

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (“ESG”) REPORT

環境、社會及管治報告

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I. ABOUT THE REPORT

As an IT service provider based in Malaysia, Mindtell Technology Limited (the “Company”) and its subsidiaries (collectively, the “Group”) are engaged in the business of design, procurement, installation and maintenance of customised systems application for corporate customers. With a diverse business patterns that include system integration and development services, IT outsourcing services and maintenance and consultancy services, the Group has been unswervingly adhering to its corporate vision and committed to delivering and fulfilling its environmental and social responsibilities by actively speeding up its transition towards low-carbon business development and economy. As such, the Group takes into consideration the material environmental, social and governance (collectively referred to as “ESG”) matters alongside financial factors in its decision-making process and operations, and inherently integrates the sustainability mindset into its services and operational models.

Boundary Setting

The Group believes that an appropriate reporting boundary allows the Group to depict the complete picture of the material business activities or operations in which the Group was engaged during the year under review. The ESG report covers the performance and management policies of the major operations of the Group in line with management discussion and analysis of the Group in its 2019 Annual Report under the operational control approach, including the Group’s businesses of system integration and development services, IT outsourcing services and maintenance and consultancy services in Malaysia and the office in Hong Kong.

I. 關於本報告

作為一間馬來西亞的資訊科技服務供應商，Mindtell Technology Limited（以下簡稱「本公司」）及其子公司（統稱「本集團」），專門為企業客戶設計、採購、安裝及維修個人化系統應用程式。本集團擁有多元化的業務包括系統整合及開發服務、資訊科技外判服務以及維修及顧問服務，通過積極加速其向低碳發展和經濟模式轉型，持之以恆地堅持其企業願景並履行其環境和社會責任。因此，本集團在決策和營運過程中將重要的環境、社會及管治（統稱為「ESG」）事宜與財務因素一併納入考慮範圍，並將可持續發展理念融入其服務和業務模式。

邊界設定

本集團認為合理的匯報範圍可讓本集團完整描述其於回顧年度內從事的重大業務活動或營運。本ESG報告涵蓋了本集團主要業務表現和管理政策，並採用營運控制方法與本集團於二零一九年年度報告中的管理層討論和分析保持一致，包括本集團於馬來西亞的系統整合及開發服務、資訊科技外判服務與維修及顧問服務以及位於香港的辦事處。

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Reporting Principles

As the reporting principles underpin the preparation of the ESG Report, the main content of this ESG Report has been determined, organised and presented under the principles of Materiality, Quantitative, Balance and Consistency. The Group carried out a materiality assessment, which prioritised the sustainability-related topics that were most relevant and significant to the Group from its stakeholders' standpoint. To deliver a comparable set of information, the Group made an accurate calculation of its greenhouse gas (“GHG”) emissions and disclosed part of its environmental and social performance in a measurable format including the number of employees, use of resources and training time as well. To ensure that the data and information disclosed in the ESG report can be compared with the Group's previous performance and other peers, the Group followed the principle of ‘Consistency’ and adopted the same calculation methodology, reporting framework and information disclosure technique in the report.

Reporting Period

In strict compliance with the requirements under Appendix 20 – Environmental, Social and Governance Reporting Guide to the Rules Governing the Listing of Securities on GEM of the Stock Exchange, the Group is pleased to present its ESG Report (“ESG” Report) for the financial year ended 30 November 2019 (“FY2018/2019”), which demonstrates the Group's approach and performance in terms of its ESG management and corporate sustainable development for FY2018/2019.

II. BOARD INCLUSIVENESS

The Group is fully aware of the increasingly important role the Board of Directors (the “Board”) plays in the implementation of its ESG management policies and the leadership of the Board to supervise its daily practices to ensure that the Group is moving towards sustainable development. In order to facilitate the communication of relevant regulatory requirements throughout the entire organisation, and to ensure that the policymakers and executives of the Group can be updated on a timely basis of the hands-on experience of frontline employees in the daily operations, an integrated ‘Top-down’ and ‘Bottom-up’ approach has been adopted and widely implemented in the Group's ESG management.

報告原則

由於編制ESG報告以報告原則作基礎，本ESG報告的主要內容已根據重要性、量化、平衡和一致性的原則進行確定、整理和呈現。本集團開展重要性評估，從持份者的角度出發對與集團可持續發展最為相關和重要的可持續發展主題進行重要性排序。為了增強信息可比性，本集團準確計算了其溫室氣體（「GHG」）排放量，並以量化形式對其部分環境和社會績效進行披露，包括員工人數、資源使用與培訓時數。為確保ESG報告中披露的數據和信息可與本集團過往的表現及其他同行進行比較，本集團遵循「一致性」原則，並在報告中採用了一致的計算方法、報告框架和信息披露模式。

報告時期

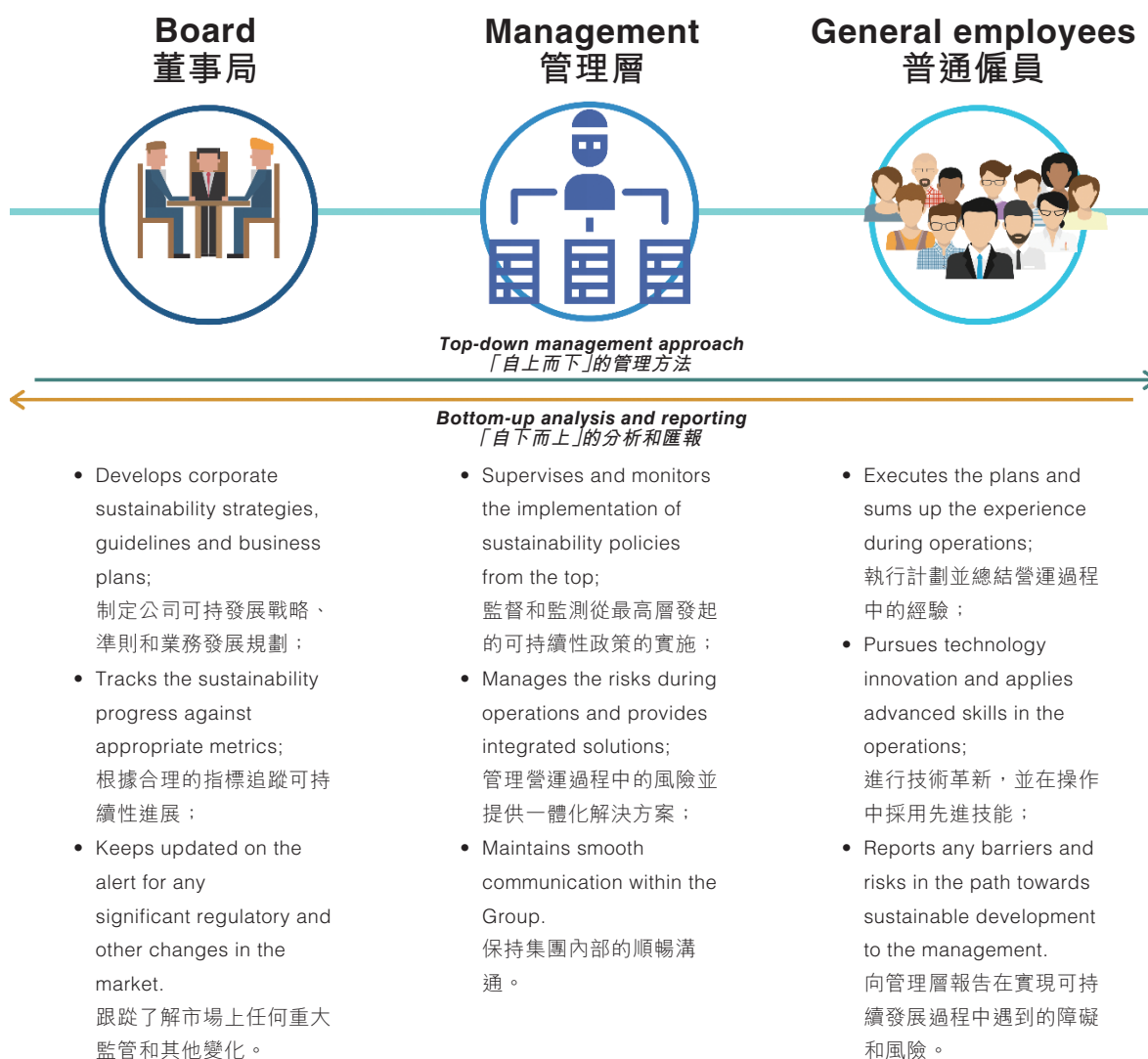
本集團嚴格遵守聯交所GEM證券上市規則附錄20—環境、社會及管治報告指引的規定，欣然呈列其二零一八／一九財政年度的ESG報告（「ESG報告」），用以展示本集團於截止至二零一九年十一月三十日的財政年度（「二零一八／一九財政年度」）在ESG管理和企業可持續發展方面的方針及表現。

II. 董事會

本公司充分意識到董事會在實施ESG管理政策、領導監督日常實務以及確保本集團朝著可持續發展方向不斷邁進方面所扮演的角色日益重要。因此，為了促進相關監管要求在集團上下的有效傳達，以及讓政策制定者與集團管理層可及時了解到一線僱員在集團每日營運過程中獲取的實踐經驗，本集團在其ESG管理上採用和廣泛實施「自上而下」與「自下而上」的管理方法。

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The Board is aware of its role in the Group's sustainability governance and mainly takes leadership for and accountability in:

- Assessing the Group's short-term and long term environmental and social impacts
- Promoting a culture from the top that facilitates the incorporation of ESG concepts into daily business operations; and
- Evaluating the financial implications of the ESG-related and climate-related risks and making informed decisions.

The Group values the mutual understanding among the Board, the management and general staff and believes that effective communication of ESG visions and sustainability principles of the Group throughout the entire organisation is of paramount importance. To ensure the efficient communication and bring together all colleagues from various divisions of the Group such as operations, finance and compliance department to agree on their respective roles in ESG management, the Board should be aware of both internal ESG progress and external market news in the ESG industry. As such, the board mainly acquires relevant ESG information through the following channels:

- a. disclosure of key performance indicators in the Group's ESG reports;
- b. oral presentations in the meetings between the Board and the management team of the Group; and
- c. questionnaires/online surveys filled in by the internal and external stakeholders of the Group reflecting their concerns regarding corporate sustainable development.

