



道和環球  
DAOHE GLOBAL

DAOHE GLOBAL GROUP LIMITED 道和環球集團有限公司

(Incorporated in Bermuda with limited liability 於百慕達註冊成立之有限公司)

(Stock Code 股份代號: 915)

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

2020



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# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ABOUT THIS REPORT

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

#### 1.1 Scope and Reporting Boundary

The scope of the ESG Report covers the environmental and social performances of the principal operating activities of the Group, including the business of trading and supply chain management services (“Linmark”) and the operation of online social platforms (“Loovee”), spanning over the period from 1 January 2020 to 31 December 2020 (the “Reporting Period” or “FY2020”). The reporting boundary includes the operating entities in Hong Kong and the People’s Republic of China (“PRC”).

#### 1.2 Reporting Principles

This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”), and is prepared in accordance with the four reporting principles: materiality, quantitative, balance, and consistency; and the “comply or explain” provisions contained therein. It is recommended that this report is read in conjunction with the Company’s Annual Report 2020, in particular the Corporate Governance Report and Directors’ Report.

As a responsible enterprise, the Group is committed to perfecting its business and improving the local community. To better understand our stakeholders’ concern over environmental and with respect to our business operations, we actively exchange information with our stakeholders through our transparent platform. We are devoted to continuously maintain our long-term partnership and improve our communication system to enhance sustainable growth to provide mutual benefit to all our stakeholders.

### 關於本報告

道和環球集團有限公司及其附屬公司(統稱「本集團」或「我們」)欣然提呈我們的環境、社會及管治報告(「環境、社會及管治報告」)。本報告與本集團的環境及社會影響、政策及倡議有關，彰顯我們長期的承諾，確保本集團於各層面的活動對持份者於經濟、社會及環境上得以可持續發展。有關本集團企業管治及財務表現的其他資料可參閱截至二零二零年十二月三十一日止年度之年報。

#### 1.1 報告範圍

本環境、社會及管治報告的範圍涵蓋本集團自二零二零年一月一日起至二零二零年十二月三十一日止期間(「報告期間」或「二零二零年財政年度」)主要經營活動的環境及社會表現，包括貿易及供應鏈管理服務(「林麥」)及經營網上社交平台(「樂唯」)。報告範圍包括香港及中華人民共和國(「中國」)的經營實體。

#### 1.2 報告原則

本報告遵守香港聯合交易所有限公司(「聯交所」)證券上市規則附錄27所載環境、社會及管治報告指引的規定，並按照重要性、量化、平衡、一致性四項報告原則以及當中所載的「不遵守就解釋」條款編製。建議本報告與本公司二零二零年度年報，尤其是企業管治報告及董事會報告一併閱讀。

作為一家負責任的企業，本集團致力於完善旗下業務，同時改善本地社區。為了更好地了解持份者對環境及業務營運的關注事項，我們透過公開透明的平台與持份者積極交流資訊。我們致力於持續維持長期夥伴關係，改善通訊系統，促進可持續發展，實現所有持份者互惠互利。

**ABOUT THIS REPORT** (continued)

**1.3 Stakeholders Engagement**

During the Reporting Period, the group engages with our stakeholders' through multiple communication channels, the expectations and means of communications are summarised as follows:

**關於本報告** (續)

**1.3 持份者參與**

於報告期間，本集團透過多種溝通渠道與持份者溝通，期望及溝通方式概述如下：

Stakeholders 持份者	Expectation and requirements 期望及要求	Means of communications and response 溝通方式及回應
Government and regulators 政府及監管機構	<ul style="list-style-type: none"> <li>— Compliance with relevant laws and regulations</li> <li>— Support governmental policies</li> <li>— Drive employment</li> </ul>	<ul style="list-style-type: none"> <li>— Regular reporting</li> <li>— Compliance on disclosure of information</li> </ul>
Shareholders 股東	<ul style="list-style-type: none"> <li>— Shareholder's return</li> <li>— Compliant operation</li> <li>— Transparency of information and effective communication</li> </ul>	<ul style="list-style-type: none"> <li>— General meetings</li> <li>— Announcements</li> <li>— Email, telephone communications and company website</li> </ul>
Partners 合作夥伴	<ul style="list-style-type: none"> <li>— Operate with integrity</li> <li>— Fairness in operation</li> <li>— Mutual benefits</li> </ul>	<ul style="list-style-type: none"> <li>— Business communications</li> <li>— Engagement and cooperation</li> </ul>
Customers 客戶	<ul style="list-style-type: none"> <li>— Customer service quality</li> <li>— User experience</li> <li>— Demand on competitive pricing and service level</li> </ul>	<ul style="list-style-type: none"> <li>— Online customer service support</li> <li>— Email feedback</li> </ul>
Suppliers 供應商	<ul style="list-style-type: none"> <li>— Fairness in operation</li> <li>— Contract delivery</li> </ul>	<ul style="list-style-type: none"> <li>— constant supplier performance review and evaluation</li> <li>— 持續審閱及評估供應商表現</li> </ul>

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ABOUT THIS REPORT (continued)

#### 1.3 Stakeholders Engagement (continued)

### 關於本報告 (續)

#### 1.3 持份者參與 (續)

Stakeholders 持份者	Expectation and requirements 期望及要求	Means of communications and response 溝通方式及回應
Environment 環境	<ul style="list-style-type: none"> <li>— Energy saving and emission reduction</li> <li>— 節能減排</li> </ul>	<ul style="list-style-type: none"> <li>— Transparent reporting</li> <li>— 透明報告</li> </ul>
Employees 僱員	<ul style="list-style-type: none"> <li>— Equal opportunity employer</li> <li>— Occupational health and safety</li> <li>— Remunerations and benefits</li> <li>— Career development</li> <li>— 提倡平等機會的僱主</li> <li>— 職業健康與安全</li> <li>— 薪酬福利</li> <li>— 職業發展</li> </ul>	<ul style="list-style-type: none"> <li>— Employee communication meetings</li> <li>— Trainings and workshops</li> <li>— Employee activities</li> <li>— 僱員溝通會議</li> <li>— 培訓及研討會</li> <li>— 僱員活動</li> </ul>
Community 社區	<ul style="list-style-type: none"> <li>— Charity work and community development</li> <li>— 慈善工作及社區發展</li> </ul>	<ul style="list-style-type: none"> <li>— Company website</li> <li>— Announcements</li> <li>— 公司網站</li> <li>— 公告</li> </ul>

The Group recognises the importance of stakeholders' views to our business. We endeavor to provide our stakeholders with clear information about our business operations and ESG issues.

本集團深知持份者的意見對我們的業務至關重要。我們致力於向持份者提供有關我們業務營運及環境、社會及管治問題的清晰資料。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ABOUT THIS REPORT (continued)

#### 1.4 Reporting Framework

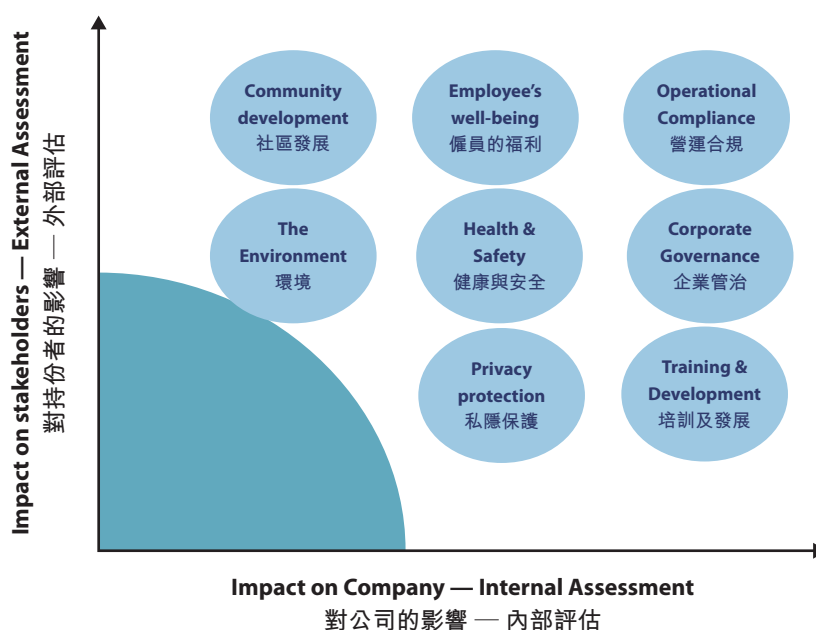
With reference to the ESG Reporting Guide and the Group's business operation, the presentation of our report is addressed in the following subject areas:

- Environmental protection
- Workplace and employment
- Operational practices
- Community investment

A complete index in compliance with the ESG Reporting Guide is appended at the end of the report to summarise our disclosure on relevant key performance indicators ("KPI") as required by the ESG Reporting Guide. Except for provisions that the Group considers are inapplicable to its operations, the report is prepared according to the "comply or explain" provision as set out in the ESG Reporting Guide.

#### 1.5 Materiality Assessment

We have engaged with our stakeholders and organised topics in every aspect of ESG reporting, analysed the materiality level of the significance of each topic and mapped out the matrix of materiality as follows:



### 關於本報告 (續)

#### 1.4 報告框架

參照環境、社會及管治報告指引及本集團的業務營運，我們的報告按以下主要範疇列報：

- 環境保護
- 工作場所及僱傭
- 營運慣例
- 社區投資

報告末尾附有環境、社會及管治報告指引的一套完整索引，當中概述環境、社會及管治報告指引規定的相關關鍵績效指標（「KPI」）披露。除本集團認為不適用於其業務的條文外，報告按照環境、社會及管治報告指引所載的「不遵守就解釋」條文編製。

#### 1.5 重要性評估

我們已與持份者進行溝通，並在環境、社會及管治報告的各個方面組織主題，分析各主題的重要性，並繪製以下重要性矩陣：

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ABOUT THIS REPORT (continued)

#### 1.5 Materiality Assessment (continued)

Material issues were identified and summarised as follows:

### 關於本報告 (續)

#### 1.5 重要性評估 (續)

我們識別並歸納以下重要問題：

Area of focus 關注範疇	Material Issues 重要問題
Environmental protection 環境保護	Use of resources Energy consumptions 資源使用 能源消耗
Workplace and employment 工作場所及僱傭	Employees' remuneration Labour practice and compliance Training and development Health and safety 僱員薪酬 勞工慣例及合規 培訓及發展 健康與安全
Operational practices 營運慣例	Operational compliance Intellectual property right protection Information privacy protection Quality assurance 營運合規 知識產權保護 信息私隱保護 質量保證
Community investment 社區投資	Charity and community development 慈善及社區發展

## ABOUT THIS REPORT (continued)

### 1.6 Statement of the Board of Directors

In order to ensure the establishment of competent ESG risk management measures and internal control system, the Board is responsible for directing the sustainability strategies and the reporting of ESG, while the management of the Group would execute the strategies and practice sustainability in their daily operation. The Board reviews and revises the Group's policy on sustainable development from time to time to ensure the effectiveness of the system for accomplishing the expectations and needs of the stakeholders. Internal reviews, such as independent assessments and analysis, will also be arranged to improve ESG management.

During the Reporting Period, the Environment, Social and Governance Committee (the “**ESG Committee**”) has been established to carry out ESG-related tasks. The ESG Committee shall advise and assist the Board in managing ESG related issues, and assist the Group to formulate ESG policy and implement ESG management. The Chairman of the Committee shall be appointed by the Board or elected among the Committee members and shall be an executive director or an independent non-executive director of the Company, whereas the rest of the members are comprised of various department heads. The Board is responsible for the oversight of the overall management and decisions relating to the sustainability governance of the Group.

