



財訊傳媒集團有限公司
SEEC MEDIA GROUP LIMITED

(Incorporated in the Cayman Islands and continued in Bermuda with limited liability)

(於開曼群島註冊成立並於百慕達存續的有限公司)

(stock code 股份代號: 205)

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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Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THE GROUP

This report provides information on the corporate social responsibility performance of SEEC Media Group Limited (the “Group” or “we”) in terms of environment, society and governance (“ESG”) during the year from 1 January 2020 to 31 December 2020 (the “Reporting Period”).

The Environmental, Social and Governance Report (“Report”) contained in this report only covers the operation of the Group’s Beijing office. The Beijing office is the main operating base of the Group for provision of advertising services. Therefore, the content of this report focuses on covering the above operating locations.

ESG GOVERNANCE

The board of directors (the “Board”) and senior management regularly review the sustainability issues that are most significant to our businesses and operations, and consider the sustainability issues which are material to the Group, based on the opinions collected from stakeholders.

ABOUT THIS REPORT

This report provides information on the corporate social responsibility performance of the Group in terms of Environment, Society and Governance during the Reporting Period. This report is in compliance with the “comply or explain” provisions of the Environmental, Social and Governance Reporting Guide and contains all disclosures as recommended in the Guide.

Reporting Principles

The Group has taken into account of the following reporting principles in the preparation of this report:

1. **Materiality:** Environmental, social and governance issues that have major impacts on investors and other stakeholders must be set out in this ESG Report.
2. **Quantitative:** The quantitative key performance indicators (the “KPIs”) are used to measure the performance. The Report will focus on the major KPIs, and enhance its transparency by disclosing the factors and/or methods of computation.
3. **Balance:** We aim to keep our report balanced on critical aspects of our performance, both in terms of progress made and continuing challenges.
4. **Consistency:** The Report is written in accordance with the ESG Reporting Guide, in order to ensure the consistency with its contents. In the event of inconsistency, including any changes in reporting scopes and/or methods of computations for KPIs, the Group will explain in the Report.

關於集團

本報告提供有關財訊傳媒集團有限公司（「集團」或「我們」）自2020年1月1日至2020年12月31日止年度（「報告期」）內在環境、社會及管治（「環境、社會及管治」）方面的企業社會責任表現的情況。

本報告所載環境、社會及管治報告（「報告」）僅涵蓋集團的北京辦公室的營運，北京辦公室是集團提供廣告服務的主要經營據點。因此，本報告的內容重點放在上述經營地點。

環境、社會及管治治理

董事會（「董事會」）及高級管理層定期審閱對業務及營運而言最為重大的可持續性議題，並根據所收集持份者的意見審議對集團而言屬重大的可持續發展議題。

關於本報告

本報告提供有關集團於報告期內在環境、社會及管治方面的企業社會責任表現的情況。本報告已遵守《環境、社會及管治報告指引》載列的所有「不遵守就解釋」條文，並根據指引中的所有建議披露作匯報。

報告原則

於編製本報告時，集團已考慮以下報告原則：

1. **重要性：**本環境、社會及管治報告須載列對投資者及其他持份者有重要影響的環境、社會及管治議題。
2. **量化：**本報告採用量化的關鍵績效指標（「關鍵績效指標」）以衡量其表現。本報告將針對主要關鍵績效指標，亦會通過披露計算參考及／或方法增加其透明度。
3. **平衡性：**我們的目標是，就進度及持續挑戰而言，令報告於集團表現的主要方面維持平衡。
4. **一致性：**本報告乃根據環境、社會及管治報告指引編製，以確保與其內容保持一致。倘出現不一致的情況，包括報告範疇及／或關鍵績效指標計算方法的任何變動，集團將於報告中解釋說明。

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Feedback

We welcome comments and suggestions you may have on this report, or on our Environmental, Social and Governance performance. Whether you are our customers, business partners, common citizens, media or social groups, we treasure your comments and advice which may help determine and reinforce the Group's future sustainability strategy. Please contact us by mail.

IDENTIFYING MATERIAL ISSUES

The Group has identified five ESG issues – use of resources, employment, health and safety, development and training and labour standards as material. These ESG issues are considered to have significant impact to the operations of our business and will be the focus of this Report.

ENVIRONMENTAL ASPECTS

Emissions

Air Emissions

The Group has been upholding and executing environmental management for fulfilling our role as corporate citizen on social responsibility. We have formulated a series of management policies and measures to minimize the risks and impacts of our operations on the environment. The Group's air emissions primarily come from the use of a company vehicle.