董事會意識到其在集團可持續發展治理中的角色，主要負責以下方面的領導和責任：

- 監督對本集團短期和長期環境和社會影響的評估；
- 從高層發起並倡導一種企業文化，促進將ESG概念納入日常業務營運；以及
- 評估ESG和氣候相關風險的財務影響，由此作出知情決策。

本集團重視董事會、管理層與一般僱員之間的相互理解，並認為這種理解對於在整個組織內有效傳達本集團的ESG願景和可持續性原則至關重要。為確保有效的溝通以及使集團內包括營運、財務和合規等部門的所有同事齊心協力，明確各自在ESG管理中的角色定位，董事會應對內部ESG進展和外部ESG行業市場新聞有所了解。因此，董事會主要通過以下渠道獲取ESG相關信息：

- a. 本集團ESG報告中關鍵績效指標的披露；
- b. 本集團董事會與管理團隊之間於會議中的口頭匯報；以及
- c. 本集團內部和外部持份者通過填寫問卷／參與在線調查，表達其對企業可持續發展的關注。

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III. MESSAGE FROM THE BOARD

In recognition of the current trend of utilising ESG concept as an important management tool to eliminate the risks during business development, the Group has invariably been dedicated to keeping abreast of the ESG advancement and paying particular attention to the feasible ways to embed the sustainability elements into its business operations. To ensure the effectiveness of the implementation of ESG policies within the Group, the Board takes the lead and assumes the overall responsibility of the Group's ESG issues, including policy formulation, practice monitoring, target tracking and ESG reporting. With the successful application of the integrated 'Top-down' and 'Bottom-up' management approach, the Board has garnered an in-depth understanding of the latest ESG development in the Group while allowing all employees to maintain sound communication with the management in the execution of business policies. Together with the outcome of the annual materiality assessment through ongoing stakeholder engagement, the Board can identify the serious challenges raised by its key stakeholders on the sustainable development of the Group and make appropriate decisions and plans for business development by putting more efforts on the topics that are believed to be relevant, urgent and important to the Group's long-term competitiveness in the industry. Learning from and sticking to the TCFD (“Task Force on Climate-related Financial Disclosures”) recommendations, the Group reviews and evaluates its environmental performance, especially the resilience building in tackling climate emergency, in order to set ambitious but proper and feasible goals to move towards sustainability. While carbon emissions and other types of environmental pollution are not a significant concern of the Group which, as an IT service provider, has been centring its businesses on office operations, the Group has been committed to escalating sustainability to the top of its business agenda and endeavouring to concentrate on technology innovation that contributes to the convenience and wellbeing of clients as well as brings environmental benefits to the world.

III. 董事致辭

本集團深刻認識到ESG概念被作為當下一種重要管理工具來消除業務發展過程中的風險。本集團始終致力與ESG並行發展，並且重視將可持續性要素納入其業務營運的可行方法。為了確保在本集團內部實施ESG政策的有效性，董事會發揮領導作用並承擔集團ESG事宜的全部責任，包括政策制定、實踐監管、目標跟踪和ESG匯報。隨著「自上而下」和「自下而上」一體化管理方法的成功實踐，董事會對本集團實時的ESG發展進行深入了解，並確保所有員工在商業政策執行過程中與公司管理層保持良好的溝通。通過持續的持份者參與以及年度重要性評估結果，董事會確定其主要持份者提出的有關集團可持續發展所面臨嚴峻的挑戰，並通過重點關注被認為對於本集團在行業內長期競爭力密切相關且十分重要和迫切的話題做出合理決策和規劃。本集團不斷學習和貫徹堅持TCFD（「氣候相關財務揭露小組」）的建議，審查並評估其環境表現，尤其是在應對氣候危機方面的適應力建設，以設立遠大而合理的目標邁向可持續發展。作為資訊科技服務供應商，儘管碳排放和其他環境污染並不是主要集中於本集團辦公室營運業務所面臨的重要問題，但我們一直致力於將可持續性提升到其業務議程的首位，專注於技術創新，旨在為客戶帶來便捷和福祉的同時給全世界帶來環境效益。

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As a prominent brand in the industry, the Group is well aware that the prospect of future environmental constraints generates considerable risks and potential opportunities for businesses and addressing social uncertainties by relentlessly optimising its supply chain management and satisfying the ever-changing requirements of its clients are two essential aspects in the Group's path to sustainability. Therefore, the Group will continue to put sustainability at the heart of its business development and operations and build more appropriate development targets against ESG criteria that are in alignment with United Nations Sustainable Development Goals (“SDGs”) in the future.

IV. STAKEHOLDER ENGAGEMENT

Fostering a sound relationship with all stakeholders is the premise of value creation for all. The Group highly values the input and feedback from its internal and external stakeholders and takes the initiative to build a trustful and supporting relationship with them through their preferred communication channels listed in the table below.

Communication with Stakeholders

Stakeholders 持份者	Expectations and Concerns 期望和關切
Government and regulatory authorities 政府和監管機構	<ul style="list-style-type: none"> – Legal and regulatory compliance – Anti-corruption policies <ul style="list-style-type: none"> – 法律合規性 – 反腐政策
Shareholders 股東	<ul style="list-style-type: none"> – Return on investments – Corporate governance – Legal and regulatory compliance <ul style="list-style-type: none"> – 投資回報 – 企業管治 – 法律合規性

作為業內知名企業，本集團深知未來環境方面的管制為集團造成的潛在風險與機遇，以及通過不斷優化其供應鏈管理並滿足客戶不斷變化的要求，解決社會不確定性因素是本集團取得全方位可持續發展的兩個基本要素。因此，本集團將繼續以可持續發展作為其業務發展和營運的核心，並根據ESG標準建立符合聯合國可持續發展目標(「SDGs」)的合理發展目標。

IV. 持份者的參與

與所有持份者建立良好關係是給予所有人創造價值的前提。本集團高度重視其內部與外部持份者的反饋，並通過其希望的溝通渠道(如下表所示)主動與其建立了互信互助的合作關係。

與持份者的溝通

Communication Channels

Communication Channels 溝通渠道
<ul style="list-style-type: none"> – Supervision on compliance with local laws and regulations – Workshops – Routine reports and tax payments <ul style="list-style-type: none"> – 對合規性的監管 – 專題討論會 – 日常報告與納稅
<ul style="list-style-type: none"> – Regular reports – Announcements – Regular general meetings – Official website <ul style="list-style-type: none"> – 常規報告 – 公告 – 常規股東大會 – 官方網站

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Stakeholders 持份者	Expectations and Concerns 期望和關切	Communication Channels 溝通渠道
Employees 僱員	<ul style="list-style-type: none"> – Employees’ remuneration and benefits – Career development – Training opportunities – Health and safety in the workplace – Investment in technology upgrade and innovation – Analysis of the latest policies in different industries and the formulation of ESG plans in the Group – 僱員薪水和福利 – 職業發展 – 培訓機會 – 工作場所的健康與安全 – 技術升級和創新的投資 – 不同行業最新政策的分析以及本集團ESG計劃的擬定 	<ul style="list-style-type: none"> – Performance appraisal – Regular meetings and training courses – Workshops – Written comments via emails, notice boards, telephone calls and team building activities with management – 表現評估 – 日常會議和培訓課程 – 專題研討會 – 通過郵件的書面建議、告示板、電話以及與管理層的團隊建設活動
Customers 顧客	<ul style="list-style-type: none"> – Service quality assurance – Protection of the privacy and rights of customers – Customer satisfaction – Slow down the speed of the consumption of natural resources – 服務質量保證 – 顧客私隱和權利保護 – 客戶滿意度 – 減緩對自然資源消耗的速度 	<ul style="list-style-type: none"> – Customer satisfaction surveys – Face-to-face meetings and on-site visits – Customer service hotline and emails – 客戶滿意度調查 – 面對面會與和現場調研 – 顧客服務熱線和郵件

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Stakeholders 持份者	Expectations and Concerns 期望和關切	Communication Channels 溝通渠道
Suppliers 供應商	<ul style="list-style-type: none"> - Fair, open and transparent procurement - Win-win upstream and downstream cooperation - Environmental protection - Protection of intellectual property rights 	<ul style="list-style-type: none"> - Open tenders - Suppliers' satisfaction assessments - Telephone conferences, face-to-face meetings and onsite visits - Questionnaires and online engagement - Industry seminars
General public 公眾	<ul style="list-style-type: none"> - 透明公平公開採購 - 與上游和下游的雙贏合作 - 環境保護 - 知識產權的保護 	<ul style="list-style-type: none"> - 公開招標 - 供應商的滿意度評估 - 電話會議、面對面會議和現場調研 - 調查問卷和在線參與 - 行業研討會
	<ul style="list-style-type: none"> - Involvement in the activities of communities - Conform to business ethics 	<ul style="list-style-type: none"> - Media conferences and responses to enquiries - Face-to-face interviews
	<ul style="list-style-type: none"> - 社區活動的參與 - 遵守商業道德 	<ul style="list-style-type: none"> - 媒體見面會以及對質詢的回應 - 面對面訪談