## 關於本報告 (續)

### 1.6 董事會聲明

為確保制定合格的環境、社會及管治風險管理措施及內部控制系統，董事會負責指導可持續發展戰略及環境、社會及管治報告，而本集團管理層則在日常營運中執行該等戰略並踐行可持續發展。董事會不時檢討及修訂本集團的可持續發展政策，確保系統行之有效，實現持份者的期望及需求。我們亦會安排獨立評估及分析等內部檢討，以提升環境、社會及管治的管理。

於報告期間，本公司已成立環境、社會及管治委員會（「**環境、社會及管治委員會**」），負責開展環境、社會及管治相關工作。環境、社會及管治委員會應就管理環境、社會及管治相關事宜向董事會提供建議並協助其管理，並協助本集團制定環境、社會及管治政策及落實環境、社會及管治管理。委員會主席應由董事會委任或自委員會成員推選，並須為本公司執行董事或獨立非執行董事，而其餘成員則由各部門主管組成。董事會負責監督與本集團可持續發展管治有關的整體管理及決策。





# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ABOUT THIS REPORT (continued)

#### 1.6 Statement of the Board of Directors (continued)

This report has been reviewed by the ESG Committee and approved by the Board of the Company. An annual review will be carried out by the Board on the ESG initiatives proposed to make sure adequate measures has been taken to enhance sustainability governance. The ESG Committee formulates and establish overall ESG Policy, strategy and set ESG-related goals and targets on relevant KPIs in guiding the implementation of ESG Initiatives. We aim to make full use of our ESG data and reduce carbon footprint by raising employees' ESG awareness, ultimately incorporating ESG initiatives into our operational strategy. We strive to provide a supportive working environment to our employees, while minimising any environmental impact caused by our operational activities.

#### 1.7 Information and Feedbacks

We welcome all sorts of comments and suggestions from our stakeholders with respect to this ESG Report or our sustainability performance. Comments or views can be sent to [info@daoheglobal.com.hk](mailto:info@daoheglobal.com.hk).

### 關於本報告 (續)

#### 1.6 董事會聲明 (續)

本報告已由環境、社會及管治委員會審閱，並已獲本公司董事會批准。董事會將就建議的環境、社會及管治措施進行年度檢討，確保已採取充分的措施以提升可持續發展管治。環境、社會及管治委員會制定及建立整體的環境、社會及管治政策及策略，並根據相關的KPI設定環境、社會及管治相關目標及指標，以指導環境、社會及管治措施的實施。我們旨在充分利用環境、社會及管治資料，提高僱員的環境、社會及管治意識，減少碳足跡，最終將環境、社會及管治舉措納入我們的營運戰略。我們力求為僱員提供一個相互扶持的工作環境，同時將營運活動對環境的影響降至最低。

#### 1.7 信息及反饋

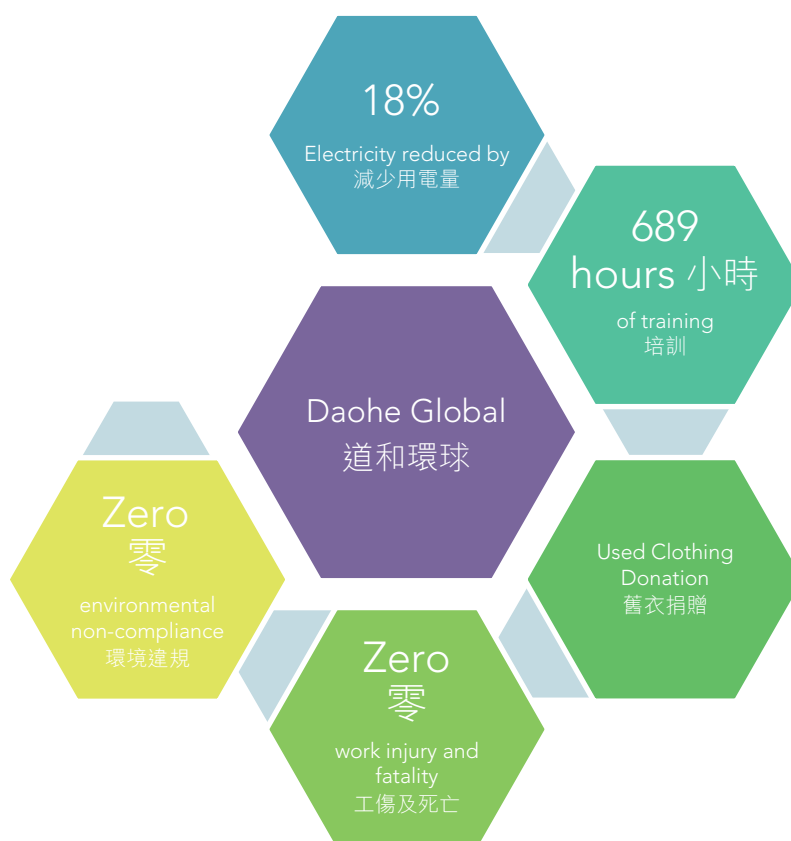
我們歡迎持份者就本環境、社會及管治報告或我們的可持續發展表現提出意見及建議。相關意見或建議可發送至 [info@daoheglobal.com.hk](mailto:info@daoheglobal.com.hk)。

## 2. OUR RECENT ESG ACHIEVEMENTS

With a global presence in 13 countries and a strong sourcing network throughout Asia, Linmark is a global supply chain management solutions provider that offers comprehensive and efficient sourcing solutions and value-added services to its global customers. Loovee, principally engaged in the operation of online social platforms, provides a variety of online social and entertainment services, including claw crane mobile online games, to a large number of users in the PRC. Apart from creating value for our customers, the Group contemplates that ESG is an integral part of our principal business and also our ability to succeed in a relentlessly competitive market. As such, the Group continuously spends remarkable efforts to address various aspects of ESG, including greenhouse gas (“GHG”) reduction, development and training opportunities for employees, environmental compliance, health and safe work environment for employees.

## 2. 近期的環境、社會及管治成就

林麥為一間全球供應鏈管理解決方案供應商，其業務遍佈全球13個國家並於亞洲擁有強大的採購網絡，可為國際客戶提供高效的全面採購解決方案及增值服務。樂唯主要從事經營網上社交平台，為中國廣大用戶提供不同的網上社交及娛樂服務，包括抓娃娃手機在線遊戲。除為客戶創造價值外，本集團認為環境、社會及管治為我們主要業務的組成部分，亦為我們在持續競爭的市場中取得成功的能力。因此，本集團一直努力處理環境、社會及管治的各方面，包括減少溫室氣體（「溫室氣體」）、為僱員提供發展及培訓機會、環境合規、為僱員提供健康及安全的工作環境。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL PROTECTION

#### 3.1 Environmental Policies

We believe that as a responsible citizen, everyone has a stake in protecting mother Earth. The Group endeavours to protect the environment and to build a sustainable future for our generations, and we are committed to upholding high environmental standards to fulfil relevant requirements throughout our operation. We strive to continue our devotion on human and financial resources for environmental conservation, focusing on minimising carbon footprint and environmental compliance as required by applicable laws and regulations.

The Group is principally engaged in trading and supply chain management services and operation of online social platforms, due to the current business nature, we do not own any manufacturing operations and therefore do not generate any hazardous wastes in its operations. Nevertheless, the Group is committed to actively minimising our adverse impact on our environment, by formulating relevant rules and regulations for a sound and effective management of energy consumption, GHG emission, as well as discharge of domestic waste and sewage and other pollutants, highlighted as below:

- Comply with relevant laws and regulations as required;
- Monitor the carbon emission with reference guidelines issued by Environmental Protection Department (EPD)/ Electrical and Mechanical Services Department (EMSD), Greenhouse Gas (GHG) Protocol and ISO 14064 standard;
- Continuously improve the ESG management system to set and maintain rigorous standards for managing its environmental risk;
- Improve our environmental management approach by updating and defining appropriate goal, measures and quantifiable targets on a regular basis;
- Promote environmental awareness among the workforce with regular communication; and
- Communicate our environmental performance to stakeholders and seek their involvement wherever possible and appropriate.

### 環境保護

#### 3.1 環境政策

我們認為保護地球是每個公民的義務。本集團致力於保護環境，為後代構建一個可持續發展的未來。我們在營運過程中致力維持環境高標準以符合相關要求。我們致力不斷為環境保護投入人力和財力資源，著重減少碳足跡及按照適用法律及法規的要求做到環境合規。

本集團主要從事貿易及供應鏈管理服務及經營網上社交平台。由於業務性質使然，本集團現時並無擁有任何製造業務，故其營運並無產生任何有害廢物。儘管如此，本集團仍致力透過制定有關規則及法規，以穩健有效地管理能源耗用、溫室氣體排放、廚餘、污水和其他污染物的排污，積極減低對環境的不利影響，摘要如下：

- 遵守相關法律及法規的規定；
- 參考環境保護署／機電工程署所頒佈指引、溫室氣體議定書及ISO 14064標準，監察碳排放；
- 持續改善環境、社會及管治管理系統，以建立及維持嚴格的環境風險管理標準；
- 通過定期更新及界定適當的目的、手段及可量化目標，改善我們的環境管理方法；
- 通過定期溝通，提高員工的環保意識；及
- 向持份者傳達我們的環境績效，並盡可能及適當地尋求他們參與。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL PROTECTION (continued)

#### 3.1 Environmental Policies (continued)

The Group has made reference to relevant environmental rules and low-carbon measures suggested by relevant government departments and organisations in formulating its environmental policy, and we required employees to follow these practices.

During the year, there was no incident of non-compliance with local relevant environmental laws and regulations relating to exhaust gas and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste that have a significant impact on the Group, and therefore no penalty was imposed on the Group during the Reporting Period.

#### 3.2 Energy Efficiency Management

The Group is aware that a significant portion of our GHG emission and carbon footprints was constituted by general electricity consumption. As such, we actively maintain a steady focus on reducing our energy consumption to manage our impact on the environment, being committed to observing the “Indoor Temperature Energy Saving Charter” and the “No Incandescent Light Bulbs (“ILB”) Energy Saving Charter” introduced by the Environment Bureau of the Government of the Hong Kong Special Administrative Region. During the Reporting Period, the Group adopted several specific energy-saving initiatives and practices to reduce our GHG emission and to conserve energy usage, including but not limited to:

- Installation of LED lighting systems for workplaces;
- Maintaining indoor temperature at an optimal level for comfort;
- Providing on-off and zoning control of lighting and ventilation system in the workplace according to the operation schedule;
- Encouraging employees to switch off machines and devices, such as computers and monitors when not in use;
- Procuring energy efficient electrical appliances (such as those with Grade 1 energy labels, fridge with door) and systems;

### 環境保護(續)

#### 3.1 環境政策(續)

本集團於制定環境政策時已參考相關政府部門及機構建議的相關環境規例及低碳措施，並要求僱員遵守該等慣例。

年內，本集團概無任何有關廢氣及溫室氣體排放、向水及土地的排污以及有害及無害廢物的產生而對本集團有重大影響的本地相關環保法律法規之違規事件，因此於報告期間，本集團概無被施加處罰。

#### 3.2 能效管理

本集團視一般電力消耗為我們造成溫室氣體排放及碳足跡的主要來源。因此，我們積極持續關注節約能源以控制對環境造成的影響，並嚴格遵守香港特別行政區政府轄下環境局所頒佈的《室內溫度節能約章》及《不要鎢絲燈泡(「不要鎢絲燈泡」)節能約章》。於報告期間，本集團採納多項具體節能措施及慣例，以減少溫室氣體排放及節約能源使用，當中包括但不限於：

- 於工作場所廣泛應用 LED 照明系統；
- 保持舒適的室內溫度；
- 根據營運時間表，在工作場所提供照明及通風系統開關及區域控制器；
- 鼓勵僱員關閉閒置的機械及設備，例如電腦及顯示器；
- 採購節能電器(例如貼有 1 級能源標籤的電器、有門冰箱)及系統；

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL PROTECTION (continued)

#### 3.2 Energy Efficiency Management (continued)

- Encouraging employees to make the best use of modern telecommunication system to avoid unnecessary travel arrangement wherever appropriate and possible;
- Placing “Green Message” reminders on office equipment and workplace to further enhance employees’ environmental awareness;
- Organising training session including case studies to improve energy/GHG saving awareness and engage staff to adopt the energy saving practices together;
- Continuous replacement of aged air handling unit by more energy efficient ones with variable frequent drive control;

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

#### 3.3 Emissions

##### GHG

The group’s major business focus is on supply chain management solutions and online social platforms, with the absence of manufacturing and construction activities, majority of our operations are conducted in an office environment and limited environmental impact is caused directly by our office operations. The Group does not generate significant air or water pollutants. The wastewater generated by the Group is mainly domestic sewage and is discharged into municipal wastewater treatment plant.

Carbon footprint arising from our day-to-day operations is mainly from electricity consumption for our office, emissions from vehicles and business travel of our directors and employees and paper waste disposed at landfills.

