

MINDTELL TECHNOLOGY LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號 : 8611

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

2022



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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I. ABOUT THE REPORT

Mindtell Technology Limited (the “Company”) and its subsidiaries (collectively, the “Group”) is an information technology service provider based in Malaysia since 2006. The Group has expanded its business throughout the years, with principal business on designing, purchasing, installing and maintaining customised system applications for corporate customers. The Group also provides management advice and consultancy services regarding computer software and information technology.

Acknowledging the rising attention to sustainability, the Group has always strived to fulfil its corporate responsibilities. The Group has incorporated environmental, social and governance (collectively referred to as “ESG”) matters into its business development and been eager to transit a to low-carbon operating mode.

In compliance with the requirements under Appendix 20 – Environmental, Social and Governance Reporting Guide to the Rules Governing the Listing of Securities on GEM of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) under the “comply or explain” provision, the Group is pleased to present its ESG report (the report) for the year ended 30 November 2022 (“FY2021/2022”), demonstrating the Group’s strategies and performance in its ESG management and corporate sustainable development during this reporting period.

I. 關於本報告

Mindtell Technology Limited (「本公司」) 及其子公司(統稱「本集團」)在2006年於馬來西亞成立，是一家紮根於馬來西亞的資訊科技服務供應商。本集團多年來不斷擴展業務，主要為企業客戶設計、採購、安裝及維護個性化的系統應用程式，亦提供有關電腦軟件及資訊科技的管理意見及諮詢服務。

鑑於可持續發展受到越來越多的關注，本集團一直努力履行其企業責任，把環境、社會及管治(統稱「ESG」)事宜納入其業務發展，並致力轉型低碳營運模式。

本集團遵守香港聯合交易所有限公司(「聯交所」)創業板證券上市規則附錄二十《環境、社會及管治報告指引》中「不遵守就解釋」條文的規定，欣然呈列其截止至二零二二年十一月三十日財政年度(「二零二一／二零二二財年」)的ESG報告(「本報告」)，用以展示本集團於二零二一／二零二二財政年度在ESG管理和企業可持續發展方面的方針及表現。

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Boundary Setting

This report adopts the operational control approach in setting its reporting boundary, which covers businesses where the Group has complete authority to create and apply operating policies. Therefore, this report mainly covers the environmental and social performance of the office in Hong Kong and the business segment of the system integration and development services, the IT outsourcing services and the maintenance and consultancy services in Malaysia. This report's performance and management policies align with the management discussion and analysis in the Group's 2022 Annual Report.

The reporting period of this report is for FY2021/2022, unless specifically stated otherwise. For the corporate governance section, please refer to the Group's 2022 Annual Report.

Reporting Principles

As the reporting principles underpin the preparation of the report, the main content of this report has been determined, organised and presented under the following four principles: Materiality, Quantitative, Balance and Consistency.

Materiality:

To identify material ESG issues effectively, the Group has engaged its key stakeholders to express their opinions on significant environmental and social matters that may affect its development. More details on how the Group identifies material ESG issues can be found in the section "Stakeholder Engagement" and "Materiality Assessment."

Quantitative:

The report expresses data quantitatively for easy comparison and evaluation. Also, Key Performance Indicators ("KPIs") are applied to demonstrate the Group's environmental and social impacts measurably. Methodologies, assumptions and source of conversion factors used are disclosed clearly in the corresponding performance table in the Appendix.

邊界設定

本報告採用營運控制法設定報告範圍，旨在涵蓋本集團全權擁有制定及應用營運政策的業務。因此，本報告主要關於位於香港的辦事處，以及位於馬來西亞的系統整合及開發服務、資訊科技外判服務及維修及顧問服務業務的環境及社會表現。本報告的績效及管理政策與本集團二零二二年年度報告中的管理層討論及分析一致。

除特別說明外，本報告的報告期間為二零二一／二零二二財政年度，有關企業管治部分，請參閱本集團的二零二二年的年度報告。

報告原則

由於報告原則是報告編寫的基礎，本報告的主要內容根據以下四項原則制定、組織和呈列：即重要性、量化、平衡和一致性。

重要性：

本集團邀請其主要持份者就可能影響本集團發展的重大環境及社會事宜發表意見，以有效地識別重要ESG議題。有關本集團如何識別重要ESG議題，詳情請參閱「持份者參與」和「重要性評估」章節。

量化：

本報告以量化的方式表達數據，以便於比較和評價。此外，本集團使用關鍵績效指標（「KPI」）來評估其環境和社會影響，當中所使用的計算方法、假設及系數來源已在附錄相應的績效表中明確披露。

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Balance:

The report includes the Group's achievements and room for improvement to describe its ESG performance unbiasedly. By disclosing both the positive and negative sides, a full picture of the Group's ESG matters can be demonstrated and the reader can make objective judgments accordingly.

Consistency:

To ensure the analytical results can be used as benchmarking and comparison with peer companies, the Group adopted the same calculation methodology, reporting framework and information disclosure technique in its ESG reports over the year. Where any significant changes regarding the reporting framework or calculation method arise, clear explanation will be stated in the corresponding sections.

Information disclosure

The information in the report was collected through an array of channels, including official documents and statistics of the Group, the integrated information of supervision, management and operation under the relevant policy, the internal quantitative and qualitative questionnaires based on the reporting framework, and sustainability practices provided by the subsidiaries of the Group. The report was prepared in both English and Chinese. If there is any conflict or discrepancy, the English version shall prevail.

平衡：

本報告涵蓋了本集團在ESG方面取得的成就與改進空間，以公正地描述其ESG表現。通過披露正面和負面的表現，可以全面地展示本集團的ESG事宜，讓讀者可以作出客觀判斷。

一致性：

為確保分析結果可作為基準並與同行比較，本集團過去數年的ESG報告均採用相同的計算方法、報告框架及信息披露技巧。如果報告框架或計算方法發生重大變化，本集團將在相應的章節中作出明確說明。

信息披露

本ESG報告中的信息通過多種渠道收集，包括本集團的正式文件和統計數據、根據相關政策進行監督、管理和營運的綜合信息、基於報告框架的內部定量和定性問卷以及本集團子公司提供的可持續發展實踐。本ESG報告以英文和中文編寫。如有任何衝突或差異，應以英文本為準。

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II. BOARD INCLUSIVENESS

The Group deeply recognise the vital role of the Board of Directors (the “Board”) in ESG policies implementation and supervision. The Board leads the Group towards sustainability by integrating the “Top-down” and “Bottom-up” approaches in its management, intending to facilitate communication and coordinate employees of all levels.

