustion sources ("Scope 1"), indirect emissions arising from the emissions related to acquired electricity ("Scope 2") and other indirect emissions ("Scope 3").

In Year 2019, GHG emissions were as follows:

GHG Emissions 溫室氣體排放	Unit 單位	2019	2018
GHG emissions (Scope 1) 溫室氣體排放(範圍1)	kgCO ₂ e 公斤二氧化碳當量	4,487,001	5,023,616
GHG emissions (Scope 2)* 溫室氣體排放(範圍2)*	kgCO ₂ e 公斤二氧化碳當量	5,598,883	5,789,945
GHG emissions (Scope 3) 溫室氣體排放(範圍3)	kgCO ₂ e 公斤二氧化碳當量	1,699	5,099
Total GHG emissions 溫室氣體排放總量	kgCO ₂ e 公斤二氧化碳當量	10,087,583	10,818,660
Annual travelling distance 全年行車里數	km 公里	14,053,335	14,441,156
GHG intensity (total emissions/annual travelling distance) 溫室氣體密度(排放總量/全年行車里數)	kgCO ₂ e/km 公斤二氧化碳當量/公里	0.72	0.75

Scope 1: represents diesel and gasoline consumed by motor vehicles;

Scope 2: represents electricity purchased from electricity suppliers; and

Scope 3: represents scrap papers and water consumed.

* calculated on the basis of the emission factor of North China power grid for 2017. Such figures have been calculated in accordance with the Reporting Guidance on Environmental KPIs.

A. 環境保護 (續)

A1: 排放物 (續)

溫室氣體被視為造成氣候變化及全球變暖的主要因素之一。本集團的營運過程中，溫室氣體排放主要由能源消耗而產生，故本集團高度重視提高能源效率及減少能源消耗。

本集團溫室氣體排放的主要來源為流動燃燒源的直接排放(「範圍1」)、所獲電力排放的間接排放(「範圍2」)及其他間接排放(「範圍3」)。

於2019年度，溫室氣體排放如下：

範圍1：代表汽車所消耗的柴油及燃油；

範圍2：代表從電力供應商購買的電力；及

範圍3：代表消耗的廢紙及用水。

* 以2017年中國華北區域電網排放系數為計算基準。該等數字乃根據「環境關鍵績效指標報告指引」計算。

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A. ENVIRONMENTAL PROTECTION (cont'd)

A1: Emissions (cont'd)

In Year 2019, emissions of hazardous and non-hazardous waste were as follows:

Generation of hazardous and non-hazardous waste

有害廢棄物及無害廢棄物排放	Unit 單位	2019	2018
Total amount of hazardous waste 有害廢棄物總量	kg 公斤	N/A 不適用	N/A 不適用
Intensity of hazardous waste 有害廢棄物密度	kg/km 公斤/公里	N/A 不適用	N/A 不適用
Total amount of non-hazardous waste 無害廢棄物總量	kg 公斤	302,719	169,360
Intensity of non-hazardous waste 無害廢棄物密度	kg/km 公斤/公里	0.022	0.012

Compliance with relevant laws and regulations

For Year 2019, the Group was not aware of any material violation of relevant laws and regulations that have significant impact relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes. The Group strictly complied with local laws and regulations relating to emissions, such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Atmospheric Pollution Prevention Law of the People's Republic of China (《中華人民共和國大氣污染防治法》) and the Vehicle Exhaust Emission Management System (《機動車尾氣排放管理制度》). In addition, no significant fines or non-monetary sanctions were imposed on the Group due to non-compliance with the relevant laws and regulations in Year 2019.

A2: Use of Resources

The Group not only strictly observed the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), but also encouraged its employees to develop resource saving and recycling habits in daily practices. To protect natural resources and enhance operational efficiency, the Group closely monitored the use of resources with a view to ensuring full utilisation of resources and preventing wastage. Each department of the Group regularly reported on its use of resources and took corrective actions for identified issues in a timely manner.