### 環境保護 (續)

#### 3.2 能效管理 (續)

- 鼓勵僱員利用現代通訊系統，在適當及可能的情況下避免不必要差旅安排；
- 在辦公室設備及工作場所貼上「綠色信息」告示貼，進一步提高僱員的環保意識；
- 籌辦個案研究等培訓課程，以提高節能／溫室氣體減排的意識，並促使員工共同採取節能措施；
- 持續將老化的空氣處理機組更換為具有變頻驅動控制且更節能的機組；

本集團深信，採用以上緩解措施將有助改變工作場所使用能源之做法，最終達成減少溫室氣體排放及保護環境之目標。

#### 3.3 排放物

##### 溫室氣體

本集團的主要業務專注於供應鏈管理解決方案及網上社交平台，並無製造及建設活動，我們的大部分業務活動在辦公室環境中開展，對環境造成的直接影響有限。本集團並無產生嚴重的空氣或水污染物。本集團產生的污水主要為生活用水，排放至市政廢水處理廠。

我們日常業務活動產生的碳足跡主要來自辦公室用電、董事及僱員乘車及差旅產生的排放以及於堆填區棄置的廢紙。

**ENVIRONMENTAL PROTECTION** (continued)

**3.3 Emissions** (continued)

*GHG* (continued)

The data related to GHG emissions and non-hazardous waste generation of the Group's operation is as follows:

**Table 1 — Air Emissions**

	<b>Unit</b>	FY2019	FY2019 Intensity	<b>FY2020</b>	<b>FY2020</b> Intensity
	<b>單位</b>	二零一九 財政年度	二零一九 財政年度 密度	二零二零 財政年度	二零二零 財政年度 密度
<b>Air emission</b>					
<b>廢氣排放</b>					
GHG emissions	CO <sub>2</sub> e (kg)	579,134.3	1,569.5	<b>305,770.4</b>	<b>1,061.7</b>
溫室氣體排放	二氧化碳當量(千克)				
Nitrogen Oxides	g	1,381.6	3.7	<b>1,443.8</b>	<b>5.0</b>
氮氧化物	克				
Sulphur Oxides	g	229.6	0.6	<b>142.6</b>	<b>0.5</b>
硫氧化物	克				
Particulate Matter	g	101.7	0.3	<b>106.3</b>	<b>0.4</b>
硫氧化物	克				

**環境保護** (續)

**3.3 排放物** (續)

*溫室氣體* (續)

本集團於營運產生的溫室氣體排放量及無害廢棄物相關數據如下：

**表 1 — 廢氣排放**

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL PROTECTION (continued)

#### 3.3 Emissions (continued)

##### GHG (continued)

**Table 2 — GHG Emission Breakdown**

GHG emissions	溫室氣體排放	FY 2020 二零二零 財政年度	Unit 單位
Total GHG emissions	溫室氣體排放總量	305,770.4	kg CO <sub>2</sub> -e 千克二氧化碳 當量
Scope 1 — Direct emissions	範圍1 — 直接排放	22,893.0	kg CO <sub>2</sub> -e 千克二氧化碳 當量
Scope 2 — Energy indirect emissions	範圍2 — 能源間接排放	261,471.7	kg CO <sub>2</sub> -e 千克二氧化碳 當量
Scope 3 — Other indirect emissions	範圍3 — 其他間接排放	21,405.7	kg CO <sub>2</sub> -e 千克二氧化碳 當量
Intensity of GHG emissions (tonnes CO <sub>2</sub> -e/m <sup>2</sup> floor area)	溫室氣體排放密度 (噸二氧化碳當量/平方米 樓面面積)	1,061.7	kg CO <sub>2</sub> -e/m <sup>2</sup> 千克二氧化碳 當量/平方米

Notes:

Scope 1 emissions come from direct GHG emissions from combustion of fuels in stationary or mobile sources (excluding electrical equipment) to generate electricity, heat or steam.

Scope 2 emissions come from indirect GHG emissions from the generation of purchased electricity.

Scope 3 emissions include other indirect GHG emissions that occur outside the Company such as emissions from business travel of employees and paper waste disposed at landfills.

附註：

範圍1 排放來自固定或流動來源(不包括電力設備)為產生電力、熱力或蒸汽而燃燒燃料的直接溫室氣體排放。

範圍2 排放來自產生購入電力的間接溫室氣體排放。

範圍3 排放包括本公司以外產生的其他間接溫室氣體排放，例如僱員商務差旅的排放及於堆填區棄置的廢紙。

### 環境保護(續)

#### 3.3 排放物(續)

##### 溫室氣體(續)

**表2 — 溫室氣體排放明細**

## ENVIRONMENTAL PROTECTION (continued)

### 3.3 Emissions (continued)

#### Target

The ESG Committee has set forth a target to review the GHG Emissions from time to time in the coming year by closely implementing the measures as disclosed in Section 3.2 of this report. Comparison will be made across years in the future, forming the basis of ESG initiatives.

### 3.4 Waste Management

#### Waste Management Policy

The Group endeavours to adopt a “go-green” operational initiative in minimising waste in our operation wherever possible and practical. In doing so, constant reminder for our colleagues on the “4-R Principles — Reduce, Reuse, Replace and Recycle” are well communicated across department. Our waste management policy has sets out the 4-R Principles and detailed procedures for implementation. We strive to achieve reduction of waste from its origin. Our waste management practice is compliant with laws and regulations relating to environmental protection in the region where we operate.

#### Hazardous Waste

Due to our business nature, the Group does not produce material hazardous wastes from its daily office operations other than batteries and used computers. The Group encourages the development of new technologies and progressive designs to minimise application of hazardous materials in designs and to be compliant with the latest regulatory requirements. In addition, electronic waste were recycled whenever practical across our business operations, ultimately reducing both the monetary and environmental costs involved in disposal of these electrical parts that may become hazardous waste.

#### Non-Hazardous Waste

Non-hazardous wastes produced during the year were mainly general office wastes and domestic refuse, waste paper, cardboard, packaging materials which were at a reasonable level, including used paper and used stationery. All these wastes were collected and disposed of properly. No hazardous waste with significant environmental impact is produced due to the Group’s business nature.

## 環境保護(續)

### 3.3 排放物(續)

#### 目標

環境、社會及管治委員會已制定一項目標，通過嚴格實施本報告第3.2條披露的措施，來年將不時監察溫室氣體排放狀況。未來年度之年度對比構成環境、社會及管治措施的基礎。

### 3.4 廢物管理

#### 廢物管理政策

本集團致力盡可能踐行「更環保」的經營措施，以減少營運產生的廢物。就此而言，會不斷提示各部門同事「4-R原則 — 減少使用(Reduce)、物盡其用(Reuse)、替代使用(Replace)及循環再用(Recycle)」。我們的廢物管理政策內載有4-R原則及其具體實施流程。我們致力從源頭實現廢物管理。我們的廢物管理常規符合我們經營所在地區的環保相關法律及法規。

#### 有害廢物

基於業務性質使然，本集團並無於營運過程中直接產生有害廢物。本集團鼓勵開發新技術及漸進式設計，以盡量減少在設計中應用有害材料，並符合最新的監管要求。此外，在可行情況下，我們致力於營運過程中回收電子廢物，最終減少處置該等可能成為有害廢物的電子零件所涉及的金錢及環保成本。

#### 無害廢物

本集團年內產生的無害廢物主要為一般辦公室廢物及生活垃圾、廢紙、紙板、包裝材料(用量合理)，包括已用紙張及文具。所有廢物經妥當回收及處置。由於本集團業務性質使然，並無產生有重大環境影響的有害廢物。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL PROTECTION (continued)

#### 3.4 Waste Management (continued)

##### Non-Hazardous Waste (continued)

Table 3 — Non-Hazardous Waste

Waste	廢物	Unit 單位	FY 2020 二零二零 財政年度
Total non-hazardous waste produced*	所產生無害廢棄物總量*	kg 千克	70,156.8

\* The data of non-hazardous waste, including general domestic wastes, are based on best estimation by the management.

We constantly encourage all employees to reduce paper usage by duplex printing, paper recycle and frequent use of electronic information systems for material sharing or internal administrative documents. We maintain 100% recycling of used toner cartridges by collecting and returning all used cartridge to recycling agents. We encourage minimal consumption of paper towels in the workplaces.

##### Wastewater Discharge

The Group's operations do not consume a significant amount of water. Our main use of water is for sanitary purposes. The Group ensures all domestic sewage is properly discharged into the urban sewage pipe network for subsequent sewage treatment.

##### Target

The ESG Committee has set forth a target to review the energy and paper consumption from time to time in the coming year by closely implementing the measures as disclosed in Section 3.2 of this report. Comparison will be made across years in the future, forming the basis of ESG initiatives. Target for water efficiency is not presented as data gathering is not applicable.

### 環境保護 (續)

#### 3.4 廢物管理 (續)

##### 無害廢物 (續)

表 3 — 無害廢物

\* 無害廢物(包括一般生活廢物)的數據乃基於管理層估算得出。

我們不斷鼓勵全體僱員透過雙面打印、紙張回收及經常使用電子資訊系統進行資訊共用或內部行政檔案之用，藉以減少紙張使用量。我們收集並向回收代理商交回所有已使用的碳粉盒，以保持100%回收已使用的碳粉盒。我們鼓勵在工作場所盡量減少使用紙巾。

##### 廢水排放

本集團業務的耗水量不大。我們的主要用水乃供衛生用途。本集團確保所有生活廢水均妥善排放至城市污水管道網絡，以進行後續污水處理。

##### 目標

環境、社會及管治委員會已制定通過嚴格執行本報告第3.2節所披露的措施，來年將不時監察能源及紙張消耗狀況。日後將進行跨年度比較，構成環境、社會及管治措施的基準。由於數據收集不可行，故並無提出用水效率目標。

## ENVIRONMENTAL PROTECTION (continued)

### 3.5 Use of Resources

The Group acknowledges the importance of maximising resources efficiency to every responsible corporate, and has been exploring for new ways to lessen the waste generated on paper and packaging material, while promoting conservation of energy and resources. The Group has in place policies to raise awareness of electricity conservation and has implemented a number of energy saving measures in our daily operation, details of which can be referred to in the section “Energy Efficiency Management”.

#### Water Consumption

The Group takes a cautious approach to water stewardship, seeking to maximise efficiency and reduce wastes. We strive to engage all employees, clients, suppliers and business partners to develop a habit of conserving water consciously. Water saving devices are installed at water taps in the office wherever possible. Pantry and washrooms are posted with environmental messages to remind employee the importance and urgency of water conservation. The utility facilities are maintained regularly for service to ensure that water seepage or leaking pipelines are replaced or repaired on a timely basis.

There is no applicable data of water consumption because it is not feasible to obtain water withdrawal and discharge data as an individual occupant of leased office premises in Hong Kong where water supply and discharge are not billed to us separately by the respective building management. There is no issue in sourcing water that is fit for purpose whereas the Group considers its water consumption level is reasonable.

## 環境保護(續)

### 3.5 資源使用

本集團深知最大限度地提高資源效率對每一個負責任的企業的重要性，並一直在探索減少紙張及包裝材料產生廢物的新方法，同時促進節約能源和資源。本集團已制定提高節電意識的政策，並在日常營運中實施多項節能措施，詳情可參閱「能效管理」一節。

#### 耗水

本集團在水資源管理方面採取謹慎態度，務求盡量提高效率及減少浪費。我們致力促使全體僱員、客戶、供應商及業務合作夥伴培養自覺節約用水的習慣。盡可能在辦公室的水龍頭上安裝節水裝置；茶水間及洗手間貼上環保信息，以提醒僱員節約用水的重要性及迫切性；定期維護公用設施以提供服務，確保及時更換或維修滲水或漏水的管道。

由於香港租用的辦公室物業的供水及排水不由有關樓宇管理部門單獨向我們收取費用，因此以個別用戶身份取得取水及排水數據並不可行，故並無適用的耗水數據。尋求適用水源並無任何問題，而本集團認為其耗水量屬合理。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### ENVIRONMENTAL PROTECTION (continued)

#### 3.5 Use of Resources (continued)

##### Packaging Material

Given our business nature, the Group does not have manufacturing facilities and does not consume a significant amount of packaging material.