As the governing body of the Company, the Board is responsible for overseeing all ESG-related issues and setting sustainability goals for the Group. The Board also keeps an eye on ESG-related risk management to ensure the Group’s long-term development. With the adoption of the “Top-down” and “Bottom-up” management approach, the Board has successfully conveyed its ESG goals throughout the Company and gathered hands-on experiences from frontline employees in the daily operations to update its strategies accordingly. Furthermore, the Board emphasises stakeholder engagement all the time. Through the annual materiality assessment, the Board identifies material ESG matters that the key stakeholders concerned about and are relevant to the Group’s competitiveness in the industry. Thus, the Group can take into account those issues into its decision-making and business development plans.

Following the Guide on “Leadership Role and Accountability in ESG” issued by the Stock Exchange, the Board is aware of its role in the Group’s sustainability governance and mainly takes leadership for and accountability in:

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

II. 董事會參與

本集團深知董事會(「董事會」)在ESG政策實行及監督方面的重要作用，而董事將通過「自上而下」和「自下而上」的方法促進溝通和協調各級員工，引導集團走向可持續發展。

董事會作為公司的管理部門，負責監督所有ESG相關的事宜，並為本集團制定可持續發展目標。董事會亦密切關注ESG相關的風險管理，通過應用「自上而下」和「自下而上」的管理方法，把其ESG目標傳達至整個公司，並收集前線員工在日常營運中的實踐經驗，以相應地更新其戰略，確保本集團的長期發展。除此之外，董事會一直強調持份者的參與，並通過年度「重要性評估」界定主要持份者所關注，並與本集團競爭力相關的ESG事項，繼而把這些議題納入其決策和業務發展計劃。

根據聯交所發布的《在ESG方面的領導角色和問責性》的指引，董事會明白其在本集團可持續發展管理中的角色，主要在以下方面發揮領導作用和問責：

- 評估本集團短期和長期的環境和社會影響；
- 自上而下把ESG理念融入日常業務運營；和
- 評估ESG和氣候相關風險的財務影響，由此做出知情決策

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The Group believes mutual understanding among the Board, the management and the general staff is key to its sustainability achievements. Therefore, the Group communicates its ESG visions by bringing employees from various divisions, including operations, finance and compliance departments, to discuss and agree on their roles in ESG goals. To act collaboratively throughout the entire Company with the same goal, the Board is updated with internal ESG progress regularly and is provided with external information regarding ESG news timely. The Board acquires relevant ESG information through the following channels:

- Disclosure of key performance indicators in the Group's ESG reports;
- Oral presentations in the meetings between the Board and the management team of the Group; and
- Questionnaires/online surveys filled in by the internal and external stakeholders of the Group setting out their concerns regarding corporate sustainable development.

本集團相信董事會、管理層和一般僱員之間的相互理解是實現可持續發展的關鍵。因此，本集團與營運、財務和合規等不同部門的員工溝通討論，旨在傳遞公司的願景，並就他們在ESG目標中的角色達成共識。為了整個公司以同一目標協同行動，董事會定期跟進集團內部的ESG進展，並及時獲得有關ESG的外部新聞。董事會通過以下渠道獲取相關ESG信息：

- 本集團ESG報告中關鍵績效指標的披露；
- 本集團董事會與管理團隊之間於會議中的口頭匯報；以及
- 由本集團內部和外部持份者填寫有關企業可持續發展的問卷／在線調查。

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ESG Management

環境、社會及管治管理

The Board

- Setting corporate sustainability direction
- Overseeing ESG-related issues and progress
- Monitoring the regulatory updates and market news to identify risks and opportunities

董事會

- 設定企業可持續發展方向
- 監督與ESG相關的議題和進展
- 及時了解監管更新和市場新聞以識別風險和機遇

The Management

- Executing the outlined sustainability practices
- Reviewing the progress by defining key performance indicators
- Reporting to the Board about ESG policy execution
- Ensuring smooth communication within the Group

管理層

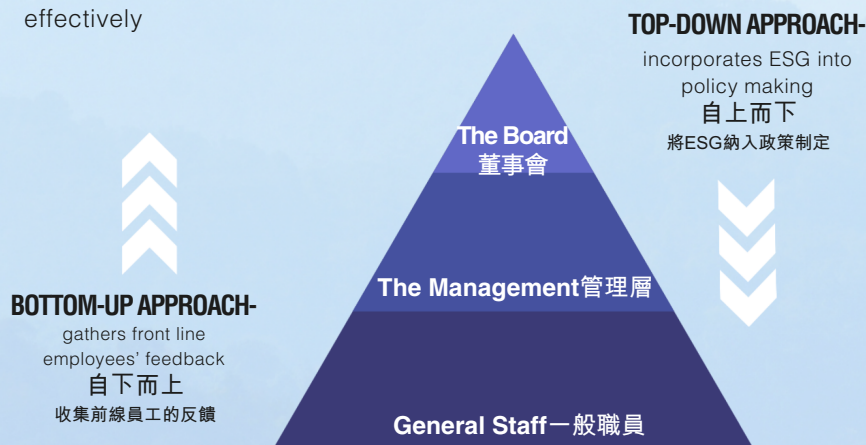
- 落實可持續政策綱領
- 通過關鍵績效指標來審查進度
- 向董事會報告ESG政策執行情況
- 確保集團內的溝通順暢

General Staff

- Reporting to the management for issues identified during operations
- Cooperating with the management to execute sustainability practices effectively

一般職員

- 向管理層報告營運期間發現的問題
- 配合管理層以有效執行可持續發展實踐



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III. MESSAGE FROM THE BOARD

Dear Valued Stakeholders,

Our year in review

2022 marks our fifth year of standalone ESG reporting. During the year, concerns over public health, climate change and the global upheaval has significantly impacted economic activities and threatening the perpetuity of humankind. Despite the challenges, we have continued pursuing sustainability of humankind and the planet by demonstrating our ESG leadership, leveraging on our innovation and upholding our commitments towards ambitious targets.

We have always acknowledged the importance of ESG matters and the corresponding risks and opportunities. As such, our Company and our staff remain committed to our core values, and strive to strengthen our sustainability strategy to utilising our talents and expertise to create a better community for all. We are proud of the progress made in the past financial year and reckon there are more to do. Hence, we are pleased to present to you our ESG report for the financial year ended 30 November 2022 which covers our ESG achievements and approaches.