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Materiality Assessment

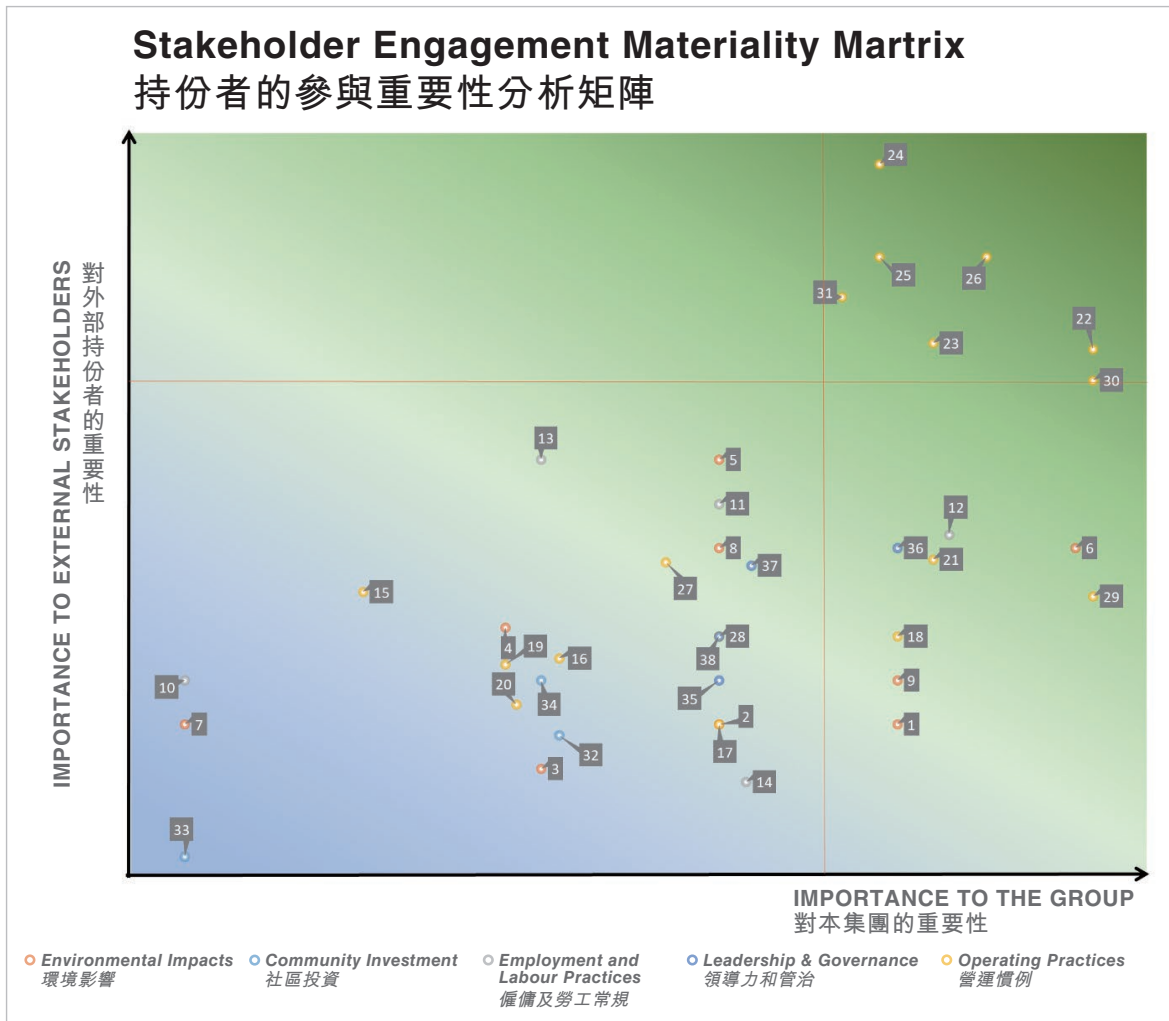
Since ESG risks and opportunities for companies vary across industries and depend on the companies' business models, the Group undertook an annual review to identify its stakeholders' main concerns and material interests in relation to the ESG issues of the Group. For FY2018/2019, the Group engaged its stakeholders to conduct a materiality assessment survey. Specifically, the Group examined its list of stakeholder groups and identified those that have been reckoned to be impacted by the Group's business decisions and activities and vice versa in accordance with the principles set out in ISO 26000 (Guidance on Social Responsibility) and invited the relevant stakeholders to participate in an online survey to express their views on a list of ESG issues of the Group. The online survey comprised numerous well-designed questions, which were believed to be material and relevant to the Group's business development and strategies from the stakeholders' standpoint. Such an objective, transparent and decision-useful materiality assessment allowed the Group to prioritise its ESG issues after mapping the results of the survey to a materiality matrix as shown below. The assessment process demonstrated the Group's emphasis on stakeholders' engagement. The results of the survey served as a powerful tool that assisted the Group to develop its action plans for more targeted and effective ESG management.

重要性評估

由於ESG相關風險和機會因行業與公司的商業模型而截然不同，因此本集團進行年度審核，以確定其持份者在本集團ESG相關事宜上的主要關注點與重大利益。於二零一八／一九財政年度，本集團邀請其持份者參與重要性評估調查。具體而言，本集團檢查其持份者群體列表，並根據ISO 26000(社會責任指南)中列出的原則，識別被認為受到本集團的業務決策和活動影響或影響本集團的業務決策和活動的持份者，並邀請相關持份者參與網上調查，對一系列本集團的ESG問題提出看法。從持份者的角度而言，此次在線調查匯集了眾多與集團的業務發展密切相關並且十分重要的問題。通過將本次調查結果繪製成如下所示的重要性矩陣，此次客觀、透明且對決策有幫助的重要性評估讓本集團對一些ESG問題予以重視。該評估過程突顯出本集團對於持份者的參與十分重視。其結果亦成為一個有力的工具，促進本集團不斷實施有針對性且有效的ESG管理行動計劃。

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2	Sewage treatment 污水處理	15	Selection of local suppliers 選擇當地供應商	28	Product design & Lifecycle management 產品設計創新&產品生命週期管理
3	Land use, pollution and restoration 土地的使用、污染和恢復	16	Smooth communication and sound relationship with suppliers 與供應商的良好溝通及關係	29	Number of legal cases filed against the company about bribery, extortion, fraud and money laundering 公司涉及到有關賄賂、勒索、欺詐和洗黑錢的案件數量
4	Solid waste treatment 固體廢棄物處理	17	Environmental risks (e.g. pollution) of the suppliers 供應商的環境風險(如環境污染)	30	Anti-corruption policies and whistle-blowing procedure 反貪污政策及舉報流程
5	Energy use 能源使用	18	Social risks (e.g. monopoly) of the suppliers 供應商的社會風險(如壟斷)	31	Anti-corruption training provided to directors and staff 領導層和員工的反貪培訓
6	Water use 水資源使用	19	Procurement practices 採購措施	32	Community engagement 與當地社區的交流和聯繫
7	Use of other raw/packaging materials 原材料／包裝材料的使用	20	Environmentally preferable products and services 採購產品和服務的環境友好性	33	Participation in charitable activities and support public welfare 公益慈善活動的參與
8	Mitigation measures to protect environment and natural resources 保護環境和天然資源的措施	21	Health and safety relating to products/services 產品／服務健康和 safety	34	Cultivation of local employment 促進當地就業
9	Climate-related risks 氣候變化風險	22	Customers satisfaction (Welfare) 顧客滿意度(福祉)	35	Business model adaptation and resilience to environmental, social, political and economic risks and opportunities 商業模型對環境、社會、政治和經濟風險和機遇的適應性和恢復力
10	Diversity of employees 員工多元化	23	Marketing and promotion 營銷和推廣	36	Management of the legal & regulatory environment (regulation-compliance management) 法律監管環境變化的應對和管理(法律合規管理)
11	Employee remuneration and benefits 僱員薪酬條件和福利政策	24	Observing and protecting intellectual property rights 遵守和保護知識產權	37	Critical incident risk responsiveness 應急風險應對能力
12	Occupational health and safety 職業健康與安全	25	Product quality assurance and recall percentage 產品質量保證和召回率	38	Systemic risk management 系統化風險管理
13	Employee development and training 僱員發展及培訓	26	Protection of consumer information and privacy 顧客信息和私隱保護		

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Through the materiality analysis matrix, the Group identified ‘Customer satisfaction (Welfare)’, ‘Marketing and promotion’, ‘Observing and protecting intellectual property rights’, ‘Product quality assurance and recall percentage’, ‘Protection of consumer information and privacy’, ‘Anti-corruption policies and whistle-blowing procedure’ and ‘Anti-corruption training provided to directors and staff’ as its most pressing and significant ESG issues.

Stakeholders Feedback

Striving for excellence, the Group welcomes its stakeholders’ feedback and advice on the improvement of its corporate ESG approach and performance, especially the ESG issues identified as most important in the materiality assessment of the Group. Readers are also welcomed to share their views on the ESG matters with the Group at enquiry@mindtell.com.

V. ENVIRONMENTAL SUSTAINABILITY

Seeking long-term sustainability of the environment and community where it operates, the Group endeavours to control its emissions as well as its consumption of resources, and has strictly complied with the relevant environmental laws and regulations in Malaysia and Hong Kong in its daily operations, including but not limited to the Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong) and the Environmental Quality ACT 1974 (Malaysia).

The following section primarily discloses the Group’s policies, practices, and quantitative data on its emissions, use of resources, the environment and natural resources for FY2018/2019.

通過該重要性分析矩陣，本集團確定了「顧客滿意度(福祉)」、「營銷和推廣」、「遵守和保護知識產權」、「產品質量保證和召回率」、「顧客信息和私隱保護」、「反貪污政策及舉報流程」與「領導層和員工的反貪培訓」為最緊迫和重要的ESG問題。

持份者的反饋

本集團追求卓越，積極歡迎其持份者對於企業ESG方法和表現提高的反饋與意見，尤其是在本集團重要性評估中列為最重要的ESG問題的相關反饋。本集團亦歡迎讀者透過enquiry@mindtell.com與本集團分享其有關ESG事宜看法。

V. 環境的可持續發展

為了追求本集團在其經營所處之環境及社區的長期可持續發展，本集團為控制其排放物和資源消耗量付出巨大努力，並於其日常營運過程中遵守馬來西亞和香港環境相關的法律法規，包括但不限於《廢物處置條例》(香港法例第354章)和《環境品質法令1974》(馬來西亞)。

下面章節主要披露本集團於二零一八/一九財政年度有關排放物、資源使用、環境及自然資源的政策、常規及量化數據。

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A.1. Emissions

For FY2018/2019, the Group complied with relevant national and local environmental laws in terms of emissions during its daily operations. As the Group's principal business is the provision of IT related services, most of the Group's business were processed on computers and networks and thus, no hazardous wastes were produced during business. The principal emissions from the Group were greenhouse gas (“GHG”) emissions from the fuel used by the vehicles for transportation and the consumption of electricity, commercial solid waste and sewage generated from the staff at offices. The Group's total emissions for FY2018/2019 are summarised in Table 1 below.

