



中國數碼信息有限公司 SINO-I TECHNOLOGY LIMITED

於香港註冊成立之有限公司
Incorporated in Hong Kong with limited liability

Stock Code 股份代碼: 250



2021

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

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ABOUT SINO-I 關於中國數碼

The board of directors (the “Board”) of Sino-i Technology Limited (the “Company”) presents to the shareholders the Environmental, Social and Governance (ESG) report of the Company and its subsidiaries (collectively the “Group”) for the year ended 31 December 2021.

In 2021, the Group focuses on enterprise cloud services and digital business and information technology services through its key subsidiaries, namely 中企動力科技股份有限公司 (CE Dongli Technology Company Limited*) (“CE Dongli”), 北京新網數碼信息技術有限公司 (Beijing Xinnet Cyber Information Company Limited*) (“Xinnet”) and 數碼辰星科技發展(北京)有限公司 (Digicine Oristar Technology Development (Beijing) Company Limited*) (“Oristar”).

In 2021, the impact of the COVID-19 epidemic (the “Epidemic”) has not been significantly reduced, which still has a certain impact on the operation of the Group. The Group continues to innovate and implement its new business model under the Epidemic. Meanwhile, the Group has vigorously promoted its Online Merge Offline (“OMO”) digital commerce business and actively developed the second growth curve according to the changes of customers’ needs. As for the existing business, the Group continues to upgrade portal products based on low-code platform, digital marketing products based on search engine, cloud computing services and other businesses. On the basis of consolidating the three-party ticket business, Oristar also provides diversified solutions for cinema customers through “Oristar Cloud” products. These measures effectively satisfy the urgent needs of customers to promptly carry out online business under the pressure of the Epidemic. In 2021, the Group coped with the changing macro and industrial situation under the Epidemic, actively carried out product and marketing activities, and sought for development with a healthier growth model and financial structure in longer term.

中國數碼信息有限公司(「本公司」)董事會(「董事會」)向股東呈報本公司及其附屬公司(統稱「本集團」)截至2021年12月31日止年度之環境、社會及管治(ESG)報告。

2021年，本集團通過旗下核心企業中企動力科技股份有限公司(「中企動力」)、北京新網數碼信息技術有限公司(「新網」)和數碼辰星科技發展(北京)有限公司(「辰星科技」)專注於企業雲服務和數字商業及信息技術服務領域。

2021年，新型冠狀病毒疫情(「疫情」)影響仍未顯著減輕，對本集團的經營仍然造成了一定影響，本集團持續在疫情之下進行新業務模式的創新深入；同時本集團根據客戶需求的變化，大力推進了OMO(Online Merge Offline線上線下融合)數字商務業務，積極發展第二增長曲線。在既有業務上，持續升級基於低代碼平台的門戶產品、基於搜索引擎的數字營銷產品、雲計算服務等業務，面向影院客戶的辰星科技也在鞏固三方票務業務的基礎上，通過「辰星雲」產品為影院客戶提供差異化解決方案，這些動作有效滿足了客戶在疫情壓力下迅速開展在線經營的迫切需求。於2021年，本集團應對疫情下多變的宏觀及行業形勢，積極進行產品和營銷上的應對，力圖以更健康的增長模式和財務結構謀求更長期的發展。

* For identification purposes only

Environmental, Social and Governance Report

環境、社會及管治報告

1 ABOUT THIS REPORT

This report is the sixth Environmental, Social and Governance Report (hereinafter referred to as the “ESG Report” or the “Report”) published by the Group, which summarises our ESG work, the strategy and goals during the year.

1.1 Reporting Standard

This Report is prepared in accordance with the ESG Reporting Guide (hereinafter referred to as the “Guide”) set out in Appendix 27 to the Listing Rules. The contents covered herein are in compliance with the reporting responsibilities of “comply or explain” and the reporting principles of “materiality”, “quantitative”, “balance” and “consistency”. This Report has been reviewed and confirmed by the Board.

Materiality: The materiality of the Group’s ESG issues is determined by the Board. The stakeholder communication and the process and matrix of identification of material issues are all disclosed in this Report.

Quantitative: Statistical standards, methods, assumptions and/or calculation tools for quantitative key performance indicators herein and source of conversion factors are all explained in the definitions of the Report.

Balance: This Report shall provide an unbiased picture of the environmental, social, and governance performance of the Group during the year. It should avoid selections, omissions or presentation formats that may inappropriately influence the decision or judgment by the report readers.

Consistency: The statistical methodologies and standards applied to the data disclosed in this Report shall be consistent with the previous year unless otherwise specified.

1 關於本報告

本報告為本集團所發佈的第六份環境、社會及管治報告（下稱「ESG報告」或「本報告」），概述我們本年度對環境、社會及管治的工作、策略及目標。

1.1 報告準則

本報告按照上市規則附錄二十七《環境、社會及管治報告指引》（下稱「指引」）編寫，涵蓋的內容均履行「不遵守就解釋」的匯報責任，遵循「重要性」、「量化」、「平衡」及「一致性」的報告原則。本報告已經董事會審閱並確認。

重要性：本集團ESG事宜的重要性由董事會釐定，利益相關方溝通及重要性議題識別的過程和準則均在本報告中披露。

量化：本報告中定量關鍵績效指標的統計標準、方法、假設及／或計算工具，以及轉換因子的來源，均在報告釋義中進行說明。

平衡：本報告於本年度不偏不倚地呈報本集團的表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。

一致性：本報告披露數據所使用的統計方法，如無特殊說明，均與往年保持一致。

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1 ABOUT THIS REPORT (Continued)

1.2 Reporting Scope

This Report covers the Group's core business from 1 January 2021 to 31 December 2021 (hereinafter referred to as the "Year"), and collects environmental and social key performance indicators within the disclosure scope of consistency in the annual report. The Report summarises the Group's ESG-related work and policies. For sustainability performance, please refer to Appendix I: Highlights of Sustainable Development Data.

2 PHILOSOPHY OF SUSTAINABLE DEVELOPMENT

The Group attaches great importance to the use of this Report as a platform to provide transparent non-financial information disclosure to demonstrate the Group's unremitting efforts in sustainable development. We not only create value for the Group and its stakeholders, but also involve in monitoring, identifying, assessing and managing ESG issues.

In 2015, the United Nations set and published 17 Sustainable Development Goals ("SDGs"). During the Year, we continued to actively integrate SDGs into our daily operations and decision-making, and fully apply SDGs, the most relevant to our business development, to build a sustainable society that has a positive impact on the environment and society as a whole.

1 關於本報告 (續)

1.2 報告範圍

本報告涵蓋本集團於2021年1月1日至2021年12月31日(下稱「本年度」)的核心業務，並收集與年報一致披露範圍的環境及社會關鍵績效指標。報告概括本集團與ESG相關的工作及政策。有關可持續發展績效表現可參考附錄一：可持續發展數據摘要。

2 可持續發展理念

本集團重視藉以本報告作為平台，提供高透明度非財務信息的披露，展現本集團可持續發展方面不遺餘力的表現。我們不但為本集團及其利益相關方創造價值，並在積極發展業務的同時參與監測、識別、評估、管理與ESG事宜。

聯合國於2015年制定並發佈17個可持續發展目標(「SDGs」)，本年度我們繼續積極把SDGs融入至日常營運及決策中，全面應用與集團業務發展最相關的SDGs，致力建造可持續社會，為環境以至整個社會帶來正面影響。

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2 PHILOSOPHY OF SUSTAINABLE DEVELOPMENT

(Continued)

2 可持續發展理念 (續)

Scope 範圍	Sustainable Development Goals (SDGs) 可持續發展目標 (SDGs)	Our Targets 我們的目標
Operating Practices 營運慣例	 	<ul style="list-style-type: none"> ➤ continuously optimise corporate governance to create an honest and ethical environment ➤ provide customers with peace of mind and healthy services ➤ 持續優化企業管治，打造誠信道德的環境 ➤ 為客戶提供安心服務與健康服務
Employment and Labour Practices 僱傭及勞工常規	 	<ul style="list-style-type: none"> ➤ communicate with employees through various channels to understand their needs ➤ organise different staff activities to enrich their spare time ➤ 通過多種渠道開展員工溝通，了解員工需求 ➤ 舉辦多項員工活動，豐富員工業餘生活
Environment 環境		<ul style="list-style-type: none"> ➤ ongoing review of corporate greenhouse gas emissions data ➤ reduce the Group's greenhouse gas emissions, energy consumption, water consumption and waste at similar operating levels ➤ 持續審視公司溫室氣體排放數據 ➤ 在運營水平相若的情況下減少本集團的溫室氣體排放、能源使用、用水以及廢棄物

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(Continued)

2.1 Board Statement

The Company is well aware of the importance of good corporate governance and risk management processes, including ESG matters for the sustainable development of the Group. The Board is the highest responsible and decision-making institution for ESG matters, which takes full responsibility for the Company's ESG strategies and reporting, and monitors ESG related matters that may affect the interests of the Company's business or operation, shareholders and other stakeholders. The Board regularly considers major ESG issues and discusses as well as identifies ESG risks and opportunities for the Company in accordance with the external socio-economic environment and the Company's development strategy. The Board will also assess and identify key risks (including ESG related risks) to ensure that appropriate and effective risk management and internal control systems are in place.

2.2 Group Honors

In 2021, the Group received the following awards:

Name of Award 獎項名稱	Issued by 頒發單位
Best Product of the Year in the 2021 Industry Information Technology Store Retail 2021 行業信息化門店零售年度最佳產品	The magazine of The Internet Economy, CCID 賽迪網《數字經濟》雜誌
Most Popular Digital Marketing SaaS Products 2020-2021 — Global Portal 2020-2021 年度最受歡迎數字營銷 SaaS 產品 — 全球門戶	The Committee of Global Internet Economy Conference 全球互聯網經濟大會組委會
Users' Recommended Brand for Enterprise Internet One-Stop Service 企業互聯網一站式服務用戶推薦品牌	CCW Research CIC Saisheng 計世資訊 CIC 賽昇
Users' Preferred Brand for Website Construction Service 網站建設服務用戶首選品牌	CCW Research CIC Saisheng 計世資訊 CIC 賽昇

2 可持續發展理念 (續)

2.1 董事會聲明

本公司了解良好的公司治理和風險管理流程的重要性，其中包括對本集團可持續發展的 ESG 事項。董事會是 ESG 事務的最高責任和決策機構，對公司的 ESG 策略、方針和匯報承擔全部責任，監控可能影響公司業務或運營的 ESG 相關問題，以及股東和其他利益相關者的權益。董事會根據外部社會經濟環境和公司發展戰略，定期審議重大 ESG 問題，討論以及確定公司 ESG 風險和機遇。董事會亦將評估及確認主要風險（包括 ESG 的相關風險），以確保適當及有效的風險管理及內部監控系統得以運作。

2.2 集團榮譽

2021 年度集團獲得獎項如下：

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2.3 ESG Working Group

While developing the Group's business, we are also making great efforts to promote sustainable development and environmental and social benefits. In order to oversee the ESG issues of the Group more effectively and to promote the implementation of ESG work, we have established an ESG working group under the direct leadership of the Board during the Year. Members of the team is composed of the Board and various functional departments, and adopt a two-way approach to exchange daily ESG work from top to bottom and from bottom to top, communicate regularly, provide training for all departments, and collect information on ESG performance indicators. Looking ahead, we will strengthen the directors' participation and supervision on ESG issue, improve the established policies and promote the effective implementation of various ESG policies in the Group in order to continuously improve our ESG performance.

