

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)

**2018**

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. OUR REPORT

### 1.1. Overview

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 during the year from 1 January 2018 to 31 December 2018. 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. Unless otherwise indicated, this report covers the operations of the Group’s office in Beijing.

### 1.2. Feedback Mechanism

We welcome comments and suggestions you may have on this report, or on our Environmental, Social and Governance (ESG) 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.

## 2. COMMUNICATION WITH STAKEHOLDERS

Identifying and clarifying the expectations and requests of all stakeholders is an indispensable part of our efforts in sustainable development. We cannot achieve greater value unless we integrate stakeholders’ requests into the Group’s daily operations. As such, we endeavor to get a deep understanding of the concerns of different stakeholders, and build a relationship of mutual trust and mutual benefit with stakeholders to promote sustainable development.

## 1. 我們的報告

### 1.1. 概覽

本報告提供有關財訊傳媒集團有限公司（「集團」或「我們」）2018年1月1日至2018年12月31日年內在環境、社會及管治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。除非有另外標示，本報告的內容涵蓋集團在北京辦公室的營運。

### 1.2. 意見反饋機制

我們歡迎讀者就本報告又或我們的環境、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。

## 2. 與持份者溝通

識別及認清所有持份者的期許及需求是我們致力實現可持續發展一個不可或缺的環節。我們只有將持份者的需求融入集團的日常營運才能實現更大的價值。因此，我們深入了解不同持份者關注的事項；與持份者建立互信互惠的關係，從而推動可持續發展。

Our business units maintain close communication with relevant government departments, industry organisations, and community partners to keep abreast of the latest industry developments and understand the issues concerning communities. Set out below is an overview of the main stakeholder categories and relevant communication channels:

我們業務單位均與相應的政府部門、業界組織和社區夥伴保持密切溝通，以便掌握最新的行業動態和了解社區關注的議題。以下為主要持份者類別及溝通管道之概況：

Stakeholders 持份者	Focus area of ESG 關注的環境、社會及管治範疇	Opinion collection channels 意見收集管道
Employees 員工	Health and Safety 健康與安全 Development and Training 發展及培訓	<ul style="list-style-type: none"> <li>• Staff meetings and other communication activities</li> <li>• 員工大會和其他溝通交流活動</li> <li>• Training and workshops</li> <li>• 培訓和工作坊</li> <li>• Internal communications and other publications</li> <li>• 內部通訊和其他刊物</li> </ul>
Suppliers 供應商	Supply Chain Management 供應鏈管理	<ul style="list-style-type: none"> <li>• Review of contracts and performance</li> <li>• 檢視合同和表現</li> <li>• Tendering process</li> <li>• 招標過程</li> <li>• Briefings and meetings</li> <li>• 簡報會及會議</li> </ul>
Management Committee 管理委員會	Health and Safety 健康與安全 Anti-corruption 反貪污	<ul style="list-style-type: none"> <li>• Briefings and meetings</li> <li>• 簡報會及會議</li> </ul>
Investors 投資者	Development and Training 發展及培訓 Health and Safety 健康與安全	<ul style="list-style-type: none"> <li>• Annual general meeting</li> <li>• 周年大會</li> <li>• Annual and interim results announcements</li> <li>• 全年和中期業績公告</li> <li>• Regular briefings and meetings</li> <li>• 定期簡報會和會議</li> <li>• Timely information disclosure on the Group's website</li> <li>• 及時在集團網站公佈訊息</li> </ul>

### 3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE

#### 3.1. Environmental Protection

##### *Management guidelines and policies*

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 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.

##### 3.1.1. Pollution Control

###### Mitigating Climate Change

It is an indisputable fact that global warming is becoming serious day by day. In the future, our next generation will face even greater challenges in the pursuit of an ideal life. The Group is, therefore, striving to adopt the best measures to reduce greenhouse gas emission incurred by business operations and combating climate change.

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 passenger cars and light goods vehicles for local business commuting and daily operation, which consumed in a total 196,373.58 litre of petrol.