Table 4 — Use of Resources

	Unit	FY2019	FY2019 Intensity	FY2020	FY2020 Intensity
	單位	二零一九財政年度	二零一九財政年度密度	二零二零財政年度	二零二零財政年度密度
Electricity 電	kWh 千瓦特小時	583,416.7	1,581.1	477,857.0	1,659.2
Unleaded petrol 無鉛汽油	L 升	15,616.8	42.3	9,700.4	33.7
Paper 紙張	kg 千克	6,431.8	17.4	3,893.1	13.5
Water 水	M <sup>3</sup> 立方米	n/a 不適用	n/a 不適用	n/a 不適用	n/a 不適用

### 環境保護(續)

#### 3.5 資源使用(續)

##### 包裝材料

基於業務性質使然，本集團並無製造設施，亦無消耗大量包裝材料。

表 4 — 資源使用

#### 3.6 Climate Changes

While the impact of climate change is increasingly influential, the Group is aware that consumers are gradually becoming more sensitive to sustainability issues, such as, ecological and ethical footprints which are beginning to influence the purchasing decisions of average consumers. Where once customer would rarely question how a product was made or what it was made of, brands are now expected to clearly state where products come from and how the ESG policies inform their choice of processes, materials and deployment of human resources.

The Group is committed to instilling the consciousness of resources conservation, deeply indoctrinated the low-carbon concept and environmental protection into the work and life of every employee. We continue to seek business partners who also share with our philosophy and commitment of environment conservation and compliance with the applicable environmental laws and regulations. We firmly believe that our commitment to environmental protection will become a part of our competitiveness, leading the Group to greater success in the future and fulfil our responsibilities as a member of the community we all live in.

#### 3.6 氣候變化

儘管氣候變化的影響越來越有影響力，惟本集團意識到，消費者逐漸對可持續性問題變得更為敏感，例如普通消費者的購買決定已開始受生態及道德影響。往時客戶甚少質疑產品的製造方法或製造物料，而現在客戶則預期品牌會清晰說明產品來源以及環境、社會及管治政策如何影響彼等對工藝、材料的選擇及人力資源的部署。

本集團致力將資源節約、低碳理念及環保意識灌輸入每位僱員的工作和日常生活中。我們持續尋求與我們擁有相同環保理念及承諾且遵守適用環境法律及法規的業務夥伴。我們堅信，我們的環保承諾將成為競爭力的一部分，帶領本集團在未來取得更大的成功，履行我們作為共同生活社區一分子的責任。

## WORKPLACE AND EMPLOYMENT

### 4.1. Recruitment and Promotion

The Group regards every employees as the most valuable resource to propel the Company forward and is committed to creating a nurturing environment for our employees, where employee's development and training were centered. We are aware that creating value for our employees would be equivalent to creating value for all of our stakeholders. As such, it is of paramount importance for us to proactively manage our talent pipeline and career development for employees.

The Group is determined to uphold an open, fair, just and reasonable recruitment and human resource policies, with respect to equal opportunities, diversity and anti-discrimination. We embrace diversity and inclusion. We do not have specific requirements or conventions on gender, age or race in employment. Our recruitment policy stipulates that we recruit candidates based on their experience and expertise, and do not discriminate on grounds of gender, disability, pregnancy, marital and family status, racial background, religious belief, age or sexual orientation. Our employment policy encourages hiring of talented people with physical or mental disabilities. The Group endeavours to provide a good working environment free from discrimination and harassment by putting the principle of equality and fairness into practice. We are committed to supporting our employees to maintain a family-friendly work environment because we respect their roles and responsibilities in their families. We strive to make sure employees and business partners comply with laws and regulations, follow ethical business practices and respect equal opportunity in employment. We bring in new recruits and equip them with necessary skill sets to develop a long-term rewarding career with us.

During the Reporting Period, the Group was not aware of any incident of non-compliance that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

## 工作場所及僱傭

### 4.1. 招聘及晉升

本集團將每位僱員視為推動本公司發展的最寶貴資源，致力於為僱員創造一個以僱員發展及培訓為中心的培養環境。我們深知，為僱員創造價值將等同於為所有利益相關者創造價值。因此，積極管理人才隊伍及僱員的職業發展，對我們來說至關重要。

本集團致力於平等機會、多元化及反歧視方面秉持公開、公平、公正及合理的招聘及人力資源政策。我們支持多元及共融。我們對僱傭的性別、年齡或種族並無特別要求或慣例。我們的招聘政策規定，我們基於申請人的經驗及專業知識招聘，不會因性別、殘疾、懷孕、婚姻及家庭狀況、種族背景、宗教信仰、年齡或性取向而歧視。我們的僱傭政策鼓勵招聘有身體或精神殘疾的人才。本集團本著平等、公平的原則，努力提供一個沒有歧視和騷擾的良好工作環境。我們致力支援僱員，維護適合家庭的工作環境，因為我們尊重彼等於家庭中的角色及責任。我們致力於確保僱員及業務合作夥伴遵守法律法規，遵循道德商業常規並尊重就業中的平等機會。我們引進新僱員並為彼等配備必要技能裝備，以與我們共同發展長遠事業並從中得益。

於報告期間，本集團並不知悉在補償及解僱、招聘及晉升、工時、休息時間、平等機會、多元化、反歧視以及其他待遇及福利方面有對本集團造成重大影響的不合規事件。

## WORKPLACE AND EMPLOYMENT (continued)

### 4.2 Employment

The Group offers competitive remuneration and implements a sound performance appraisal system with appropriate incentives in order to attract and retain our employees. The Group offers competitive wages, medical insurance, disability and invalidity coverage, maternity leave, and other compensation to our employees. Remunerations payable to staff was determined based on their duties, work experience and the prevailing market practices. Apart from basic remuneration, share options may be granted to eligible employees by reference to the performance of the Group and individual employees. To create a harmonious working environment and enhance employees' sense of belongings towards the Group, we organise leisure activities for employees from time to time to strengthen bonding between colleagues across different departments.

In order to ensure our employees' understanding of the Group's policies, employee handbook has been issued to each employee. Terms and conditions of employment, staff compensation and dismissal, staff benefits, policies in avoiding conflict of interest, chance of promotion, occupational health and safety, complaint channels and office rules are clearly stated in the employee handbook.

Our remuneration policy strictly adheres to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and other applicable laws and regulations relating to employment.

As at 31 December 2020, the Group had 288 full-time employees, of which 64% based in the PRC, 18% based in Hong Kong, 6% based in Taiwan, 6% based in Bangladesh, 3% based in Pakistan, 2% based in Vietnam and 1% based in Thailand.

During the Reporting Period, the Group was not aware of any incident of material non-compliance that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

## 工作場所及僱傭(續)

### 4.2 僱傭

本集團提供有競爭力的薪酬，實施完善的績效考核制度，並有適當的激勵措施，以吸引及挽留僱員。本集團為僱員提供有競爭力的薪資、醫療保險、傷殘及病殘保險、產假及其他補償。應付予員工的薪酬乃根據其職責、工作經驗及現行市場慣例釐定。除基本薪酬外，本集團亦可根據本集團及個別僱員的表現，向合資格僱員授予購股權。為營造和諧的工作環境，增強僱員對本集團的歸屬感，我們不定期為僱員舉辦休閒活動，加強不同部門同事之間的聯繫。

為確保僱員了解本集團的政策，本集團向每位僱員發放僱員手冊，僱員手冊中明確訂明僱員條款及條件、員工補償及解僱、員工福利、避免利益衝突的政策、晉升機會、職業健康與安全、投訴渠道及辦公制度。

我們的薪酬政策嚴格遵守《僱傭條例》(香港法例第57章)及其他適用的僱傭法律及法規。

於二零二零年十二月三十一日，本集團有288名全職僱員，其中64%在中國，18%在香港，6%在台灣，6%在孟加拉，3%在巴基斯坦，2%在越南及1%在泰國。

於報告期間，本集團並不知悉在補償及解僱、招聘及晉升、工時、休息時間、平等機會、多元化、反歧視以及其他待遇及福利方面有對本集團造成重大影響的重大不合規事件。

## WORKPLACE AND EMPLOYMENT (continued)

### 4.2 Employment (continued)

#### *Hong Kong Region*

In Hong Kong, the Group complied with the Labour Law of Hong Kong and relevant employment laws and regulations throughout the Reporting Period, including the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) by participating in the Mandatory Provident Fund retirement benefit scheme (the “**MPF Scheme**”) for our eligible employees, Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong), Employment Ordinance (Chapter 57 of the Laws of Hong Kong) (the “**EO**”) and Employees’ Compensation Ordinance (Chapter 282 of the Laws of Hong Kong) (the “**ECO**”).

#### *PRC Region*

In the PRC, we participated in welfare schemes concerning pension insurance, unemployment insurance, maternity insurance, occupational injury insurance and medical insurance in accordance with the local regulations including the Regulations on the Administration of Housing Provident Funds and the Social Insurance Law and Labour Law of the PRC.

#### *Taiwan Region*

In Taiwan, the Group, on a monthly basis, contributes labour pension to individual accounts of labour pension at the Bureau of Labour Insurance, Ministry of Labour for employees pursuant to the Labour Standard Act and Labour Pension Act.

## 工作場所及僱傭 (續)

### 4.2 僱傭 (續)

#### *香港地區*

在香港，本集團於整個報告期間一直遵守香港勞工法例及相關僱傭法律及法規，包括為合資格僱員參與強制性公積金退休福利計劃（「**強積金計劃**」）以遵守《強制性公積金計劃條例》（香港法例第485章）、《最低工資條例》（香港法例第608章）、《僱傭條例》（香港法例第57章）（「**僱傭條例**」）及《僱員補償條例》（香港法例第282章）（「**僱員補償條例**」）。

#### *中國地區*

在中國，我們根據《住房公積金管理條例》、《中華人民共和國社會保險法》及《中華人民共和國勞動法》等當地法規，參與有關退休金保險、失業保險、生育保險、工傷保險及醫療保險的福利計劃。

#### *台灣地區*

在台灣，本集團根據《勞動基準法》及《勞工退休金條例》，每月為僱員向勞動部勞工保險局的勞工退休金個人賬戶供款勞工退休金。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### WORKPLACE AND EMPLOYMENT (continued)

#### 4.2 Employment (continued)

The employee turnover by gender and by age group is as shown below:

**Table 5 — Our Workforce and Turnover rate**

		FY2019 二零一九 財政年度	FY2020 二零二零 財政年度
Total number of full-time employees	全職僱員總數	379	<b>288</b>
Overall turnover rate	整體流失比率	20.8%	<b>43.0%</b>
Turnover rate by gender	按性別劃分的流失比率		
Male	男性	44.6%	<b>43.3%</b>
Female	女性	57.1%	<b>42.4%</b>
Turnover rate by age	按年齡劃分的流失比率		
Under 30 years old	30歲以下	87.9%	<b>59.2%</b>
30–50 years old	30至50歲	16.4%	<b>35.5%</b>
over 50 years old	50歲以上	6.6%	<b>44.7%</b>

Note: Turnover rate is defined as the rate of employees who voluntarily resign or leave because of retirement, dismissal, or other reasons, and is calculated according to the following formula:

附註：流失比率的定義是自願辭職或因退休、解僱或其他原因而離職的員工比率，並按以下公式計算：

$$\begin{array}{l}
 \text{Turnover rate} \\
 \text{流失比率}
 \end{array}
 = \frac{\text{number of employee left during the year}}{\text{年內離職僱員人數}}
 = \frac{\text{(number at beginning of year + number at end of year)}/2}{\text{(年初人數 + 年末人數)}/2}$$

**WORKPLACE AND EMPLOYMENT** (continued)

**工作場所及僱傭** (續)

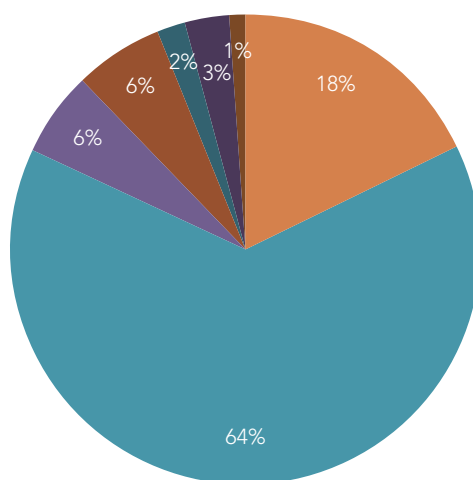
**4.2 Employment** (continued)