2 可持續發展理念 (續)

2.3 ESG工作小組

在發展本集團業務的同時，我們亦為促進可持續發展以及環境及社會效益作出巨大努力。為了更有效地監管本集團的ESG事宜和推動ESG工作方面的落實，我們於本年度成立了由董事會直接領導的ESG工作小組。小組的成員由董事會及各職能部門組成，採取雙向方式，由上而下及由下而上交流日常ESG工作，建立定期的溝通，為各部門提供培訓，收集ESG績效指標資料。展望未來，我們將加強董事會對ESG事宜的參與及監管，完善所建立的政策，推動各項ESG政策在本集團的有效實施，以不斷提高我們的ESG表現。

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2.3 ESG Working Group (Continued)

2 可持續發展理念 (續)

2.3 ESG 工作小組 (續)

DECISION LEVEL 決策層	COMMUNICATION LEVEL 溝通層	EXECUTION LEVEL 執行層
Establish at the Board of the Company 設於本公司的董事會	Establish at the Group's securities affair department 設於集團證券事務部	Establish at all functions and subsidiaries of the Group 設於集團各職能部門及各附屬公司
Establish and improve ESG policies with short, medium and long term and in accordance with the business development 以短中長期及業務發展訂立及完善ESG政策	Monitor and respond to annual material topics and consider ESG-related opportunities 監察及應對年度重要性議題，考慮ESG相關機遇	Assist to collect internal policies and data in relation to ESG 協助收集與ESG有關的內部政策及數據
Plan the outcome achieved 規劃所得的成果	Construct the ESG Working Group that consists of all functions and subsidiaries 組建由職能部門及各附屬公司人員組成的ESG工作小組	Execute policies and objectives and monitor if the policies and objectives were incorporated into daily operations 執行所訂立的政策及目標，並監督是否已融入至日常運營中
Understand latest ESG development of the Group through regular communication and reporting 透過定期溝通及匯報的方法，了解集團最新的ESG發展	Integrate opinions from various functions and confirm with the Board about the effectiveness of established policies and objectives 整合各職能部門的意見，向董事會提出所訂立的政策及目標是否有效的確認	Provide opinions on policies and objectives 提出對政策及目標的意見
Approve the ESG Report 審批ESG報告內容	Provide recommendations on ESG aspect to the Board as and when appropriate to improve performance in relevant aspects 適時向董事會提出ESG方面的建議，以提升相關方面的表現	
Provide suggestions to improve ESG performance in the coming year 提供來年可改善ESG表現的建議	Review and monitor ESG policies and practices to ensure the compliance with relevant laws and regulations and regulatory requirement 檢討及監察ESG政策及常規，確保符合相關法律及監管要求	

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2 PHILOSOPHY OF SUSTAINABLE DEVELOPMENT

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2.4 Communication with the Stakeholders

We firmly believe that the Group's long-term interests and sustainable development are based on the support and trust of our stakeholders. We will actively maintain a close and harmonious relationship with our stakeholders to listen to their views and expectations and respond to their needs in order to achieve long-term success.

2 可持續發展理念 (續)

2.4 與利益相關方溝通

我們堅信本集團的長遠利益及可持續發展建基於利益相關方的支持及信賴。我們會積極與利益相關方維持緊密及和諧關係，以聆聽利益相關方的意見及期望，並妥善響應其需要，以達致長遠成功。

Stakeholders 利益相關方	Methods of Communication 溝通渠道
Shareholders and Investors 股東及投資者	Annual general meetings and other general meetings Interim report and annual report Corporate newsletter, such as letter/circular and notice of meetings to the shareholders Results announcement 股東周年大會與其他股東大會 中期報告與年報 企業通訊，如致股東信件／通函及會議通知 業績公告
Customers 客戶	Customer satisfaction surveys and feedback form Customer Service Centre Visits by customer relation manager Daily operation/communication Phone Mailbox 客戶滿意度調查和意見表 客戶服務中心 客戶關係經理探訪 日常營運／交流 電話 郵箱
Staff 員工	Channels for staff to express opinions (forms, view collection box, etc.) Discussion on work performance Business briefings Seminars/workshops/talks Voluntary activities Staff communication meetings 員工表達意見的渠道(如表格，意見箱等) 工作表現晤談 業務簡報 研討會／工作坊／講座 義工活動 員工溝通大會

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(Continued)

2.4 Communication with the Stakeholders (Continued)

2 可持續發展理念 (續)

2.4 與利益相關方溝通 (續)

Stakeholders 利益相關方	Methods of Communication 溝通渠道
Suppliers 供應商	Supplier management procedures Meetings Supplier/contractor assessment system 供應商管理程序 會議 供應商／承辦商評估制度
Business Partners 業務伙伴	Meetings Visits 會議 探訪
Regulatory Authorities 監管機構	Meetings Compliance report 會議 合規報告
Media 傳媒	Press releases Results announcement 新聞稿 業績公告
Community 社區	Voluntary activities Community events Seminars/talks/workshops 義工活動 社區活動 研討會／講座／工作坊
Industry Peers 同業	Strategic collaboration project Group notice 策略性合作項目 集團通告

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2.5 Materiality Issues and Matrix

The Group invited internal and external stakeholders to participate in the online questionnaire survey, which focused on economic and operation, employment and labour practices, environment and community, with the aim of identifying stakeholders' concerns, expectations and demands regarding the Group's ESG issues, and focusing on the disclosure of the selected materiality issues. Through the following steps, we have identified the materiality issues that are important to the stakeholders and the Group:

1

ESTABLISHING A LIST OF MATERIAL ISSUES

建立重要性議題庫

In order to allocate resources more effectively and promote the smooth development of ESG work, the Group has selected a total of 20 sustainability issues with reference to the Guide of the Hong Kong Stock Exchange and established a database of materiality issues

為更有效地分配資源，推進ESG工作的順利開展，本集團參考香港聯交所《指引》，篩選出共20個可持續發展議題，建立重要性議題庫

2

STAKEHOLDER QUESTIONNAIRE

利益相關方問卷調查

The Group invited different stakeholders including internal stakeholders including the directors and management of the Company and external stakeholders including employees, media, suppliers, peers/business partners, customers, government/regulatory authorities and shareholders/investors to participate in the online survey

本集團邀請了內部利益相關方包括公司董事及管理層，外部利益相關方包括員工、傳媒、供應商、同業／業務伙伴、客戶、政府／監管機構及股東／投資者等不同的利益相關方參與在線問卷調研

3

TO SUMMARISE THE RESULTS OF THE SURVEY FOR TARGETED DISCLOSURE

歸納出調查結果，作針對性披露

We reviewed the materiality of each issue based on the two dimensions of "importance to business" and "importance to stakeholders", and developed a materiality assessment matrix to summarise the results of the materiality assessment

根據「對業務的重要性」及「對利益相關方的重要性」兩個維度審視各議題的重要性，並繪製重要性評估矩陣，歸納出重要性評估結果

2 可持續發展理念 (續)

2.5 重要性議題及矩陣

本集團邀請了內部和外部利益相關方參與線上問卷調查。問卷調查圍繞經濟及營運、僱傭及勞動常規，環境及社區的範疇，目的是識別利益相關方對集團對ESG議題的關注程度、期望和訴求，並就所篩選的重要性議題作重點披露。我們透過以下步驟，歸納出各利益相關方與本集團至為重要的議題：

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2 PHILOSOPHY OF SUSTAINABLE DEVELOPMENT

(Continued)

2.5 Materiality Issues and Matrix (Continued)

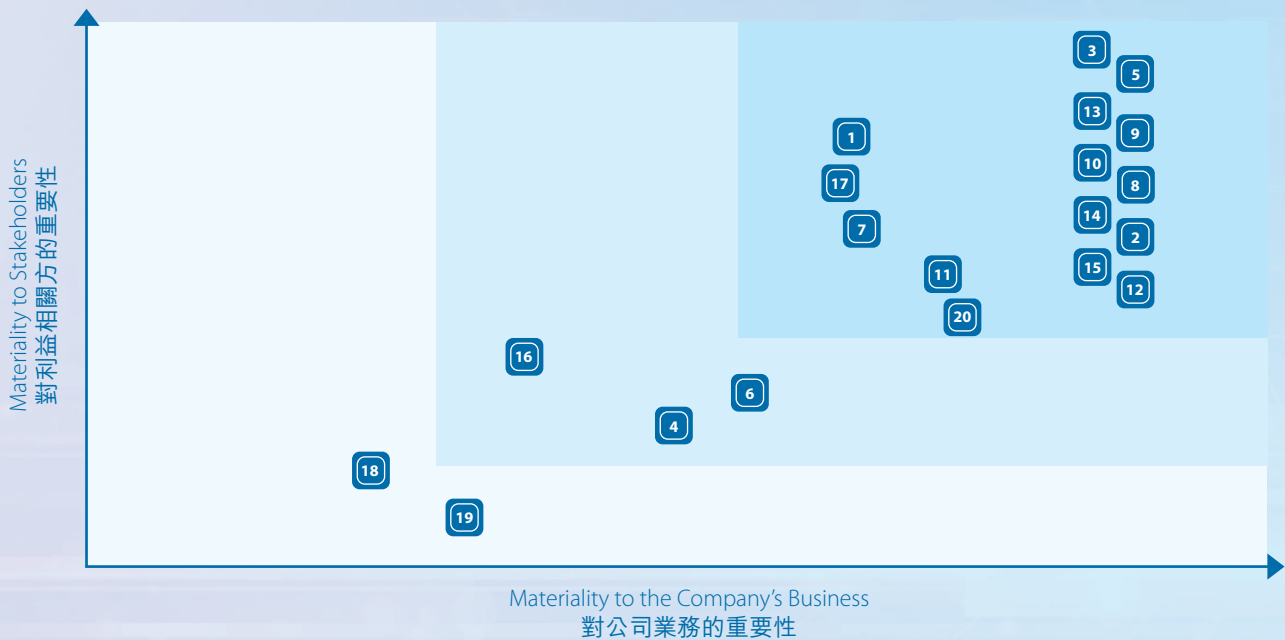
The following ESG materiality issues and their significance have been approved and confirmed by the Board.