A. 環境保護 (續)

A1: 排放物 (續)

於2019年度，有害廢棄物及無害廢棄物排放量如下：

有害廢棄物及無害廢棄物排放	單位	2019	2018
Total amount of hazardous waste 有害廢棄物總量	公斤	N/A 不適用	N/A 不適用
Intensity of hazardous waste 有害廢棄物密度	公斤/公里	N/A 不適用	N/A 不適用
Total amount of non-hazardous waste 無害廢棄物總量	公斤	302,719	169,360
Intensity of non-hazardous waste 無害廢棄物密度	公斤/公里	0.022	0.012

遵守有關法律法規

於2019年度，本集團並沒發現有關本集團空氣及溫室氣體排放、向水及土地之排放以及產生有害及無害廢棄物產生之重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與排放物有關的地方法律法規，如《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》及《機動車尾氣排放管理制度》。此外，2019年度本集團亦沒有因未遵守有關法律法規而遭受大額罰款或非貨幣制裁。

A2: 資源使用

本集團不僅嚴格遵守《中華人民共和國節約能源法》，更從日常工作中培養僱員節約資源、循環再用的習慣。為保護自然資源、提高營運效率，本集團密切留意資源使用，確保資源利用最大化，杜絕浪費。本集團各部門定期匯報資源使用狀況，並針對問題及時作出整改行動。

Environmental, Social and Governance Report

環境、社會及管治報告

A. ENVIRONMENTAL PROTECTION (cont'd)

A2: Use of Resources (cont'd)

With respect to office administration, our employees were provided with low-energy consumption computers, and energy-efficient lights were installed in the office. In addition, the Group enhanced employees' awareness of energy efficiency through channels such as e-mails and bulletins, encouraging employees to turn off lights and air-conditioners after work. The Group increased the number of video communication devices in the office and encouraged the use of video conference to reduce business trips, thereby reducing carbon emissions due to use of transportation by staff. During the Year 2019, there is no issue in sourcing water. All personnel of the Group are using fresh water efficiently and use recycled water if possible and under safe conditions.

During the Year 2019, information about the emissions from the Group's operation was as follows:

Environmental performance 環境表現	Unit 單位	2019	2018
Electricity consumption 電力消耗	kWh 千瓦時	5,783,970	5,981,349
Electricity consumption intensity 電力消耗密度	kWh/km 千瓦時/公里	0.4	0.4
Sourcing water 適用水源	m ³ 立方米	776	1,934
Water consumption 耗水量	m ³ 立方米	776	1,934
Water consumption intensity 耗水密度	m ³ /km 立方米/公里	0.0001	0.0001
Total packaging materials used 包裝物總量	kg 公斤	N/A 不適用	N/A 不適用
Intensity of packaging materials used 包裝物密度	kg/unit of production 公斤/生產單位	N/A 不適用	N/A 不適用

A3: Environment and Natural Resources

The Group stresses on environmental and natural resources protection and strictly complies with laws and regulations to reduce the pollutant discharges and resources consumption from operating activities.

To ensure the sustainable development and operation of the Group, and to comply with relevant local environmental regulations and international general practices, the Group has established a series of policies and measures on natural resources conservation. The Group strives to enhance its efficiency in every energy usage with an aim to enhance the environmental protection and reduce the use of natural resources, including recycling of wastes, as well as reduction, classification and consultations on energy conservation and carbon reduction upon highly-efficient equipment or passenger cars.

A. 環境保護 (續)

A2: 資源使用 (續)

行政辦公方面，本集團為僱員配置低耗能的電腦，而辦公室內的照明系統也採用節能照明燈。此外，本集團也透過電郵及告示等渠道提高僱員的節能意識，例如向僱員宣傳下班後關閉電燈及關閉空調等。本集團增加辦公室內的視頻通訊設備，盡可能通過視像會議溝通，減少出差次數，務求降低員工使用交通工具燃油所產生的碳排放。於2019年度，取用水源沒有任何問題。本集團所有人仕均有效地使用潔淨水，並於可行及安全情況下循環使用回收水。