**4.2 僱傭** (續)

TOTAL WORKFORCE BY GEOGRAPHIC REGION  
AS OF 31 DECEMBER 2020

於二零二零年十二月三十一日按地區劃分的僱員總數

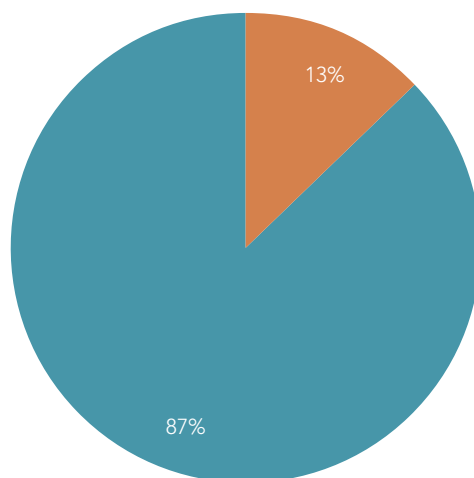
■ Hong Kong (香港)  
 ■ PRC (中國)  
 ■ Taiwan (台灣)  
 ■ Bangladesh (孟加拉)  
 ■ Vietnam (越南)  
 ■ Pakistan (巴基斯坦)  
 ■ Thailand (泰國)



TOTAL WORKFORCE BY EMPLOYMENT LEVEL  
AS OF 31 DECEMBER 2020

於二零二零年十二月三十一日按僱傭類別劃分的僱員總數

■ Senior Management (高級管理層)  
 ■ General Staff (一般員工)





**WORKPLACE AND EMPLOYMENT** (continued)

**4.2 Employment** (continued)

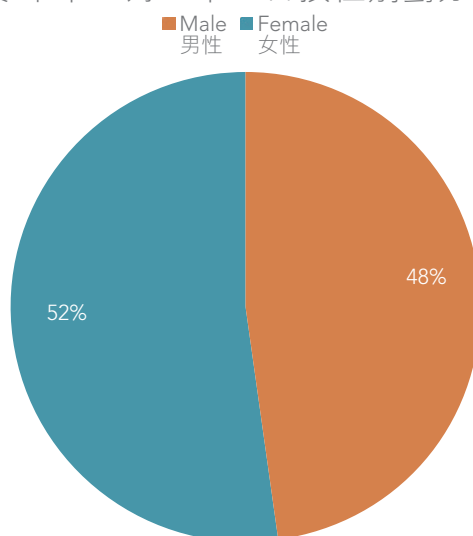
工作場所及僱傭(續)

4.2 僱傭(續)

TOTAL WORKFORCE BY GENDER

AS OF 31 DECEMBER 2020

於二零二零年十二月三十一日按性別劃分的僱員總數

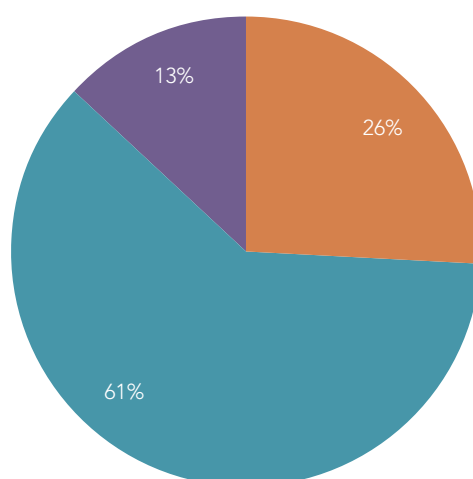


TOTAL WORKFORCE BY AGE GROUP

AS OF 31 DECEMBER 2020

於二零二零年十二月三十一日按年齡組別劃分的僱員總數

Below 30 Years Old 30歲以下    Between 30 and 50 Years Old 30至50歲    Over 50 Years Old 50歲以上



## WORKPLACE AND EMPLOYMENT (continued)

### 4.3. Occupational Health and Safety

The Group is highly aware that employees' health and safety is of paramount importance to our operation and therefore, the Group is determined to attaching great importance to a healthy, comfortable and safe working environment for our employees. The goals of our Occupational Safety and Health ("OSH") policy are highlighted as below:

- The OSH management system aims at identification, prevention and management of risks and hazards throughout the workplaces as well as follow-up actions for accidents or personal injuries;
- The OSH management system defines appropriate objectives and targets on a regular basis;
- Zero tolerance of accidents and injuries;
- Promotion of safety culture among employees;
- Commitment of appropriate resources and leadership to the OSH management system;
- Communication of our health and safety performance with stakeholders and seek their involvement wherever applicable;
- Regular review of the performance of various OSH measures, so that their effectiveness and reliability can be maintained;
- Compliance with applicable laws and regulations in relation to occupational safety and health.

## 工作場所及僱傭 (續)

### 4.3. 職業健康與安全

本集團高度意識到僱員的健康與安全對我們的營運而言至關重要，故本集團決定高度重視為僱員提供健康、舒適及安全的工作環境。我們的職業安全與健康（「職業安全與健康」）政策目標概述如下：

- 職業安全與健康管理制度旨在識別、預防及管理工作地點的風險及危害，以及在事故或人身傷害方面的跟進行動；
- 職業安全與健康管理制度定期界定適當的目標及目的；
- 對意外及受傷達致零容忍；
- 於僱員中推廣安全文化；
- 承諾為職業安全與健康管理制度提供適當資源及領導；
- 與持份者交流我們的健康與安全績效，並尋求其參與（如適用）；
- 定期檢討各項職業安全與健康措施的績效，以保持其有效性及可靠性；
- 遵守有關職業安全與健康的適用法律及法規。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### WORKPLACE AND EMPLOYMENT (continued)

#### 4.3. Occupational Health and Safety (continued)

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

- Formulation of emergency response plans, risk assessment and accident investigation mechanism so as to ensure legal compliance with OSH;
- Organisation of fire drills and emergency evacuation simulations to raise the employees' awareness of fire prevention and to equip employees with appropriate knowledge and skills in the event of emergency;
- Improvement of the fire evacuation plans by providing first aid kits and fire extinguishers in workplace in response to emergencies;
- Assignment of competent and skilled staff to handle works with critical hazards or impacts related to OSH;
- Promotion of safety culture through various communication channels such as safety campaigns, discussion and sharing sessions;
- Organisation of induction programs and safety training programs to new employees such that they can be familiar with our corporate policies in relation to health and safety matters as quickly as they can;
- Installation of air purifiers in relatively crowded areas such as conference and meeting rooms;
- Encourage contractors or sub-contractors to assist in the implementation of policies, procedures and practices related to OSH at work;
- Prohibition of smoking and abuse of alcohol and drugs in the workplace;
- Provision of clean and tidy rest area such as corridors and pantry;
- Provision of adjustable chairs and monitors for eye protection;
- Set up posters of proper working postures and lifting method accessible on the intranet and at appropriate locations in offices;

### 工作場所及僱傭(續)

#### 4.3. 職業健康與安全(續)

為達成職業安全與健康政策的目標，我們已採取以下措施：

- 制定應急計劃、風險評估及意外調查機制，確保遵守有關職業安全與健康的法律；
- 舉行防火演習及緊急疏散模擬練習，提升僱員的防火意識，讓僱員具備應付緊急情況的適當知識及技巧；
- 在工作場所放置急救箱及滅火器以應付緊急情況，藉以改善消防疏散計劃；
- 指派能幹熟練的員工處理有關職業安全與健康且具有重大危害或影響的工程；
- 通過各種交流渠道(如安全運動、討論及分享會)，推廣安全文化；
- 為新僱員安排入職培訓及安全培訓計劃，以便彼等盡快熟悉有關健康及安全事宜的公司政策；
- 於會議室及會客室等相對擁擠的區域安裝空氣淨化機；
- 鼓勵承包商或分包商於工作時協助實施有關職業安全與健康的政策、程序及常規；
- 工作場所禁止吸煙及濫用酒精與藥物；
- 提供乾淨整潔的休息區，例如走廊及茶水間；
- 提供可調節的椅子及顯示屏以保護眼睛；
- 於內聯網及辦公室適當位置備存及張貼正確工作姿勢及搬運重物方式的海報；

## WORKPLACE AND EMPLOYMENT (continued)

### 4.3. Occupational Health and Safety (continued)

During the Reporting Period, the Group complied with the laws and regulations in relation to occupational safety and health in multiple regions, such as the Occupational Safety and Health Ordinance of the Laws of Hong Kong, Labour Law, Regulations on Period of Medical Treatment of Diseases or Non-work-related Injuries of Employees and Regulation on Work-Related Injury Insurance of the PRC, by ensuring that the employees are working in a safe environment in respect of health, hygiene, ventilation, gas safety, building structure and means of escape.

#### Employees' Wellness under COVID-19

During the Reporting Period, challenges brought by the massive global outbreak of the COVID-19 was unprecedented, and our Company has adopted a series of measures to accord priority to the health and safety of all our staffs. A "Work from Home" regime was launched, allowing employees to work from home if required, subject to employees' roles. We also provide masks and hand sanitizers for our employees when they attend work to minimise the potential risk of spreading of virus. We encourage employees to check for symptoms from time to time and check temperature prior to entering the office premise. We assume every responsibility to assure that all necessary preventive and protective measures are taken to minimise occupational safety and risks, and we pledge to provide a blame-free environment and encourages employees to stay home if they are ill.

Summary of work-related fatalities and injuries during the Reporting Period are shown in the table below.

**Table 6 — Work-Related Fatalities**

		FY2019 二零一九 財政年度	FY2020 二零二零 財政年度
No. of work-related fatalities	工作相關死亡數目	—	—
Rate of work-related fatalities	工作相關死亡比率	—	—
No. of Injuries at work	工傷數目	—	—
Lost days due to Injury at work	因工傷損失工作日數	—	—

There was no incident of non-compliance with the relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards being recorded for the Reporting Period.

## 工作場所及僱傭 (續)

### 4.3. 職業健康與安全 (續)

於報告期間，本集團遵守多個地區有關職業安全及健康的法律及法規，如香港法例《職業安全及健康條例》、《勞工法》，《中華人民共和國僱員疾病或非工傷醫療期規定》及《中華人民共和國工傷保險條例》，確保僱員在健康、衛生、通風、氣體安全、建築結構及逃生方式方面屬安全的環境下工作。

#### 2019冠狀病毒病下的僱員健康

於報告期間，全球大規模爆發2019冠狀病毒病帶來前所未有的挑戰，本公司已採取一系列措施，將全體員工的健康及安全放在首位。本集團推行「居家辦公」制度，允許僱員需要時可居家辦公，但須視乎僱員的職務而定。我們亦在僱員上班時提供口罩及消毒潔手液，盡量減少病毒傳播的潛在風險。我們鼓勵僱員不時檢查有否症狀並在進入辦公處所前檢查體溫。我們負責確保採取一切必要的預防及保護措施以盡量減低職業安全及風險，且我們承諾提供免責環境並鼓勵僱員生病時留在家中。

下表列示於報告期間工作相關死亡及受傷事故概要。

**表6 — 工作相關死亡事故**

於報告期間並無發生任何違反有關提供安全工作環境及保障僱員免受職業性危害且對本集團有重大影響的相關法律法規的事件。

## WORKPLACE AND EMPLOYMENT (continued)

### 4.4 Development and Training

The Group believes that expertise and knowledge that we can offer to empower our employees are the keys to its business success. The Group listens and responds to our people, striving to create an environment of continuous learning, to facilitate development of careers and to provide knowledge and skills for better fulfilment of roles and responsibilities. The Group is committed to providing high quality training for employees. Our training programmes are designed to provide skill set required for the operation to meet our business vision as well as for the benefit of our society as a whole.

Considering that each of the position is of unique professional and technical needs, the Group ensures that every new joiner receives proper orientation training and mentoring in order to help them adapt to the new working environment affirmatively and quickly. Continuous training is committed by the Group in different ways including internal training programs, comprehensive training for specific skill development, and courses for continuous professional development for relevant employees so as to ensure that they possess the appropriate qualities and skill-sets. Implementation of safety training and comprehensive risk assessments are also one of the most important tasks in the Group.

During the Reporting Period, employees at all levels satisfied their needs of trainings through multiple training programs, including induction training, technical skills training and pre-post training as summarised in the table below. These training programs not only facilitate the career prospect of individual employee, but also further enhance the sustainable development of the Group. We organised seminars for directors and senior management with topics generally including occupational safety, corporate governance, business development and strategy in order for them to develop and refresh their knowledge and skills as directors of a listed company. We additionally provided management with a series of thematic reading materials to strengthen and refresh their knowledge, leadership and management skills, which is expected to drive the team to grow for the best interest of the Group.