### 3. 環境、社會及管治表現

#### 3.1. 愛護環境

##### *管理方針及政策*

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。

集團嚴格遵守相關法例和法規。報告期內未有因為違反與環保相關法例而被檢控的個案或相關投訴。

##### 3.1.1. 污染控制

###### 減緩氣候變化

全球變暖日漸嚴重已是不爭的事實。在將來，我們下一代追求理想生活將面臨更為嚴峻的挑戰。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，我們在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；並主張向本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，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，當中主要涉及使用乘用車及輕型貨車進行當地業務通勤及日常營運，共消耗196,373.58升汽油。

During the reporting period, the Group's gas emissions were as follows:

在報告期內集團的氣體排放量為：



Nitrogen oxide emissions: 1,241.36kg  
氮氧化物排放量：1,241.36 千克  
Sulphur oxide emissions: 2.89kg  
硫氧化物排放量：2.89 千克  
Particulate emissions: 118.95kg  
顆粒物排放量：118.95 千克



Greenhouse gas emissions: 817.25 tonnes of carbon dioxide equivalent  
溫室氣體排放量：817.25 公噸二氧化碳當量  
Greenhouse gas emission density: 3.63 tonnes of carbon dioxide equivalent per employee  
溫室氣體排放密度：3.63 公噸二氧化碳當量／每名員工

#### Waste Management

Waste management and reduction are important strategies which help conserve valuable resources. 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 practice 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.

#### Wastewater Management

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

#### 廢棄物管理

廢棄物管理和減廢是有助保護珍貴資源的重要策略。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。

#### 廢水管理

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。

### 3.1.2. Making Good 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 minimize depletion of natural resources, including energy, water and other natural resources during our operation. We have developed a series of measures to save office resources, so as to fulfill 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:

- Maximizing the use of natural light and energy-saving lighting fixtures, such as LED fixtures
- Installing energy-efficient office equipment or prioritizing to purchase products with energy efficiency labels
- Working closely with our business partners in the supply chain and monitoring their performance so as to minimize the environmental impacts arising in daily operations
- Promoting the importance of energy, water and resources savings among our employees and customers
- Providing online ordering service to avoid unnecessary paper printing
- Turning off all electronic devices before leaving work to reduce unnecessary power consumption

### 3.1.2. 善用資源

我們明白旗下營運對環境的潛在影響。因此，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。

為了盡量減少營運所耗用的天然資源，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：

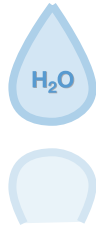
- 盡量使用自然光及節能照明燈具，例如LED燈具
- 安裝節能辦公設備或優先選購獲得能源效益標籤的產品
- 與供應鏈中的業務夥伴密切合作及監控彼等之表現，以盡量減少日常營運產生的環境影響
- 向僱員及客戶宣傳節約能源、水及資源的重要性
- 提供網上訂購服務，避免不必要的紙張列印
- 下班前關掉所有電子設備，減少不必要的電力消耗

The total power consumption of the Group in the past year was approximately: 集團過去一年的總耗電量約為：



Total power consumption: 383,022.46kWh  
總耗電量：383,022.46 千瓦時  
Total power consumption density: 1,702.32kWh per employee  
總耗電量密度：1,702.32 千瓦時／每名員工

The total water consumption of the Group in the past year was approximately: 集團過去一年的食水總耗量約為：



Total water consumption: 49.50m<sup>3</sup>  
總耗水量：49.50 立方米  
Total water consumption density: 0.22m<sup>3</sup> per employee  
總耗水量密度：0.22 立方米／每名員工

The total paper consumption of the Group in the past year was approximately: 集團過去一年的紙張總耗量約為：



Total paper consumption: 1.18 tonnes  
紙張總耗量：1.18 公噸

### 3.1.3. Green Operations

The Group is striving to integrate environmental responsibility into its daily business operations. As such, we are actively advocating green procurement strategies, for example, prioritising 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.