意見反饋

我們歡迎讀者就本報告或我們的環境、社會及管治表現提出意見和建議。不論您是客戶、業務夥伴、公眾、媒體或民間團體，您的意見及建議均有助確定及加強集團未來的可持續發展策略。請透過郵件與我們聯繫。

識別重大議題

集團已識別五個環境、社會及管治的重大議題－資源使用、僱傭、健康與安全、發展及培訓以及勞工準則。該等環境、社會及管治議題被視為對我們的業務營運產生重大影響，並將成為本報告的重點。

環境層面

排放物

廢氣排放

集團一直秉持及實踐環境管理，履行我們作為企業公民的社會責任。我們制訂了多項的管理政策及措施，盡可能減少集團運營對環境造成的風險和影響。集團的廢氣排放主要來自使用公司車輛。

KPI 關鍵績效指標	Quantity 數量	Unit 單位
Air Emissions 廢氣排放		
Nitrogen Oxides (NO _x) 氮氧化物(NO _x)	18.78	kg 千克
Sulphur Oxides (SO _x) 硫氧化物(SO _x)	0.04	kg 千克
Respirable suspended particles (RSP) 可吸入懸浮粒子(RSP)	0.14	kg 千克

The Group strictly complied with the relevant laws and regulations. During the Reporting Period, there was no prosecution about violations of laws nor complaint relating to the environment.

集團嚴格遵守相關法律和法規。報告期內並無因違反與環保相關法律而被檢控的個案或相關投訴。

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Greenhouse Gas Emissions

The Group has committed to and has devoted great efforts to practicing environmental protection and promoting sustainable development to fulfil its social responsibility as a corporate citizen. Therefore, the Group is striving to adopt the best measures to reduce greenhouse gas emission incurred by business operations and combating climate change.

The Group strictly complies with all applicable environmental laws and regulations, 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》). During the Reporting Period, there was no case of prosecution against the Group in relation to the violation of environmental laws.

The Group is keenly aware that long-distance transportation during business trips will increase energy consumption and carbon emissions. As such, we try to reduce business trips or avoid meetings requiring long-distance travel as practical as possible to reduce carbon emissions from long-distance travel. We also advocate purchasing of products and services from local suppliers to reduce emissions generated from long-distance transportation.

Given the business nature of the Group, air emission from vehicle operation is the major air emission sources during the Reporting Period that mainly involved the use of a light goods vehicle for local business commuting and daily operation, which consumed in a total 3,017 litres of petrol and electricity use for office operations.

During the Reporting Period, the Group's greenhouse gas emissions were as follows:

溫室氣體排放量

集團一直堅持及努力於實踐環境保護和推動可持續發展，以履行企業公民應盡的社會責任。因此，集團致力採取最佳措施減少業務營運產生的溫室氣體排放及應對氣候變化。

集團嚴格遵守與環境有關的所有適用法律法規，如《中華人民共和國環境保護法》。於報告期內並無發現因為違反與環境相關法律而被檢控的個案。

集團深知商業差旅當中的長途運輸會增加能源消耗，導致碳排放上升，故此，我們於實際情況下盡可能減少商業差旅或避免需要長途旅程的會議，降低長途旅程而導致的碳排放；我們亦提倡向當地供應商採購產品及服務，以減低因長途運輸所產生的排放物。

鑒於集團的業務性質使然，汽車運行產生的氣體排放是報告期內的主要氣體排放來源，當中主要涉及使用輕型貨車進行當地業務通勤及日常營運，共消耗3,017升汽油及辦公用電。

在報告期內集團的溫室氣體排放量為：

KPI 關鍵績效指標	Quantity 數量	Unit 單位
GHG Emissions 溫室氣體排放量		
Scope 1 – Direct emissions 範圍1 – 直接排放	8.17	tonnes of CO ₂ -e 噸二氧化碳當量
Scope 2 – Indirect emissions 範圍2 – 間接排放	6.38	tonnes of CO ₂ -e 噸二氧化碳當量
GHG Emissions Intensity 溫室氣體排放量強度	274.53	kg of CO ₂ -e/employee 千克二氧化碳當量/每名員工

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Waste Management

The Group follows the 3R waste management strategy to minimise waste generation (Reduce) and consider Reuse and Recycle before waste disposal, so as to live up to its commitment to waste management. Not only we promote waste management measures within the Group, but also promote the importance of green concept to our customers and suppliers.