## 工作場所及僱傭(續)

### 4.4 發展及培訓

本集團相信僱員的專業技能及知識為業務成功之關鍵所在。本集團聆聽並回應員工，致力創造持續學習的環境，促進職業發展及提供知識和技能，從而更好地履行職責。本集團致力為僱員提供高質素的培訓。我們的培訓計劃不僅提供營運所需技能，以滿足我們的業務願景，而且為社會整體利益提供服務。

考慮到每個職位均有獨特的專業及技術要求，本集團確保每名新員工接受適當的入職培訓及指導，以幫助彼等完全快速適應新工作環境。本集團承諾以不同的方式為有關僱員提供持續培訓，包括內部培訓計劃，專門技能發展的全面培訓及持續專業培訓課程，確保僱員具備適當資格及技能。實施安全培訓及全面風險評估亦為本集團最重要的工作之一。

於報告期間，本公司通過入職培訓、技術技能培訓及崗前培訓(如下表概述)等多元化培訓計劃，滿足各級僱員的培訓需求。該等培訓計劃不僅促進個別僱員的職業前景，亦進一步加強本集團的可持續發展。我們為董事及高級管理層舉辦研討會，主題一般包括職業安全、企業管治、業務發展及戰略，使彼等加強及更新作為上市公司董事的知識及技能。我們亦會為管理層提供一系列主題閱讀材料，鞏固及更新其知識、領導能力及管理技能，預期此舉將會推動團隊成長，並符合本集團的最佳利益。

**WORKPLACE AND EMPLOYMENT** (continued)

**4.4 Development and Training** (continued)

During the Reporting Period, details of the development and training programs provided by the Group is summarised as below.

**工作場所及僱傭** (續)

**4.4 發展及培訓** (續)

於報告期間，本集團所提供的發展及培訓計劃詳情概述如下。

**Table 7 — Employee Training**

**表 7 — 僱員培訓**

	Unit	FY2019 二零一九 財政年度	FY2020 二零二零 財政年度
	單位		
Total hours of training received by employee 僱員受訓總時數	Hours 小時	766	<b>689</b>
Average hours of training received per employee 僱員平均受訓時數	Hours 小時	2.0	<b>2.4</b>
<b>Average hours of training per employee by ranking</b> 按職級劃分的僱員平均受訓時數			
Senior Management 高級管理層	Hours 小時	1.5	<b>4.8</b>
General Staff 一般員工	Hours 小時	2.0	<b>3.2</b>
<b>Average hours of training per employee by gender</b> 按性別劃分的僱員平均受訓時數			
Male 男性	Hours 小時	1.9	<b>4.3</b>
Female 女性	Hours 小時	2.1	<b>2.6</b>
<b>Percentage of employees trained by employment level</b> 按聘用水平劃分的受訓僱員百分比			
Senior Management 高級管理層	%	25	<b>53</b>
General Staff 一般員工	%	55	<b>73</b>
<b>Percentage of employees trained by gender</b> 按性別劃分的受訓僱員百分比			
Male 男性	%	48	<b>66</b>
Female 女性	%	57	<b>74</b>

## WORKPLACE AND EMPLOYMENT (continued)

### 4.5. Harmonious Corporate Culture

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

- Open and honest communication platform for all employees and management to post and share multimedia news;
- Regular staff meetings to update on business performance and the development of key projects; and
- Employee engagement such as informal and undocumented feedback which provides a confidential route for employee feedback. Follow up actions ensure that employees' voices are heard and responded to at both corporate and team levels.
- Festive foods, such as mooncakes and fruit, are delivered to employees during certain traditional festivals (such as Lunar New Year and Mid-Autumn Festival) in recognition of their contributions and dedicated work to the Group. Regular and festival gatherings are organised during the Reporting Period to enhance the harmonious spirit of different levels of staff members throughout the Group.

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

### 4.6 Labour Standards

Recruitment of child labour is strictly prohibited within the Group. New employees are required to provide true and accurate personal data when they are onboard. Recruiters strictly review the entry documents including medical examination certificates, academic certificates and identity cards. The Group constantly rejects to engage suppliers and contractors, that hire child labour or forced labour in their operations. Applicant's identity information is verified during the recruitment process. The Group enters into employment contract with employees in accordance with local laws and regulations, including but not limited to the Labour Contract Law of the PRC and Employment Ordinance of Hong Kong and Labour Law, Prohibition of Child Labour Provisions, Underage Workers Special Protection Provisions, Prohibition of Forced Labour and Prisoners Labour Policy and Procedures of the PRC as well as relevant legislations in the countries that we operate.

During the Reporting Period, the Group strictly complied with the relevant laws and regulations. No material non-compliance with the laws and regulations related to the prevention of child labour or forced labour have been found by the Group.

## 工作場所及僱傭(續)

### 4.5. 和諧的企業文化

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

- 為所有僱員及管理層提供公開、坦誠的溝通平台，發佈及分享多媒體消息；
- 定期召開員工會議，提供有關業務表現及主要項目的進展情況；及
- 僱員參與，如非正式、不作文檔記錄的反饋，讓僱員以保密方式作出反饋，並採取跟進行動，確保僱員的意見在公司及團隊層面均獲得聆聽及回應。
- 本集團在若干傳統節日(例如農曆新年及中秋節)向僱員派發月餅及水果等應節食品，以表揚彼等對本集團作出的貢獻及努力。於報告期間，我們舉辦定期及節日聚會，以提高本集團所有不同級別員工的和諧精神。

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

### 4.6 勞工準則

本集團嚴禁僱用童工。新僱員入職時須提供真實準確的個人資料。招聘人員嚴格審查入職文件，包括體檢證明、學歷證明及身份證。本集團拒絕委聘於經營中僱用童工或強迫勞工的供應商及承包商。申請人的身份信息在招聘過程中予以核實。本集團根據當地法律法規與僱員簽訂僱傭合同，包括但不限於《中華人民共和國勞動合同法》及香港《僱傭條例》及《勞工法》、《禁止使用童工規定》、《未成年工特殊保護規定》、《中華人民共和國禁止強迫勞工和罪犯勞工的政策和程序》以及我們營運所在國家的相關立法。

於報告期間，本集團嚴格遵守有關法律及法規。本集團並無嚴重違反有關防止童工或強迫勞工的法律及法規。

## OPERATIONAL PRACTICES

We are determined to disseminate the pursuit of sustainability into our core business which is regarded as part of the responsibility of an accountable corporate citizen. We encourage all business partners to incorporate sustainability practices and policies into their operation to work together in our pursuit of sustainable development. Management systems and procedures are in place and developed in alignment with HKEx's requirement on corporate governance.

### 5.1 Supply Chain Management

The Group values our longstanding relationship with our suppliers. We believe that stable supplier relationship can promote sustainable development and enhance quality control of our product and services.

Linmark, as a global trading and supply chain management solutions provider with over 50 years of experience, offers diverse and comprehensive services to a wide range of customers including retail chain operators, well known brands and licensors, wholesalers, mail order houses and department stores. Our global customers are located in North America, Europe, Asia, Australia and South Africa. In light of the Group's requirement of supply chain management, Linmark has developed a comprehensive Corporate Social Responsibility Compliance Manual (the "CSR Manual") and Vendor Code of Conduct (the "Code of Conduct") since 2009. The Code of Conduct outlines the basic requirements that all vendors must meet with respect to employment, ethics, environmental protection, health and safety, legal requirement, subcontractors and suppliers to vendors, compliance and corrective actions. The CSR Manual outlines the full audit procedures and requirements in compliance with the Code of Conduct and Customs-Trade Partnership Against Terrorism (C-TPAT) requirements of our customers.

## 營運慣例

我們致力在我們的核心業務中傳播對可持續發展的追求，此為負責任企業公民的責任之一。我們鼓勵所有業務夥伴將該等可持續發展常規及政策納入其業務營運，齊心協力達致可持續發展。我們已制定一系列的管理系統及程序，以符合聯交所規定的企業管治。

### 5.1 供應鏈管理

本集團珍視與我們供應商的長遠關係。我們相信穩定的供應商關係能夠促進可持續發展並加強我們產品及服務的質量控制力度。

林麥作為一家全球貿易及供應鏈管理解決方案供應商，擁有逾50年經驗，為眾多客戶提供多元化及全方位服務，包括零售鏈營運商、知名品牌及持有人、批發商、郵購公司和百貨公司。全球的客戶位於北美洲、歐洲、亞洲、澳洲及南非。鑒於本集團供應鏈管理的規定，自二零零九年起，林麥已制定全面的企業社會責任手冊（「CSR手冊」）及供應商行為守則（「行為守則」）。行為守則列明供應商須遵守，有關僱傭、道德、環保、健康及安全、法律規定、供應商的分包商及供應商、合規及糾正行動方面的基本要求。CSR手冊列明遵照行為守則及客戶的海關-商貿反恐怖聯盟（C-TPAT）規定的全面審核程序及規定。



**OPERATIONAL PRACTICES** (continued)

**5.1 Supply Chain Management** (continued)

On the other hand, our another segment, Loovee, has similarly developed standard procedures in selecting appropriate suppliers in relation to the supplier compliance with employment, ethics, environmental protection, health and safety, legal requirement and social aspects. We review the samples of the gift products and carry out procurement quality control regularly. Inspection may be conducted by the Group if deemed necessary. Apparently, our overall supply chain management team not only considers economic and commercial benefits during the tendering processes, but also evaluates the suppliers' and contractors' track record with respect to environmental, social and ethical conducts as well as legal and regulatory compliance such as use of child and forced labour, occupational health and safety, hours of work, compensation, benefits and wages and mitigating environmental impacts. We believe that, through the above supply chain management system, we can minimise the potential environmental, social and ethical risks associated with our operation. During the Reporting Period, the Group had multiple suppliers which were located in different region where we operated. The distribution of suppliers by geographic region for Linmark are presented in the chart below whereas the suppliers for Loovee were all located in the PRC.

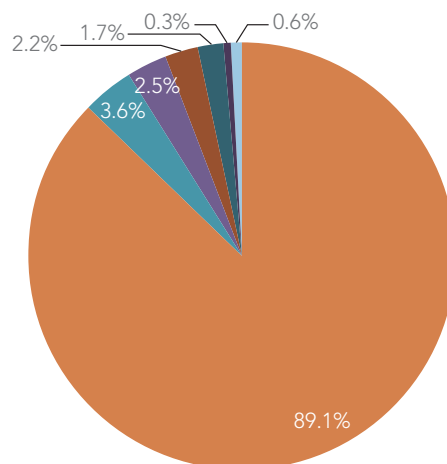
**營運慣例** (續)

**5.1 供應鏈管理** (續)

另一方面，我們的另一業務分類樂唯於挑選合適的供應商方面亦制定符合僱傭、道德、環保、健康及安全、法律規定及社會層面的類似標準程序。我們定期審查禮品樣本及控制採購質量。如認為有需要，本集團亦會進行檢查。顯然，整體供應鏈管理團隊於投標過程中不僅考慮經濟及商業利益，亦會評核供應商及承包商於環境、社會及道德操守，以及法律及監管合規方面的往績記錄，例如僱用童工或強迫勞工、職業健康及安全、工作時數、薪酬、福利及薪金，以及降低環境影響的措施。我們相信，通過上述供應鏈管理系統，我們可以將與營運相關的潛在環境、社會及道德風險降至最低。於報告期間，本集團有多名位於營運所在地的不同地區的供應商。下表呈列林麥的供應商按地區劃分的分佈，而樂唯的供應商則全部位於中國。

**SUPPLIERS DISTRIBUTION BY GEOGRAPHICAL LOCATIONS**

按地理位置劃分的供應商分佈



## OPERATIONAL PRACTICES (continued)

### 5.2 Product Responsibility

The Group stresses the importance of providing customers with the highest standards of products and services that we deliver, while keeping up constant communication with our customers to better understand and fulfill their needs and expectations. Our communication channel is always open and we value feedbacks from our customers. In driving product excellence, we continue to monitor emerging trends and optimise our products that offer best solutions to our customers from time to time.