### 3.1.3. 綠色營運

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，我們並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。我們亦希望藉著此報告向集團的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。



### 3.2. Cherishing Talents

#### *Management guidelines and policies*

The Group's human resources are our most valuable asset. It remains key to the long-term prosperity of our business. Recruiting and retaining talent is vital in order for us to stay competitive. 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.

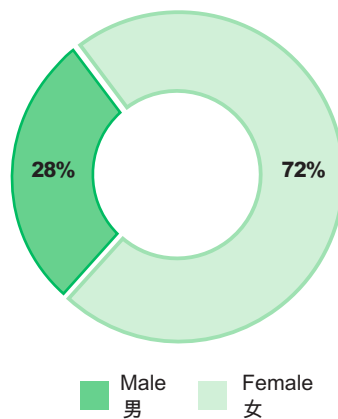
Overview of the Group's employees in mainland china over the past year:

### 3.2. 愛惜人才

#### *管理方針及政策*

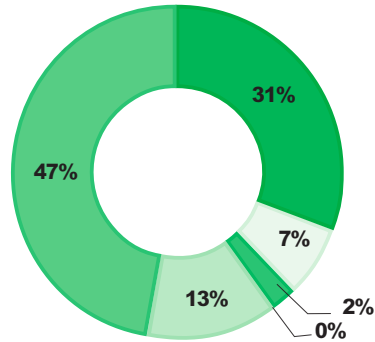
集團視人力資源為最寶貴的資產，對集團業務的長遠發展，至關重要。集團深明吸引及留住人才，有助集團保持競爭力。我們為員工及現場職工提供培訓與發展機會，並就員工福利、待遇、平等機會與多元化的範疇，訂定了全面的政策，致力締造安全、健康及友善的工作環境。我們亦透過專責的人力資源委員會定期檢討和改善有關政策，確保它們符合本地法律的要求和行業準則。

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

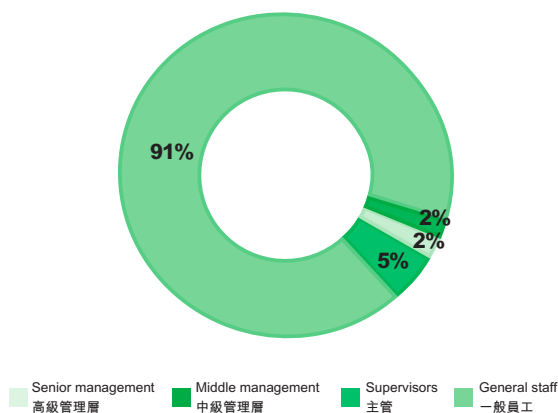
Male	63
Female	162



■ Aged 18-24 (18-24歲)
 ■ Aged 25-34 (25-34歲)
 ■ Aged 35-44 (35-44歲)
 ■ Aged 45-54 (45-54歲)
 ■ Aged 55-64 (55-64歲)
 ■ Aged 65 or above (65歲或以上)

Breakdown of employees by age  
 員工年齡分佈

Aged 18-24 18-24歲	29
Aged 25-34 25-34歲	106
Aged 35-44 35-44歲	70
Aged 45-54 45-54歲	16
Aged 55-64 55-64歲	4
Aged 65 or above 65歲或以上	0



Breakdown of employees by rank  
 員工職位分佈

Senior management 高級管理層	5
Middle management 中級管理層	4
Supervisors 主管	12
General staff 一般員工	204

### 3.2.1. Harmonious Coexistence

#### Equal opportunity and diversity

The success of the Group's business relies on the continuous efforts and dedicated service of all staff. The Group recognizes 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.

#### Recruitment and Promotion

The Group has a set of clear, transparent and comprehensive procedures for talent requisition and employee promotion that emphasizes 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.

### 3.2.1. 和諧共融

#### 平等機會及多元化共融

集團的業務成功有賴全體員工的不懈努力及竭誠服務。集團明白招聘、保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、公平及沒有歧視的工作環境。

#### 招聘及晉升

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。

#### Remuneration and Dismissal

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.