2 可持續發展理念 (續)

2.5 重要性議題及矩陣 (續)

以下ESG重要性議題以及其重要性已由董事會審批和確認。

Materiality Matrix
重要性矩陣



- | | | |
|--|---|---|
| <ul style="list-style-type: none"> 1 Economic performance
經濟表現 2 Anti-corruption
反貪污 3 Compliance operation
合規運營 4 Procurement and supply chain management
採購及供應鏈管理 5 Customer privacy protection
客戶隱私保護 6 Employee benefits
員工福利 7 Customer satisfaction and complaint handling
客戶滿意度及投訴處理 | <ul style="list-style-type: none"> 8 Service quality management
服務質量管理 9 Technology development and products
技術研發及產品創新 10 Protecting intellectual property
保護知識產權 11 Responsible marketing and promotion
負責任營銷及宣傳 12 Employment benefits
僱傭權益 13 Staff health and safety
員工健康與安全 14 Staff training and development
員工培訓和發展 | <ul style="list-style-type: none"> 15 Prevention of child labour and forced labour
防止僱傭童工及強制勞工 16 Green operation
綠色運營 17 Talent acquisition
人才吸納 18 Responding to climate change
應對氣候變化 19 Community charities
社區公益慈善 20 Equality and diversity
平等與多元化 |
|--|---|---|

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3 COMPLIANCE OPERATION AND GOVERNANCE

The Group is committed to providing e-business and information technology operation services to SMEs in China with advanced technology, continuously promoting its digital intelligent operation process for its customers and driving the industry towards an innovative business model. In particular, we place emphasis on strict quality control of products and services through standardised workflows in the areas of corporate governance and supply chain management.

3.1 Information Safety

As a technology-based enterprise, it is our top priority to protect the security of the Group, our customers and our information network. We strictly comply with the Regulations of the People's Republic of China for Security Protection of Computer Information Systems (中華人民共和國計算器信息系統安全保護條例), Information Security Technology — Baseline for Classified Protection of Information System Security (信息安全技術信息系統安全等級保護基本要求) (GB/T22239-2008), Information Security Technology — Information System Security Management Requirements (信息安全技術信息系統安全管理要求) (GB/T20269-2006) and Guidance on Carrying out Rectification of Information Security Level Protection and Security Construction (關於開展信息安全等級保護安全建設整改工作的指導意見) (Gongxinan (公信安) No.[2009]1429). In order to comprehensively standardise various operations to reduce risks, our public technological research and development centre (公共技術研發中心) has established the Management Manual for Information Security (信息安全管理手冊) to reduce improper information leakage and mitigate operational risks arising, as well as to improve the overall security protection level of information systems and accomplish the traceability, visibility and control of information security.

The Group has set up an information safety leading group to assist in the development of information security-related systems and review their effectiveness, and to lead the departments in incorporating measures into their daily operations, in addition to reviewing the effectiveness and feasibility of the systems to ensure that information protection work is implemented in each department.

3 合規營運與管治

本集團致力於用先進的技術為中國中小企業提供電子商務與信息化運營服務，持續為客戶推進其數字化智能經營進程，帶動業界邁進創新的經營模式。我們格外重視合規企業管治及供應鏈管理的領域中透過規範化的工作流程嚴格控制產品及服務的質量。

3.1 信息安全

作為科技型企業，保障集團、客戶穩私及信息網絡安全是我們首要的工作。我們嚴格遵守《中華人民共和國計算器信息系統安全保護條例》、《信息安全技術信息系統安全等級保護基本要求》(GB/T22239-2008)、《信息安全技術信息系統安全管理要求》(GB/T20269-2006)及《關於開展信息安全等級保護安全建設整改工作的指導意見》(公信安[2009]1429號)。為全面規範各種操作以減低風險，我們的公共技術研發中心制定了《信息安全管理手冊》，藉此減低信息不當洩露及緩解所產生的運營風險，並提高信息系統整體安全防護水平，實現信息安全的可查、可視、可控。

本集團成立了信息安全領導小組，協助制定與信息安全有關的制度和審視其有效性，及帶領各部門把措施納入日常運作外，亦會檢視制度的有效性及可行性，確保信息保護工作於各部門落實執行。

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3 COMPLIANCE OPERATION AND GOVERNANCE

(Continued)

3.2 Promoting Innovation and Safeguard of Property Rights

3.2.1 Promoting Technological Innovation

Technological innovation has driven the transformation of business models, and in this everchanging era of information, the internet and technological products are constantly evolving. Therefore, over the years, Sino-i has always insisted on high intensity investment in innovation as well as research and development to create more quality products and services to promote the development of other industries and improve people's quality of life.

The Group has developed a SaaS product system that meets the demand for digitalisation of operation and management of Chinese enterprises, provides personalised services, and actively establishes Information and Communications Technology (ICT) infrastructure data centers in Beijing, Guangzhou, Suzhou and other places to achieve interconnection between North and South Telecom. We have also established laboratories jointly with NetApp, HP and other companies to continuously carry out research and development. During the Year, we continued to invest resources in technology improvement in the field of digital commerce, and through the three-party ecological cooperation, our B2C mobile mall e-commerce system has become more stable and reliable, helping merchants realise the full integration of information flow, capital flow and logistics of e-commerce business.

3.2.2 Safeguard of Intellectual Property

As a technology-based enterprise with continuous innovation, the Group attaches great importance to the maintenance and protection of intellectual property rights and strictly abides by the Copyright Law of the People's Republic of China (中華人民共和國著作權法), Patent Law of the People's Republic of China (中華人民共和國專利法), Trademark Law of the People's Republic of China (中華人民共和國商標法) and Anti-unfair Competition Law of the People's Republic of China (中華人民共和國反不正當競爭法) to ensure that the Group enjoys the intellectual property, and respects the intellectual property of others. Infringement of works and patents of others is strictly prohibited.

3 合規營運與管治 (續)

3.2 推動創新及維護知識產權

3.2.1 推動技術創新

科技創新帶動商業模式變革，在這個信息日新月異的時代，互聯網和科技產品不斷演進。因此，多年來，中國數碼始終堅持高強度投入創新研發，創造更多優質的產品和服務，推動其他行業的發展，提高人們的生活質量。

本集團研發了滿足廣大中國企業經營管理數字化需求的SaaS產品體系，提供個性化服務，並積極建立信息及通信技術(ICT)基礎建設的數據中心，分佈於在北京、廣州、蘇州等地，實現了南北電信的互聯互通。我們更聯合NetApp、HP等公司建立實驗室，持續推行研究開發。本年度，我們持續投放資源於數字商務領域的技術提升，並且通過三方生態合作，我們的B2C移動商城電商系統變得更穩定及可靠，幫助商戶實現電商業務全面整合信息流、資金流、物流。

3.2.2 維護知識產權

作為一家不斷自主創新的科技型企業，本集團高度重視知識產權的維護及保障，並嚴格遵守《中華人民共和國著作權法》、《中華人民共和國專利法》、《中華人民共和國商標法》及《中華人民共和國反不正當競爭法》，保障由集團享有知識產權，同時亦尊重他人的知識產權，嚴禁侵犯他人的著作及專利。

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3 COMPLIANCE OPERATION AND GOVERNANCE

(Continued)

3.2 Promoting Innovation and Safeguard of Property Rights (Continued)

3.2.2 Safeguard of Intellectual Property (Continued)

In order to encourage our employees to invent and create, standardise the application process, regulate the use and supervision of intellectual property rights, and protect the rights of intellectual property rights of the Company, the Group has established and implemented the Intellectual Property Right Management System (知識產權管理制度), which clearly sets out the application process and closely monitors the license, registration and use of all property rights of monitoring. In case of any conflict or infringement, and if any conflict or infringement is found (including private copying, publishing, leaking, registration, registration, use, licensing or intellectual property of transfer), one would have to bear all losses and liabilities incurred or resulted in. Employees must comply with confidentiality, non-competition and non-competition provisions in the labour contract and other Company clauses, and must clearly understand the duration of different patents, and in a timely manner extends the validity period. We encourage research and development of inventions, and grant bonuses to the inventors after obtaining the invention patents. All departments and persons in charge at all levels of the Company shall fully understand the importance of intellectual property rights, resolutely stop and eliminate the loss of intellectual property rights, and make full use of the legal regulations and combine them with the actual situation of the Company to give full play to the role of the Company's intellectual property rights in the market competition.

During the Year, the Group had 9 registered patents.

3 合規營運與管治 (續)

3.2 推動創新及維護知識產權 (續)

3.2.2 維護知識產權 (續)

為了鼓勵公司員工發明創造、統一申請流程、規範知識產權運用與監管、保護公司知識產權權益，本集團已制定並實施《知識產權管理制度》，清晰列明申請流程，密切監測所有產權註冊、登記及運用情況，如發現沖突或侵權的情形(包括私自複製、發表、洩露、註冊、登記、使用、許可或轉讓公司知識產權)，需承擔因此造成或帶來的全部損失及法律責任。員工必須遵守勞動合同中以及公司其他的保密、競業禁止和競業限制條款，亦須清楚了解不同專利的期限，適時延長有效期。我們鼓勵研發發明，取得發明專利後會向發明人發放獎金，作出獎勵。公司各部門、各級負責人應充分認識知識產權的重要性，堅決制止、杜絕知識產權流失；充分利用法律規定並結合本公司實際情況，發揮公司知識產權在市場競爭中的作用。

本年度，本集團有9件保持註冊的專利。

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3 COMPLIANCE OPERATION AND GOVERNANCE

(Continued)

3.3 Provision of Quality Services

3.3.1 Standardised Process

In order to ensure that the Group can maintain high quality products and services, we have formulated a series of quality management systems, including the Project Management Procedures and System (項目管理流程及制度), Project Management Specifications (項目管理規範), Product Testing Procedures (產品測試流程) and Quality Assurance Specifications (質量保證規範). Through different systems, we clarify the policies, processes, responsibilities and authority of all our projects construction, put forward specific management and process requirements, including various services such as digital business R&D, digital marketing R&D, business support R&D, design cloud R&D and other standardisation criteria, and uphold the principles of procedural, standardisation and standardised work to maintain high quality products and services. In addition, we continue to comply with a number of management measures, including Measures for the Administration of Production and Research Projects (產研項目管理辦法), Measures for the Administration of Technical Change Operation (技術變更作業管理辦法), Measures for the Administration of Testing (測試管理辦法) and Measures for the Administration of Demand (需求管理辦法), etc., covering the entire service cycle from production, research and development, testing and technological changes to further standardise the work process and standards. We pay special attention to system testing, and products must pass the testing procedures before they can be put into the market.