A.1. 排放物

於二零一八／一九財政年度，本集團於日常營運中遵守相關國家和地方有關排放物的法規。由於本集團的主要業務是提供資訊科技相關的服務，本集團的大部分業務均依靠電腦及網絡進行處理，因此在業務過程中不會產生任何有害廢棄物。本集團的主要排放物為公車用於交通運輸所使用的燃料與電力使用中產生的溫室氣體，以及僱員於辦公室產生商業固體廢棄物和污水。本集團二零一八／一九財政年度的總排放量總結於下表一。

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Table 1. The Group's Total Emissions by Category for FY2018/2019 and FY2017/2018^[5]

表一、本集團二零一八／一九財政年度與二零一七／一八財政年度總排放量按類別分佈^[5]

Emission category	Key Performance Indicator	Unit	Amount for FY2018/2019	Intensity ^[1]	Amount in FY2017/2018 ^[2]
				(Unit per RM'000) for FY2018/2019	
排放物類型	關鍵績效指標	單位	二零一八／一九財政年度排放量	二零一八／一九強度 ^[1] (單位／馬幣千元)	二零一七／一八財政年度排放量 ^[2]
Air emissions ^[3] 廢氣排放 ^[3]	SO _x 硫氧化物	Kg 千克	0.01	5.15 × 10 ⁻⁷	0.04
	NO _x 氮氧化物	Kg 千克	0.48	2.47 × 10 ⁻⁵	1.97
	PM 顆粒物	Kg 千克	0.04	2.06 × 10 ⁻⁶	0.14
GHG emissions 溫室氣體排放	Scope 1 (Direct Emissions) 範圍一(直接排放)	tonnes CO ₂ e 噸二氧化碳當量	1.76	–	7.25
	Scope 2 (Energy Indirect Emissions) 範圍二(能源間接排放)	tonnes CO ₂ e 噸二氧化碳當量	12.28	–	16.43
	Scope 3 (Other Indirect Emissions) ^[4] 範圍三(其他間接排放) ^[4]	tonnes CO ₂ e 噸二氧化碳當量	0.83	–	0.02
	Total (Scope 1, 2 & 3) 總排放(範圍一、二及三)	tonnes CO ₂ e 噸二氧化碳當量	14.87	7.65 × 10 ⁻⁴	23.70
Non-hazardous waste 無害廢棄物	Solid Wastes 固體廢棄物	tonnes 噸	1	5.15 × 10 ⁻⁵	1
	Sewage 廢水	m ³ 立方米	6,000	0.31	6,000

^[1] Intensity for FY2018/2019 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue of approximately RM19,428,000 for FY2018/2019 as stated in the 2019 Annual Report of the Group;

^[2] The amount for FY2017/2018 were extracted from the data in the ESG Report 2018 of the Group;

^[1] 二零一八／一九財政年度的強度通過將廢氣、溫室氣體和其他排放量分別除以本集團二零一九年年度報告中所述的本集團在二零一八／一九財政年度的收入約19,428,000馬幣得出；

^[2] 二零一七／一八財政年度的數值是從本集團的ESG報告二零一八中獲取；

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^[3] Air emissions included air pollutants from vehicles for transportation;

^[4] The Group's Scope 3 (Other Indirect Emissions) included other indirect emissions from paper waste disposed at landfills; and

^[5] The methodology adopted for reporting on GHG emissions set out above was based on “How to Prepare an ESG Report? – Appendix 2: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange, the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories and Tenaga Nasional Berhad Integrated Annual Report 2019.

^[3] 廢氣排放包括用於運輸的車輛產生的空氣污染物；

^[4] 本集團溫室氣體排放範圍三（其他間接排放）僅包括於堆填區處置之廢紙所引致的溫室氣體排放；以及

^[5] 上述溫室氣體排放報告採用的方法基於由香港交易及結算所有限公司發行的「如何準備環境、社會及管治報告？附錄二：環境關鍵績效指標匯報指引」、2006年IPCC國家溫室氣體清單指南以及馬來西亞國家能源公司二零一九年整合年度報告。

To save energy resources, lower carbon emissions and reduce daily wastes, the Group has implemented the following measures:

- Retrofit: The Group keeps optimising its office equipment and systems, including the upkeep of air-conditioning and replacement of electricity-intensive lighting fixtures.
- Sustainability training: To raise the awareness of employees at offices in energy conservation and its connection with environmental impact, the Group has held educational activities to share the knowledge and viable practices for environmental protection in the offices.
- Details: The Group believes that details are the key to success and therefore encourages its employees at offices to perform energy conservation and emissions reduction from small changes around them, such as shutting down idle computers in time and switching off the lights when they are not in use.

為節省能源、降低碳排放及減少日常廢棄物，本集團實施以下措施：

- 改造：本集團不斷優化其辦公設備和系統，包括空調的保養以及高電力能耗照明設備的替換。
- 可持續發展培訓：為加強辦公室僱員對節能及其與環境影響之間聯繫的認識，本集團舉辦教育活動用以分享在辦公室內的環保知識及可行措施。
- 細節：本集團相信細節是通往成功的關鍵。因此，本集團鼓勵辦公室僱員從周圍小事開始做起，進行節能減排，例如及時關閉閒置電腦和在不需要時關燈等。

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Given the commitment of the Group to Sustainable Waste Management, effective measures to reduce, reuse and recycle materials have been implemented in all offices, as highlighted below in particular:

- Recycle as much solid waste as possible through the classification process;
- Educate all employees of reducing the use of disposable items such as plastic tableware;
- Purchase microwaves in the offices to encourage employees to take their own lunch boxes instead of ordering takeaway food, which could significantly reduce the waste of food packages; and
- Advocate the reuse of office stationeries.

For FY2018/2019, the wastewater generated from offices of the Group was directly discharged into the municipal drainage system and was handled by the property management of buildings. Since the amount of wastewater highly depends on the amount of freshwater used, the Group has taken specific measures, which will be described in the following subsection headed “Water” of this report, to reduce its water consumption in the offices.

With the efficient management of the consumption of resources and emission control, the Group achieved solid progress in mitigating its air and GHG emissions during the year under review. Specifically, due to the effective policies in fleet management, the total air emissions from vehicles for transportation declined by around 75% as compared with FY2017/2018, despite a quite limited amount of air emissions was noticed in both financial years. The GHG emissions also fell dramatically standing at 14.87 tonnes CO₂e for FY2018/2019, which was only 62.7% of the figure for FY2017/2018. The substantial drop was primarily attributed to the control of the consumption of energy resources, which was reflected in the decline of emissions from both Scope 1 and Scope 2. Meanwhile, the waste generated by the Group during the year under review remained the same as that for FY2017/2018.

鑑於本集團對可持續廢棄物管理的承諾，本集團所有辦公室均採用有效措施減少、再利用和回收材料，具體如下：

- 通過垃圾分類盡可能多地回收固體廢棄物；
- 教育所有僱員減少塑料餐具等一次性用品的使用；
- 在辦公室購買微波爐，鼓勵僱員自帶飯盒以代替訂購外賣食品，從而減少食品包裝廢棄物的產生；以及
- 倡導重用辦公室文具。

於二零一八／一九財政年度，本集團辦公室產生的污水直接排入市政排水系統，並由樓宇物業管理處進行處理。由於污水量很大程度上取決於所用的淡水量，本集團已採取具體措施減少辦公室的用水量，並將在本報告下一小節「水」中做說明。

憑藉有效的資源消耗管理和排放控制，本集團於回顧年度內在減少廢氣和溫室氣體排放方面取得穩步進展。具體而言，儘管在過去兩個財政年度中發現的廢氣排放量很少，但由於本集團對其公車管理的有效政策，運輸車輛產生的廢氣排放量與二零一七／一八財政年度相比下降了約75%。於二零一八／一九財政年度，GHG排放量也大幅下降至14.87噸CO₂e，僅為二零一七／一八財政年度的62.7%，其大幅下降的主要因為對能源消耗的有效控制，而這亦反映在範圍一和範圍二的排放量下降中。同時，本集團於回顧年度內產生的廢棄物量與二零一七／一八財政年度保持一致。

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A.2. Use of Resources

For FY2018/2019, the major resources consumed by the Group were electricity, water, gasoline and paper. Given the nature of its business, the Group did not consume any packaging material during the year under review. Table 2 illustrates the amount of different resources used by the Group for FY2018/2019.

Table 2. Total Resource Consumption for FY2018/2019 and FY2017/2018

Use of Resources	Key Performance Indicator (KPI)	Unit	Amount for	Intensity ^[1]	Amount in
			FY2018/2019	(Unit per RM'000) for FY2018/2019	FY2017/2018 ^[2]
資源使用	關鍵績效指標(KPI)	單位	二零一八／一九財政年度 排放量	二零一八／一九強度 ^[1] (單位／馬幣千元)	二零一七／一八財政年度 排放量 ^[2]
Energy 能源	Electricity	kWh'000 千千瓦時	21,540	1.1×10^{-3}	24,588
	Gasoline	L 升	742	3.8×10^{-2}	3,057
Water 水	Water	m ³ 立方米	6,000	0.3	6,000
Paper 紙張	Paper used	Kg 千克	196	1.0×10^{-2}	176
	Paper recycled	Kg 千克	23	1.2×10^{-3}	171

^[1] The intensity for FY2018/2019 was calculated by dividing the use of various resources respectively by the Group's revenue of approximately RM19,428,000 for FY2018/2019 as stated in the 2019 Annual Report of the Group; and

^[2] The amount in FY2017/2018 were extracted from the data in the ESG Report 2018 of the Group.

A.2. 資源使用

於二零一八／一九財政年度，本集團消耗的主要資源為電力、水、汽油和紙張。鑑於其業務性質，本集團於回顧年度內並未消耗任何包裝材料。表二列出了本集團於二零一八／一九財政年度不同資源的使用量。

表二、二零一八／一九財政年度與二零一七／一八財政年度的資源消耗總量

Use of Resources	Key Performance Indicator (KPI)	Unit	Amount for	Intensity ^[1]	Amount in
			FY2018/2019	(Unit per RM'000) for FY2018/2019	FY2017/2018 ^[2]
資源使用	關鍵績效指標(KPI)	單位	二零一八／一九財政年度 排放量	二零一八／一九強度 ^[1] (單位／馬幣千元)	二零一七／一八財政年度 排放量 ^[2]
Energy 能源	Electricity	kWh'000 千千瓦時	21,540	1.1×10^{-3}	24,588
	Gasoline	L 升	742	3.8×10^{-2}	3,057
Water 水	Water	m ³ 立方米	6,000	0.3	6,000
Paper 紙張	Paper used	Kg 千克	196	1.0×10^{-2}	176
	Paper recycled	Kg 千克	23	1.2×10^{-3}	171

^[1] 二零一八／一九財政年度的強度通過將各種資源的使用量除以本集團2019年年度報告中所述的本集團在二零一八／一九財政年度的收入約19,428,000馬幣得出；以及

^[2] 二零一七／一八財政年度的排放量從本集團的ESG報告二零一八中獲取。

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Electricity

The Group purchased the electricity from the local public utilities for its daily operations in the offices. To further mitigate the consumption of electricity so as to diminish its GHG emissions, the Group has promoted the slogan of ‘Saving Electricity’ in its daily operations, and in particular implemented the following practices:

- Switch off all idle lights and air conditioners;
- Maintain the electrical equipment in the offices (including air conditioners and paper shredders) on a regular basis to keep their high efficiency;
- Adjust the set temperature of air conditioners at offices appropriately;
- Consider the energy-efficiency of electrical appliances during procurement, such as the purchase of equipment with Grade 1 energy label;
- Use LED bulbs for office lighting instead of energy-intensive lamps in the offices; and
- Encourage all employees to keep the curtains open and utilise natural sunlight in the offices when possible.

For FY2018/2019, the Group reduced its electricity consumption by approximately 12.4% as compared with that in FY2017/2018.