Our approach in action

We believe accountable goals help us to track our progress and identify our strengths and weaknesses. Therefore, defining realistic but aspiring targets mark our first mission. We strive to monitor the market trend closely and update our target through benchmarking the industry best practices to keep abreast of the latest development of our peers. Meanwhile, to maintain a common language with the international business world and to contribute to the collective actions of creating a sustainable world for future generations, we have aligned our approach with the United Nations Sustainable Development Goals ("SDGs"). Through gaining insights from our stakeholders concerning which SDGs are relatively pivotal and are expected to be incorporated into our business direction, we have identified SDG3, 4 and 11 as our primary focus, of which details are further discussed in the next section.

III. 董事致辭

尊敬的持份者：

我們的年度回顧

2022年是我們獨立發佈ESG報告的第五年。在這一年，公共衛生的問題、氣候變化和全球動蕩對經濟活動產生了重大影響，並威脅到人類的生存。儘管面臨挑戰，我們通過展示我們ESG的領導地位、利用我們的創新和堅持我們對宏偉目標的承諾，繼續追求人類和地球的可持續發展。

我們一直了解ESG事宜的重要性，以及相應的風險和機遇。因此，本公司和我們的員工致力於維持我們的核心價值觀，並努力加強可持續發展戰略，利用我們的才能和專業知識為大眾創造一個更美好的社區。我們為過去財政年度所取得的進展感到自豪，同時認為還有更多進步空間。因此，我們欣然向您呈列我們截至2022年11月30日財政年度的ESG報告，其中涵蓋了我們的ESG成就及管理方針。

我們的行動方針

我們相信可量化的目標有助於我們追蹤進展，並確定我們的優勢和劣勢，因此，我們的首要任務是定立現實但有抱負的目標。我們密切關注市場趨勢，並通過參照行業內的最佳常規來更新我們的目標，以了解同行的最新發展。同時，為了與國際商界保持共同語言，並為後代創造可持續發展的世界做出貢獻，我們把方針與聯合國的可持續發展目標（「SDGs」）保持一致。通過與持份者溝通，了解他們對哪些SDG表達關注並期望納入我們的業務方向，我們將SDG3、4和11確定為我們的主要重點，其細節將在下一節進一步討論。

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Our commitment to impact

With the pandemic experience in the past few years, we realise that the economy, the environment and society are equally important. Neglecting any aspect poses harm to the Group's long-term prosperity. Meanwhile, we are aware that corporate responsibility is of great importance during difficult times. As such, we spare no effort in enhancing the overall community well-being by reducing emissions, promoting quality of life and investing in society. In particular, as we endeavour to minimise our negative impacts on natural resources during operations, we have implemented sets of internal measures in managing our energy consumption practices. To further integrate sustainability into our business, we have also prioritised ESG issues in our decision-making process.

Besides, we have been evaluating our environmental performance with reference to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to improve our climate-related financial information disclosure. In considering our business characteristics as an IT service consultant, we believe our operations do not cause irreversible pollution or environmental damage. Nevertheless, we cautiously set short-term environmental targets for the coming financial year, for which progress and performance will be monitored and reviewed by the Board through regular reporting from the management.

Looking ahead

We believe the most significant impact we can make is to develop sustainable innovations that address the world's challenges. Following the new digital economy initiative "Malaysia Digital Initiative" launched by the Government of Malaysia in 2022, we are planning to invest more in the innovation of networking products, cloud storage platform technology, artificial intelligence and big data. While we understand that there is no silver bullet, we believe responsible technology can help to solve and accelerate the changes that are required for a better tomorrow. As such, we are committed to navigating through our own transformation and strengthening our business innovation in areas where our technologies and capabilities can make a difference.

我們的影響承諾

透過過去幾年疫情的經驗，我們意識到經濟、環境和社會同樣重要，忽視任何方面都會對本集團的長期繁榮造成損害。同時，我們意識到企業責任在困難時期非常重要，因此，我們不遺餘力地通過減少排放、提高生活質量和投資社會來提高社區整體的福祉。我們實施了一系列內部措施來管理我們的能源消耗實踐，將營運過程中對自然資源的負面影響降至最低，而為了進一步將可持續性融入我們的業務，我們在決策過程中優先考慮ESG議題。

此外，我們參考氣候相關財務信息披露工作組（「TCFD」）的建議，評估我們的環境績效，以改進我們的氣候相關財務信息的披露。作為資訊科技服務顧問，我們相信我們的營運不會對環境造成不可逆轉的污染及破壞。儘管如此，我們仍謹慎地為下一個財政年度設定了短期環境目標，而董事會則通過管理層的定期報告來監測和審查這些目標的進展和績效。

展望未來

我們相信開發可持續的創新產品以應對世界的挑戰，是我們最大的影響力。隨著馬來西亞政府於2022年推出的新數碼經濟倡議－Malaysia Digital Initiative（「馬來西亞數碼倡議」）後，我們計劃加大對互聯網產品、雲存儲平台技術、人工智能和大數據創新的投資。雖然我們知道沒有靈丹妙藥，但我們相信負責任的技術可以幫助解決問題，並加速帶來美好明天所需的變化。因此，我們致力於轉型，並加強我們的技術和能力可以發揮作用的領域的業務創新。

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Looking forward, as the disruptions and restrictions caused by the pandemic gradually relieved, we see an exciting year ahead and we are confident that by continuing on our current sustainability commitments, we will achieve changes that benefit our business, the people and the planet. The Board will continue focusing on the sustainable development of the Group through making full use of its supervisory powers to fulfil our responsibilities of being the leader of the Group.

Last but not least, I would like to express my sincere gratitude towards our dedicated staff and management team members for their contribution during the year. I would also like to thank our supportive customers, our shareholders, investors and other business partners for their continuous trust placed on us as we march towards a sustainable future.

Yours sincerely,

Chong Yee Ping

Chairman and Chief Executive Officer

Hong Kong, 10 March 2023

展望未來，隨著疫情引致的影響和限制逐漸解除，我們看到了激動人心的未來，而我們相信通過繼續履行我們目前的可持續發展承諾，我們將實現有利於我們的企業、人類和地球的變化。董事會將繼續關注本集團的可持續發展，充分利用其監督權力，履行作為本集團領導者的職責。

最後，本人謹向我們敬業的員工及管理團隊在年內作出的貢獻表示衷心感謝。本人亦謹此感謝支持我們的客戶、股東、投資者和其他業務合作夥伴，感謝他們在我們邁向可持續發展未來的過程中持續的信任。

謹啓

鍾宜斌

主席兼行政總裁

香港，二零二三年三月十日

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IV. STAKEHOLDER ENGAGEMENT

Reckoning the importance of stakeholders' views, the Group has actively engaged its internal and external stakeholders to express their concerns and ideas. To develop a solid relationship with the stakeholders and conduct a comprehensive materiality assessment, the Group has communicated with its stakeholders through channels listed in the table below.