No products sold or shipped by the Group were subject to recalls for safety and health reasons during the Year.

3 合規營運與管治 (續)

3.3 提供質量服務

3.3.1 規範流程

為了確保本集團能夠保持高質素的產品及服務，我們已制定一系列質量管理制度，包括《項目管理流程及制度》、《項目管理規範》、《產品測試流程》及《質量保證規範》。通過不同的制度，明確公司所有項目建設的政策、流程、職責和權限，提出具體管理及流程要求，包括各種服務如數字商務研發、數字營銷研發、業務支撐研發、設計雲研發等規範標準，秉持程序化、規範化及標準化工作原則，以保持高質素的產品及服務。此外，我們繼續遵從多項管理辦法，包括《產研項目管理辦法》、《技術變更作業管理辦法》、《測試管理辦法》及《需求管理辦法》等，覆蓋由生產、研發、測試、技術改動等整個服務周期，進一步統一工作流程及標準。我們特別注重系統測試，產品均須按既定程序通過測試，保證產品的質量，方可投入市場。

本集團於本年度內並沒有已售或已運送的產品因安全與健康理由而須回收。

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3 COMPLIANCE OPERATION AND GOVERNANCE

(Continued)

3.3 Provision of Quality Services (Continued)

3.3.2 Customer Orientation

We have always adhered to the “customer-centric (以客戶為中心)” business operation and continue to study the actual needs of enterprise customers in depth, thus establishing an enterprise cloud service operation model that suits the needs of our customers. In order to understand the needs and expectations of our customers, we keep in close contact with them throughout the service process, patiently understand their actual needs, and creatively establish a personalised IT application service operation model. Feedback on user experience, project deployment, after-sales service and effective communication channels are all enhanced.

The Group has implemented the “First Serve Accountability System (首問責任制)” and our professional customer service team handles customer assistance and consultation. The first recipient must provide corresponding services or guidance according to the established procedures and track the completion of the whole service process. We welcome customers’ feedback on our products and services, and take customer satisfaction statistics as the basis for evaluating the quality of our products and services, and provide indicators for the performance of our customer service team.

During the Year, the Group received a total of 1,738 complaints. All cases have been handled and the overall customer satisfaction rate reached 98.5%.

We also place great emphasis on the privacy protection of our customers. Employees are required to collect and use customer information in a legal form and obtain customer information only with sufficient reasons. We also organise staff training on privacy rights to promote privacy awareness.

3 合規營運與管治 (續)

3.3 提供質量服務 (續)

3.3.2 客戶為先

我們始終秉承「以客戶為中心」經營業務，持續深入研究企業客戶的實際需要，從而建立了適合客戶需要的企業雲服務運營模式。為了解客戶的需求和期望，整個服務流程中我們不斷與客戶保持緊密聯繫，耐心理解客戶的實際需要，開創性地建立個性化的IT應用服務運營模式。有關用戶體驗、項目部署、售後服務及有效溝通渠道的回饋都得到加強。

本集團實行「首問責任制」，由專業的客服團隊處理顧客的求助和諮詢。第一接信人必須按既定的程序提供相應服務或引導，並跟蹤至確定完成服務為止。我們歡迎客戶對產品及服務提出反饋，並會統計客戶滿意度，作為評估產品及服務品質的依據，令品質有效及持續地改善，並為客服團隊的表現提供考核指標。

本年度，本集團共接到1,738宗投訴，全部個案都已處理完成，客戶整體滿意度高達98.5%。

我們亦非常注重客戶私穩保護。員工須以合法的形式收集及使用客戶信息，在有充足理由的情況下方可取得客戶信息。我們並會舉辦關於隱私權的員工培訓，倡導隱私權意識。

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3 COMPLIANCE OPERATION AND GOVERNANCE

(Continued)

3.3 Provision of Quality Services (Continued)

3.3.3 Responsible Marketing

During the Year, the Group strictly complies with laws and regulations related to product promotion, including the Advertisement Law of the People's Republic of China (中華人民共和國廣告法) and the Anti-unfair Competition Law of the People's Republic of China (反不正當競爭法). All information released to the public will be scrutinised by different departments of the Group to ensure that there is no false or misleading information. Marketing staff are also prohibited to undertake commitment to customers or business-related units in written or verbal form in extent beyond the Company's authorised scope or business guidelines.

3.4 Anti-corruption

The Group attaches importance to the construction of professional ethics and integrity within the enterprise, and creates a corporate atmosphere of honesty and trustworthiness. During the Year, The Group operates its business in strict compliance with relevant laws and regulations such as Criminal Law of the People's Republic of China (中華人民共和國刑法), Anti-unfair Competition Law of the People's Republic of China (中華人民共和國反不正當競爭法) and Anti-Money Laundering Law of the People's Republic of China (中華人民共和國反洗錢法). We do not tolerate any extortion, bribery, fraud and money laundering. In order to avoid corruption and bribery and manage related risks, we have formulated and implemented the Internal Audit Management System (內部審計管理制度) to make use of the internal restraint mechanism to improve the quality of internal audit work, promote the continuous strengthening of management within the Company, achieve operational and management objectives, and prevent and control corporate risks, and at the same time, to ensure that the working process is compliant, legal and efficient. The audit personnel may also spot any illegal and non-compliant activities at an early stage through unannounced or regular review of accounting information related to operation and management, and relevant personnel will also propose corrective and handling suggestions to improve management.

3 合規營運與管治 (續)

3.3 提供質量服務 (續)

3.3.3 負責任營銷

本年度，本集團嚴格遵循與產品宣傳推廣相關的法規法律，包括《中華人民共和國廣告法》和《反不正當競爭法》。所有對外發佈資訊前，會由集團不同部門嚴格把關審查內容，確保沒有失實誤導的信息，亦嚴禁銷售人員對顧客和業務關聯單位做出超出公司授權範圍或業務指引的要求，書面或口頭承諾。

3.4 倡廉反腐

本集團重視企業內部的職業道德與廉潔建設，營造誠實守信的企業氛圍。本年度，本集團嚴格遵守《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》及《中華人民共和國反洗錢法》等相關法律法規合法地經營業務，我們絕不容忍任何勒索、賄賂、欺詐和洗黑錢等行為。為了避免貪污賄賂行為和管理相關風險，我們制定並實施了《內部審計管理制度》，利用內部約束機制，提高內部審計工作質量，促進公司內部不斷加強管理，實現經營和管理目標，防範和控制公司風險，同時亦確保工作流程合規、合法、高效。審計人員亦可透過突擊或定期的審查有關經營管理的賬務資料，及早發現違法及違規行為，相關人員亦會提出糾正、處理意見，改善管理。

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3 COMPLIANCE OPERATION AND GOVERNANCE

(Continued)

3.4 Anti-corruption (Continued)

As a leading IT services group in China, the ethical conduct of every employee of the Group is critical to the integrity of our operations. We have zero tolerance for any corruption, bribery or any other related malfeasance. We have established the Employee Handbook (員工手冊), which expressly stated that employees shall not solicit or accept benefits from business related units in any name or form, or participate in banquet and entertainment activities of suppliers and bidders.

In addition, the Group has deliberately opened an internal confidential complaint and reporting channel. If employees find any corruption, bribery or fraud, they can report to the Human Resources Department and department heads. Functional departments and personnel will investigate the cases independently and handle the cases appropriately according to the investigation results. Once the reported incident is verified, we will deal with the offender in accordance with the relevant regulations of the Group. We hope to create a positive corporate culture that puts integrity first through the supervision of all employees of the Company.

Meanwhile, directors and staff at different levels of the Group have participated in the anti-corruption training with reference to the ICAC's "Practical Guide on Corporate Corruption Prevention System (公司防貪系統實務指南)" and integrated with the Company's situation in order to continuously strengthen the internal control and build a corporate integrity culture.

During the Year, we have complied with all relevant laws and regulations that have a significant impact on us in relation to anti-corruption and the Group has not received any reports or investigations in relation to corruption proceedings.

3 合規營運與管治 (續)

3.4 倡廉反腐 (續)

作為領先的中國IT服務集團，本集團每名員工的道德操守對我們的穩健運營非常重要。我們對任何腐敗、賄賂或任何其他相關的瀆職行為零容忍。我們制定了《員工手冊》，當中明確列出員工不得以任何名義或形式索取或收受業務關聯單位的利益，或參加供應商和投標單位的宴請和娛樂活動而知情不報。

此外，本集團特意開通了內部保密的投訴和舉報渠道，如員工發現有貪污、受賄或欺詐的行為，可向人力資源部以及部門負責人提出。職能部門和人員會獨立調查個案，按調查結果給予合適的處理。舉報事件一經核實，我們將根據本集團相關規定處理違規人士。我們希望發揮公司全體職工的監督作用，從而打造一個以廉潔為先的正面企業文化。

與此同時，集團董事與不同層級的員工皆參與了反貪污培訓，當中參考了廉政公署的《公司防貪系統實務指南》再結合了本公司的情況，以持續加強企業內部控制並塑造企業廉潔文化。

本年度，我們已遵守所有對我們有重大影響涉及反貪污的相關法律及法規，集團並未接獲任何有關貪污訴訟的案件的舉報或調查。

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3 COMPLIANCE OPERATION AND GOVERNANCE

(Continued)

3.5 Procurement Management

The Group formulated a targeted Procurement Management System (採購管理制度) to strengthen corporate responsibility throughout the supply chain and to extend the concept of sustainable development and compliance governance to the supply chain, which clearly sets out the scope of procurement, the form of procurement, the execution department and its responsibilities, and carries out procurement based on the principle of "Unified Management and Centralised Planning" (統一管理、集中規劃) with "appropriate price, appropriate quality, in a timely manner, appropriate quantity and appropriate location" (適價、適質、適時、適量、適地) to improve the fairness of procurement. Various measures are taken to advocate clear procurement responsibilities, standardise procurement practices, ensure procurement quality, improve procurement efficiency and enhance economic efficiency. We follow a process to procure and monitor the social and environmental performance of our suppliers in a fair and equitable manner. Suppliers are required to submit documentation prior to entering into a relationship and sign an "Anti-Bribery Agreement (反商業賄賂協議)" to ensure that they operate in compliance with laws and regulations related to anti-unethical practices, anti-bribery, and anti-corruption. We promote green procurement, purchasing products and services with lower environmental impact and using the "first-purchase, first-use (先購先用)" principle to avoid missing the expiration date and causing waste. In terms of evaluation, we regularly arrange for feedback from various departments on our suppliers and keep records.

The Group's major suppliers provide products and services such as equipment, website operation, website promotion, etc. In 2021, the Group's major suppliers are over 78, located in Mainland China (76%) and overseas (24%).