於2019年度，本集團於營運排放資料如下：

A3: 環境及天然資源

本集團注重環境及天然資源保護，為嚴格遵守法律法規，以減少因經營活動帶來的污染排放和資源消耗。

為確保本集團的可持續發展及經營，同時依循相關地方的環保法規及國際通則，本集團在天然資源保護方面制訂了一系列的政策及措施。本集團致力提升各項能源的使用效益，並加強環境保護，減少使用天然資源，包括對廢棄物循環再用及就高效能的裝備或客車進行節能減碳諮詢、減量及分類。

Environmental, Social and Governance Report

環境、社會及管治報告

B. SOCIAL RESPONSIBILITY

The Group is deeply convinced that maintaining a good relationship with its employees is one of the keys to success. To enhance employee satisfaction, the Group provides employees with competitive remuneration packages and comprehensive training programs to encourage them to show their strengths and potential in full play. The Group organises activities for employees annually to enhance their sense of belongings and create a friendly and harmonious working environment.

B1: Employment

The Group has implemented a rigorous recruitment procedure to select and attract outstanding talents for the Group through a combination of external recruitment and internal training.

The Group has formulated and implemented the Staff Handbook to regulate comprehensively the behavior of all employees of the Group to meet the needs of modern enterprises. In the premise of compliance with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》) and Industrial Injury Insurance Regulations of the Peoples's Republic of China (《中華人民共和國工傷保險條例》), the Group has formulated management regulations in respect of recruitment, promotion, dismissal, working hours, holidays, remuneration, benefits and retirement. The Group provides employees with competitive salaries and benefits and makes adjustments to salaries and benefits in a timely manner according to the changes in labour market, so as to attract and retain talents and enhance their sense of belongings.

The Group provides equal employment opportunities for employees free from any form of discrimination: age, nationality, race, gender and religious beliefs. We are committed to creating a corporate culture and a working atmosphere of equality, respect, diversity and mutual support. The Group protects the rights of staff and strives to establish harmonious labour relationship, with the provision of rest periods and holidays in accordance with relevant laws and regulations.

B. 社會責任

本集團深信與僱員保持良好關係是企業成功的關鍵之一。為了提升僱員滿意度，本集團為僱員提供具有競爭力的薪酬福利及完善的培訓計劃，鼓勵僱員發揮潛力並一展所長。本集團每年舉辦員工活動，提升僱員歸屬感，打造一個友好和諧的工作環境。

B1: 僱傭

本集團執行嚴謹的招聘程序，通過外部引進與內部培養相結合的方式為集團甄選及吸納優秀的人才。

本集團已制定並執行《員工手冊》為全面規範本集團全體僱員的言行舉止，以達現代化企業需求。本集團除遵守中國之《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國工傷保險條例》外，已對招聘、晉升、解僱、工作時數、假期、薪酬、福利和退休等方面作出管理規定。本集團為僱員提供了具有競爭力的薪資及福利待遇，並根據勞動市場變動及時調整薪資及待遇水平，以吸引及保留人才，並提升僱員的歸屬感。

本集團提供平等就業機會，保障僱員不因年齡、民族、種族、性別、宗教信仰不同而遭受歧視，致力營造平等、尊重、多元化、互助友愛的企業文化與工作氛圍。本集團根據相關政府法例及法規提供休息時間及假期，從而保障員工權益及致力建立和諧的勞工關係。

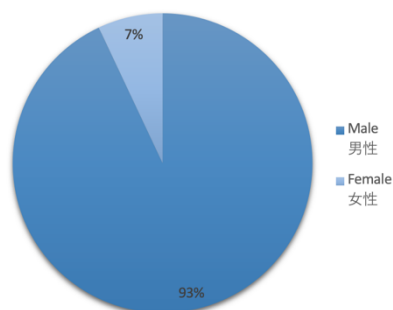
Environmental, Social and Governance Report

環境、社會及管治報告

B. SOCIAL RESPONSIBILITY (cont'd)

B1: Employment (cont'd)