Communication with Stakeholders

Stakeholders 持份者	Expectations and Concerns 期望與關切
Government and regulatory authorities 政府和監管機構	<ul style="list-style-type: none"> - Legal and regulatory compliance - Anti-corruption policies - 遵守法律和法規 - 反腐敗政策
Shareholders 股東	<ul style="list-style-type: none"> - Return on investments - Corporate governance - Legal and regulatory compliance - World peace - ESG policy implementation - 投資回報 - 企業管治 - 法律合規性 - 世界和平 - ESG政策實行

IV. 持份者參與

考慮到持份者意見的重要性，本集團積極讓內部和外部持份者表達他們的關注和想法。為與持份者建立穩固的關係並進行全面的重要性評估，本集團已通過下表所列渠道與持份者進行溝通。

與持份者的溝通

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

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Stakeholders 持份者	Expectations and Concerns 期望與關切	Communication Channels 溝通渠道
Employees 僱員	<ul style="list-style-type: none"> - Employees' remuneration and benefits - Career development - Training opportunities - Health and safety in the workplace - Investment in technology upgrade and innovation - Analysis on the latest policies in different industries and the formulation of ESG plans for the Group - Anti-corruption - 員工薪酬福利 - 職業發展 - 培訓機會 - 工作場所的健康和安全 - 技術升級和創新投資 - 不同行業的最新政策分析及本集團的ESG規劃 - 反腐敗政策 	<ul style="list-style-type: none"> - Performance appraisal - Regular meetings and training courses - Workshops - Written comments via emails, notice boards, telephone calls and team building activities with management - 表現評估 - 定期會議和培訓課程 - 專題研討會 - 通過電子郵件、公告板、電話和與管理層的團隊建設活動的書面評論
Customers 顧客	<ul style="list-style-type: none"> - Service quality assurance - Protection of the privacy and rights of customers - Customer satisfaction - Slow down the consumption of natural resources - 服務質量保證 - 保護客戶的私隱和權利 - 客戶滿意度 - 減緩自然資源的消耗 	<ul style="list-style-type: none"> - Customer satisfaction surveys - Face-to-face meetings and on-site visits - Customer service hotline and emails - 客戶滿意度調查 - 面談和實地考察 - 客戶服務熱線和電子郵件

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Stakeholders 持份者	Expectations and Concerns 期望與關切	Communication Channels 溝通渠道
Suppliers 供應商	<ul style="list-style-type: none"> - Fair, open and transparent procurement - Win-win upstream and downstream cooperation - Environmental protection - Protection of intellectual property rights <ul style="list-style-type: none"> - 公平、公開和透明的採購 - 上下游合作共贏 - 環境保護 - 保護知識產權 	<ul style="list-style-type: none"> - Open tenders - Suppliers' satisfaction assessments - Telephone conferences, face-to-face meetings and on-site visits - Questionnaires and online engagement - Industry seminars <ul style="list-style-type: none"> - 公開招標 - 供應商滿意度評估 - 電話會議、實體會議和現場訪問 - 問卷調查和在線參與 - 行業研討會
General public 大眾	<ul style="list-style-type: none"> - Involvement in the activities of communities - Conform to business ethics - Data privacy <ul style="list-style-type: none"> - 社區活動的參與度 - 商業道德 - 資料私隱 	<ul style="list-style-type: none"> - Media conferences and responses to enquiries - Face-to-face interviews <ul style="list-style-type: none"> - 媒體見面會及對質詢的回應 - 會面訪談

Materiality Assessment

Given that different business natures and models are associated with different ESG risks and opportunities, it is of great importance to identify those applicable to the Group. As such, in FY2022, the Group engaged its stakeholders to conduct a materiality assessment survey to pinpoint the material issues of their interest.

Specifically, the Group examined and classified stakeholders based on their impacts and dependence on its business decision and activities in accordance with the principles set out in ISO 26000 (Guidance on Social Responsibility). Then, representatives from each selected stakeholder group were invited to participate in the online survey to raise their concerns on a list of ESG matters. The results of the surveys were analysed to generate a materiality matrix as shown below, in which matters the stakeholders concerned the most are presented. The analytical results are used as a reference when the Group develops its ESG action plans.