電力

本集團向當地公用事業公司購買電力，並用於辦公室的日常營運。為進一步減少電力消耗以降低溫室氣體排放，本集團已將「節約電力」的口號納入其日常運作，並特別實施了以下措施：

- 關閉所有閒置的燈和空調；
- 定期維護辦公室的電器設備（包括空調和碎紙機），以保持其高效率；
- 合理調節辦公室空調的設定溫度；
- 規範採購過程中考慮電器的能耗，如購買貼有一級能效標籤的設備；
- 採用LED燈泡替換消耗大量電力的燈泡，用於辦公室照明；以及
- 鼓勵所有僱員在可能的情況下保持窗簾敞開，利用自然陽光照亮辦公室。

與二零一七／一八財政年度相比，本集團於二零一八／一九財政年度的用電量減少約12.4%。

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Gasoline

Gasoline was mainly consumed for business transportation and the Group has laid great emphasis on the control of gasoline consumption during daily operations. Specifically, the Group has always been committed to optimising its management of business trips by setting up and implementing strict internal policies in the fleet control, and believes that ensuring its access to more eco-friendly energy sources is the key to the mitigation of the Group's environmental impact and the long-term stability of the Group's business.

In addition to the promotion of energy conservation through education among its employees, the Group has particularly focused its efforts on the selection of environmentally-friendly vehicles for transportation, keeps encouraging all its employees to choose public transport instead of private cars for business and endeavours to reduce the non-essential business trips by utilising advanced technologies such as online conference, in order to move toward 'low carbon and low consumption' business models. For FY2018/2019, the gasoline usage of the Group reduced by around 75.7% when compared with that for FY2017/2018.

Water

Water conservation has been a major environmental topic in the Group. During the year under review, the Group did not face any problem in sourcing water. For FY2018/2019, the Group continued to delve into more advanced and effective ways of water conservation in the offices, and strongly advocated the importance of saving water to the global sustainable development. To improve the utilisation efficiency of water resources, the Group has adopted the following practices:

- Fix dripping taps immediately once leakage is found;
- Remind staff to turn off water taps after use through emails and notices; and
- Place “saving water resources” posters in prominent places at the offices to encourage water conservation.

汽油

本集團汽油的消耗主要用於商務差旅。本集團在日常營運中非常重視對汽油消耗的控制。具體而言，本集團通過建立和實施嚴格的用車管理內部政策，長期致力於優化其對公幹的管理。本集團相信確保獲得更環保的能源是減輕本集團環境影響以及保持其業務長期穩定的關鍵。

除了通過教育僱員宣傳節約能源外，本集團特別注重環保型交通工具的使用，並長期鼓勵其員工在公幹時選擇公共交通工具代替私家車並努力通過利用如在線會議等先進技術減少不必要的差旅，從而進一步走向「低碳低耗」的商業模式。與二零一七／一八財政年度相比，本集團二零一八／一九財政年度的汽油用量下降約75.7%。

水

節約用水一直是本集團的一個重要環保議題。於回顧年度內，本集團在求取適用水源方面並無任何問題。於二零一八／一九財政年度，本集團繼續對在辦公室節約用水方面更先進及有效的方法進行研究，並大力宣傳節約用水對於全球可持續發展的重要性。為提高用水的效率，本集團進一步採用以下做法：

- 一旦發現滲漏，及時修理滴水水管；
- 通過電子郵件和通知提醒僱員使用後關閉水龍頭；以及
- 於辦公室的顯眼地方張貼「節約用水」的海報，以鼓勵節水。

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For FY2018/2019, the water consumption of the Group remained unchanged as compared with that in FY2017/2018.

Paper

The Group has been dedicated to saving paper in its offices by promoting the concept of 'paperless office' and 'office automation'. For FY2018/2019, the Group purchased and consumed 196 kg of paper for its business operations and recycled 23 kg of paper in total as the '3R' principle, namely reduce, reuse and recycle, has been engrained in the Group's business and widely implemented by its staff during daily operations. Other measures taken by the Group to save paper are highlighted below:

- Promote the concept of 'paperless office', and disseminate information by electronic means (i.e. via email or e-bulletin boards) as much as possible;
- Set duplex printing as the default mode for most network printers when printouts are needed;
- Promote the idea of "Think before print" by using posters and stickers in offices to remind the staff of avoiding unnecessary printings;
- Place boxes and trays as containers beside photocopiers to collect single-sided paper for reuse;
- Reuse the paper-made office stationery such as envelopes and folders; and
- Use the back of old single-sided documents for printing or as draft paper.

與二零一七／一八財政年度相比，本集團二零一八／一九財政年度的用水量維持不變。

紙張

本集團致力於通過推廣「無紙化辦公」和「辦公自動化」的理念在辦公室中節約用紙。於二零一八／一九財政年度，本集團購買消耗了196千克紙張用於其商業營運，並且由於「3R原則」，即減少、重複利用和回收已在本集團業務中根深蒂固且被其員工在日常營運中廣泛開展，本集團年度內共回收了23千克紙張。本集團為節約用紙而採取的其他具體措施如下：

- 推廣「無紙化辦公」的概念，並盡可能通過電子方式（即通過電子郵件或電子公告板）傳播信息；
- 當需要打印時，將雙面打印設置為大多數網絡打印機的默認模式；
- 通過在辦公室使用海報和貼紙的形式傳播「打印前請思考」的概念，提醒僱員避免不必要的印刷；
- 將箱子和托盤放置複印機旁邊來收集單面紙張，以供循環再用；
- 重複利用辦公室紙製用品，包括信封和文件袋；以及
- 使用舊的單面文檔背面進行打印或用作草稿紙。

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A.3. The Environment and Natural Resources

As an IT service provider, the environmental impacts of business operations of the Group were minimal. However, in line with the corporate vision to be the leading IT solution provider to the Digital Free Trade Zone in Malaysia and to provide a diverse range of service offerings to its clients, it has been part of the management's policy of the Group to show exemplary environmental responsibilities by operating businesses in a manner consistent with best eco-friendly practices. As a responsible enterprise, the Group's commitment to environmental sustainability is reflected in the continuous exploration of business innovation and optimisation of business model, in order to further minimise its potential impacts on the environment and natural resources.

For FY2018/2019, the Group consumed two types of energy resources to support its daily operations, which were electricity and gasoline, and the use of both resources inevitably caused air and GHG emissions to the environment. The Group, therefore, has set up stringent policies in the emission control and has achieved resounding success in lowering both air and GHG emissions to varying degrees. In the meantime, the Group has also highly encouraged its employees to follow the '3R' Principle in daily operations and been committed to collecting and reporting its environmental performance in a scientific and transparent manner. In response to the global call of tackling climate change, the Group has been unwaveringly stepping up its efforts in standardising its daily use of fleet for transportation and taking initiatives in mitigating GHG emissions through the education of electricity conservation among employees in the office.

A.3. 環境及天然資源

作為資訊科技服務供應商，本集團業務營運對環境的影響微乎其微。然而，本集團以成為馬來西亞數碼自由貿易區的主要資訊科技解決方案供應商以及為客戶提供多元化服務為企業願景，通過以符合最佳環保做法的方式經營企業並承擔環境責任展現其卓越已經成為其管理政策的一部分。作為負責任的企業，本集團對環境可持續性的承諾體現在對業務創新的不斷探索和業務模式的優化上，旨在進一步降低其對環境和天然資源的潛在影響。

於二零一八／一九財政年度，本集團的日常營運主要消耗兩種能源，分別為電力和汽油，而該兩種資源的使用不可避免地導致廢氣和溫室氣體排放污染環境。因此，本集團在排放控制方面製定了嚴格的政策，並在不同程度地減少廢氣和溫室氣體排放中取得了很大的成功。與此同時，本集團亦大力鼓勵員工在日常營運中遵循「3R原則」，並致力於以科學、透明的方法收集和匯報其環境表現。為響應全球應對氣候變化的號召，本集團一直堅定不移地為其日常公車使用的標準化付出努力，並通過對辦公室員工進行節電教育來減少其溫室氣體排放。

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With the dissemination of sustainability-themed ideas in business sectors, the SDGs have already been incorporated in the goal setting and sustainable business planning process of the Group. To benchmark the best sustainable practice across the globe and more importantly, to steer the development direction of the Group towards the objectives that are in line with the broader global targets, the Group, in particular, has further embedded the sub-goals under Goal 3 (Good Health and Well-being), Goal 11 (Sustainable Cities and Communities) into its sustainability roadmap. In terms of the contributions to Goal 3, for example, the Group cares about the welfare of its employees and expend its utmost effort to provide its staff with a stable, safe and pleasant working environment. As for the response to Goal 11, the Group has been committed to the building of tight-knit communities where the Group operates and brings positive impacts to the prosperity and harmony of local communities.

隨著以可持續發展為主題的概念在商業領域中不斷發展，可持續發展目標已被納入本集團的目標設定和可持續性商業計劃過程。為了對全球最佳可持續實踐進行基準化分析以及更重要的是指導本集團的發展方向朝著與更廣泛的全球目標保持一致的目標前進，本集團進一步將目標3(良好健康和福祉)以及目標11(可持續城市和社區)中的子目標納入其可持續發展藍圖。例如，就對目標3的貢獻而言，本集團關心員工的福祉並儘其最大努力為員工提供穩定、安全和舒適的工作環境。作為對目標11的回應，本集團長期以來致力於在本集團營運地區維繫社區的緊密聯繫，並為當地社區的繁榮與和諧帶來積極改變。

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 可持續發展目標 GOALS



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VI. SOCIAL SUSTAINABILITY

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

A sound human resources management and the formulation of appropriate employment policies are fundamental to the long-term stability and competitiveness of the Group. As such, the Group values employees' talent and strives to provide its employees with a suitable platform and working environment for their professional development. During the FY2018/2019, the Group had a total of 63 employees in Hong Kong and Malaysia.