General office work normally generates paper waste. In view of advocating green office measures, we promote a “paperless” workplace and encourage our staff to view documents on digital screens instead of printing hard copies. Staff members are encouraged to practise double-sided printing, reuse paper printed on single sided paper and reuse office consumable as far as possible. As a result, we only produced a small amount of waste in the past year.

As the Group’s business does not involve any production and manufacturing process, our water footprint is minimal. However, we recognise that water availability is a growing global concern, and we are committed to reducing our water usage.

Use of Resources

We understand the potential impacts of our operations on the environment. It is therefore our commitment to ensure continual business growth, while at the same time, to achieve environmental sustainability.

In order to minimise depletion of natural resources, including energy, water and other natural resources during our operations. We have developed a series of measures to save office resources, so as to fulfil our responsibilities towards the natural environment.

The Group puts into practice a range of green measures throughout our operations and engages our staff in supporting green initiatives in improving energy efficiency, reducing waste and resources conservation. We have implemented a number of targeted energy-saving measures to further reduce energy consumption, including:

- Maximising the use of natural light and energy-saving lighting fixtures, such as LED fixtures
- Installing energy-efficient office equipment or prioritising to purchasing products with energy efficiency labels
- Working closely with our business partners in the supply chain and monitoring their performances so as to minimise the environmental impacts arising in daily operations
- Promoting the importance of energy, water and resources savings among our employees and customers

廢棄物管理

集團採用3R的廢棄物管理策略，盡可能減少廢棄物的產生(Reduce)、在處置廢棄物前考慮重用(Reuse)及回收(Recycle)，以履行我們對廢棄物管理的承諾。我們不僅在集團內推行廢棄物管理措施，同時亦向客戶及供應商宣揚環保理念的重要性。

一般辦公室工作通常會產生廢紙。為提倡綠色辦公措施，我們推廣「無紙化」工作環境，鼓勵員工在電子屏幕上閱覽文件，減少列印。我們亦鼓勵員工盡量採用雙面列印、善用紙張的另一面來列印文件，以及重複利用辦公耗材。因此，於過去一年，我們僅產生少量廢棄物。

由於集團的業務並不涉及任何生產及製造過程，我們的水足跡甚為輕微。然而，我們認識到水的供應是全球日益關注的問題，我們致力於減少用水量。

善用資源

我們明白旗下營運對環境的潛在影響。因此，我們在致力確保業務持續增長的同時，亦力求維繫環境的可持續發展。

為了盡量減少營運過程中所耗用的自然資源，包括能源、水及其他自然資源，我們已制定一系列舉措以節省辦公資源，進而履行我們保護自然環境的責任。

集團於營運過程中推行一系列環保措施及鼓勵員工支持環保措施，以提高能源效益、減廢及節約資源。我們已實施多項針對性的節能措施，以進一步降低能源消耗量，如：

- 盡量使用自然光及節能照明燈具，例如LED燈具
- 安裝節能辦公設備或優先選購獲得能源效益標籤的產品
- 與供應鏈中的業務夥伴密切合作及監控彼等之表現，以盡量減少日常營運產生的環境影響
- 向僱員及客戶宣傳節約能源、水及資源的重要性

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- Providing online ordering service to avoid unnecessary paper printing — 提供網上訂購服務，避免不必要的紙張列印
- Turning off all electronic devices before leaving work to reduce unnecessary power consumption — 下班前關掉所有電子設備，減少不必要的電力消耗

KPI 關鍵績效指標	Quantity 數量	Unit 單位
Energy Consumption 能源消耗		
Direct Energy Consumption 直接能源消耗	105.3	GJ 吉焦
Indirect Energy Consumption 間接能源消耗	6.6	MWh-e 兆瓦時當量
Total Energy Consumption 能源總消耗量	35.8	MWh-e 兆瓦時當量
Energy Consumption Intensity 能源消耗密度	0.68	MWh-e/employee 兆瓦時當量／每名員工
Water Consumption 耗水量		
Water Consumption Intensity 耗水量密度	12	m ³ 立方米
	0.23	m ³ /employee 立方米／每名員工
Paper Consumption 紙張消耗		
Paper Consumption Intensity 紙張消耗密度	0.24	tonnes 公噸
	4.5	kg/employee 千克／每名員工

The Environment and Natural Resources

The Group is striving to integrate environmental responsibility into its daily business operations. As such, we are actively advocating green procurement strategies, for example, prioritizing the use of environment-friendly building materials and furniture for renovation of its office to reduce environmental impact and to avoid the consumption of excessive resources.