重要性評估

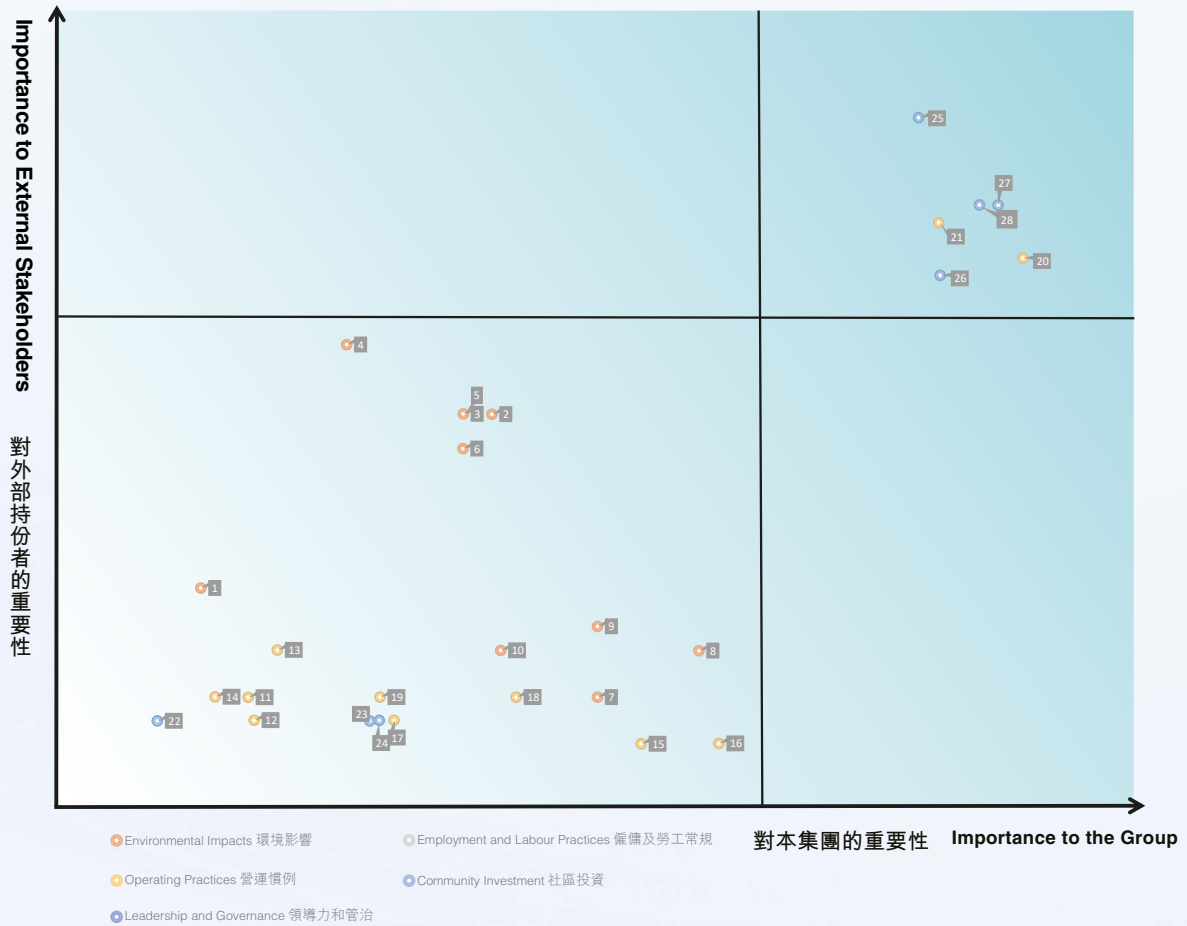
鑑於不同的業務性質和模式會帶來不同的 ESG 風險與機遇，因此識別適用於本集團的相關風險與機遇非常重要。於二零二一／二零二二財年，本集團邀請了持份者進行重要性評估調查，以識別他們關心的重大議題。

具體而言，本集團根據 ISO 26000 (社會責任指南) 中的規定，按照持份者對其業務決策和商業活動的影響力和依賴性進行檢視和分類，然後邀請選定的持份者代表參與在線調查，讓他們對一系列的 ESG 議題發表看法。通過對調查結果進行分析，繪製成如下所示的重要性矩陣，從而列出持份者最關心的事項，並作為本集團制定 ESG 計劃時的參考。

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Stakeholder Engagement Materiality Matrix
 持份者的參與重要性分析矩陣



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List of ESG issues for Materiality Assessment 重要性評估的 ESG 議題					
1	GHG Emissions 溫室氣體排放	11	Green Procurement 綠色採購	21	Internal Grievance Mechanism 內部申訴機制
2	Energy Management 能源管理	12	Engagement with Suppliers 與供應商的良好溝通	22	Participation in Philanthropy 公益慈善活動的參與
3	Water & Wastewater Management 水資源和廢水管理	13	Environmental and Social Risk Management of Supply Chain 供應鏈的環境社會風險管理	23	Cultivation of Local Employment 促進當地就業
4	Solid Waste Stewardship 固體廢棄物管理	14	Supply Chain Resilience 供應鏈料對外部風險的適應性	24	Support of Local Economic Development 支持本地經濟發展
5	Climate Change Mitigation & Adaptation 氣候變化緩解和適應	15	Product/Service Quality and Safety 產品/服務質量與安全	25	Business Model Adaptation and Resilience to Environmental, Social, Political and Economic Risks and Opportunities 商業模型對環境、社會、政治和經濟風險和機遇的適應性和恢復力
6	Renewable and Clean Energy 可再生和清潔能源	16	Customer Privacy and Data Security 顧客私隱保護和數據安全	26	Management of the Legal & Regulatory Environment (regulation-compliance management) 法律監管環境變化的應對和管理（法律合規管理）
7	Labour Practices 勞工權益	17	Marketing and Promotion 營銷和推廣	27	Critical Incident Risk Responsiveness 突發事件應急風險應對能力
8	Employee Remuneration and Benefits 僱員薪酬條件和福利政策	18	Intellectual Property Rights 保護知識產權	28	Systemic Risk Management (e.g. Financial Crisis) 系統化風險管理（例如，金融危機）
9	Occupational Health and Safety 職業健康與安全	19	Labelling Relating to Products/ Services 與產品/服務相關的標籤問題		
10	Employee Development and Training 僱員發展及培訓	20	Business Ethics & Anti-corruption 商業道德和反腐敗		

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Through the materiality analysis matrix, the Group identified “Business Model Adaptation and Resilience to Environmental, Social, Political and Economic Risks and Opportunities”, “Critical Incident Risk Responsiveness”, “Systemic Risk Management (e.g. Financial Crisis)”, “Internal Grievance Mechanism”, “Management of the Legal & Regulatory Environment (regulation-compliance management)” and “Business Ethics & Anti-corruption” as its most significant ESG issues. The results are then reviewed and approved by the Board and are conducive to enhancing its sustainability approaches. Meanwhile, the results have been used to inform and guide the content of this report.

Working Towards Sustainable Development Goals (SDGs)

The United Nations SDGs provide a shared blueprint for peace and prosperity for people and the environment, now and into the future. Acknowledging the increasing attention on the SDGs, the Group strives to incorporate them into its goals to create a common language with worldwide companies. The Group has proactively managed its internal operations, products, solutions and services to fulfil the SDGs. Elaboration on the Group’s ESG strategies, programs, and goals that support the specific SDGs are detailed below.

SDG 3: Safeguarding the people



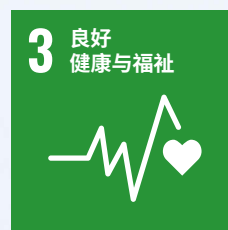
The pandemic threatened global health and posed an imminent challenge to the healthcare system. As such, the Group paid close attention to reduce its influence as much as possible. For instance, the Group acted responsively to the government’s preventive measures and implemented a flexible remote working policy to limit the risk of infection. Besides, as the Group realises the importance of IT services and technologies, especially during social distancing, it commits to upholding the quality of its IT consultancy service and contributing to the well-being of the local communities during the hard times.