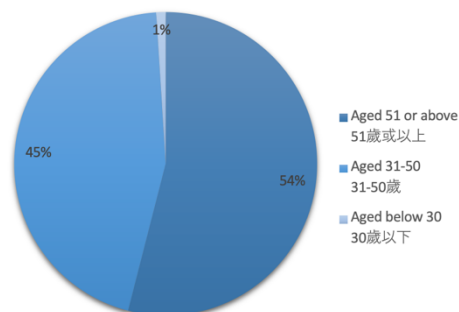
By gender
按性別劃分



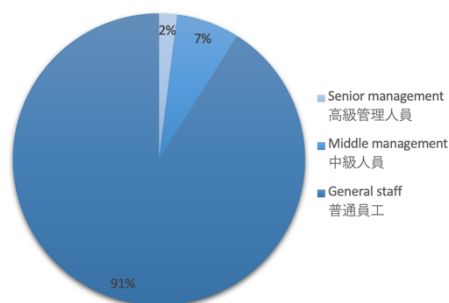
B. 社會責任 (續)

B1: 僱傭 (續)

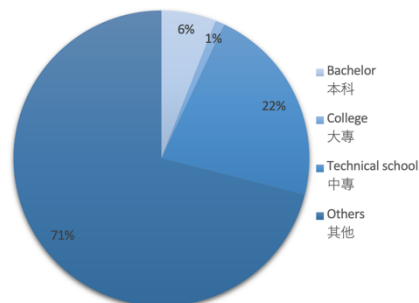
By age band
按年齡組別劃分



By rank
按職級劃分



By educational background
學歷水平分佈圖



Compliance with relevant laws and regulations

The Group was not aware of any material violation of the relevant laws and regulations relating to the Group's compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare in Year 2019. The Group strictly complies with relevant local laws and regulations relating to employment, including the Labour Law of People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of People's Republic of China (《中華人民共和國勞動合同法》) and Industrial Injury Insurance Regulations of the Peoples's Republic of China (《中華人民共和國工傷保險條例》).

In addition, no significant fines or sanctions were imposed on the Group due to non-compliance with the relevant laws and regulations in Year 2019.

遵守有關法律法規

於2019年度，本集團並沒發現有關本集團賠償及解僱、招聘及晉升、工作時間、休息時間、平等機會、多元化、反歧視及其他福利及待遇之產生重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與僱傭有關的地方法律法規，如《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國工傷保險條例》。此外，2019年度亦沒因未遵守有關法律法規而遭受大額罰款或制裁。

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環境、社會及管治報告

B. SOCIAL RESPONSIBILITY (cont'd)

B2: Health and Safety

TMTC mainly provides passenger car rental services to all walks of community. Being responsible by upholding “safety as the most important”, TMTC constantly enhances its management efficiency and technological application. All operation cars of TMTC have been installed with high-end safety equipment such as two-way global positioning system (GPS) and dashcam. It gives full play to the effects of computerized managing platform by not only providing 24-hour car surveillance but also achieving “accuracy, completeness and swiftness” in terms of working efficiency, so as to guarantee a quality service to the customers.

With years of sophisticated experience in car quality, car maintenance, safety and protection, drivers’ training and road establishment, TMTC strives to provide highly efficient passenger car solutions to corporations. With every passenger car provided with value-added services such as WIFI, first aid box, sewing kit and convenient bag, the satisfaction from the corporate employees on our passenger car is enhanced and unanimous recognition is gained from the cooperating corporations towards TMTC.

TMTC conducts weekly safety meeting and establishes a corporate “safety service foundation” internally. TMTC would set aside a certain amount of capital at the beginning of the year, and any driver who violated safety regulation system or traffic rules within the year has to pay a “foundation fee”. Moreover, drivers with good performance would be awarded with cash from the “safety service foundation” according to their performance and safety grading results. The establishment of the “safety service foundation” is to enhance the drivers’ activeness in obeying safety regulation system as well as to promote and safeguard operation safety in an interesting and special way.