Meanwhile, we provide employees with suggestions on energy conservation, resource conservation, office waste reduction and water conservation, so as to further improve the overall environmental performance of our office. We also hope that through this report, we can promote the importance of reducing carbon emissions to stakeholders and increase their awareness of environmental protection.

環境及自然資源

集團致力將環保責任融入其日常業務營運中。因此，我們積極倡導綠色採購策略，如裝修辦公室時優先選用環保建材傢俱，以減少環境影響及避免消耗過多的資源。

同時，我們向僱員提供有關節能、節約資源、辦公室減廢和節約用水的建議，以進一步改善辦公室整體環保表現。我們亦希望藉著本報告向相關持份者推廣減少碳排放的重要性，以提高他們對環境保護的意識。

SOCIAL ASPECTS

Employment and Labour Practices

Employment

The Group believes that employees are an indispensable part of the sustainable development of an enterprise. We are committed to make unremitting efforts to attract and retain outstanding talents and build a strong and solid human capital. We strive to provide a safe, healthy, and friendly working environment for all of our employees and site staff by conducting thorough training and development and adhering to comprehensive policies on welfare and benefits, equal opportunity and diversity. We also have a dedicated human resources committee to regularly review and improve the relevant policies, so as to ensure that they are in compliance with local laws and industry guidelines.

The Group strictly abides by the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and the Social Insurance Law of the People's Republic of China. During the reporting period, the Group did not have any cases of violation of relevant employment laws and regulations, nor did it receive any complaints related to recruitment.

The success of the Group's business relies on the continuous efforts and dedicated service of all staff. The Group recognises the importance of talent acquisition, retention and development for maintaining the Group's competitiveness in the market. The Group adheres to the principles of "anti-discrimination" and "diversity" and is dedicated to establishing a caring, tolerant, fair and non-discriminatory working environment.

The Group has a set of clear, transparent and comprehensive procedures for talent requisition and employee promotion that emphasises the principles of fair and equal opportunity. The assessment criteria are based on the qualifications, personal competence and working experience of the job applicants irrespective of their genders, ages, nationalities, religions or sexual orientations, etc.

As a responsible employer, the Group has formulated the Measures on Dismissal and Retirement and the Remuneration Policy and Compensation System in accordance with the relevant legal requirements. We will determine the remuneration of each employee based on the remuneration system established by the Group and the work duties of the employee; handle retirement formalities for employees who have reached the statutory retirement age in accordance with the relevant regulations; and go through any dismissal procedures according to the Labour Law. In the event of an accident-causing work-related injuries and deaths, we will make reasonable compensation for the employees involved and their families and properly handle the accident.

社會層面

僱傭及勞工常規

僱傭

集團認為僱員是企業可持續發展不可或缺的要素，如何吸收和挽留優秀人才，建立強大、穩固的人力資本是我們不懈努力的方向。我們為全體員工及現場職工提供培訓與發展機會，並就員工福利、待遇、平等機會與多元化的範疇，訂定了全面的政策，致力締造安全、健康及友善的工作環境。我們亦透過專責的人力資源委員會定期檢討和改善有關政策，確保它們符合本地法律的要求和行業準則。

集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國社會保險法》。於報告期內，集團並無任何違反相關的僱傭法律及法規的個案，亦無接獲任何與招聘相關的投訴個案。

集團的業務成功有賴於全體員工的不懈努力及竭誠服務。集團明白招聘、挽留及栽培人才有助集團保持市場競爭力。集團堅守「反歧視」及「多元化」的原則，並致力創造一個關愛、包容、公平及無歧視的工作環境。

集團設有一套清晰、透明及完善的人才招聘及員工晉升程序，程序強調公平及平等機會原則。評核標準乃根據求職者的資歷、個人才能及工作經驗，而不會因彼等的性別、年齡、國籍、宗教信仰或性取向等而不予考慮。

作為負責任的僱主，集團已根據相關法律規定制定《解僱及退休制度》及《薪酬政策及賠償制度》，我們將根據集團制定的薪酬制度及員工的工作職責釐定每位員工的薪酬；為根據相關法規已達到法定退休年齡的員工辦理退休手續；及根據《勞動法》辦理任何解僱手續。而倘發生導致工傷及死亡的事故，我們將對有關員工及其家屬作出合理賠償並妥善處理事故。

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The Group is dedicated to improving the fringe benefit of employees, and formulates employee benefits in accordance with the requirements of the standards of the Minister of Human Resources and Social Security and the Labour Law, including buying social insurance for employees so that they can enjoy medical services at low cost.