Table 3. Total Workforce of the Group by Gender and Age Group for FY2018/2019

Unit: Number of employees

單位：僱員人數

Gender 性別	Age group 年齡組				Total 總數
	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上	
Male 男性	14	10	7	2	33
Female 女性	13	13	4	0	30
Total 總數	27	23	11	2	63

Law and Compliance

The Group's employment policies have been updated and adjusted to cater to social changes since the inception of the Group, and to abide by the applicable laws, regulations and standards in Hong Kong and Malaysia, such as the instructions of SOCSO (PERKESO) and Employment Insurance System (EIS). For FY2018/2019, the Group complied with all the relevant laws and regulations, including but not limited to the following:

VI. 社會的可持續發展

僱傭及勞工常規

B.1. 僱傭

良好的人才管理和製定合理的就業政策是本公司維持長期穩定及保持競爭力的基礎。因此，本集團重視僱員的才能，努力為僱員提供適合其職業發展的工作平台與環境。於二零一八／一九財政年度，本集團在香港和馬來西亞共有僱員共63人。

表三、本集團二零一八／一九財政年度總人數按性別和年齡組劃分

遵守法律

自成立以來，本集團的就業政策為迎合社會變化和遵守香港和馬來西亞適用的法律法規與標準已經進行不斷更新與調整，包括社會保險機構與就業保險計劃的指引。於二零一八／一九財政年度，本集團遵守所有相關法律及法規，包括但不限於以下各項：

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- Employment Ordinance (Cap. 57 of the Laws of Hong Kong);
 - Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong);
 - Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong);
 - Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong);
 - Employment Act 1955 (Malaysia);
 - Employees Provident Fund Act 1991 (Malaysia);
 - Employees Social Security Act 1969 (Malaysia); and
 - Employment Insurance System Act 2017.
- 《僱傭條例》(香港法例第57章)；
 - 《強制性公積金計劃條例》(香港法例第485章)；
 - 《殘疾歧視條例》(香港法例第487章)；
 - 《性別歧視條例》(香港法例第480章)；
 - 《僱傭法令1955》(馬來西亞)；
 - 《僱員公積金法令1991》(馬來西亞)；
 - 《僱員社會保險法令1969》(馬來西亞)；以及
 - 《就業保險計劃法令2017》(馬來西亞)。

Recruitment and promotion

The Group has adopted a set of transparent and clear policies and procedures to conduct its annual recruitment plans. The Group considers talent acquisition to be essential to maintaining the energy and competitiveness in the market. According to its recruitment policy and procedures, the Group offers fair and competitive remuneration and benefits in accordance with the applicants' educational backgrounds, personal attributes, job experiences and career aspirations to attract high-calibre candidates. The Group also refers to market benchmarks in relation to staff promotion and provides equal opportunities for promotion and development for eligible employees who have shown outstanding performance and potential in their positions. With reference to the 'Staff Handbook' of the Group, any promotion within the Group is based on clear and legitimate procedures.

招聘和晉升

本集團已採取一套透明而明確的政策來執行其年度招聘計劃。本集團認為招賢納士對本集團在市場中保持活力和競爭力而言十分重要。本集團依照其招聘政策和程序，根據申請人的教育背景、個人能力、工作經驗及職業理想，提供公平及具競爭力的薪酬與福利，從而吸引高素質人才。本集團亦參考與僱員晉升有關的市場標準，為在職位上有著卓越表現和潛力的合適僱員提供平等晉升及發展機會。根據本集團「僱員手冊」，本集團內的任何晉升均基於明確且合理的程序執行。

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Table 4. Total Number of New Employees of the Group by Gender and Age Group for FY2018/2019

表四、本集團二零一八／一九財政年度新僱員人數按性別和年齡組劃分

Unit: Number of employees 單位：僱員人數	Age group 年齡組				Total 總數	
	Gender 性別	Aged	Aged	Aged		
		30 or below	between 31 and 40	between 41 and 50		51 or above
		30歲或以下	31至40歲	41至50歲		51歲或以上
Male 男性	3	1	2	0	6	
Female 女性	2	0	1	0	3	
Total 總數	5	1	3	0	9	

Compensation and dismissal

As talent retention is vital to its business development in the long run, the Group periodically reviews its remuneration packages and performs the probationary and regular evaluations on the capability and performance of its employees, to ensure that all employees can be recognised and rewarded by the Group appropriately with respect to their efforts and contributions. Adjustment of compensation and termination of employment are determined by a number of factors, such as the performance appraisal of employees against well-defined KPIs and the internal policies of the Group, such as the ‘Staff Handbook’. Since the Group strictly prohibits any kind of unfair or illegitimate dismissal, stringent policies regulating the procedures of dismissal of employees are in place for employee management. In particular, for employees who have violated the Group’s employment policies, the Group would warn them verbally before issuing a warning letter. For employees who keep on making the same mistakes repeatedly notwithstanding any prior warnings, the Group would terminate their employment contracts immediately in accordance with the applicable laws and regulations in Hong Kong and Malaysia.

薪酬和解僱

由於留住人才對其未來業務發展至關重要，本集團定期審閱其薪酬待遇，並對僱員的過往表現進行考核及定期評估，以確保僱員的努力及貢獻可得到本集團適當的認可和獎勵。薪酬調整和僱傭合同的終止取決於若干因素，例如根據定義好的關鍵績效指標對僱員進行表現評估以及本集團的內部政策，如「僱員手冊」。本集團嚴格禁止任何不公平或不合理的解僱，因此制定了嚴格的僱員管理政策規定解僱程序。具體而言，對於違反本集團就業政策的僱員，本集團會在發出警告信之前對其口頭警告。對於不聽警告而屢次出現相同錯誤的僱員，本集團將根據香港和馬來西亞適用的法律法規立即終止其僱傭合約。

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Table 5. Staff Turnover of the Group by Gender and Age Group for FY2018/2019

表五、本集團二零一八／一九財政年度員工流失按性別和年齡組劃分

Unit: Number of employees 單位：僱員人數		Age group 年齡組				Total 總數
		Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上	
Gender 性別						
Male	男性	10	3	1	0	14
Employee turnover rate* (percentage)	員工流失率* (百分比)	14.2%	4.3%	1.4%	0.0%	19.9%
Female	女性	7	3	0	0	10
Employee turnover rate* (percentage)	員工流失率* (百分比)	9.9%	4.3%	0.0%	0.0%	14.2%
Total	總數	17	6	1	0	24
Employee turnover rate* (percentage)	員工流失率* (百分比)	24.1%	8.6%	1.4%	0.0%	34.1%

* Turnover rate refers to the ratio of the number of employees who resigned and the number of employees on average for FY2018/2019.

* 離職率指二零一八／一九財政年度員工離職人數與平均員工數之比。

Working hours and rest periods

Maintaining a proper balance between work and leisure can effectively help employees to relax while, in return, enhancing the productivity of the Group. As such, the Group has formulated relevant policies and systems, such as attendance monitoring system, in compliance with the applicable employment laws to determine the working hours and rest periods for its employees. In addition to basic annual leave and statutory holidays, employees of the Group are also entitled to extra leave benefits, such as marriage leave, maternity leave and compassionate leave.

工作時數和假期

在工作與休息之間保持平衡不僅可以有效地幫助僱員得到適當的休整，同時可以提高本公司的生產力。因此，本集團遵循當地適用的就業法，制定並建立了相關政策和系統以擬定僱員的工作和休息時間，例如「考勤系統」。除基本年假和假日外，本集團僱員亦有權享有額外假期福利，例如婚假、產假及喪假。

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Equal opportunity, diversity and anti-discrimination

As an equal opportunity employer, the Group is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. Specifically, hiring, training, promotion opportunities, dismissal and retirement policies are all based on factors irrespective of the applicants' or the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors. Meanwhile, in accordance with the applicable local laws and regulations, the Group's equal opportunity policy allows zero tolerance to any workplace discrimination, harassment or vilification. Employees are vigorously encouraged to report any incidents involving discrimination to the human resource department of the Group, which takes the responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to the substantiated cases.

Other benefits and welfare

The Group cares about the well-being of its employees and believes that they can help realise the corporate values of the Group. The Group provides employment injury insurance for its employees in accordance with the requirements under the relevant laws and regulations. During traditional local and national festivals, employees may receive additional bonuses and gifts. For FY2018/2019, the Group organised a plethora of entertainment activities, including dinner gatherings and birthday parties, in order to create a positive atmosphere among the employees of the Group.

For FY2018/2019, the Group was in compliance with the relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.

平等機會、多元化和反歧視

作為平等機會僱主，本集團致力於在所有人力資源和就業決策中通過促進反歧視和平等機會，從而營造一個公平競爭、相互尊重及多元化的工作環境。具體而言，招聘、培訓、晉升機會、解僱及退休政策並非以申請者或僱員的年齡、性別、婚姻狀況、懷孕、家庭狀況、殘疾、名族、膚色、血統、種族、國籍、宗教信仰或任何其他非工作相關因素為依據。同時，根據當地適用的法令和法規，本集團的平等機會政策不容許任何工作場所歧視、騷擾或誹謗。本集團積極鼓勵僱員向人力資源部門報告任何涉及歧視的事件。人力資源部門負責評估、處理、記錄以及對於經證實的有關案件採取任何必要的紀律處分。

其他待遇和福利

本集團關注僱員的福祉，並相信其能夠有助於實現集團的企業價值。本集團按照相關法律法規的要求為僱員提供工傷保險。在傳統的當地和國家節日期間，僱員可能會收到額外的獎金和禮物。為了給集團僱員營造積極向上的氛圍，本集團於二零一八／一九財政年度組織了很多有趣的活動，包括晚宴和生日派對。

於二零一八／一九財政年度內，本集團已遵守對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法律及規例。

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B.2. Health and Safety

Health and safety at work involves both the prevention of harm and the promotion of employees' well-being at the workplace. To provide and maintain a safe, clean and environmentally friendly working condition for its employees, the Group has established strict safety and health policies in line with the relevant laws and regulations in Hong Kong and Malaysia, including but not limited to the following:

- Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong);
- Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong); and
- Occupational Safety and Health Act 1994 (OSHA) (Malaysia).

The Group rigorously follows the instructions of the Quality Management Systems (ISO 9001:2015) and the Occupational Health and Safety Management Systems (ISO 45001: 2018) during its daily operations. In addition, the Group has established internal policies that regulate the daily practice to prevent occupational hazards and risks in the workplace. For instance, the policy prohibits smoking and liquor drinking in the workplace and relevant medical and employment injury insurances are provided to its staff in accordance with the requirements under the applicable laws and regulations. The Group has also arranged emergency response drills occasionally to enhance its emergency management capability and employees' preparedness.

During the year under review, there was no work-related fatalities or injuries among employees in the Group and the Group was in compliance with the material relevant laws and regulations in relation to the provision of a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

B.2. 健康與安全

工作中的健康與安全涉及預防傷害以及促進僱員在工作場所的福祉。為了給本集團僱員提供並維持安全、整潔及環境友好的工作條件，本集團已根據香港及馬來西亞相關法律法規制定了嚴格的安全及健康政策，包括但不限於：

- 《職業安全及健康條例》(香港法例第509章)；
- 《僱員補償條例》(香港法例第282章)；以及
- 《職業安全及衛生法令1994》(馬來西亞)。

本集團在其營運過程中嚴格遵循質量管理體系(ISO 9001 : 2015)和職業健康與安全管理體系(ISO 45001 : 2018)。此外，本集團已建立內部政策，規範日常行為從而防止工作場所內的職業危害。例如，本集團禁止在工作場所吸煙和飲酒，以及根據適用的法律法規的要求為其僱員提供相關的醫療和工傷保險。本集團亦不時安排應急演習，提高其突發事件的管理能力及員工的應變能力。

於回顧年度內，本集團未發生任何與工作有關的傷亡情況，並遵守對本集團有重大影響的提供安全工作環境及保障僱員避免職業性危害方面的相關重要法律及規例。

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B.3. Development and Training

The Group has always been committed to designing and providing suitable training programmes to its employees and organised a multitude of training programmes covering numerous subjects during the year under review in accordance with its internal policies. A complete induction training package was provided to new hires, which gave the new staff with an introduction of various aspects of the Group, such as corporate culture, organisational structure, and occupational health and safety, while other job-related courses were offered to the experienced employees according to both corporate and individual needs.