3 合規營運與管治 (續)

3.5 採購管理

本集團制定針對性的《採購管理制度》以強化整個供應鏈的企業責任，並把可持續發展及合規管治的概念推廣至供應鏈中。當中清晰列出採購範圍、採購形式、執行部門及其職責，並以「統一管理、集中規劃」的原則，「適價、適質、適時、適量、適地」進行採購，採取各項措施，提倡明確採購責任，規範採購行為，保證採購質量，提高採購效率及提高經濟效益。我們按照流程，公平公正進行採購及監察供應商的社會、環保表現。供應商於建立合作關係前需提交證明文件，並會簽訂《反商業賄賂協議》，確保他們營運時符合關於反不道德行為、反賄賂、反腐敗相關等法律法規。我們提倡綠色採購，採購對於環境較低影響的產品及服務，並以「先購先用」原則避免錯過使用期限，造成浪費。在評審方面，我們會定期安排匯總各部門對供應商的意見，反饋並及予記錄。

本集團主要的供應商提供設備、網站運營、網站推廣等產品及服務。2021年，本集團主要供應商超過78家，供應商分布於中國內地(76%)及海外(24%)等地方。

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4 BUILDING PROFESSIONAL TEAM

The Group's achievements and development depend entirely on an experienced and capable professional team. We attach importance to every employee and have formulated a series of internal talent policies in combination with relevant national talent scheme, talent characteristics of information technology industry and their own development and implemented development-oriented policies. We strictly abide by the Labour Law of the People's Republic of China (中華人民共和國勞動法), the Contract Law of the People's Republic of China (勞動合同法), Law of Protection of Non-Adult of the People's Republic of China (未成年人保護法) and Provisions on the Prohibition of Using Child Labour (禁止使用童工規定) to protect the basic rights and interests of employees, and focus on cultivating information-based R & D and operation teams through training and employee activities.

The following is a summary of the employees of the Group during the Year:

4 打造專業團隊

本集團的成就及發展，全賴資深精幹的專業團隊。我們重視每一位員工，結合國家相關人才計劃、信息科技行業人才特點及自身的發展情況，制定了一系列內部人才方針，推行以發展為導向的政策。我們嚴格遵守《中華人民共和國勞動法》、《勞動合同法》、《未成年人保護法》和《禁止使用童工規定》，保障員工的基本權益，同時透過培訓及員工活動重點培育信息化研發和運營團隊。

以下是本年度本集團僱員的情況：

Index	指標	Unit 單位	2021
Total number of employees	僱員總數	person 人數	4,891
By gender	按性別劃分		
Female employees	女性僱員	person 人數	2,235
Male employees	男性僱員	person 人數	2,656
By employment type	按僱傭類別劃分		
Supervisor level and below	主管級及以下員工	person 人數	4,138
Management level	經理級員工	person 人數	583
Director level and above	總監級及以上員工	person 人數	170
By age group	按年齡組別劃分		
Employees aged under 35 (excluding aged 35)	35歲以下員工 (不含35歲)	person 人數	4,139
Employees aged 35–45 (including aged 35 but excluding aged 45)	35歲–45歲員工 (含35歲不含45歲)	person 人數	686
Employees aged 45 and above (including aged 45)	45歲及以上員工 (含45歲)	person 人數	66
By geographical region	按地區劃分		
Employees in Mainland China	中國大陸員工	person 人數	4,890
Employees from Hong Kong	香港地區員工	person 人數	1

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4 BUILDING PROFESSIONAL TEAM (Continued)

4 打造專業團隊 (續)

Index	指標	Unit 單位	2021
Employee turnover rate	僱員流失率	%	43.1
Turnover rate (By gender)	流失率 (按性別劃分)		
Female employees	女性僱員	%	40.8
Male employees	男性僱員	%	44.9
Turnover rate (By age group)	流失率 (按年齡組別劃分)		
Employees aged under 35 (excluding aged 35)	35歲以下員工 (不含35歲)	%	46.2
Employees aged 35–45 (including aged 35 but excluding aged 45)	35歲–45歲員工 (含35歲不含45歲)	%	17.4
Employees aged 45 and above (including aged 45)	45歲及以上員工 (含45歲)	%	12.0
Turnover rate (By geographical region)	流失率 (按地區劃分)		
Employees in Mainland China	中國大陸員工	%	42.1
Employees from Hong Kong	香港地區員工	%	0.0

4.1 Employment Rights

The Group has issued the Employee Handbook (員工手冊), which clearly stipulates the rights, responsibilities and obligations that employees can enjoy during their term of office and has also increased the understanding of the Company and established a bridge for effective communication with employees. Through clear articles, employees can understand their own rights and interests, and ensure that they understand the expectations of both employees and the Company.

4.1 僱傭權利

本集團發佈的《員工手冊》中已訂明於任職期間可享受的權利和應履行的責任和義務，亦能增加對公司的認知，建立起與員工有效溝通的橋樑。透過清晰的手冊讓員工了解自身的權益，確保大家清楚勞資雙方的期望。

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.1 Employment Rights (Continued)

4.1.1 Recruitment and Resignation Management

We promote team diversity. We recruit suitable talents based on principle of fairness, experience, work performance and job nature. Candidates must be selected through interviews and the process will not tolerate any form of discrimination, including gender, sexual orientation, disability, age, race, nationality, family status or other factors protected by law. We are strongly against the employment of any child and forced labour. When employees join the Group, we require them to provide their identity cards for their age, so as to prevent child labour from the source; at the same time, we reserve the right to require our employees to provide personal information such as residence certificate, education certificate and job skills/qualification certificate to ensure the authenticity of their information. During the Year, we did not employ any child and forced labour.

We actively retain technology talents. When employees resign, relevant personnel of the department and the Human Resources Department will arrange interviews to listen to employees' opinions and suggestions, and identify the management-related issues and the staff's turnover rate. We closely monitor the staff's turnover rate and in a timely manner took effective measures to retain staff.

4 打造專業團隊(續)

4.1 僱傭權利(續)

4.1.1 入職及離職管理

我們提倡團隊多元，以公平公正的原則、經驗、工作表現及與職位性質招聘合適的人才。應聘者須通過面試甄選，過程絕不容忍任何形式的歧視，包括性別、性取向、殘疾、年齡、種族、國籍、家庭狀況或其他受法律保護的因素。我們堅決反對聘用任何童工及強制勞工。員工入職時，我們要求員工提供身份證作年齡核實，從源頭杜絕聘用童工；同時，我們保留要求員工提供居住證、學歷證及崗位技能／資格證等個人資料的權利，以確保資料履歷的真實性。於本年度，我們並沒有僱用童工及強制勞工。

對於科技人才，我們積極挽留。員工離職時，部門相關人員及人力資源部將安排面談，聽取員工意見和建議，識別員工離職與管理相關的問題。我們密切監測流失情況，適時採取有效的措施挽留員工。

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.1 Employment Rights (Continued)

4.1.2 Employee Remuneration Management

Based on the comprehensive development strategy and human resource management strategy, the Group has formulated the Compensation and Benefits Management System (薪酬福利管理制度) and standardise the Company's remuneration and benefit management with incentive remuneration distribution system as the core in accordance with the principle of "adapting to the market and recognising value of talents to produce incentive (適應市場環境，體現人才價值，發揮激勵作用)", in order to establish a competitive remuneration and benefit system with internal fairness. Based on the basic principles of fully implementing work distribution, giving priority to efficiency and giving consideration to fairness, and considering the value of the employees' positions to the Company, the contribution of the employees and other factors, the Group provides a market competitive remuneration for the employee. We will review the remuneration system in a timely manner to ensure that the remuneration package is in line with the market. The Group will also pay performance-based salary to hard-working employees. Commission and bonus will be paid based on the Group's development, result of performance assessment and business performance.

4 打造專業團隊 (續)

4.1 僱傭權利 (續)

4.1.2 員工薪酬管理

綜合發展戰略和人力資源管理策略，本集團制定了《薪酬福利管理制度》，按照「適應市場環境，體現人才價值，發揮激勵作用」的原則，規範公司薪酬福利管理工作，以激勵性薪酬分配制度為核心，建立具有內部公平性和市場競爭性的薪酬福利制度。我們本著充分貫徹按勞分配、效率優先、兼顧公平的基本原則，並考慮員工所在職位對公司的價值、員工貢獻大小等因素，為員工訂立具市場競爭性的薪酬。我們會適時審閱薪酬體系，確保薪酬方案與市場接洽。集團亦會提供績效工資予努力工作的員工，我們會按照集團發展、工作表現評估結果及業績表現等情況發放績效工資、提成及獎金。

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.1 Employment Rights (Continued)

4.1.2 Employee Remuneration Management (Continued)

In addition to a timely manner's review and adjustment of remuneration, we also provide benefits to eligible personnel in accordance with the requirements of the Benefits Standard (福利項目標準), and create other welfare items based on our operations and actual situations:

Basic benefits 基本福利

- "Five Social Insurances and One Housing Fund" (五險一金) — endowment insurance, unemployment insurance, employment injury insurance, medical insurance, maternity insurance and housing provident fund
「五險一金」— 養老保險、失業保險、工傷保險、醫療保險、生育保險及住房公積金
- Paid leave
帶薪假期

Benefits 保障福利

- Transportation subsidies
交通補貼
- Lunch allowance
午餐補貼
- Communication subsidies
通訊補貼
- Supplementary medical insurance
補充醫療保險

Caring welfare 關懷福利

- Birthday and festival care
生日及節日關懷
- 10th anniversary of admission
入司十周年慶
- Team building activities
團建活動

4 打造專業團隊 (續)

4.1 僱傭權利 (續)

4.1.2 員工薪酬管理 (續)

除適時檢討及調整薪酬外，我們亦會按《福利項目標準》中的規定提供福利予符合條件的人員，亦會根據經營及實際情況增設其他福利項目：

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.1 Employment Rights (Continued)

4.1.3 Recognition of Outstanding Employees

We have formulated the Reward and Penalty Management Rules (獎懲管理規定) to carry out assessment based on quantitative data and records and set up job objectives and duties with employees through performance appraisal, and continuously supervise and guide employees' work objectives, plans and job responsibilities, and evaluate employees' performance and capabilities according to the target plan at the end of the year. Among which, the appraisal helps employees to understand their own performance and capabilities, facilitates personal improvement and progress, and sets goals and expectations for the next stage of work. We apply rewards and punishments according to the results of the appraisal, and base on which to consider the promotion of outstanding employees, salary adjustment and bonus distribution as rewards. All reward and punishment records shall be recorded in the personnel files of staff and used as one of the reference basis for the annual evaluation of the current year.