集團致力改善員工的附帶福利，並根據國家人力資源和社會保障部的標準及《勞動法》規定制定員工福利，如為員工購買社會保險，使彼等能以低成本享用醫療服務。

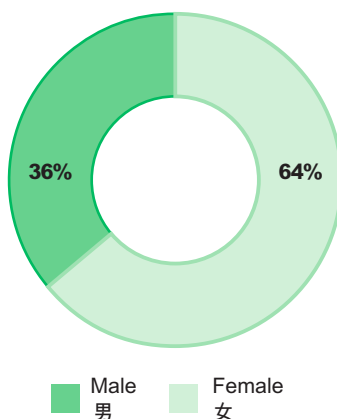
Meanwhile, we encourage employees to pursue work-life balance. To this end, the Group has formulated the Work-life Balance Policy and organises various cultural and recreational activities from time to time to help employees relieve pressure, enhance employee relations, and enhance the cohesion of employees.

同時，我們鼓勵員工追求工作與生活平衡，為此，集團已制定《工作生活平衡制度》，不時組織各類文化娛樂活動，幫助員工減壓，增進員工關係及加強員工凝聚力。

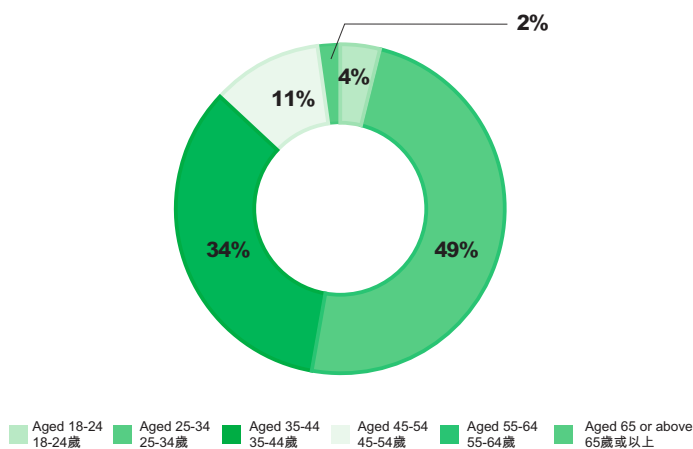
Overview of the Group's employees in Mainland China over the past year:

集團過去一年於中國內地的僱員概況：

Breakdown of employees by Gender
員工性別分佈



Breakdown of employees by Age
員工年齡分佈



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Health and Safety

Providing a safe and healthy working environment is our priority. Aiming for zero work accidents, we have a sound mechanism to manage matters regarding occupational safety and health and have formulated various measures to prevent the occurrence of occupational diseases and work-related casualties among our staff.

At the operational level, we provide employees with basic first aid equipment in accordance with the laws and regulations of China on occupational health and safety. In order to protect the health and safety of employees more effectively, safety training is provided to all employees to make sure they have the knowledge and skills, as well as in good physical conditions to carry out the work as they are assigned to. Moreover, our employees are required to receive training on getting familiarised with emergency preparedness and procedures, in terms of handling work injury, practicing fire drills and allocating work arrangement under severe weather, with a view to enhancing employees' safety awareness.

While paying attention to operational safety, the Group believes that the psychological health of employees is equally important. As such, the Group has formulated relevant policies to provide psychological support services for our employees.

The Group strictly abides by the relevant employment laws. During the Reporting Period, there was no prosecution about violations of laws nor complaints relating to occupational safety.

Development and Training

To build a professional team, the Group encourages continuous education and development of employees which can enhance the value of our team and the professional quality of our employees. To this end, according to the development needs of employees, we help them set career development directions for them to give play to their strengths which enriching their knowledge, so that they can obtain satisfaction in daily work. For example, we adopt the mechanism of "old employees mentoring new employees" by arranging for experienced employees to guide junior employees at work and building bridges of communication among employees, so as to facilitate employees' sharing of work experience and know-how within the Group. The Group will regularly provide training for employees to help them establish a solid foundation for personal development. This will help employees cope with business needs and achieve their development goals while creating value for the Group.