To further enhance their professional skills so as to meet the Group's development goals, the employees of the Group are highly encouraged to take professional qualification examinations and attend external training courses. Employees who have taken professional qualification examinations and obtained vocational qualification certificates will receive reimbursements from the Group. For FY2018/2019, the training time of each employee was 10.9 hours on average, which was 9% higher than that for FY2017/2018.

Table 6. Number of Training Participants of the Group for FY2018/2019

Unit: Number of employees 單位：僱員人數	Position 職位				Total 總數
	General employee 一般僱員	Middle-level managers 中層經理	Senior managers 高級經理	Senior executives 行政領導	
Gender 性別					
Male 男性	0	0	0	6	6 (75%)
Female 女性	1	0	0	1	2 (25%)
Total training participants 參與培訓總人數	1 (12.5%)	0 (0.0%)	0 (0.0%)	7 (87.5%)	8 (100%)

B.3. 發展及培訓

本集團持之以恆地致力為僱員設計及提供合適的培訓課程，並根據內部政策在回顧年度內組織開展大量培訓活動，其培訓主題亦十分豐富。本集團為新入職的僱員提供一系列完整的入職培訓，對企業文化、組織結構以及職業健康與安全等集團各個方面進行介紹，同時根據企業與個人需求為老僱員提供其他工作相關的課程。

為進一步提升僱員的專業技能從而實現本集團的發展目標，本集團鼓勵其僱員參加專業資格考試與外部培訓課程。對通過專業資格考試並取得職業資格證書的僱員，其所花費用將得到本集團的報銷。在二零一八／一九財政年度，平均每位員工的培訓時間為10.9小時，相比於二零一八／一九財政年度增長了9%。

表六、本集團二零一八／一九財政年度參與培訓人數

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Table 7. Training time of the Group for FY2018/2019

表七、本集團二零一八／一九財政年度的培訓時數

Unit: Hours 單位：小時	Position 職位				Total 總數
	General employee 一般僱員	Middle-level managers 中層經理	Senior managers 高級經理	Senior executives 行政領導	
Gender 性別					
Male 男性	0	0	0	28	28
Female 女性	20	0	0	39.5	59.5
Total training hours 培訓總時數	20	0	0	67.5	87.5
Training hours per employee on average 平均每位僱員培訓時數	20	0	0	9.6	10.9

B.4. Labour Standards

For FY2018/2019, the Group abided by the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Employment Act 1955 (Malaysia) and other applicable labour laws and regulations in Hong Kong and Malaysia to prohibit any child and forced labour employment. To combat illegal employment on child labour, underage workers and forced labour, the Human Resources Department of the Group requires all job applicants to provide valid identity documents to ensure that they can be lawfully employed prior to the confirmation of employment according to corporate requirements. The Human Resources Department is also responsible for monitoring and keeping the compliance of corporate policies and practice with relevant laws that prohibit child labour and forced labour. Once the Group finds any case against labour standards, the employment will be immediately terminated.

For FY2018/2019, the Group was not in violation of major laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

B.4. 勞工準則

於二零一八／一九財政年度，本集團遵守《僱傭條例》(香港法例第57章)、《僱傭法令1955》(馬來西亞)及香港和馬來西亞其他適用的勞工法律及法規，禁止任何童工和強制勞工。為打擊童工、未成年勞工和強制勞工等非法僱傭，本集團人力資源部根據公司要求需要所有求職者提供有效的身份證件，以確保其在僱傭確認前均可合法受僱。人力資源部亦負責監管公司政策和實踐，確保其遵守禁止童工和強迫勞工的相關法律法規。一旦本集團發現任何違反勞工標準的情況，相關僱傭關係將立即終止。

於二零一八／一九財政年度內，本集團並無違反對本集團有重大影響的有關防止童工或強制勞工方面的相關重要法律及規例。

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OPERATING PRACTICES

B.5. Supply Chain Management

An effective supply chain management is the lifeblood of any company in its business growth. Aiming to maintain a robust and reliable supply chain, the Group has given serious attention to the mitigation of the environmental and social risks that may affect its supply chain and requires its suppliers to fully comply with the relevant laws and regulations in relation to the quality of supplies as well as the Group's own standards and specifications.

The major suppliers of the Group are distributors of software and hardware. The Group normally purchases relevant software and hardware according to the demand of projects, so it has no inventory. The Group retains several IT service firms as its subcontractors to provide system integration and development services.

The Group performs comprehensive investigations to assess the background of the eligible candidate as subcontractor based on several factors, including the reputation, credit rating, technical capacity, financial stability, economic disputes history with the Group and regulatory compliance. To ensure that the products provided by its suppliers meet the quality requirements demanded by its clients, the Group conducts its supplier selection and procurement in a standard manner. Specifically, the Group asks for a quotation from the supplier and confirms the product/service description, price, delivery terms and payment methods before placing any purchase order. Meanwhile, the Group normally needs its supplier to provide product/service samples in advance in order to verify its qualification and competency. To stabilise its supply chain, the Group proactively maintains good relationships with the major suppliers for each type of services it needs. An approved list of qualified suppliers and sub-contractors is generated and used for the Group's internal supplier management and the Group carries out an evaluation of the qualification of suppliers in the list on a regular basis.

營運慣例

B.5. 供應鏈管理

一個有效的供應鏈管理是任何公司業務發展的命脈。本集團十分重視減輕可能影響其供應鏈的環境與社會風險，旨在維持一個強健且值得信賴的供應鏈，並要求其供應商完全遵守有關供貨質量的法律法規以及本集團的標準和規範。

本集團的主要供應商為軟件及硬件分銷商。本集團通常根據項目需求購買相關軟件和硬件，因此並無庫存。本集團聘請幾家資訊科技服務公司作為其分包商，提供系統整合及開發服務。

本集團基於若干因素，包括供應商的聲譽、信用評級、技術能力、財務穩定性、與本集團的經濟糾紛歷史及監管合規性等，對供應商進行全面審查，以評估合格候選人作為分包商的背景資料。為確保供應商提供的產品符合客戶提出的質量要求，本集團以標準形式進行供應商的選擇和採購。具體而言，本集團要求供應商報價並在發出採購訂單之前確認產品／服務說明、價格、交貨條款和付款方式。同時，本集團通常需要其供應商提前提供產品／服務的樣品，以審核其資質和能力。為保持供應鏈的穩定，本集團積極與為其提供所需的各類服務的主要供應商維持良好的關係。本集團制定合格供應商和分包商清單，將其用於本集團的內部供應商管理並且對清單中的供應商資質定期進行評估。

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The Group is committed to keeping the social and environmental risks associated with its suppliers under control according to the Quality Management Systems (ISO 9001:2015). Cooperation surveys with its suppliers are conducted by the Group regularly to minimise potential risks and to address any problem that may harm the business relationship between the Group and its suppliers. Given the solid and steady relationships with its suppliers, the Group had not experienced any material delays, conflicts or other significant issues with its suppliers in the past. The Group values mutual understanding with its suppliers and believes that mutual respect is vital to maintaining a sustainable and robust business relationship with its business partners. As an environmentally conscious enterprise, the Group has laid emphasis on its environmental impacts in its supply chain management and gives priority to local business partners in the selection of suppliers. Also, the 'Green Procurement' policy has been adopted in collaboration with some suppliers of the Group.

For FY2018/2019, the Group partnered with 48 product and service providers in Malaysia (35), Hong Kong (11) and other regions (2) and its supplier management policies covered over 90% of its suppliers.

B.6. Product Responsibility

Adhering to its service principle – 'Your One-Stop IT Solution', the Group has been dedicated to delivering the top-notch products and services to its clients and has always been in compliance with the relevant rules, regulations and standards in Hong Kong and Malaysia that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters with respect to its products and services and methods of redress for FY2018/2019, including the following:

- Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong);
- Consumer Council Ordinance (Cap. 216 of the Laws of Hong Kong);

本集團根據質量管理體系(ISO 9001 : 2015)，致力於控制與供應商相關的社會和環境風險。本集團定期與供應商進行合作調查，以將潛在風險降至最低，並解決可能影響本集團與其供應商之間業務關係的任何問題。鑑於與供應商的穩固關係，本集團過去並未與供應商發生任何重大延誤、衝突或其他重要問題。本集團重視與供應商的相互理解，並相信彼此相互尊重對於與商業合作夥伴維持可持續且良好的業務關係至關重要。作為一家環保意識很強的企業，本集團在供應鏈管理中重視其環境影響並在選擇供應商時優先考慮與本地業務夥伴合作。此外，本集團在與一些供應商合作中採用了「綠色採購」政策。

於二零一八／一九財政年度，本集團與馬來西亞(35家)、香港(11家)和其他地區(2家)的48家產品和服務供應商保持合作關係，其供應商管理政策覆蓋其90%以上的供應商。

B.6. 產品責任

本集團堅持其「您的一站式資訊科技解決方案」的服務宗旨，致力於為其客戶提供一流的產品和服務。於二零一八／一九財政年度，本集團遵守香港和馬來西亞有關其產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的對本集團有重大影響的相關條例、法規和標準，包括：

- 《個人資料(私隱)條例》(香港法例第486章)；
- 《消費者委員會條例》(香港法例第216章)；

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- Personal Data Protection Act 2010 (Malaysia);
 - Consumer Protection Act 1999 (Malaysia);
 - Intellectual Property Corporation of Malaysia Act 2002; and
 - Copyright Act 1987 (Malaysia).
- 《個人資料保護法令2010》(馬來西亞)；
 - 《消費人保護法令1999》(馬來西亞)；
 - 《馬來西亞知識產權機構法令2002》(馬來西亞)；以及
 - 《版權法令1987》(馬來西亞)。

In accordance with the industry standards, such as Quality Management Systems (ISO 9001:2015), the Group acts in conformity with its internal policies to maintain a sound working environment and ensures that reliable, secure and high-quality IT-related services can be delivered to its clients. The Group's strategy for product quality assurance is set at the Group's level and is supervised by the Board, which oversees the identification, evaluation and testing on the design and operating effectiveness of the products and services at least annually. Specifically, the projects are normally initiated by the executive director and project manager who leads the project team that is responsible to perform the research and experiment. The results and relevant information are submitted to the management for evaluation, which needs to make sure that the quality meets the requirements stated in the agreement with the client. The project manager also prepares a testing report with supporting statistical information and hands it over to the executive director for further discussion. The project manager is responsible for recording the results and safeguarding the data from unauthorised access. Once the testing results are accepted and approved by the executive director, the final results will be provided to the clients according to the agreed terms in the contract.