#### Employee benefits

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.

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.

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 employment.

#### 3.2.2. Occupational Health and Safety

Providing a safe and healthy working environment is our priority. Aiming at zero work accident, 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.

#### 薪酬及解僱

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。

#### 員工福利

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。

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。

集團嚴格遵守相關僱傭法例。報告期內未有因違反與僱傭相關的法律而被檢控或與僱傭相關的投訴。

#### 3.2.2. 職業健康與安全

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。

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 are 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 familiarized 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.

### 3.2.3. Training and Development

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.

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例。報告期內未有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。

### 3.2.3. 培訓發展

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。

#### 3.2.4. Protection of Rights and Interests

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

- I. Labor law of the People's Republic of China 《中華人民共和國勞動法》
- II. Labor 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.

#### 3.2.4. 權益保障

集團於業務過程中嚴格遵守中國相關勞工法例：

- 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動情況發生。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例。於報告期間，未有有關違反法例的檢控，亦無有關童工及強制勞工的投訴。

### 3.3. Operational Commitment

#### 3.3.1. 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.

#### 3.3.2. Customer First

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.

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 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.

### 3.3. 營運承擔

#### 3.3.1. 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，集團擬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。

#### 3.3.2. 以客為先

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。我們各業務單位的專職僱員負責處理客戶反饋。

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》的制度，不但要求產品達到行業及國家安全標準，並會確保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，瞭解客戶的要求，並定期檢討客戶對提供產品或服務的意見，定出可以改善客戶滿意度的措施。

We understand that responsible marketing and communications of our products and services is crucial in protecting the interests of our customers. Our business units strictly comply with the regulations and voluntary codes related to labelling of products and services offered. Management approaches are reviewed regularly to ensure our businesses comply with the latest laws and industry standards.

### 3.3.3. Business Ethics

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, standardized 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.

## 3.4. Giving Back to Society

The community is the home of our development, and we are concerned about the dynamics and voices of the community. Therefore, we maintain good communication with the community and appoint an integrated management department to collect opinions from community groups similar to the Group's corporate responsibility concept and conduct regular performance evaluations. When we receive comments from community groups, we will actively consider them and attach great importance to community opinions.

我們深知負責任的產品及服務營銷及通訊對保障客戶權益至關重要。我們的業務單位嚴格遵守有關提供產品及服務標籤的規例及自願守則。我們定期檢討管理方針，確保我們的業務符合最新的法例及行業標準。

### 3.3.3. 商業道德

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、歧視以及其他不道德行為。而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，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例。於報告期間，未有有關違反法例的檢控，亦無有關行賄、貪污及歧視的投訴。

## 3.4. 回饋社區

社區是我們發展的家園，我們關注社區的動態和聲音。因此，我們與社區維持良好的溝通並委派綜合管理部門收集與集團的企業責任理念相若的社區團體意見，並定期進行表現評估。於收到社區團體意見時，我們將積極考慮有關意見，並給予高度重視。



SUMMARY OF PERFORMANCE DATA

表現數據摘要

Polluting emissions 污染排放物	Environmental 環境 Unit 單位	
<b>Exhaust emissions</b> 廢氣排放物		
Nitrogen oxide emissions 氮氧化物排放量	kg 千克	1,241.36
Sulphur oxide emissions 硫氧化物排放量	kg 千克	2.89
Particulate emissions 顆粒物排放量	kg 千克	118.95
<b>Greenhouse gas emissions and density</b> 溫室氣體排放量及密度		
Total greenhouse gas emissions 溫室氣體排放總量	tonnes of carbon dioxide equivalent 公噸二氧化碳當量	817.25
Direct emissions 直接排放	tonnes of carbon dioxide equivalent 公噸二氧化碳當量	446.48
Energy-related indirect emissions 能源間接排放	tonnes of carbon dioxide equivalent 公噸二氧化碳當量	370.77
Emission density 排放密度	tonnes of carbon dioxide equivalent per employee 公噸二氧化碳當量／每名員工	3.63