通過重要性分析矩陣，本集團確定了「商業模型對環境、社會、政治和經濟風險和機遇的適應性和恢復力」、「突發事件應急風險應對能力」、「系統化風險管理(例如，金融危機)」、「內部申訴機制」、「法律監管環境變化的應對和管理(法律合規管理)」和「商業道德和反腐敗」為其最重要的ESG議題。分析結果由董事會審查和批准，並用於加強本集團可持續發展和為本報告的內容提供信息和指導。

實現可持續發展目標(SDGs)

聯合國的可持續發展目標為人類和環境提供了一個關於現在與未來和平繁榮的藍圖。本集團深知大眾對可持續發展的關注，因此致力將聯合國可持續發展目標納入其對策，積極管理其內部營運、產品、解決方案和服務，以創建與全球公司的共同語言和實現可持續發展。下文詳述本集團在支持特定SDG方面的重要ESG事宜、戰略、計劃和目標。

SDG 3：保護人們



本集團明白疫情不但威脅全球健康，更對醫療體系構成迫在眉睫的挑戰，故密切注意疫情的發展，盡力減少其影響，例如，響應政府的預防措施，實施靈活的遠程辦公政策，以降低感染風險。此外，本集團意識到資訊科技服務及科技的重要性，特別是在保持社交距離期間，因此致力維持資訊科技顧問服務的質素，並在困難時期為當地社區的健康作出貢獻。

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SDG 4: Nurturing the talents



The Group believes that education is the key to success. As such, the Group has provided its employees with professional training and promoted lifelong learning opportunities. Besides, the Group strives to customise IT services to educational institutions to facilitate effective, engaging and immersive learning environments.

SDG 11: Building well-developed cities



More than half the world's population is living in cities which contribute to the majority of greenhouse gas emissions. Acknowledging the importance of sustainable urbanization, the Group endeavours to facilitate various solutions designed to improve urban lives. For instance, we are developing customised system applications for private and public sectors to promote a safe, affordable, accessible and sustainable systems infrastructure for all.

Stakeholders Feedback

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

SDG 4：培育人才



本集團相信教育是成功的關鍵，為此我們為僱員提供專業培訓和終身學習機會。此外，本集團亦致力為教育機構提供合適的資訊科技，以建立有效、吸引和專注的學習環境。

SDG 11：建設永續發展的城市



世界上超過一半的人口居住在城市，而城市是溫室氣體排放的主要來源。本集團明白可持續城市化的重要性，因此致力於促進各種改善生活的方案，例如，我們正在為私營和公共部門開發定制的應用系統，旨在為人們提供安全、可負擔、可使用和可持續的系統基礎設施。

持份者反饋

本集團追求卓越，歡迎其持份者就改善其企業ESG方法和提高表現提出反饋和建議，尤其是在重要性評估中被列入重要的ESG議題。本集團亦歡迎讀者透過 enquiry@mindtell.com 與本集團分享其有關ESG事宜看法。

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V. ENVIRONMENTAL SUSTAINABILITY

The Group is committed to environmental protection throughout its business. As such, the Group strives to protect natural resources and reduce pollution along with business development by exploring alternatives and adopting preventive measures. In FY2021/2022, the Group complied with the relevant environmental laws and regulations in Malaysia and Hong Kong in its operations, including but not limited to the Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong) and the Environmental Quality ACT 1974 (Malaysia).

The following section primarily discloses the Group's policies, practices, and progress on its emissions, use of resources, the environment and natural resources as well as climate change for FY2021/2022.

A.1. Emissions

In FY2021/2022, the Group complied with the relevant national and local environmental laws regarding emissions during its daily operations. Because of its business nature as IT services providers, most of the Group's businesses are operated on computers and internet networks. Thus, in FY2021/2022, the Group's principal emissions were GHG emissions from transportation vehicles and electricity consumption, commercial solid waste and sewage from the staff at offices. The Group's total emissions for FY2021/2022 are summarised in Table E1 in the Appendix.

In the year under review, the Group's major air emission was arose from the use of various forms of transportation vehicles during its operations. The air emission included 0.19 kg SO_x, 8.13kg NO_x and 0.60kg PM. Since the pandemic has eased and business activities have resumed normal, each air pollutant's emissions rose reasonably as compared to FY2020/2021. In particular, SO_x, NO_x and PM increased by 0.06kg, 2.87kg and 0.21kg respectively.

V. 環境可持續性

本集團透過探索替代方案及採取預防措施，致力在所有業務活動中保護環境，旨在業務發展的同時保護自然資源及減少污染。於二零二一／二零二二財年，本集團在營運中遵守了馬來西亞及香港相關的環境法律法規，包括但不限於《廢物處置條例》(香港法例第354章)及《1974年環境質量法案》(馬來西亞)。

下面章節主要披露本集團在二零二一／二零二二財年有關排放、資源使用、環境和自然資源以及氣候變化方面的政策、常規和進展。

A.1. 排放量

在二零二一／二零二二財年，本集團在日常營運中遵守了國家及地方有關排放的相關環境法例。由於本集團的業務性質是提供資訊科技相關的服務，其大部分業務均在計算機和互聯網上營運，因此，在二零二一／二零二二財年，本集團的主要排放量來自於運輸車輛和電力消耗產生的溫室氣體排放、商業固體廢物和辦公室污水。附錄表E1總結了本集團二零二一／二零二二財年的總排放量。

於回顧年度內，本集團的主要廢氣排放來自於營運期間使用的各種交通工具。廢氣排放物包括0.19公斤硫氧化物、8.13公斤氮氧化物和0.60公斤顆粒物。由於疫情有所緩解，商業活動恢復正常，各項空氣污染物排放量合理地較二零二零／二零二一財年上升，硫氧化物、氮氧化物和顆粒物分別增加了0.06公斤、2.87公斤和0.21公斤。