Compliance with relevant laws and regulations

In Year 2019, the Group was not aware of any material violation of relevant laws and regulations having a significant impact regarding the provision of a safe working environment and the protection of employees from the Group’s occupational hazards. The Group strictly complies with relevant local laws and regulations relating to health and safety, including the Law of the People’s Republic of China on Road Traffic Safety (《中華人民共和國道路交通安全法》), the Insurance Law of the People’s Republic of China (《中華人民共和國保險法》), the Industrial Injury Insurance Regulations of People’s Republic of China (《中華人民共和國工傷保險條例》) and the Regulation on Compulsory Motor Vehicle Liability Insurance (《機動車交通事故強制保險條例》). In addition, no significant fines or sanctions were imposed on the Group due to non-compliance with the relevant laws and regulations in Year 2019.

B. 社會責任 (續)

B2: 健康及安全

天馬通馳主要向社會各界提供客運車輛租賃服務，憑着「安全重於泰山」的責任感，讓天馬通馳不斷提升其管理效益及科技應用。天馬通馳的運營車輛全部安裝了雙向全球定位系統(GPS)，以及行車紀錄儀等高端的安全設備，企業充分發揮最新的電腦管理平臺的作用，不僅做到了二十四小時的車輛監控，更達到了「準、全、快」的工作效率，為客戶提供更優質服務的保障。

天馬通馳致力於為企業提供客車高效運營解決方案，對於車輛資質、車輛保養、安全維護、車長培訓及道路設置等方面都有多年資深經驗，每輛客車提供無線熱點(WIFI)、急救箱、針線包、方便袋等增值服務，提高企業員工對客車出行的滿意度，贏得合作企業對天馬通馳的一致肯定。

天馬通馳於每週進行安全會議，並成立了企業內部的「安全服務基金會」，天馬通馳在每年初首先拿出一定金額的資金，如該年度內有違反安全規章制度或交通法規的車長，則需要繳納「會費」。另外，根據每個車長的表現，評出安全等級，發佈評級結果，以「安全服務基金會」內的資金獎勵表現良好的車長。「安全服務基金會」的成立，增加車長遵守安全規章制度的積極性，以一種有趣、特別的方式，推動及保障運營安全。

遵守有關法律法規

於2019年度，本集團並沒發現有關對提供安全工作環境及保護僱員免受本集團職業性危害產生重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與健康及安全有關的地方法律法規，如《中華人民共和國道路交通安全法》、《中華人民共和國保險法》、《中華人民共和國工傷保險條例》及《機動車交通事故強制保險條例》。此外，2019年度亦沒因未遵守有關法律法規而遭受大額罰款或制裁。

Environmental, Social and Governance Report

環境、社會及管治報告

B. SOCIAL RESPONSIBILITY (cont'd)

B3: Development and Training

The Group established a series of regulatory system for drivers, such as a regular safety meeting every Monday. The relevant system is as follows:

First Monday of every month:	Drivers to report violation of regulation or traffic accidents;
Second Monday of every month:	Invite relevant officials from the Transport Administration Bureau to hold talks on practical cases;
Third Monday of every month:	Re-show the Traffic Light programme of Ching Beijing TV Station, exchange driving experiences; and
Fourth Monday of every month:	Training on how to provide effective service to passengers.

The system is running persistently with no stoppage since the establishment of TMTC.

B4: Labour Standards

The Group is aware that the employment of child labour and forced labour is a serious breach of universal values and is therefore responsible for striving to prevent all employment of child labour and forced labour and is in strict compliance with all laws and regulations relating to the prohibition of employment of child labour and forced labour. The Group formulates and implements the Staff Handbook and strictly complies with the labour contract system. All employees will sign a labour contract or employment agreement with the Group upon official employment and the Group will check the relevant identity certificates of the employees when they are officially employed.

Compliance with relevant laws and regulations

In Year 2019, the Group was not aware of any material violation of the relevant laws and regulations prohibiting the employment of child labour or forced labour in the Group. The Group strictly complies with relevant local laws and regulations relating to labour standards, such as the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Law on Protection of Minors of the People's Republic of China (《中華人民共和國未成年人保護法》) and the Provisions on Prohibition of Child Labour (《禁止使用童工規定》). In addition, there was no material penalty or sanction due to non-compliance with the relevant laws and regulations in Year 2019.