To minimise the risks in procurement and supply chain management, the management of the Group performs annual risk assessment by surveying its employees, customers and suppliers, to identify any risks in business processes and keep a record. The management also needs to take into consideration the external factors including economic fluctuation, peers' competition, industry development, regulatory and political environment, technology innovation, supply sources and customer demand, in order to ensure that the quality products and services are supported by robust business operations based on a comprehensive analysis of internal and external risks and opportunities.

本集團根據質量管理體系 (ISO 9001 : 2015) 等行業標準並遵循其內部政策，以維持良好的工作環境，並確保能夠把可靠、安全且高質量的資訊科技相關服務帶給客戶。本集團從集團層面制定其產品質量保證策略，由董事會負責監督並對產品和服務設計和營運的有效性至少保證每年進行一次識別、評估和檢測。具體而言，執行總監和項目經理通常發起項目，並領導項目團隊負責開展研究和實驗。測試結果和相關信息提交給管理層進行評估，以確保質量滿足與客戶協議中規定的要求。項目經理亦須準備一份含有相關統計信息的測試報告，並將其提交給執行總監作進一步討論。項目經理負責記錄結果並保護數據免遭未經授權的訪問。測試結果經執行總監同意並批准後，將根據合同中規定的條款提供給客戶。

為盡可能減少採購和供應鏈管理中的風險，本集團管理層通過對員工、客戶和供應商開展問卷調查來進行年度風險評估，以識別和記錄業務流程中的任何風險。管理層亦須對外部因素，包括經濟波動、同業競爭、行業發展、監管和政治環境、技術創新、供應來源和客戶需求等進行考量，以確保在對內外部風險與機遇進行全面分析的基礎上，通過強有力的業務營運為優質產品和服務提供支持。

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The customer service departments of the Group are responsible for handling customers' complaints and follow up the entire investigation to ensure that the substantiated complaints can be dealt with effectively.

The Group has abided by the applicable laws and regulations in relation to customer privacy and brought in draconian measures to ensure that its customers' rights and privacy are strictly protected. Specifically, the information collected by the Group from its customers can only be used for the purposes for which it has been collected. The Group monitors the data collection process from all collection points including websites, application forms, in-bound and out-bound telephone calls, emails and attendance at events and both internal and external access to its customers' information. The Group has formulated and distributed the Data Protection Notice that sets out all purposes for data processing and disclosure requirements. Meanwhile, the Group has strengthened its training of all staff who has access to the confidential information and installed advanced IT systems that enhances data security. For FY2018/2019, there were no substantiated complaints received by the Group concerning the breach of customer privacy and the loss of customer's data.

The Group ensures that the precise service descriptions and information that comply with the relevant local laws and regulations can be provided to its customers. Any misrepresentation in marketing materials or exaggeration of offerings is strictly prohibited. The Group has engaged a legal counsel to review the sales and marketing materials before disseminating to public. The purpose of the review is to prevent the violation of any relevant advertising-related laws and regulations.

Following the principle of Materiality, since labelling is not applicable to the Group whose major business is provision of IT services, the labelling-related regulations and policies are not mentioned in this ESG report.

本集團的客戶服務部門負責處理客戶的投訴並跟進整個調查，以確保可以有效地處理屬實的相關投訴。

本集團遵守有關客戶私隱的適用法律法規，並採取有效措施以確保其客戶的權利和私隱得到嚴格保護。具體而言，本集團從收集的客戶信息僅用於收集時承諾的目的。本集團對所有收集點的數據收集過程進行監管，包括網站、申請表、電話通話、電子郵件、活動出席以及內部和外部對客戶信息的訪問。本集團已制定並分發了「數據保護通知」，其中羅列出所有數據處理的目的和披露要求。同時，本集團加強對所有接觸機密信息的員工的培訓，並安裝先進的資訊科技系統以增強數據安全性。在二零一八／一九財政年度，本集團未收到有關侵犯客戶私隱或丟失客戶數據的實質性投訴。

本集團確保向客戶提供符合當地相關法律法規且準確的服務說明及資料。本集團嚴禁營銷材料的任何失實陳述或誇大的廣告宣傳。本集團聘用法律顧問在公佈前審閱銷售及營銷材料。進行審閱的目的乃為防止違反任何與廣告相關的法律及規例。

本集團遵循重要性原則。鑑於本集團的主要業務為資訊科技類服務，標籤事宜並不適用於本集團，因此本ESG報告中未提及與標籤相關的法規和政策。

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B.7. Anti-corruption

To maintain a fair, ethical and efficient working environment, the Group abided by the applicable laws and regulations relating to anti-corruption and bribery, irrespective of the region in which the Group operates, including the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and Malaysian Anti-Corruption Commission Act 2009 (Malaysia) for FY2018/2019.

The Group has formulated and strictly enforced its trade and transaction policies to prevent any illegal practices, including corruption, extortion and money-laundering within the Group. The Group prohibits all forms of bribery and corruption and requires all its employees to follow the relevant codes of professional ethics. All employees are expected to discharge their duties with integrity, to act fairly and professionally, and to abstain from engaging in bribery or any activities which might exploit their positions against the Group's interests. During the year under review, no legal cases regarding corrupt practices were brought against the Group or any of its employees.

Whistle-blowers can report verbally or in writing to the audit committee of the Group for any suspected misconduct with full details of the incidents and supporting evidence. The audit committee of the Group will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group has established an effective grievance mechanism to protect the whistle-blowers from unfair dismissal or victimisation. Where any crime is suspected by the Group, a report will be submitted promptly to the relevant regulators or law enforcement authorities when the management of the Group considers necessary.

For FY2018/2019, the Group was not in violation of any relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

B.7. 反貪污

為維持公平、合乎道德及高效的工作環境，本集團於二零一八／一九財政年度恪守有關反貪污及賄賂適用的法律及法規（不因本集團經營業務所處地區而異），包括《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章）、《防止賄賂條例》（香港法例第201章）、以及《馬來西亞反貪污法案2009》。

本集團已製定並嚴格執行其商業交易政策，以杜絕本集團內部的任何違法行為，包括貪污、勒索及洗黑錢。本集團禁止一切形式的賄賂和腐敗，並要求其所有僱員遵守相關的職業道德準則。本集團期望所有僱員正直地履行其職責，公平和專業地行事，並避免從事賄賂或任何可能利用其職位違背本集團利益的活動。於回顧年度內，概無就本集團或其任何僱員提起有關貪污腐敗的法律案件。

舉報者可以口頭或書面向本集團審核委員會報告任何可疑的不當行為，並提供事件的詳情及證據。審核委員將就任何可疑或非法行為進行調查，以保障本集團的利益。本集團已建立有效的申訴機制，以避免舉報者遭遇不公平的解僱或傷害。若發現任何涉嫌犯罪行為，本集團將在集團管理層認為必要時立即向相關監管或執法機關提交報告。

於二零一八／一九財政年度內，本集團並無違反任何對本集團有重大影響的防止賄賂、勒索、欺詐及洗黑錢方面的相關法律及規例。

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COMMUNITY

B.8. Community Investment

As a responsible enterprise, the Group recognises its strong commitment to its stakeholders in contributing to society while maintaining momentum in achieving good financial results. In recent years, the Group has been focusing on the genuine needs of local communities and making unremitting efforts in supporting the healthy growth of community members. The Group believes that the ongoing community engagement and meaningful dialogue with local people are key to understanding its business impact and to perceiving its sustainability missions. Looking ahead, the Group will invest more from its economic returns back to the education, health, harmony and wellbeing of local communities and keep building the trust with community groups.

社區

B.8. 社區投入

作為負責任的企業，本集團充分認識到其在維持良好財務業績態勢的同時，為社會做出積極貢獻的過程中對其持份者的承諾，近年來，本集團一直專注於了解當地社區的真正需求，並為社區成員的健康成長做出不懈努力。本集團認為，持續的社區參與和與當地人們進行有意義的對話，對於理解其業務影響和其可持續發展使命至關重要。展望未來，本集團將進一步利用其經濟收入回報當地社區，支持社區教育、健康、和諧與福祉，並持之以恆地與社區團體建立信任夥伴關係。

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VII. REPORT DISCLOSURE INDEX

VII. 報告披露索引

Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
A. Environmental			
A. 環境			
A1: Emissions A1: 排放物	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無 害廢棄物的產生等的： (A) 政策；及 (B) 遵守對發行人有重大影響的相關法律及規例的資料。	13
	KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emission data. 排放物種類及相關排放數據。	15
	KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量(以噸計算)及(如適用)密度。	15
	KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	14
	KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	15
	KPI A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	16
	KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及 所成果。	17

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
A. Environmental <i>(continued)</i>			
A. 環境 <i>(續)</i>			
A2: Use of Resources A2: 資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	18
	KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源總耗量及密度。	18
	KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度。	18
	KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計畫及所得成果。	19
	KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計畫及所得成果。	20
	KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位占量。	18

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A. Environmental (continued)			
A. 環境(續)			
A3: The Environment and Natural Resources A3: 環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer’s significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	22
	KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	22
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
B1: Employment B1: 僱傭	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	25
	KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	25
	KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	28

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
B. Social (continued)			
B. 社會(續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規(續)			
B2: Health and Safety B2: 健康與安全	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	30
	KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	30
	KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	–
	KPI B2.3 關鍵績效B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	30

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
B. Social (continued)			
B. 社會(續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規(續)			
B3: Development and Training B3: 發展及培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	31
	KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	31
	KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	32
B4: Labour Standards B4: 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的：	32
	KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	32
	KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	32

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
Operating Practices			
營運慣例			
B5: Supply Chain Management B5: 供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	33
	KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	34
	KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及相關執行及監察方法。	33

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Aspects 層面	ESG Indicators 關鍵績效指標	Description 說明	Page 頁碼
Operating Practices <i>(continued)</i>			
營運慣例(續)			
B6: Product Responsibility B6: 產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	34
	KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	-
	KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及對應方法。	-
	KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	-
	KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量鑒定過程及產品回收程序。	35
	KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及隱私政策，以及相關執行及監察方法。	36

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Operating Practices <i>(continued)</i>			
營運慣例 <i>(續)</i>			
B7: Anti-corruption B7: 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	37
	KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	37
	KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	37
Community			
社區			
B8: Community Investment B8: 社區活動投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	38
	KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	38
	KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	–