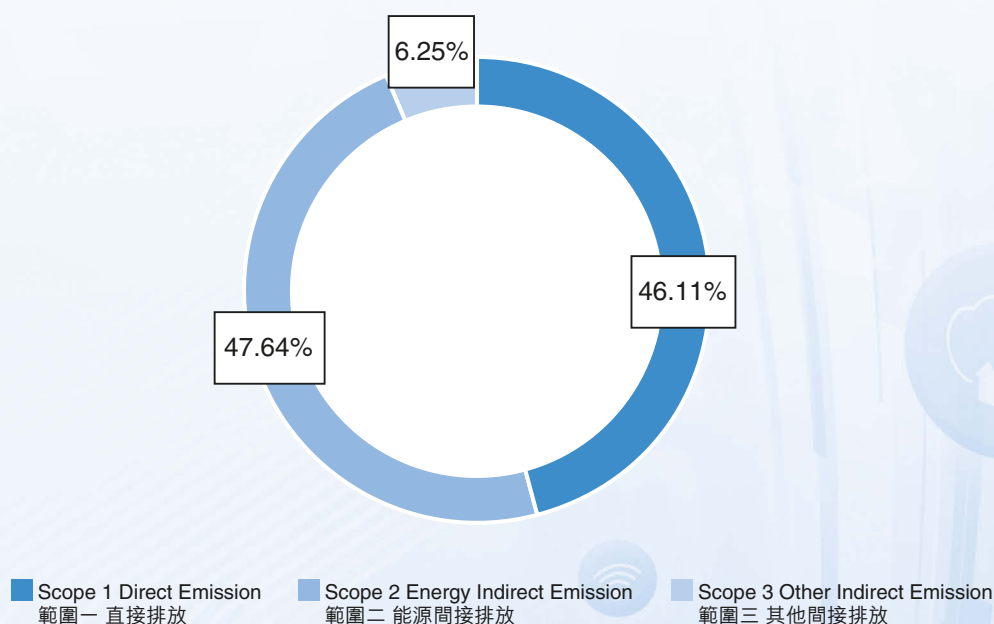
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Regarding the GHGs, the Group's emissions were slightly different from that of FY2020/2021 because of the economic recovery, the lessened pandemic preventive measures and the increase in business commuting. The Scope 1 (Direct Emission), Scope 2 (Energy Indirect Emission) and Scope 3 (Other Indirect Emission) increased as compared with that of FY2022/2021, which were 30.16, 31.16 and 4.08 tonnes CO₂e respectively.

就溫室氣體而言，由於經濟復甦、防疫措施減少及商務通勤增加，本集團的排放量與二零二一／二零二二財年略有不同，範圍一（直接排放）、範圍二（能源間接排放）和範圍三（其他間接排放）均有所增加，分別為30.16、31.16和4.08噸二氧化碳當量。

FY2021/2022 Greenhouse gas emissions pattern 二零二一／二零二二財年溫室氣體排放模式



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To reduce the use of energy and carbon emissions, the Group has implemented the following measures:

- **Retrofit:** The Group endeavours to optimise its office devices and systems to lower energy consumption. Measures include regular air-conditioning maintenance and replacement of lighting fixtures with high electricity consumption.
- **Sustainability training:** The Group holds training activities to raise their employees' energy-saving awareness and share environmentally friendly behavioural tips. Relevant online information is also shared to employees through the Group's communication channels.
- **Habit change:** The Group believes that every small step contributes to the ultimate ESG goals. As such, the Group pays attention to employees' daily habits and encourages them to act in an environmental-responsible manner, such as turning off idle computers in time and switching off lights when they are not in use.
- **Sharing:** The Group actively promotes the idea of sharing to reduce each employee's carbon footprint. In particular, the Group encourages using public transport and car-pooling to reduce the associated pollutants emissions.

In FY2021/2022, the non-hazardous solid waste generated by the Group was 1.0 tonnes, mainly consisting of domestic and commercial waste from office daily operations. The Group's persistent efforts in controlling its commercial solid waste paid off with the amount of non-hazardous solid waste disposed of in FY2021/2022 remained the same as that of the previous year. Meanwhile, no hazardous waste was produced during the year under review.

為減少能源使用及碳排放，本集團已實施以下措施：

- **改造：**本集團致力優化其辦公設備及系統以降低能源消耗，包括定期維修空調和更換耗電量大的照明裝置。
- **可持續性培訓：**本集團舉辦培訓活動，以提高員工的節能意識並分享環保技巧，而相關的在線信息也會通過集團的溝通渠道分享給員工。
- **習慣改變：**本集團相信每一小步都有助實現最終的ESG目標。因此，本集團關注員工的日常習慣，並鼓勵員工對環境負責，例如關閉閒置的電腦和關掉不使用的燈。
- **共享：**本集團積極提倡共享理念，鼓勵使用公共交通工具和拼車，以減少相關污染物的排放和每位員工的碳足跡。

在二零二一／二零二二財年，本集團產生了1.0噸無害固體廢物，主要包括辦公室日常營運所產生的生活垃圾和商業垃圾。本集團努力不懈地管控其商業固體廢物的產生，因此二零二一／二零二二財政年度處置的無害固體廢物量與上一年持平。同時，本集團於回顧年度內沒有產生有害廢物。

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Given the commitment of the Group to Sustainable Waste Management, effective measures to avoid disposal of materials are implemented in all offices. In particular:

- Reduce the reliance on single-use disposable items such as plastic tableware and single use utensils;
- Advocate the reuse of office stationeries; and
- Place recycling bins in apparent areas to foster solid waste recycling.

In FY2021/2022, the wastewater generated from offices of the Group was directly discharged into the municipal drainage system and was handled by the property management of buildings. Since the amount of wastewater highly depends on the amount of freshwater used, the Group has adopted various water conservation measures, which will be described in the following subsection headed "Water" of this report, to reduce its water usage in the offices. The amount of wastewater discharged in FY2021/2022 remained the same as that of the previous year.

A.2. Use of Resources

In FY2021/2022, electricity, water, gasoline and paper were the major resources consumed by the Group. Due to the nature of its business, the Group did not consume any packaging material during the year under review. Table E2 in the Appendix illustrates the quantity of different resources used by the Group in the reporting year.

鑑於本集團對可持續廢物管理的承諾，所有辦公室都採取了以下的減廢措施：

- 減少對塑料餐具和一次性餐具等一次性用品的依賴
- 提倡重複使用辦公文具；以及
- 在顯眼區域放置回收箱，以促進固體廢物回收。

在二零二一／二零二二財年，本集團辦公室所產生的廢水直接排入市政排水系統，並由樓宇物業管理處處理。由於廢水量很大程度上取決於淡水的使用量，本集團已採取多項節水措施(將在本報告下文「水」一節中描述)以減少其辦公室的用水量。二零二一／二零二二財年的廢水排放量與上一年度持平。

A.2. 資源使用

在二零二一／二零二二財年，本集團的主要資源消耗為電力、水、汽油和紙張。基於其業務性質，本集團於回顧年度並無消耗任何包裝材料。附錄中的表E2說明了本集團在報告年度不同資源的使用量。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Electricity

In FY2021/2022, the Group purchased electricity from the local public utilities company for its daily office operations. To mitigate the consumption of electricity so as to reduce the corresponding GHG emissions, the Group has actively promoted energy-saving practices, and implemented the following practices:

- Switch off all idle lights, air conditioners and other electrical appliances, especially outside working hours;
- Modify the use of lights and air-conditioners in non-full house hours;
- Adjust and maintain appropriate indoor temperature, with an optimal air-conditioner temperature of 25°C;
- Give priority to the procurement of electrical appliances with energy-efficiency labels;
- Replace lamps with high electricity consumption in the offices with LED bulbs for office lighting; and
- Encourage all employees to utilise natural daylight and air ventilation in the offices when possible.