B. 社會責任 (續)

B3: 發展及培訓

本集團為車長制定了一系列規章制度，如每週一舉行安全例會，相關制度詳細如下：

每月的第一個週一：	車長彙報違章、交通事故情況；
每月的第二個週一：	請交管局相關人士講實用案例；
每月的第三個週一：	重播北京電視臺紅綠燈節目，交流行車經驗；及
每月的第四個週一：	培訓如何對乘客進行有效服務。

該制度自天馬通馳成立起一直堅持，從未間斷。

B4: 勞工準則

本集團深知僱用童工及強迫勞動是嚴重違反普世價值觀，因此承擔責任以竭力反對一切僱用童工及強迫勞動的行為，嚴格遵守所有針對禁止僱用童工及強迫勞動之法律法規。本集團制定並執行《員工手冊》，嚴格履行勞動合同制度，所有入職僱員被正式錄用時會與本集團簽訂勞動合同或聘用協議，另在正式入職時本集團會再檢查員工的相關身份證明文件。

遵守有關法律法規

於2019年度，本集團並未發現有關禁止本集團僱用童工或強迫勞動之有關法律法規存在重大違規情況。本集團嚴格遵守與勞工準則有關的地方法律法規，如《中華人民共和國勞動法》、《中華人民共和國未成年人保護法》及《禁止使用童工規定》。此外，2019年度亦未有因未遵守有關法律法規而遭受大額罰款或制裁。

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B. SOCIAL RESPONSIBILITY (cont'd)

B5: Supply Chain Management

After the establishment of TMTC in 2006, with vision and judgment as well as the ideal of premium customer value, the chairman of the Group commenced the passenger car rental business as the main operation, and it has become the brand corporation of the industry within several years. As TMTC's reputation and business volume grow bigger, many International 500 companies have become good cooperation partners and suppliers of TMTC.

The chairman of the Group said that a Company has to produce better hardware under the guidance of correct ideals before it can maintain a long and healthy development in the industry. Navigating into the "Blue Ocean" of passenger car market also needs quality "ships" hoisting the "sail" of the brand.

The Group strives to provide high quality services to car users, including investing resources to improve the interior and exterior of the vehicle as well as the comfortness derived from accessories, with special emphasis on the quality of interior air purification system. With the society's car preference shifting to environment friendly vehicle in the future, TMTC had purchased pure electric vehicle for the planning of trial operation.

B. 社會責任 (續)

B5: 供應鏈管理

本集團董事長憑藉遠見的判斷，於2006年成立天馬通馳後，在尊重客戶價值的經營理念下，開始了以客車租賃為經營主體的工作，並在數年內已成為業內的品牌企業。因為天馬通馳的知名度和業務量越來越大，更已有不少國際500強中的公司成為了天馬通馳良好的合作夥伴及供應商。

本集團董事長表示若要在行業長久健康發展，首先要正確理念指導下產生出更好的硬體。要駛入客運客車這片「藍海」市場，同樣需要品質優良的「船」才能揚起品牌的「帆」。

本集團致力提供高標準的服務予用車客戶，包括投放資源改善車輛內外觀、配置的舒適性，以及提升車內空氣淨化設施的品質。今後選用環保車型更是整個社會的用車方向，所以天馬通馳已購置純電動客車進行試運營的規劃。



**The Passenger Vehicle Delivery Ceremony between
TMTC and the supplier Xiamen Golden Dragon Bus Co., Ltd.**
天馬通馳從供應商廈門金龍旅行車有限公司
進行交接客車儀式

Environmental, Social and Governance Report

環境、社會及管治報告

B. SOCIAL RESPONSIBILITY (cont'd)

B6: Product Responsibility

The chairman of the Group said, "We have to think a bit more than others, do a bit more than others, provide customers with a bit more service and be a bit more affordable than others." This is the belief that TMTC perseveres.

TMTC has an excellent service team that brings energy to TMTC and leaves a deep impression on the customers with high quality services. The chairman of the Group said, "In the past, we signed one year contract with a company on cooperation of provision of passenger car service. With the efforts of the service team, we renewed the contract with a two-year term. At present, we renewed the contract on a four-year term with this company." Credits are owed to the service team aiming for the best, which gives us an opportunity to continue providing services to our customers. Every driver of TMTC is a civilized and polite service provider, who has received more than one compliments from our car users. TMTC provides services to multinational corporations and joint ventures in Beijing in a peaceful manner and constantly provides passenger car services to many famous enterprises.