4.2 Talent Cultivation

As a technology-based enterprise, the skills and knowledge of our employee team are closely related to the quality of products, services and business sustainability of the Company. In order to meet the steady development of the Group and the needs of employees' own development, we continue to invest resources in staff training to continuously improve their skills and knowledge. During the Year, we continue to use the FAQ online platform, so that employees can quickly find corresponding answers when they have problems. We also creatively launched interesting and diverse interactive games and platforms for problem-solving, so as to enhance employees' learning interests, and promote knowledge sharing, mutual learning and interactive learning.

4 打造專業團隊 (續)

4.1 僱傭權利 (續)

4.1.3 表彰優秀員工

本集團特意制定《獎懲管理規定》，以量化數據和記錄為依據進行考核，並透過績效評核，與員工訂立工作目標計劃與崗位職責，並持續監督和指導員工的工作目標計劃與崗位職責，於年終時按目標計劃評核員工表現及能力。其中考核有助員工了解自己的表現及能力，有利個人改善進步，訂立下一階段工作的目標及期望。我們依考核結果應用獎懲，並考慮晉升表現優秀的員工、進行薪酬調整及發放獎金作獎賞。所有獎懲記錄均記入員工人事檔案，並作為當年年度考評的參考依據之一。

4.2 人才培育

作為科技型的企業，我們僱員團隊的技能及知識，與本公司產品、服務質量及業務可持續性息息相關。為滿足本集團穩健發展及員工自身發展需要，我們持續投入資源作員工培訓，以不斷提高其技能及知識。我們在本年度繼續沿用FAQ在線平台，讓員工有問題時可以迅速找到相應的答案。我們亦創新地推出富趣味性和多樣性互動的遊戲及問題解答功能的平台，提升員工的學習興趣，借此提倡知識分享、互相學習及互動學習。

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4 BUILDING PROFESSIONAL TEAM (Continued)



4.2 Talent Cultivation (Continued)

During the Year, we held a number of themed trainings in response to our business needs, including product sales, team building and enhancement of personal ability:

4 打造專業團隊(續)

4.2 人才培育(續)

本年度，我們針對業務需要，舉辦了多項的主題培訓，內容包括產品銷售、團隊建設及個人能力提升：

Programme 項目	Description 簡介
Manager Training 經理培訓	<p>A series of training to enhance the business management capabilities of the directors and commercial managers of the Zhejiang District 提升浙江區分公司總監、商務經理的業務管理能力進行的系列培訓</p> 
Operation of Wind and Thunder 風雷行動	<p>A series of training for branch directors to promote the overall strength of the director team 針對分公司總監的系列培訓，促進總監團隊綜合實力</p> 

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4 BUILDING PROFESSIONAL TEAM (Continued)

4 打造專業團隊 (續)

4.2 Talent Cultivation (Continued)

4.2 人才培育 (續)

Programme 項目	Description 簡介
Beijing-Tianjin- Shijiazhuang District Director and Manager Training 京津石區總監經理集訓	An annual large-scale manager training, focusing on improving their overall management skills 一年一度的大型經理人集訓，重點提升綜合管理技能 

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.2 Talent Cultivation (Continued)

The following is the development and training of the employees of the Group during the Year (as at 31 December 2021):

Percentage of employees trained	受訓員工百分比	Unit 單位	2021
By gender	按性別劃分		
Female employees	女性僱員	%	38.6
Male employees	男性僱員	%	61.4
By employment type	按僱傭類別劃分		
Supervisor level and below	主管級及以下員工	%	98.1
Management level	經理級員工	%	1.1
Director level and above	總監級及以上員工	%	0.8

4 打造專業團隊 (續)

4.2 人才培育 (續)

以下是本年度 (截至2021年12月31日止) 本集團發展及培訓的情況：

Average training hours of employees trained	受訓員工平均培訓時數	Unit 單位	2021
By age group	按性別劃分		
Average training hours per female employee	每名女員工平均培訓時數	Hour 小時	141.2
Average training hours per male employee	每名男員工平均培訓時數	Hour 小時	137.5
By employment type	按僱傭類別劃分		
Supervisor level and below	主管級及以下員工	Hour 小時	115.9
Management level	經理級員工	Hour 小時	98.0
Director level and above	總監級及以上員工	Hour 小時	156.4

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.3 Health and Safety

The Group pays attention to the health and safety of employees and is committed to providing employees with a safe and healthy working environment. We include information about health and safety in the Employee Handbook (員工手冊) to enhance employees' awareness of this area. In addition, we will also establish safety protection measures in the workplace to provide employees with necessary protective equipment. In addition to the management's supervision of the working environment, employees must also abide by labour discipline, earnestly fulfill rules and regulations, learn necessary first-aid knowledge, and receive necessary education and training during their work. In case of work-related accidents, employees are required to report in a timely manner for quick handling. We also provide assistance to employees in need in accordance with the Working Injury Declaration and Approval Process (工傷申報及審批流程).

In addition, we also pay attention to the physical and mental health of our employees. A healthy and positive lifestyle helps improve the overall health and work efficiency of employees. As a result, we have established the following facilities, in response to the concept of healthy community promoted by the Group:

- Set up a breastfeeding room in the workplace;
- Adding fitness equipment at office and cultivating the habit of our employees to do more exercise

Coronavirus has continued to spread all over the world since 2020. During the Year, the Group has taken a series of necessary health and preventive measures to reduce the potential impact of Epidemic outbreak, including implementing the prevention and control policies issued by relevant government departments and adopting flexible work arrangement at home to ensure the health and safety of employees.

During the Year, the number of lost days of the Group due to work injury was 203 days. There were no work-related fatalities in the past three years, including the Year.

4 打造專業團隊 (續)

4.3 健康安全

本集團關注員工健康與安全，致力為員工提供安全健康的工作環境。我們在《員工手冊》中載列有關健康與安全的信息，提升員工對此範疇的意識。此外我們亦會在工作間建立安全保護措施，為員工提供必要的保護設備。除了管理層須監管工作環境外，員工於工作期間亦必須遵守勞動紀律，認真履行規章制度，並學習必要的急救知識，接受必要的教育和培訓。一旦發生工傷事故，員工須及時通報，以便作快速的處理。我們亦會按《工傷申報及審批流程》的程序，提供援助予有需要的員工。

另外，我們亦關注員工的身心健康。健康及積極的生活方式有助改善員工的整體健康和工作效率，因此，我們設立以下設施，響應集團推廣的健康社區概念：

- 於工作間設置哺乳室；
- 於辦公場所增添健身設備，培養員工多做運動的習慣等

自2020年以來冠狀病毒在世界範圍內繼續蔓延，在本年度，本集團已採取一系列必要的健康預防措施，以減輕疫情爆發的潛在影響，包括實施相關政府部門頒佈的防控政策及採取彈性在家工作做法，以保障員工的健康與安全。

本集團於本年度發生因工傷損失的工作日數為203天，過往三年包括本年度皆無發生因工死亡事件。

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.4 Employee Care

As an open technology enterprise, we attach great importance to two-way communication with employees. The Group has established a bridge for effective communication with employees and encouraged employees to fully express their opinions or make reasonable suggestions on work. We advocate that “the Company is a big family composed of all employees (公司是所有員工組成的大家庭)”. Through team building, we can shorten the distance between employees, establish cohesion and enhance the sense of belonging.

We actively encourage communication and interview between superiors and subordinates. For any situation related to salary adjustment after probation or job change, job evaluation, career development planning and employee resignation (dismissal), the superior and human resources department will selectively interview the employee according to the actual situation. Meanwhile, employees are welcome to put forward ideas and questions directly. In addition, we have set up an employee suggestion box, which is directly managed by the general manager, to receive and handle employees' questions, opinions and suggestions, and give replies within a specified period of time, and keep the identity of employees confidential. We also conduct employee satisfaction surveys, and seek employees' opinions on business, management and other aspects through irregular and anonymous surveys to understand their overall satisfaction with the working environment. The Company will also communicate and release information through office software system, bulletin board, publicity boards, letter, e-mail, meeting communication and other forms, so that employees can easily and quickly understand the industry trends, the Company's business development trends, important events and notices, etc.

4 打造專業團隊 (續)

4.4 員工關懷

作為一家開放的科技型企業，我們重視與員工雙向溝通。本集團建立起與員工有效溝通的橋樑，鼓勵員工就工作充分發表意見或提出合理化建議。我們提倡「公司是所有員工組成的大家庭」，透過團隊建設拉近員工之間的距離，建立凝聚力，增強歸屬感。

我們積極鼓勵上下級間溝通面談，任何有關員工轉正、調薪或崗位變動、進行工作評估、職業發展規劃以及員工辭職(辭退)等情況，上司及人力資源部都將根據實際情況，有選擇的與員工進行面談。同時歡迎員工直接提出想法和疑問。此外，我們設置員工建議箱，由總經理直接管理，接受和處理員工的疑問、意見和建議，並於指定日子內給予答覆，並為員工的身份保密。我們亦會進行員工滿意度調查，通過不定期及不記名的調查向員工徵詢對業務、管理等方面的意見，了解員工對工作環境的整體滿意度。公司亦會通過辦公軟件系統、公告欄、宣傳欄、信函、電子郵箱、會議傳達等多種形式進行信息溝通和發佈，員工可以方便、快捷地了解行業動態、公司業務發展動態和重要事件、通知等。

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4 BUILDING PROFESSIONAL TEAM (Continued)

4 打造專業團隊 (續)

4.4 Employee Care (Continued)

4.4 員工關懷 (續)

Employee Activities 員工活動	Content 內容
<p>Thanksgiving Day 感恩節</p>	<p>Thanksgiving Day was held during the Year with the theme of “thank you for you and me (感謝有你，感謝自己)”. Employees of all departments fill in their thanks on the message card, and then paste it on the Thanksgiving message board. We also prepared a winter gift bag for our employees. Let employees express their gratitude on Thanksgiving Day. We are about to bid farewell to 2021. Looking back on the past year, the Group hopes to take this opportunity to thank our employees.</p> <p>於本年度舉辦了「感恩節」的活動，主題為「感謝有你，感謝自己」。各部門員工在留言卡片上，填上對自己感謝的話，再粘貼到感恩節留言板上。我們還預備了冬日禮包送贈給員工。通過感恩節，讓員工說出心底對自己的感謝。即將揮別2021，回首這一年走過的時光，本集團希望藉著此次機會，好好答謝一眾員工。</p> 

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4 BUILDING PROFESSIONAL TEAM (Continued)

4.4 Employee Care (Continued)

4 打造專業團隊 (續)

4.4 員工關懷 (續)

Employee Activities 員工活動	Content 內容
Programmers' Day 程序員節	<p>In order to celebrate 1024 Programmers' Day, we specially held a Programmers' Day with the theme of "coding out the future and changing the world (碼出未來 改變世界)", which brought a sense of festival ceremony and happiness to our employees of production and research system. Through different activities, employees went out of the office and stretch their muscles in different corners of the Sino-i Campus to do exercises. In addition, all employees will be divided into different teams to challenge tasks, so as to promote cross-company integration.</p> <p>為了慶祝1024程序員節，我們特意舉辦了程序員節活動，主題為「碼出未來 改變世界」，為我們產研體系的員工帶來節日儀式感，定制幸福感。透過不同活動，帶領員工走出辦公室，到數碼莊園園區內不同角落伸展筋骨，鍛煉身體。除此以外，各員工都會分成不同的隊伍，去挑戰任務，以促進跨公司體融合。</p> 

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5 ENVIRONMENTAL PROTECTION MANAGEMENT

The principal area of operation of the Group is mainly in the office, and our business has minimal impact on the environment and natural resources. However, we are committed to contributing to environmental protection, becoming a low-carbon enterprise, mitigating climate change and raising public awareness. The Group strictly complies with Environmental Protection Law of the People's Republic of China (中華人民共和國環境保護法) and Pollution Prevention and Control Law of the People's Republic of China (中華人民共和國污染防治法) and other laws and regulations related to environmental protection. The disclosure scope of environmental key performance indicators for the Year has included the whole Group.