健康與安全

提供安全和健康的工作環境是我們優先處理的事項，集團一直以零工作意外為目標，我們備有完善的機制管理職業安全與健康相關的事宜及制定不同方面的措施，以防範發生引致員工職業病及工業傷亡的情況。

在營運層面，我們按照中國有關職業健康與安全的法律法規為員工提供基本的急救設備。為更有效地保障員工的健康與安全，我們為所有員工提供安全培訓，以確保彼等具備有關知識及技能，以及擁有良好的身體狀況進行彼等獲指派的工作。此外，我們的員工必須接受培訓，熟悉處理工傷、消防演習及惡劣天氣下分配工作安排等方面的應急準備及程序，以提高員工的安全意識。

除關注營運安全外，集團認為員工心理健康亦同樣重要，故此，集團已制定相關政策，為員工提供心理支援服務。

集團嚴格遵守相關僱傭法律。報告期內並無因違反與職業安全相關的法律而被檢控或與職業安全相關的投訴。

發展培訓

為打造專業的團隊，集團鼓勵員工持續進修和發展，提升團隊的價值及員工個人的職業素養。為此，我們根據員工的發展需要，為其制定職業發展方向，讓員工充實知識之余，亦能發揮所長，從而在日常工作中獲得滿足感。例如，我們採用「以老帶新」機制，安排有經驗的員工為初級員工進行工作指導，在員工之間建立溝通橋樑，以便員工在集團內分享工作經驗和知識。集團將定期為員工提供培訓，幫助彼等為個人發展打下穩固的基礎。此將有助員工在應對業務需要及實現彼等發展目標的同時，亦為集團創造價值。

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Labour Standards

The Group adheres strictly to the relevant labour laws in China during our course of business:

- I. Labour law of the People's Republic of China 《中華人民共和國勞動法》
- II. Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》
- III. Production Safety Law of the People's Republic of China 《中華人民共和國安全生產法》
- IV. Provisions on Prohibition of Child Labour 《禁止使用童工規定》
- V. Law of the People's Republic of China on the Protection of Minors 《中華人民共和國未成年人保護法》

We also firmly abide by the relevant labour standards. We have developed measures to prevent child labour and forced labour. We undertake to hire only those aged 18 or above and not to force employees to work overtime, so as to avoid child labour and forced labour. We help all employees understand the necessity of labour standards via emails and have the Human Resources Department supervise and ensure the effective implementation of labour standards. The Group strictly abides by the relevant employment laws. During the Reporting Period, there was no prosecution about violations of laws nor complaints relating to child labour and forced labour.

Operating Practices

Supply Chain Management

To provide the best products and services, we value our relations with our supply chain partners and understand the importance of promoting responsible and sustainable business practices throughout the supply chain. As such, the Group has formulated relevant working guidelines and standard contract documents to require suppliers to comply with our requirements on products and services in terms of quality, environmental protection, safety and health. We also regularly conduct a comprehensive assessment of suppliers' performance in products and services to ensure that they meet our strict standards.

Product Responsibility

We strive to offer the best products and services to our customers. Different types of engagement channels are in place to communicate with our customers and collect their feedback on our products and services. Dedicated employees in our business units are responsible for addressing feedback from our customers.

勞工準則

集團於業務過程中嚴格遵守中國相關勞工法律：

- I. 《中華人民共和國勞動法》
- II. 《中華人民共和國勞動合同法》
- III. 《中華人民共和國安全生產法》
- IV. 《禁止使用童工規定》
- V. 《中華人民共和國未成年人保護法》

我們亦堅決遵從相關勞工準則。我們建立防止童工及防止強制勞工制度，承諾只聘請18歲或以上人士及不會強迫員工超時工作，以避免童工應徵工作及強制勞工情況發生。我們通過電郵讓全體員工明白勞工準則的必要性，並由人力資源部進行監控，以確保勞工準則得到有效執行。集團會嚴格遵行相關的僱傭法律。於報告期內並無有關違反法律的檢控，亦無有關童工及強制勞工的投訴。

營運實務

供應鏈管理

為提供最佳產品及服務，我們相當重視與供應鏈業務夥伴的關係，亦明白在整個供應鏈當中宣導及推動負責任、可持續發展的經營方式之重要性。因此，集團制定了相關的工作指引及標準化合同文本，要求供應商遵守我們在產品及服務上的品質、環保、安全及健康的要求，並定期對供應商的產品及服務等表現進行綜合評估，以確保符合公司的嚴格標準。

產品責任

我們致力於為客戶提供最優質的產品及服務。我們已設置各類溝通渠道以與客戶溝通並收集彼等對我們產品及服務的反饋意見。我們業務單位的專職僱員負責處理客戶反饋。

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We undertake to strictly abide by national laws and regulations and industry quality standards in the course of operations, and to constantly improve quality management, so as to protect the basic rights and interests of our customers.