TMTC specially equips umbrellas, shoe covers, medicine and vomit bags in corporate service cars for passenger usage. Some corporate passenger cars are equipped with shoe covers for passengers not to stain the car when entering in sleeting weather. In addition, TMTC has offered such shoe covers for passengers not to stain their shoes when leaving the car and walking on muddy road. TMTC provides corporate staff with passenger car online service including fuzzy inquiry, passenger car instant position inquiry, emergency communication and demand gathering. Bespoke passenger car experience is provided to our customers in addition to traditional basic transportation services.

B. 社會責任 (續)

B6: 產品責任

本集團董事長表述：「我們要比別人想的多一點，幹的多一點，比別人給客戶多一點服務，多一點實惠。」這是天馬通馳一直堅守的信念。

天馬通馳擁有出色服務團隊，為天馬通馳帶來了動力，高品質的服務給客戶留下了深刻印象。本集團董事長表述：「之前我們與某家公司合作客車業務，都是一次簽一年的合同，在服務團隊的努力下，再簽合同時一次簽了兩年，現在，我們與這家企業一次簽了四年合同。」能夠有機會持續地向客戶提供服務，歸功於精益求精的服務團隊，天馬通馳的每位車長都是文明有禮的服務者，不止一次受到用車單位的讚揚。天馬通馳和諧地服務於北京市多家跨國公司、合資企業，不間斷地為眾多知名企業提供客車服務。

天馬通馳在為企業服務的客車之上，專門配備了雨傘、鞋套、藥品、嘔吐袋等乘客可能用到的物品，雨雪天氣時，有些客運企業的客車配備的鞋套，是在乘客上車時使用，目的是為了防止乘客將客車弄髒。另外，天馬通馳配備的鞋套，是在乘客下車時使用，防止泥濘的路面將乘客的鞋弄髒。天馬通馳為企業員工提供包括模糊查詢、客車即時位置查詢、應急通信、需求搜集等在內的客車線上服務，在傳統的基本運輸服務外，附加更周到的客車乘坐體驗。

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B. SOCIAL RESPONSIBILITY (cont'd)

B6: Product Responsibility (cont'd)

TMTC and its strategic cooperate partners effectively integrate resources and dedicate to providing a comfortable and safe bus service platform that caters for the demands for office commutes and leisure trips. Online and offline integration capabilities are utilized to provide intimate services to corporate users and personal users. By using internet technology together ideas and addressing the many problems of traditional commute and passenger car services, corporate users are serviced with special cooperation models. By leveraging information management capabilities to reduce operation cost for corporations, rationalise and improve passenger car operation mechanism and widen the scope of service, the users can genuinely maximize their personal interests. Many current users are locally and internationally renowned corporations, include Baidu, Lucent, ABB China, Reuters and Daimler-Benz.

Compliance with relevant laws and regulations

In Year 2019, the Group was not aware of any material violation of the relevant laws and regulations having a significant impact in relation to the health and safety, advertising, labeling and privacy of the products provided by the Group and the remedial methods. The Group strictly complies with relevant local laws and regulations relating to product liability, such as the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), the Trademark Law of the People's Republic of China (《中華人民共和國商標法》) and the Patent Law of the People's Republic of China (《中華人民共和國專利法》). In addition, no significant fines were imposed on the Group due to non-compliance in Year 2019.

B7: Anti-Corruption

The Group places great importance to anti-corruption work. The Staff Handbook set out in detail about the standards of conduct that all employees are required to follow. The Group has set up a complaints unit and has a dedicated suggestion box in place to enable whistleblowers to report any unlawful or fraudulent conduct to the complaints unit in a confidential manner, and the whistleblowers will be protected.

The anti-corruption reporting e-mail address is (service@itongchi.com) and is published on TMTC's website at (<http://www.itongchi.com/default/contactUs>).