The Group understands and actively fulfills its corporate social responsibility to protect the environment. During the Year, we have formulated preliminary directional objectives on energy use efficiency, water efficiency, waste reduction and greenhouse gas emission. We will revise and review the implementation progress of various environmental protection objectives and measures, and explore more opportunities for energy conservation, emission reduction and green environmental protection.

During the Year, the Group did not violate any laws on environmental protection or cause major accidents affecting the environment and natural resources, nor received any notice of punishment and litigation regarding the environment.

5 環境保護管理

本集團主要的營運範圍集中在辦公室，所經營的業務對環境及天然資源所造成的影響甚微，但我們致力為環境保護作出貢獻，努力實踐低碳企業、減緩氣候變化及提升公眾意識。本集團嚴格遵守《中華人民共和國環境保護法》及《中華人民共和國污染防治法》等與環保相關的法律法規。本年度之環境關鍵績效指標的披露範圍已包括全集團。

本集團明白並積極履行保護環境的企業社會責任，我們於本年度制定了有關能源使用效益、用水效益、減少廢棄物及溫室氣體排放方面初步的方向性目標，我們會回顧及審查各項環保目標及措施的執行進度，並發掘更多節能減排、綠色環保的機會。

本年度，本集團並沒有違反任何有關環境保護的法例或造成影響環境及天然資源的重大事故，也沒有接到任何關於環境範疇的處罰及訴訟通知。

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5 ENVIRONMENTAL PROTECTION MANAGEMENT

(Continued)

5.1 Green Operation

Energy Saving and Consumption Reduction

In terms of lighting, the Sino-i Campus headquarter is equipped with glass materials to make full use of natural light. We also regularly assess the amount of lamps required in the workplace. In addition, separate switches are set up in the office to avoid opening unnecessary lighting areas; we also install motion sensor switches in non-frequently used areas to reduce power wastage. In order to improve lighting efficiency, we give priority to energy-saving lamps and clean the lamps regularly to maintain and improve efficiency.

In respect of air-conditioning system, the Group adopts central air-conditioning system to effectively control indoor air quality, temperature, air volume and humidity. The air-conditioning system can be automatically turned on or switched off after a specified time to avoid electricity consumption caused by "long running of air-conditioning". We encrypt the gap of doors and windows to reduce the loss of air-conditioning, and clean the dust screens regularly to avoid lowering the temperature and increasing the energy consumption due to poor ventilation.

Paper Conservation

For paper management, we reduce paper consumption by reducing, reusing and recycling:

- Use computer for document processing to reduce printing unnecessary documents.

5 環境保護管理 (續)

5.1 綠色營運

節能降耗

在照明方面，總部數碼莊園以玻璃材料作間隔，充分利用自然光；我們亦會定期評估工作場所需及合適燈具的數量。此外，辦公室設立獨立的開關，避免開啟不必要的照明區域；我們亦在非經常使用的地方安裝動態感應開關，減少電力浪費。為提高照明效率，我們會優先選擇節能燈，並會定期清潔燈具，保持及提升效率。

在空調系統方面，本集團採用中央空調系統，有效控制室內空氣質素、溫度、風量和濕度等；空調系統可於指定時間後自動開啟或關閉，避免「空調長開」所造成的電力消耗。我們加密門窗縫隙以減少冷氣流失，亦會定期清洗隔塵網，避免因通風不順而調低溫度，增加耗電量。

珍惜用紙

對於紙張耗用管理，我們透過減少、重用、回收，減低紙張耗量：

- 盡量運用電腦作文書處理，減少打印不必要的文件。

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5 ENVIRONMENTAL PROTECTION MANAGEMENT

(Continued)

5.1 Green Operation (Continued)

Waste Reduction and Recycling

The Group promotes waste reduction at source and encourages employees to properly separate waste and send it to recyclers for reusing and recycling. The Group implements the following waste reduction and recycling measures:

- Reuse various types of stationery such as envelopes and binders;
- Use pen refills to reuse pen barrels and avoid disposing of the whole pen;
- Establish waste sorting bins to increase recycling rate;
- Use recyclable toner cartridges and ink cartridges.

Water Conservation

Although the Group's business does not consume a large amount of water, we continue to manage water resources and encourage employees to cherish water and contribute to environmental protection. The Group implements the following measures to make good use of water resources:

- The headquarters increased the use of reclaimed water to reduce the use of precious water for irrigation or cleaning;
- Reminders on water conservation are posted in washrooms and pantries;
- Regular inspection and testing to achieve timely detection and timely maintenance.

5 環境保護管理 (續)

5.1 綠色營運 (續)

減廢回收

本集團推動源頭減廢，鼓勵員工把廢棄物妥善分類，並送往回收商作循環再用及回收處理。本集團實施以下減廢回收措施：

- 重複使用各類文儀用品，如信封、活頁夾等；
- 使用替換筆芯以重複利用筆桿，避免棄用整支筆；
- 設立分類回收筒，增加回收率；
- 使用可循環再用的碳粉盒及墨盒。

珍惜用水

雖然本集團的業務普遍不需大量用水，但我們仍持續管理水資源，鼓勵員工珍惜用水，為環保獻出力量。本集團實施以下善用水資源措施：

- 總部增加使用中水，減少在灌溉或清潔時使用珍貴的水源；
- 洗手間和茶水間張貼珍惜用水的提醒；
- 定期進行檢查和測試，達至及時發現，及時維修。

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5 ENVIRONMENTAL PROTECTION MANAGEMENT

(Continued)

5.1 Green Operation (Continued)

The energy and resources consumption of the Group and the results achieved in 2021 are as follows:

Indicators	指標	Unit 單位	Consumption 耗用量
Electricity consumption	用電量	kWh 千瓦時	3,329,635.05
Purchased steam consumption	外購蒸汽使用量	tonnes 噸	882.79
Municipal water consumption	市政用水量	tonnes 噸	46,832.51
Reclaimed water consumption	中水使用量	tonnes 噸	4,920.44
Non-hazardous waste produced	無害廢棄物產生量	kg 千克	390,444.00
Hazardous waste generation	有害廢棄物產生量	kg 千克	4,231.64
Paper consumption	紙張耗用量	kg 千克	17,074.38

5.2 Carbon Emission Management

We manage our greenhouse gas emission in response to the international and national policies and initiative on climate change, such as the Paris Agreement (巴黎協議) and the China's Policies and Actions on Climate Change Annual Report 2019 (中國應對氣候變化的政策與行動2019年度報告) to keep abreast of the latest trend of climate change issues and respond to strategy, so as to provide a basis for the Group to optimise emission reduction measures and set emission reduction targets. We have also been promoting climate change mitigation, encouraging local action and raising public awareness.

5 環境保護管理 (續)

5.1 綠色營運 (續)

2021年度本集團的能源和資源消耗量及所得成果如下：

5.2 碳排放管理

我們管理溫室氣體排放，以響應國際及國家應對氣候變化的政策倡議，如《巴黎協議》、《中國應對氣候變化的政策與行動2019年度報告》，掌握氣候變化議題的最新走勢及應對策略，為集團優化減排措施及制定減排目標提供依據。我們也一直在推動減緩氣候變化、鼓勵地方採取行動並提高公眾意識。

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5 ENVIRONMENTAL PROTECTION MANAGEMENT

(Continued)

5.2 Carbon Emission Management (Continued)

The greenhouse gas emissions performance for the Year was calculated in accordance with the Greenhouse Gas Protocol (溫室氣體盤查議定書) developed by the World Resources Institute and the World Business Council for Sustainable Development, and ISO14064-1 set by the International Organisation for Standardisation. During the Year, the total greenhouse gas emissions of the Group was 2,266.50 tonnes of CO₂e with an intensity of 0.04 tonnes of CO₂e per square meter.

In order to reduce greenhouse gas emissions, in addition to implementing energy-saving initiatives on lighting system, air-conditioning system and electronic equipment, we also promote low-carbon transportation and encourage employees to take and share public transportation.

The Group provides vehicles to facilitate employees' travel. However, it is strictly prohibited to use or abuse when it is not related to their work. In order to effectively reduce the air emissions caused by business vehicles, we regularly arrange vehicle maintenance to timely understand the issues related to vehicle efficiency and avoid discharging more pollutants due to low efficiency. The following is the relevant emission data of the Group's vehicles:

Types of Emissions	排放物種類	Unit 單位	Emission Data 排放數據
Nitrogen oxides (NO _x)	氮氧化物 (NO _x)	kg 千克	21.07
Sulphur oxides (SO _x)	硫氧化物 (SO _x)	kg 千克	0.07
Particulate matter	顆粒物	kg 千克	2.02

5 環境保護管理 (續)

5.2 碳排放管理 (續)

本年度的溫室氣體排放表現根據世界資源研究所與世界可持續發展工商理事會開發的《溫室氣體盤查議定書》及國際標準組織訂定的ISO14064-1的標準進行計算。本年度，集團的溫室氣體排放總量為2,266.50噸二氧化碳當量，密度為0.04噸二氧化碳當量/平方米。

為減少溫室氣體排放，除了在照明系統、空調系統及電子設備上實施節能舉措外，我們亦推行低碳交通，鼓勵員工乘搭及共乘公共交通工具。

本集團提供車輛便利公司員工出行，但嚴格禁止與工作無關時使用或濫用。為了有效減少商務車輛引致的空氣排放物，我們定期安排車輛進行保養，及時了解汽車效能相關的問題，避免因效能低而排放更多的污染物。以下為集團名下車輛的相關排放數據：

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5 ENVIRONMENTAL PROTECTION MANAGEMENT

(Continued)

5.3 Responding to Climate Change

Climate change leads to frequent extreme weather, which has a significant impact on the operation of enterprises. In the face of extreme weather, such as flooding, rising coastal water level, tropical cyclones, abnormal rainfall patterns and extreme hot weather, it may cause casualties to employees or the office may need to be temporarily closed. Therefore, the Group has formulated corresponding climate change risk response plans, such as strictly abiding by the relevant extreme weather guidelines issued by the government, and formulating measures to ensure the safety of employees, so as to identify and mitigate climate change problems that may have a significant impact. Meanwhile, we should adjust the use of resources and energy. For disasters and accidents easily induced by extreme weather, we must improve the disaster response ability and awareness of the Company and our employees.