We have formulated the Measures for Service Quality and Monitoring, pursuant to which we not only require products to meet industry and national safety standards but also ensure that only products that meet quality and technical requirements can be delivered to our customers.

In addition, the After-sales Service Policy of the Group requires the staff of our business departments to undertake after-sales work, understand customers' requirements, regularly review customers' opinions on the products or services provided, and develop measures to improve customer satisfaction.

Anti-Corruption

The Group attaches great importance to business ethics and advocates a culture of integrity. To this end, the Group has developed specific policies and management guidelines to guard against bribery, corruption, discrimination or other unethical practices. Our employment contracts, standardised contract text and other relevant documents also clearly set out our requirements and expectations on employees, board members, suppliers and business partners. Moreover, we have established the Whistle-blowing Policy and Procedures whereby employees can inform on any business and personal misconduct of the Group's employees and business partners in a confidential manner. Once a whistle-blowing report is received, we will set up a team to investigate the case and formulate corrective measures to resolve the causes.

The Group strictly abides by the relevant employment laws. During the Reporting Period, there was no prosecution about violations of laws nor complaints relating to bribery, corruption and discrimination.

Community

Community Investment

The Group recognises that our responsibility lies not only in our direct contribution to the society and economy, but also in our business operations and public welfare projects which bring impact and effects on the entire society. The Group proactively contacts community groups which share similar concepts with the Group's corporate responsibility concept, in an effort to understand the needs of the community. In order to fulfil its obligations as a responsible corporate citizen and serve the society, the Group actively participated in the activities organised by community groups during the past year.

我們承諾在經營過程中，嚴格遵守國家法律法規和行業的質量標準，不斷提高質量管理水準，保障客戶基本權益。

我們制定了《服務質量及監控制度》，不但要求產品達到行業及國家安全標準，亦會確保只有符合品質及技術要求的產品才可付運給客戶。

此外，集團的《售後服務政策》要求業務部員工負責售後跟進的工作，了解客戶的要求，並定期檢討客戶對所提供產品或服務的意見，制定出可以改善客戶滿意度的措施。

反貪污

集團高度重視商業道德和提倡誠信文化。為此，集團訂立了明確的政策和管理方針，絕不容忍行賄、貪污、歧視或其他不道德行為。僱傭合約及標準化合同文本等相關文件亦清楚訂明我們對員工、董事會成員、供應商和業務夥伴的要求及期望。同時，我們訂立了《舉報政策及程式》，員工可在保密的情況下，舉報集團員工和業務夥伴在業務上與個人方面的不當行為，接到報案後，我們將成立調查小組及制定糾正措施，根治原因。

集團會嚴格遵行相關的僱傭法律。於報告期內，並無有關違反法律的檢控，亦無有關行賄、貪污及歧視的投訴。

社區

社區投資

集團深明我們的責任不僅在於對社會經濟作出直接貢獻，亦在於我們的業務營運和公益項目，對整體社會帶來的影響和效應。集團主動聯絡與集團的企業責任概念相似的社區團體，以了解社區的需要。為履行身為負責任企業公民的義務及服務社區，集團在過去一年積極參與社區團體的活動。

SUMMARY OF KEY PERFORMANCE
 INDICATORS (KPIs)