Quality assurance protocol is in place for Linmark and dedicated staff members of Linmark focusing on quality assurance ensures that products constantly meet customer requirements and are compliant to applicable legal and safety standards for its intended use. Our well-trained quality assurance team applies the latest mobile technology to ensure the highest level of quality inspection in all production countries. Moreover, the intellectual property rights of our customers are under strict protection in accordance with the corporate policies and confidentiality terms and conditions between our customers and the Group.

Staff members of Loozee also carry out the defined quality assurance protocol for both the software experience and the quality of the gift products. In essence for software applications to be successful, providing good user experience to our customers is always our top priority. We update our software regularly to make sure that our customers are offered with a great satisfaction from using our software. In addition, before giving our gift products to our customers, we run quality check to guarantee our products meet our customers' expectation.

During the Reporting Period, Linmark complied with the international quality standard and other relevant laws and regulations whereas Loozee complied with relevant laws and regulations of the PRC, for instances, Consumer Protection Law, Advertising Law and Product Quality Law, by ensuring that there are no false and misleading messages in our advertisements and promotion activities. During the Reporting Period, the Group did not identify any material non-compliance of the laws and regulations related to the quality of products and services.

During the Reporting Period, there was no products sold or shipped subject to recalls for safety and health reasons and there was no material complaint or damage claim received on our product sold or service rendered.

## 營運慣例(續)

### 5.2 產品責任

本集團強調向客戶提供最高標準的產品及服務的重要性，同時與客戶持續保持溝通，更好地了解及滿足客戶所需及所想。我們總是提供開放的溝通渠道並重視客戶給反饋。為提升產品質素，我們不斷監察新興趨勢並不時優化我們的產品，為我們的客戶提供最佳的解決方案。

質量保證政策是為林麥及其敬業的員工而制定，著重於質量保證，以確保產品就其擬定用途而言持續滿足客戶要求並符合適用法律及安全準則。我們的質量保證團隊訓練有素，採用最新流動科技，確保於所有生產國進行最高水平的質量檢驗。此外，根據公司政策以及客戶與本集團簽訂的條款及條件，客戶的知識產權受嚴格保護。

樂唯的員工亦對軟件體驗及禮品質量實施既定的質量保證政策。為在軟件應用方面取得成功，我們將為客戶提供良好的用戶體驗視為首要任務。我們會定期更新軟件以確保客戶使用軟件時感到滿意。此外，向客戶提供禮品前，我們會進行質量檢驗以確保產品符合客戶期望。

於報告期間，林麥遵守國際質量標準及其他相關法律及規例，而樂唯遵守中國相關法律及法規，例如消費者權益保護法、廣告法及產品質量法，確保廣告及宣傳活動中概無錯誤及誤導訊息。於報告期間，本集團並未發現任何違反與產品及服務質素有關的法律及法規的重大事宜。

於報告期間，概無因安全及健康問題而須召回已售或已付運產品的情況，亦無收到有關對我們已售產品或提供的服務提出重大投訴或損害申索。

**OPERATIONAL PRACTICES** (continued)

**5.3 Customer Feedback and Handling**

We focus on our customers' need and expectations, and pay attention to the level of satisfaction of customers and their feedback. Regular and online communication channels and feedback systems are in place to gather for improvement from our diversified portfolio of customers. In cases where any feedbacks or complaints received from customers and merchants, due assessments would be made immediately followed by detail investigations to identify the possible causes of the issue, so that corresponding remedial actions can be taken.

In managing complaints and feedback from customers, Linmark specially established the Claim Alert System to register and keep track of customer claims and complaints. Our account manager and suppliers will jointly investigate the reported cases and take follow-up actions to identify solutions and hence resulting in improvement of our operation. Follow-up actions, including internal evaluation and modification of training programs for employees, will be taken to address the issues identified and to continuously improve our service delivered. Feedback will additionally be provided to the customers in a timely manner. With respect to the operation of online social platforms by Loozee, real time customer supports and telephone hotline are available to solve their problems in the most efficient way. Their feedbacks and complaints will be delivered to the customer services team and make sure their concerns are well addressed.

This year Loozee received 6 complaints against our services and products, there were no cases of product recall nor complaints received against our services or products due to health and safety issues during the Reporting Period.

**Table 8 — Product Recalls and Complaints**

Percentage of sold/shipped products recalled due to safety and health reasons 因安全及健康問題而召回已出售／已付運產品的百分比	Nil 無
Percentage of complaints received about the products related to health and safety issues 有關健康及安全問題而接獲的產品投訴的百分比	Nil 無

**營運慣例** (續)

**5.3 客戶反饋及處理方式**

我們關注客戶所需及所想，並留意客戶的滿意程度及其反饋。我們已設立定期及線上溝通途徑及反饋系統，以收集不同客戶的改善意見。倘我們收到來自客戶及商家的任何反饋或投訴，我們會即時跟進，並透過詳盡調查確認導致相關問題的原因，進而採取相應的補救措施。

於管理客戶投訴及反饋時，林麥特地建立索賠警報系統以登記並追蹤客戶索賠及投訴。我們的客戶經理及供應商將聯合調查舉報個案，並採取跟進行動以確定解決方案，從而改善我們的運營。我們將會採取跟進行動(包括僱員的內部評核及培訓計劃的修訂)以處理發現的問題及持續改善我們提供的服務。此外，我們及時向客戶提供反饋。就樂唯經營網上社交平台而言，設有即時客戶支援及電話熱線，以最有效的方法解決客戶的問題。其反饋及投訴亦將交付予客戶服務團隊，確保其疑慮得以妥善解決。

於報告期間，儘管樂唯接獲6宗有關服務及產品的投訴，但我們的服務或產品概無因健康及安全問題而出現召回產品的情況或收到投訴。

**表 8 — 召回產品及投訴**

## OPERATIONAL PRACTICES (continued)

### 5.3 Customer Feedback and Handling (continued)

#### *Data and Privacy Protection*

The Group attaches importance to data protection, and we undertake to strictly comply with relevant laws and regulations in relation to privacy on the respective jurisdiction of all of our operations that have an impact on the Group, to ensure that all data are securely kept in our internal system with access control. The Group sets out data privacy requirements in our corporate policies, under which customer and supplier data would be used exclusively and be retained only for as long as is necessary for the transaction purpose and matters relating to the Group's operation only. We strive to ensure all collected data kept is free of unauthorised or accidental access, processing, erasure or other use. Users of online platforms are required to consent to our Privacy Policy and agree to its terms prior to accessing the platform.

A robust incident reporting regime is implemented and employees are required to report on any incidents of data leakage, with subsequent remedial actions to be taken.

Due to the Group's business nature, the protection of intellectual property rights of customers, suppliers and the Group is of paramount importance. Confidentiality clauses are included in the contracts to be entered into between the Company, customers and suppliers to safeguard the intellectual property rights and confidentiality for all parties.

During the Reporting Period, the Group has complied with all relevant laws and regulations that have a significant impact on the Group relating to privacy matters.

## 營運慣例(續)

### 5.3 客戶反饋及處理方式(續)

#### *數據及私隱保障*

本集團重視數據保護，且我們承諾嚴格遵守我們所營運的各司法管轄區就隱私對本集團構成影響的相關法律法規，以確保所有資料安全地存放於設置存取權限控制的內部系統內。本集團於企業政策訂明資料私隱規定，據此，客戶及供應商資料僅用於與本集團營運相關事宜的用途，保留時間以處理交易時長為限。我們致力確保所有已收集的資料不會被未經授權或意外查閱、處理、刪除或作其他用途。線上平台用戶登入平台前須同意我們的私隱政策及同意其條款。

我們按健全的事件呈報機制行事並要求僱員呈報任何資料洩漏事宜，隨後我們將採取補救措施。

鑒於本集團的業務性質，對客戶、供應商及本集團知識產權的保護至關重要。本公司、客戶及供應商之間將訂立合約，當中載明保密條款，保護所有訂約方的知識產權及機密。

於報告期間，本集團已遵守對本集團有重大影響的有關私隱事宜的所有相關法律法規。

**OPERATIONAL PRACTICES** (continued)

**5.4 Anti-corruption and Whistleblowing Policy**

Insisting on honesty, integrity and fairness in all aspects of our business, and upholding a high standard of business ethics and prohibition of any forms of bribery and corrupt practices, the Group developed a series of policies of anti-fraud and anti-bribery. The Group has developed a series of policies of anti-fraud and anti-bribery which apply to all members of the Group. We also encourage all of our business-related parties, including customers and suppliers to observe those principles of the policies and to proactively report any suspected misconduct issues to the Group. During the Reporting Period, the Group observed with related laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance (Chapter 201 of the laws of Hong Kong), Criminal Law and the Regulations for Suppression of Corruption of the PRC. No cases of anti-corruption was concluded and the Audit Committee identified no complaint from employees during the Reporting Period.

Trainings will be conducted to directors and employees on topics on corruption and conflict of interest from time to time.

During the Reporting Period, no violation of laws, regulations, or internal provisions of the Group relating to anti-corruption had occurred during operation.

**營運慣例** (續)

**5.4 反貪污及舉報政策**

本集團在業務各方面堅持真誠、誠信及公平的經營理念，堅持高標準的商業道德規範，禁止任何形式的賄賂及貪污行為，本集團已建立一套反詐騙及反賄賂政策，並已建立一套適用於本集團所有成員公司的反詐騙及反賄賂政策。我們亦鼓勵所有業務相關方（包括客戶及供應商）遵守政策的原則，積極向本集團匯報任何可疑的不當行為事件。於報告期間，本集團遵守對本集團具重大影響且與賄賂、勒索、欺詐及洗黑錢有關的相關法律及法規，例如香港法例第201章《防止賄賂條例》、《中國刑法》及《中國懲治貪污條例》。於報告期間，概無就反貪污案件定罪，且審核委員會概無獲悉僱員的投訴。

本集團將不時就貪污及利益衝突等議題對董事及員工進行培訓。

於報告期間，本集團於營運過程中概無發生違反與反貪污有關的法律、法規或內部條例規定的情況。

## OPERATIONAL PRACTICES (continued)

### 5.5 Whistle-Blowing

In order to encourage our employees to report illegality, irregularity, malpractice, unethical acts or behaviours, which may damage the Group's interests, we established whistle-blowing policy and implement procedures for our employees to report improprieties via a confidential reporting channel to the extent that is made possible to all employees. The Group is committed to addressing the "whistleblowers" concerns in a fair and reasonable manner and to handling the reports with due care and conducting a detailed investigation seriously for each reasonably established report. All "whistleblowers" who report in good faith are reasonably protected from retaliation or adverse consequence of their employment regardless of whether the allegation is substantiated.

### 5.6 Intellectual Property Rights

The Group is committed to compliance with relevant laws of intellectual property right ("**IP rights**") by valuing and protecting its intellectual properties through patent fees and periodic trademark renewals. In order to ensure that the customer's IP rights of products is properly protected during the outsourcing processes to suppliers, a confidentiality agreement regarding IP rights must be signed before engagement. Internally, we enter into standard employment contracts with our employees which contain provisions on intellectual property rights and confidentiality. Relevant employees of the Group have signed a written confirmation to (i) confirm that all intellectual property rights created or made during their employment with the Group shall belong to us; and (ii) agree not to use or disclose the confidential information relating to the product designs without authorisation of the Group.

## 營運慣例 (續)

### 5.5 舉報

為鼓勵僱員匯報可能損害本集團權益的非法行為、違規行為、瀆職、不道德行為或操守，我們設立舉報政策，並通過向所有僱員開放的保密舉報渠道讓僱員匯報不正當的行為。本集團致力以公平合理的方式處理「舉報者」的疑慮，以及小心謹慎處理報告，就每個合理立案的報告認真進行詳細調查。所有真誠匯報的「舉報者」均受到合理保護以免於報復或有其僱用的不利後果，而不論其指稱是否有根據。

### 5.6 知識產權

本集團透過專利費用及定期重續商標，藉著為其知識產權估值及保障其知識產權，致力遵守知識產權（「**知識產權**」）的相關法律。為確保客戶產品的知識產權於外判予供應商的程序中獲得適當的保護，於聘請前必須簽署有關知識產權的保密協議。就內部而言，我們與僱員訂立標準的僱傭合約，當中載列有關知識產權及保密的條文。本集團相關僱員已簽署確認書，以 (i) 確認於受僱本集團期間設立或製作的所有知識產權應屬於本集團；及 (ii) 同意未經本集團授權不使用或披露有關產品設計的機密資料。

## COMMUNITY INVESTMENT

### 6.1 Community Service

During the Reporting Period, the Group participated in the program of “Green Ladies and Green Little” operated by St James’ Settlement. Established in 2008, Green Ladies, was the first social eco-enterprise operated with a consignment model in Hong Kong. It has been promoting eco-friendly habits and middle-aged ladies’ employment through promotion of second-hand clothing for sustainable use of resources.