6 CONTRIBUTION TO PUBLIC WELFARE

While promoting business development, the Group has been actively fulfilling its corporate citizenship responsibilities and continuously bringing positive impact to the community. Affected by the Epidemic, the Group tries to avoid large-scale external community activities, so there is no relevant activity arrangement. Looking forward, the Group will continue to make use of its own industry characteristics, continuously invest resources in community and public welfare, give back to the society in different ways and grow together with the society.

5 環境保護管理 (續)

5.3 應對氣候變化

氣候變化導致極端天氣頻發，對企業經營產生重大影響。面對極端天氣如水浸、沿岸水位上漲、熱帶氣旋、異常降雨模式、極端炎熱天氣，可能會導致員工傷亡或辦公地點可能需要暫時關閉等。因此，本集團制定了相應的氣候變化風險應對方案例如嚴格遵守政府發佈的相關極端天氣指引同時制定保障員工安全的措施等，以識別和緩解可能產生重大影響的氣候變化問題。同時，我們應調整資源和能源的使用。針對極端天氣容易誘發的災害和事故，我們必須提升公司和員工的災害應對能力和意識。

6 貢獻公益社會

在推動業務發展的同時，本集團也一直積極履行企業公民責任，持續為社區帶來正面影響。受疫情影響，本集團盡量避免大型外部社區活動，所以暫無相關活動安排。展望未來，本集團將繼續利用自身的行業特色，持續投放資源於社區和公眾福利，多方面回饋社會，與社會共同成長。

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Appendix 1: Highlights of Sustainable Development Data

附錄一：可持續發展數據摘要

Environmental KPIs 環境關鍵績效指標	Unit 單位	2021
Greenhouse gas emissions and abatement 溫室氣體排放及減除		
Total greenhouse gas emissions (Scope 1 and 2) 溫室氣體排放總量(範圍1及2)	tonnes of CO ₂ e 噸二氧化碳當量	2,266.50
Greenhouse gas emission density per square meter (Scope 1 and 2) 每平方米面積的溫室氣體排放密度(範圍1及2)	tonnes of CO ₂ e/m ² 噸二氧化碳當量/平方米	0.04
Fuel consumption 燃料消耗		
Vehicle gasoline consumption 車輛耗用的汽油	liter 公升	4,762.50
Energy consumption 能源消耗		
Total electricity consumption 總耗電量	kWh 千瓦時	3,329,635.05
Electricity consumption intensity per square meter 每平方米的耗電密度	kWh/m ² 千瓦時/平方米	62.03
Purchased steam 外購蒸汽	tonnes 噸	882.79
Municipal water consumption 市政用水量		
Total municipal water consumption 市政用水總量	tonnes 噸	46,832.51
Municipal water consumption intensity per square meter 每平方米面積的市政用水密度	tonnes/m ² 噸/平方米	0.87

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Appendix 1: Highlights of Sustainable Development Data (Continued)

附錄一：可持續發展數據摘要(續)

Environmental KPIs 環境關鍵績效指標	Unit 單位	2021
Reclaimed water consumption 中水使用量 Total reclaimed water consumption 中水使用總量	tonnes 噸	4,920.44
Paper consumption 紙張耗用 Total paper consumption 用紙總量 Paper consumption intensity 用紙密度	kg 千克 kg/person 千克/人	17,074.38 3.49
Hazardous waste 有害廢棄物 Total hazardous waste 有害廢棄物總量 Hazardous waste intensity per employee 每名員工的有害廢棄物密度	kg 千克 kg/employee 千克/員工	4,231.64 0.87
Non-hazardous waste 無害廢棄物 Total non-hazardous waste 無害廢棄物總量 Non-hazardous waste intensity per employee 每名員工的無害廢棄物密度	kg 千克 kg/employee 千克/員工	390,444.00 79.83

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Appendix 2: Index of the Stock Exchange ESG Reporting Guide

附錄二：聯交所《環境、社會及管治報告指引》索引

Descriptions 指標內容			Relevant chapter 相關章節
A. Environmental			
A. 環境範疇			
A1: Emissions	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 Management
	A1.1	The types of emissions and respective emissions data.	Carbon Emission Management; Appendix 1: Highlights of Sustainable Development Data
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity	Carbon Emission Management; Appendix 1: Highlights of Sustainable Development Data
	A1.3	Total hazardous waste produced and intensity.	Green Operation; Appendix 1: Highlights of Sustainable Development Data
	A1.4	Total non-hazardous waste produced and intensity.	Green Operation; Appendix 1: Highlights of Sustainable Development Data
	A1.5	Description of emissions target(s) set and steps taken to achieve them.	Philosophy of Sustainable Development; Green Operation
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Philosophy of Sustainable Development; Green Operation
A1: 排放物	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。	環境保護管理
	A1.1	排放物種類及相關排放數據。	碳排放管理；附錄一：可持續發展數據摘要
	A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體總排放量及密度。	碳排放管理；附錄一：可持續發展數據摘要
	A1.3	所產生有害廢棄物總量及密度。	綠色營運；附錄一：可持續發展數據摘要
	A1.4	所產生無害廢棄物總量及密度。	綠色營運；附錄一：可持續發展數據摘要
	A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	可持續發展理念；綠色營運
	A1.6	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。	可持續發展理念；綠色營運

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Appendix 2: Index of the Stock Exchange ESG Reporting Guide (Continued)

附錄二：聯交所《環境、社會及管治報告指引》 索引(續)

Descriptions 指標內容			Relevant chapter 相關章節
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Green Operation
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity.	Appendix 1: Highlights of Sustainable Development Data
	A2.2	Water consumption in total and intensity.	Appendix 1: Highlights of Sustainable Development Data
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Philosophy of Sustainable Development; Green Operation
	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	Philosophy of Sustainable Development; Green Operation
	A2.5	Total packaging material used for finished products and with reference to per unit produced.	Not applicable as no packaging material is used for the Group's business
A2 : 資源使用	一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	綠色營運
	A2.1	按類型劃分的直接及/或間接能源(如電、氣或油)總耗量及密度。	附錄一：可持續發展數據摘要
	A2.2	總耗水量及密度。	附錄一：可持續發展數據摘要
	A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	可持續發展理念；綠色營運
	A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	可持續發展理念；綠色營運
	A2.5	製成品所用包裝材料的總量及每生產單位佔量。	不適用，本集團並沒有涉及及包裝材料
A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Protection Management
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Protection Management
	A3 : 環境及天然資源	一般披露	減低發行人對環境及天然資源造成重大影響的政策。
	A3.1	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。	環境保護管理
A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Responding to Climate Change
	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.	Responding to Climate Change
A4 : 氣候變化	一般披露	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。	應對氣候變化
	A4.1	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。	應對氣候變化

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附錄二：聯交所《環境、社會及管治報告指引》 索引(續)

Descriptions 指標內容	Relevant chapter 相關章節
B. Social B. 社會範疇	
B1: Employment 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.	Building Professional Team
B1.1 Total workforce by gender, employment type, age group and geographical region.	Building Professional Team
B1.2 Employee turnover rate by gender, age group and geographical region.	Building Professional Team
B1: 一般披露 僱傭 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。	打造專業團隊
B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	打造專業團隊
B1.2 按性別、年齡組別及地區劃分的僱員流失比率。	打造專業團隊
B2: 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 providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
Health and Safety	
B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Health and Safety
B2.2 Lost days due to work injury.	Health and Safety
B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety
B2: 一般披露 健康與安全 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。	健康安全
B2.1 過去三年(包括匯報年度)每年因工亡故的人數及比率。	健康安全
B2.2 因工傷損失工作日數。	健康安全
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。	健康安全

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附錄二：聯交所《環境、社會及管治報告指引》 索引(續)

Descriptions 指標內容			Relevant chapter 相關章節
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Talent Cultivation
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management and middle management).	Talent Cultivation
	B3.2	The average training hours completed per employee by gender and employee category.	Talent Cultivation
	B3 : 發展及培訓	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。	人才培育
B4: Labour Standards	B3.1	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。	人才培育
	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。	人才培育
	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.	Building Professional Team, Employment Rights
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employment Rights
B4 : 勞工準則	B4.2	Description of steps taken to eliminate such practices when discovered.	Employment Rights
	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。	打造專業團隊、僱傭權利
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	僱傭權利
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	僱傭權利
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Procurement Management
	B5.1	Number of suppliers by geographical region.	Procurement Management
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Procurement Management
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Procurement Management
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Procurement Management
	B5 : 供應鏈管理	一般披露 管理供應鏈的環境及社會風險政策。	採購管理
	B5.1	按地區劃分的供應商數目。	採購管理
	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、以及有關慣例的執行及監察方法。	採購管理
B5.3	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。	採購管理
	B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	採購管理

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附錄二：聯交所《環境、社會及管治報告指引》 索引(續)

Descriptions 指標內容		Relevant chapter 相關章節	
B6: Product Responsibility	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.	Compliance Operation and Governance
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Standardised Process
	B6.2	Number of products and service related complaints received and how they are dealt with.	Customer Orientation
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Safeguard of Intellectual Property
	B6.4	Description of quality assurance process and recall procedures.	Standardised Process
B6: 產品責任	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Information Safety
	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。	合規營運與管治
	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。	規範流程
	B6.2	接獲關於產品及服務的投訴數目以及應對方法。	客戶為先
	B6.3	描述與維護及保障知識產權有關的慣例。	維護知識產權
	B6.4	描述質量檢定過程及產品回收程序。	規範流程
B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。	信息安全	

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Descriptions 指標內容			Relevant chapter 相關章節
B7: Anti-corruption	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.	Anti-corruption
	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.	Anti-corruption
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption
	B7.3	Description of anti-corruption training provided to directors and staff	Anti-corruption
	B7 : 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。	倡廉反腐
	B7.1	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。	倡廉反腐
B8: Community Investment	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.	Contribution to Public Welfare
	B8.1	Focus areas of contribution, e.g. education, environmental issues, labour needs, health, culture, sports.	Contribution to Public Welfare
	B8.2	Resources contributed to the focus area.	Contribution to Public Welfare
	B8 : 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。	貢獻公益社會
B8 : 社區投資	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)。	貢獻公益社會
	B8.2	在專注範疇所動用資源。	貢獻公益社會



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