Regarding corruption, fraud or practices harming the interests and reputation of the Group, if it is reported by the staff or prevented beforehand, and thus prevent the Group from suffering material loss, a top-level merit will be recorded for the staff.

B. 社會責任 (續)

B6: 產品責任 (續)

天馬通馳戰略合作夥伴，有效地將資源進行整合，致力於為白領通勤、遊玩等各種需求的出行提供舒適安全的巴士服務平台。運用對線上線下的整合能力，深度服務企業使用者與個人使用者，以互聯網技術整合思維，結合傳統通勤客車領域面臨的諸多問題，為企業提供專項合作模式，利用資料管理功能為企業減少運營成本，合理優化客車運營機制，提高服務寬度，真正為使用者實現自身利益最優化。現服務的使用者有百度、朗訊、ABB中國、路透社、戴姆勒賓士等國內外知名企業。

遵守有關法律法規

於2019年度，本集團並未發現有關本集團所提供有關產品之健康及安全、廣告、標籤及私隱權方面以及補救方法之產生重大影響之有關法律法規之任何重大違規情況。本集團嚴格遵守與產品責任有關的地方法律法規，如《中華人民共和國廣告法》、《中華人民共和國商標法》及《中華人民共和國專利法》。此外，2019年度沒有因違規而遭受大額罰款。

B7: 反貪污

本集團非常注重反貪污工作。《員工手冊》詳細列明了所有僱員均須遵守的行為標準。本集團成立了投訴部門，並設有專用的意見箱，讓知情人士以保密形式向投訴部門舉報任何非法或欺詐的行為，而作出舉報的人士均受到保護。

舉報反貪專用電郵為 (service@itongchi.com)，該電郵已刊載於天馬通馳網站 (<http://www.itongchi.com/default/contactUs>)。

對於貪污、舞弊或有危害集團權益及聲譽事情，如能有員工事先舉報或防止，而使本集團避免重大損失，本集團都會記予大功給該員工作鼓勵。

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B. SOCIAL RESPONSIBILITY (cont'd)

B7: Anti-Corruption (cont'd)

Compliance with relevant laws and regulations

In Year 2019, none of the Group or its employees was involved in any legal proceedings relating to bribery, extortion, fraud or money laundering. The Group has strictly complied with the Anti-Unfair Competition Law of the People's Republic of China (《中華人民共和國反不正當競爭法》) and other local laws and regulations relating to anti-corruption.

B8: Community Investment

The Group strives to become a positive power in the community where its operations are located. It has always been in close touch and interaction with the community in order to contribute to the community development from time to time.

Apart from paying attention to details of daily services, TMTC organised social activities with customers such as annual badminton competitions to enhance communication with customers. The Group pays attention to these kinds of small detail, and it is such details that play an important role in the stable increase of TMTC's customers.

The Group seeks to enhance its social image and sense of social responsibility through community investment, and encourages all of its employees to take the initiatives to help and support local communities and neighborhoods. The Group greatly supports environmental protection activities. By organizing volunteering activities, we seek to enhance employees' environmental awareness and draw more attention of the general public to the importance of environmental protection.

B. 社會責任 (續)

B7: 反貪污 (續)

遵守有關法律法規

於2019年度，本集團或其僱員概無參與有關賄賂、勒索、欺詐或洗黑錢之任何法律案件。本集團嚴格遵守《中華人民共和國反不正當競爭法》及其他反貪污有關的地方法律法規。

B8: 社區投資

本集團努力尋求成為營運所處社區之正面力量，並一直與社區維持密切溝通及互動以不時為社區發展作出貢獻。

除了注重日常服務的細節外，天馬通馳每年與客戶舉辦羽毛球比賽等聯誼活動，增進與客戶之間的交流，本集團關注這些點點滴滴，正是這些點滴的細節，在天馬通馳客戶穩定遞增中起了重要作用。

本集團致力通過社區投資改善社會形象及社會責任感，並鼓勵所有僱員主動幫助及支持當地社區及鄰里。本集團鼎力支持各種環保活動，組織員工志願者活動，幫助員工樹立更強的環保意識，同時也可以讓廣大市民了解環保的重要性。