The concept of our community service leverages on consignment sales model for second-hand ladies’ wear and kids’ wear, whereas its objective is to create win-win solutions for both the consignors, customers, promoting employment, and the environment. Customers can purchase high quality second-hand fashion at a reasonable cost, while resources can be recycled minimising environmental impact. Furthermore, consignors can get a maximum 30% of the selling price as a rebate. The Group considers that this program is aligned and relevant to our principal business and can significantly contribute to the sustainable development of the community.

During the Reporting Period, the Group has organised a used clothing collection campaign and gathered second-hand clothing from colleagues for donation. We have also donated brand new sample clothing to Green Ladies and Green Little.

Furthermore, we have organised a sales training workshop for the front-end staffs of Green Ladies and Green Little to broaden their understanding on quality assurance in the fashion industry, and at the same time to improve their sales techniques, we believe that adequate trainings are essential to equip volunteers to maximise the results of this meaningful program. Through the workshop, attendees acquired necessary knowledge on performing quality control checks on collection of consignment items, sales techniques and client communication skills, as well as knowhow on mix and match for fashion items. The training workshop was organised with huge success.

The Group’s focus on contribution was to promote sustainable business and we share similar core values with Green Ladies and Green Little on recycling and sustainability development. The Group will continue to support this meaningful programme and consider other similar community investment opportunities to promote sustainability development.

## 社區投資

### 6.1 社區服務

於報告期間，本集團參與聖雅各福群會轄下的社會企業「Green Ladies and Green Little」。Green Ladies於二零零八年設立，是香港首個以寄售模式運作的社會環保企業。通過推廣二手時裝促進資源的可持續利用，其一直倡導社會環保習慣及促進中年婦女就業。

我們的社區服務概念基於二手女士時裝及童裝的寄售模式，而其旨在為委託人及客戶創造雙贏，促進就業及改善環境。客戶能夠以合理的價格購買優質的二手時裝，同時可以循環利用資源，從而最大程度地減少對環境的影響。此外，委託人最多可以獲得售價的30%作為回扣。本集團認為該計劃與我們的主要業務一致並相關，可以為社區的可持續發展作出重大貢獻。

於報告期間，本集團組織了一次二手服裝回收活動及收集了同事的二手服裝進行捐贈。我們還向Green Ladies and Green Little捐贈了全新的樣衣。

此外，我們為Green Ladies and Green Little的前端員工組織了一次銷售培訓研討會，以拓展他們對時尚業質量保證的理解，並同時提高他們的銷售技巧，我們相信充足的培訓對志願者而言是不可或缺的，可使這一項極具意義的計劃取得最大成果。通過此次研討會，與會者獲取了有關對收集的寄售物件進行質控檢查、銷售技巧及與客戶溝通的技巧以及時尚物件的搭配技巧獲取了必要的知識。組織培訓研討會取得了極大的成功。

本集團著重致力於業務的可持續性，在回收及可持續發展方面與Green Ladies and Green Little有著相近的核心價值。本集團將繼續支持此項有意義的計劃及考慮其他類似的社區投資機會以促進可持續發展。

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

### APPENDIX

#### ESG REPORTING GUIDE OF HKEx

### 附錄

#### 聯交所之環境、社會及管治報告指引

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節／頁次
<b>A. Environmental</b>		
<b>A. 環境</b>		
<b>A1. Emissions</b>		
<b>A1. 排放物</b>		
General Disclosure	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.	Environmental Protection
一般披露	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。	環境保護
KPI A1.1	The types of emissions and respective emissions data.	Environmental Protection 3.3 Emissions
關鍵績效指標 A1.1	排放物種類及相關排放數據。	環境保護 3.3 排放物
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Protection 3.3 Emissions
關鍵績效指標 A1.2	直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	環境保護 3.3 排放物
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Protection 3.4 Waste Management
關鍵績效指標 A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	The Group has not identified any hazardous waste was produced in our core business 環境保護 3.4 廢物管理 本集團並未發現核心業務產生任何有害廢物

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### APPENDIX (continued)

### 附錄(續)

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節/頁次
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(如以每產量單位、每項設施計算)。	Environmental Protection 3.4 Waste Management 環境保護 3.4 廢物管理
KPI A1.5 關鍵績效指標 A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放目標及為達到這些目標所採取的步驟。	Environmental Protection 3.3 Emissions 環境保護 3.3 排放物
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Environmental Protection 3.4 Waste Management 環境保護 3.4 廢物管理
<b>A2. Use of Resources</b>		
<b>A2. 資源使用</b>		
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。	Environmental Protection 3.2 Energy Efficiency Management 環境保護 3.2 能效管理
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(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	Environmental Protection 3.5 Use of Resources 環境保護 3.5 資源使用
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(如以每產量單位、每項設施計算)。	No applicable data of water consumption 無適用耗水數據
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為實現這些目標所採取的步驟。	Environmental Protection 3.4 Waste Management 環境保護 3.4 廢物管理

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### APPENDIX (continued)

### 附錄(續)

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節/頁次
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 target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題、所訂立的用水效益目標及實現這些目標所採取的步驟。	Environmental Protection 3.5 Use of Resources 環境保護 3.5 資源使用
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(以噸計算)及(如適用)每生產單位佔量。	Not applicable to the group's operation 不適用於本集團業務
<b>A3. The Environment and Natural Resources</b>		
<b>A3. 環境及天然資源</b>		
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environmental Protection 3.1 Environmental Policies 環境保護 3.1 環境政策
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。	Environmental Protection 3.1 Environmental Policies 環境保護 3.1 環境政策
<b>A4. Climate Change</b>		
<b>A4. 氣候變化</b>		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Environmental Protection 3.6 Climate Change 環境保護 3.6 氣候變化
KPI A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Environmental Protection 3.6 Climate Change 環境保護 3.6 氣候變化

APPENDIX (continued)

附錄(續)

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節/頁次
<b>B. Social</b>		
<b>B. 社會</b>		
<b>Employment and labour practices</b>		
<b>僱傭及勞工常規</b>		
<b>B1. Employment</b>		
<b>B1. 僱傭</b>		
General Disclosure	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.	Workplace and Employment 4.2 Employment
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	工作場所及僱傭 4.2 僱傭
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Workplace and Employment 4.2 Employment
關鍵績效指標 B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	工作場所及僱傭 4.2 僱傭
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Workplace and Employment 4.2 Employment
關鍵績效指標 B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	工作場所及僱傭 4.2 僱傭

Subject Areas	Content	Section/Page in the ESG Report 環境、社會及管治報告 章節/頁次
主要範疇	描述	
<b>B2. Health and Safety</b> <b>B2. 健康與安全</b>		
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的資料。	Workplace and Employment 4.3. Occupational Health and Safety  工作場所及僱傭 4.3. 職業健康與安全
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Workplace and Employment 4.3. Occupational Health and Safety
關鍵績效指標 B2.1	於過去三年(包括報告年度)各年度因工亡故的人數及比率。	工作場所及僱傭 4.3. 職業健康與安全
KPI B2.2	Lost days due to work injury.	Workplace and Employment 4.3. Occupational Health and Safety
關鍵績效指標 B2.2	因工傷損失工作日數。	工作場所及僱傭 4.3. 職業健康與安全
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Workplace and Employment 4.3. Occupational Health and Safety
關鍵績效指標 B2.3	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。	工作場所及僱傭 4.3. 職業健康與安全

APPENDIX (continued)

附錄(續)

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節／頁次
<b>B3. Development and Training</b>		
<b>B3. 發展及培訓</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Workplace and Employment 4.4 Development and Training
一般披露	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。	工作場所及僱傭 4.4 發展及培訓
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Workplace and Employment 4.4 Development and Training
關鍵績效指標 B3.1	按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	工作場所及僱傭 4.4 發展及培訓
KPI B3.2	The average training hours completed per employee by gender and employee category.	Workplace and Employment 4.4 Development and Training
關鍵績效指標 B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	工作場所及僱傭 4.4 發展及培訓
<b>B4. Labour Standards</b>		
<b>B4. 勞工準則</b>		
General Disclosure	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.	Workplace and Employment 4.6 Labour Standards
一般披露	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	工作場所及僱傭 4.6 勞工準則
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Workplace and Employment 4.6 Labour Standards
關鍵績效指標 B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	工作場所及僱傭 4.6 勞工準則
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Workplace and Employment 4.6 Labour Standards
關鍵績效指標 B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	工作場所及僱傭 4.6 勞工準則

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節/頁次
<b>OPERATING PRACTICES</b>		
<b>營運慣例</b>		
<b>B5. Supply Chain Management</b>		
<b>B5. 供應鏈管理</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Operational Practices 5.1 Supply Chain Management
一般披露	管理供應鏈的環境及社會風險政策。	營運慣例 5.1 供應鏈管理
KPI B5.1	Number of suppliers by geographical region.	Operational Practices 5.1 Supply Chain Management
關鍵績效指標 B5.1	按地區劃分的供應商數目。	營運慣例 5.1 供應鏈管理
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Operational Practices 5.1 Supply Chain Management
關鍵績效指標 B5.2	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。	營運慣例 5.1 供應鏈管理
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Operational Practices 5.1 Supply Chain Management
關鍵績效指標 B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	營運慣例 5.1 供應鏈管理
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Operational Practices 5.1 Supply Chain Management
關鍵績效指標 B5.4	描述用於甄選供應商時推動環保產品及服務的慣例，以及相關執行及監察方法。	營運慣例 5.1 供應鏈管理

APPENDIX (continued)

附錄(續)

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節／頁次
<b>B6. Product Responsibility</b>		
<b>B6. 產品責任</b>		
General Disclosure	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.	Operational Practices
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	營運慣例
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Operational Practices 5.2 Product Responsibility
關鍵績效指標 B6.1	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。	營運慣例 5.2 產品責任
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Operational Practices 5.3 Customer Feedback and Handling
關鍵績效指標 B6.2	接獲關於產品及服務的投訴數目以及應對方法。	營運慣例 5.3 客戶回饋意見及處理方式
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Operational Practices 5.3 Customer Feedback and Handling
關鍵績效指標 B6.3	描述與維護及保障知識產權有關的慣例。	營運慣例 5.3 客戶回饋意見及處理方式
KPI B6.4	Description of quality assurance process and recall procedures.	Operational Practices 5.2 Product Responsibility
關鍵績效指標 B6.4	描述質量檢定過程及產品回收程序。	營運慣例 5.2 產品責任



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### APPENDIX (continued)

### 附錄(續)

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節/頁次
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Operational Practices 5.3 Customer Feedback and Handling
關鍵績效指標 B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。	營運慣例 5.3 客戶回饋意見及處理方式
<b>B7. Anti-corruption</b>		
<b>B7. 反貪污</b>		
General Disclosure	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.	Operational Practices 5.4 Anti-corruption and Whistleblowing Policy
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	營運慣例 5.4 反貪污及舉報政策
KPI 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.	Operational Practices 5.4 Anti-corruption and Whistleblowing Policy
關鍵績效指標 B7.1	於報告期間對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	營運慣例 5.4 反貪污及舉報政策
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Operational Practices 5.4 Anti-corruption and Whistleblowing Policy
關鍵績效指標 B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	營運慣例 5.4 反貪污及舉報政策
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Operational Practices 5.4 Anti-corruption and Whistleblowing Policy
關鍵績效指標 B7.3	描述向董事及員工提供的反貪污培訓。	營運慣例 5.4 反貪污及舉報政策

APPENDIX (continued)

附錄(續)

Subject Areas	Content	Section/Page in the ESG Report
主要範疇	描述	環境、社會及管治報告 章節/頁次
<b>Community</b>		
社區		
<b>B8. Community Investment</b>		
B8. 社區投資		
General Disclosure	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.	Community Investment 6.1 Community Service
一般披露	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	社區投資 6.1 社區服務
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment 6.1 Community Service
關鍵績效指標 B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	社區投資 6.1 社區服務
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Investment 6.1 Community Service
關鍵績效指標 B8.2	在專注範疇所動用資源(如金錢或時間)。	社區投資 6.1 社區服務

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