關鍵績效指標 (關鍵績效指標) 概要

ENVIRONMENTAL ASPECTS			
環境層面			
KPIs 關鍵績效指標		Quantity 數量	Unit 單位
Aspect A1: Emissions			
層面 A1 : 排放物			
A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據		
	Nitrogen Oxides (NO _x) 氮氧化物	18.8	kg 千克
	Sulphur Oxides (SO _x) 硫氧化物	0.04	kg 千克
	Respirable suspended particulates (RSP) 可吸入懸浮粒子	0.14	kg 千克
A1.2	Greenhouse gas emissions in total and intensity 溫室氣體排放總量及密度		
	Total GHG emissions 溫室氣體排放總量	14.55	tonnes CO ₂ -e 噸二氧化碳當量
	Scope 1 emissions 範圍1排放物	8.17	tonnes CO ₂ -e 噸二氧化碳當量
	Scope 2 emissions 範圍2排放物	6.38	tonnes CO ₂ -e 噸二氧化碳當量
	Greenhouse gas intensity (by employee) 溫室氣體密度 (以僱員計)	274.53	kg CO ₂ -e/employee 千克二氧化碳當量/ 每名僱員
Aspect A2: Use of Resources			
層面 A2 : 資源使用			
A2.1	Direct and indirect energy consumption by type 按類型劃分的直接及間接能源消耗		
	Total energy consumption 總用電量	35.8	MWh-e 兆瓦時—等值
	Direct energy consumption 直接能源消耗量	105.3	GJ 千兆焦耳
	Indirect energy consumption 間接能源消耗量	6.6	MWh-e 兆瓦時—等值
	Energy intensity (by employee) 能源密度 (以僱員計)	0.68	MWh-e/employee 兆瓦時—等值/每名僱 員
A2.2	Water consumption in total and intensity 總耗水量及密度		
	Total water consumption 總耗水量	12	cubic metres 立方米
	Water consumption intensity (by employee) 耗水密度 (以僱員計)	0.23	cubic metres/employee 立方米/每名僱員
A2.5	Packaging Material consumption in total and intensity 包裝材料消耗總量及密度		
	Packaging Material consumption 包裝材料消耗量	0.24	tonnes 噸
	Packaging Material consumption intensity (by employee) 包裝材料消耗密度 (以僱員計)	4.5	kg/employee 千克/每名僱員

SOCIAL ASPECTS
 社會層面

Employment and Labour Practices

僱傭及勞工常規

Aspect B1: Employment

層面B1：僱傭

B1.1	Total workforce by gender, employment type and age group 按性別、僱傭類型及年齡組別劃分的僱員總數		
	Total No. of Workers 工人總數	53	Employees (rate) 僱員 (比率)
	By Gender 按性別劃分		
	- male - 男	19	- (%)
	- female - 女	34	- (%)
	By Age Group 按年齡組別劃分		
	- 18-24	2	- (%)
	- 18-24歲		
	- 25-34	26	- (%)
	- 25-34歲		
	- 35-44	18	- (%)
	- 35-44歲		
	- 45-54	6	- (%)
	- 45-54歲		
	- 55-64	0	- (%)
	- 55-64歲		
	- 65+	1	- (%)
	- 65歲以上		
	Level of Employees 僱員層級		
	Senior management 高級管理層	1	- (%)
	Middle management 中級管理層	1	- (%)
	Supervisor 主管	5	- (%)
	General staff 一般員工	46	- (%)

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SOCIAL ASPECTS 社會層面			
B1.2	Employee turnover (rate) by gender, age group and type of employment 按性別、年齡組別及僱傭類型劃分的僱員流失(比率)		
	Total No. of Workers 工人總數	1	Employees (rate) 僱員(比率)
	By Gender 按性別劃分		
	- male - 男	0 (0)	- (%)
	- female - 女	1 (3)	- (%)
	By Age Group 按年齡組別劃分		
	- 18-24	0	- (%)
	- 18-24歲		
	- 25-34	1 (4)	- (%)
	- 25-34歲		
	- 35-44	0	- (%)
	- 35-44歲		
	- 45-54	0	- (%)
	- 45-54歲		
	- 55-64	0	- (%)
	- 55-64歲		
	- 65+	0	- (%)
	- 65歲以上		
	Level of Employees 僱員層級		
	Senior management 高級管理層	0	- (%)
	Middle management 中級管理層	0	- (%)
	Supervisor 主管	0	- (%)
	General staff 一般員工	1 (2.2)	- (%)
Aspect B2: Health and Safety			
層面 B2 : 健康與安全			
B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率		
	No. (rate) of work-related fatalities in 2020 於2020年因工作關係而死亡的人數(比率)	0 (0)	- (%)
B2.2	Lost days due to work injury 因工傷損失工作日數		
	The no. of lost-days as a result of work injuries 因工傷損失工作日數	0	days 日數

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SOCIAL ASPECTS

社會層面

Operating Practices

營運慣例

Aspect B5: Supply Chain Management

層面 B5 : 供應鏈管理

B5.1	Number of Suppliers by Geographical Region 按地區劃分的供應商數目	
	China 中國	5

Aspect B7: Anti-corruption

層面 B7 : 反貪污

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 於報告期間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	
	No. of concluded legal cases regarding corruption brought against the issuer or its employees 對發行人或其僱員提出並已審結的貪污訴訟案件的數目	0