Environmental 環境		
<b>Energy use 能源使用</b>		
Purchased Electricity 已購買電力	kWh 千瓦時	383,022.46
Purchased Electricity Intensity 已購買電力強度	kWh per employee 千瓦時／每名員工	1,702.32
Petrol 汽油	Litre 升	196,373.58
Petrol Intensity 汽油強度	Litre per employee 升／每名員工	872.77
Municipal water 市政水	m <sup>3</sup> 立方米	49.50
Water use density 用水密度	m <sup>3</sup> per employee 立方米／每名員工	0.22
<b>Amount of packaging materials used 包裝材料使用量</b>		
Paper 紙張	tonnes 公噸	1.18
<b>Social 社會</b>		
<b>Employees 僱員</b>	<b>Unit 單位</b>	
Total number of employees 員工總人數	Persons 人數	225
<b>Number of employees by age 年齡分佈</b>		
Aged 18-24 18-24歲	Persons 人數	29
Aged 25-34 25-34歲	Persons 人數	106
Aged 35-44 35-44歲	Persons 人數	70
Aged 45-54 45-54歲	Persons 人數	16
Aged 55-64 55-64歲	Persons 人數	4
Aged 65 or above 65歲或以上	Persons 人數	0

Employees 僱員	Unit 單位	Social 社會
<b>Number of employees by gender 性別分佈</b>		
Male 男	Persons 人數	63
Female 女	Persons 人數	162
<b>Number of employees by employment type 僱傭類型</b>		
Full time 全職	Persons 人數	204
Part time 兼職	Persons 人數	21
<b>Number of employees by region 地區分佈</b>		
Mainland China 中國內地	Persons 人數	225
<b>Number of employees by rank 職能分佈</b>		
Senior management 高級管理層	Persons 人數	5
Middle management 中級管理層	Persons 人數	4
Supervisor 主管	Persons 人數	12
General staff 一般員工	Persons 人數	204

Employees 僱員	Social 社會 Unit 單位	
<b>Employee turnover 人員流失</b>		
Turnover rate 流失比率	Percentage (%) 百分比	4.44%
<b>Turnover rate by age 人員流失年齡分佈</b>		
Aged 18-24 18-24歲	Percentage (%) 百分比	0.44%
Aged 25-34 25-34歲	Percentage (%) 百分比	2.67%
Aged 35-44 35-44歲	Percentage (%) 百分比	0.44%
Aged 45-54 45-54歲	Percentage (%) 百分比	0.00%
Aged 55-64 55-64歲	Percentage (%) 百分比	0.89%
Aged 65 or above 65歲或以上	Percentage (%) 百分比	0.00%
<b>Turnover rate by gender 人員流失性別分佈</b>		
Male 男	Percentage (%) 百分比	0.89%
Female 女	Percentage (%) 百分比	3.56%
<b>Turnover rate by region 人員流失地區分佈</b>		
Mainland China 中國內地	Percentage (%) 百分比	4.44%

	Social 社會	
Employees 僱員	Unit 單位	
<b>Health and safety</b> 健康與安全		
Work-related deaths 因工作關係死亡人數	Persons 人數	0
Number of work days lost due to work-related injuries 因工傷損失工作天數	days 日	0
<b>Number of suppliers</b> 供應商數量		
Mainland China 中國內地	suppliers 供應商	8
<b>Product responsibility</b> 產品責任		
Percentage of products subject to recalls for health and safety reasons 產品因健康與安全理由而須回收的百分比	Percentage (%) 百分比	0
Number of complaint cases about products and services 產品及服務的投訴數目	cases 個案	0
<b>Anti-corruption</b> 反腐败		
Number of concluded corruption cases brought against the Group or its employees during the reporting period 於報告期內對集團或其僱員提出並已審結的 貪污訴訟案件的數目	cases 次數	0