In FY2021/2022, the electricity consumption of the Group increased by 64% as compared with that in FY2020/2021, principally due to the resumption of office operations as the result of gradual release of the restrictive measures against the COVID-19 pandemic. Nonetheless, the Group sees consistent monitoring of its electricity consumption pattern and exploring more energy-efficient business practices as crucial steps in better managing its electricity consumption.

電力

在二零二一／二零二二財年，本集團從當地公用事業公司購買電力用於日常辦公運作。為減少電力消耗以減少相應的溫室氣體排放，本集團積極推廣節能，並實施了以下措施：

- 關閉所有閒置的燈、空調和其他電器，特別是在下班時間；
- 於非滿員時調整電燈及空調的使用；
- 調節和保持適宜的室內溫度，而空調最佳溫度為25 °C；
- 優先採購具有能源標識的電器；
- 採用LED燈泡代替耗電量大的燈泡，用於辦公室照明；以及
- 鼓勵員工在辦公室利用自然採光和通風。

由於在二零二一／二零二二財年辦公室因防疫措施放寬而復工，本集團的用電量較在二零二零／二零二一財年增加了64%。儘管如此，本集團仍將持續監控其用電模式和探索更節能的方法，以有效地管理其用電量。

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Other energy resources

In FY2021/2022, the Group's consumption of gasoline for business travel increased by 47% to 12,757L because of more business commuting. The Group fully understands the negative impacts of fossil fuel consumption and has emphasised on minimising their usage. For example, the Group implements strict internal policies in its fleet management to reduce business trips and has already eliminated diesel-fuel vehicles since FY2020/2021. The Group also strives to explore its access to alternative energy sources that are more eco-friendly and more sustainable.

To demonstrate its commitment to reducing fossil fuel consumption, the Group prioritised environmental-friendly vehicles and encourages the use of public transportation whenever possible. Other than that, the Group also educates its employees on energy conservation and reduces non-essential business trips by applying online communication tools. The abovementioned measures drive the Group towards a "low carbon and low consumption" business model.

Water

Reckoning the preciousness of water resources, the Group has always paid attention to protecting water sources and reducing water consumption. In FY2021/2022, the Group's water use was mainly associated with domestic consumption at the workplace, while the Group did not face any problem in sourcing water fit for its purpose. The Group's total water consumption remained unchanged compared with the last financial year.

其他能源資源

在二零二一／二零二二財年，由於商務通勤增加，本集團商務差旅的汽油消耗量增加了47%至12,757升。本集團充分了解化石燃料消耗的負面影響，並強調減少使用。例如，本集團實施管理車隊的內部政策，以減少出差，並且自二零二零／二零二一財年以來已經淘汰了柴油車輛。此外，本集團亦致力探索更環保及更可持續的替代能源。

為了表示其減少化石燃料消耗的承諾，本集團優先使用環保車輛，並鼓勵以公共交通工具出行。本集團致力於教育員工節能，並透過善用線上通訊工具，減少不必要的出差。上述措施旨在推動本集團邁向「低碳低耗」的商業模式。

水

鑑於水資源的寶貴，本集團一直注重保護水源，減少用水量。在二零二一／二零二二財年，本集團的水資源消耗主要與工作場所的生活用水有關，而本集團在求取適用水源上沒有遇到任何問題。與上一財政年度相比，本集團的總用水量保持不變。

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Meanwhile, the Group continues to improve water efficiency by adopting constructive water conservation measures in the offices, including the following practices:

- Conduct regular maintenance of its facilities and fix dripping water taps immediately once leakage is found;
- Raise staff's awareness on water conservation through various communication channels; and
- Place "saving water resources" posters in prominent places to encourage water conservation.

Paper

The Group mainly consumed paper for administration purposes. Committed to reducing paper usage, the Group has actively promoted the concept of "paperless office" and "office automation". In FY2021/2022, the Group consumed 66.0kg of paper and recycled 28.5kg of paper. With the Group's effort, paper consumption dropped by 4%, while the recycling rate remained at around 30% as compared to the previous year.

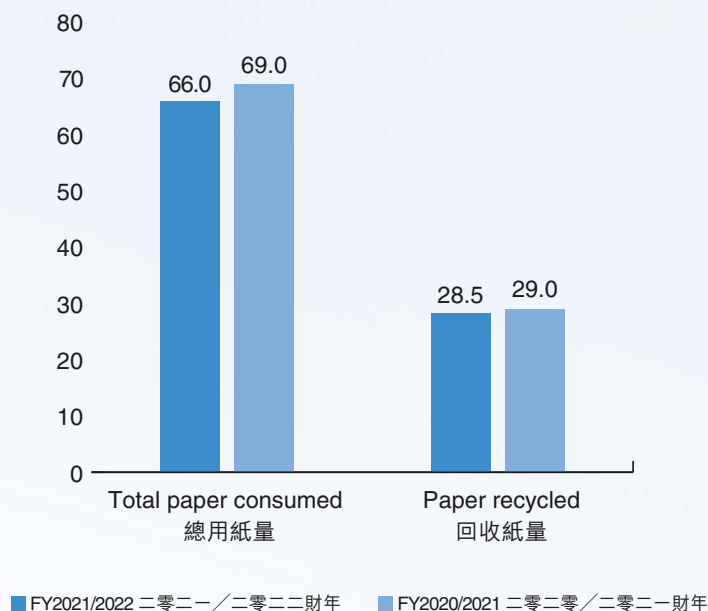
同時，本集團通過在辦公室採取建設性的節水措施，提高用水效益，包括以下做法：

- 對設備進行定期維護，如發現水龍頭滲漏，及時修理；
- 透過不同的溝通渠道，提高員工的節水意識；和
- 在常用位置張貼「節約用水」海報，鼓勵節約用水

紙張

本集團的紙張消耗主要用作行政用途。本集團致力減少用紙，積極推廣「無紙化辦公」及「辦公自動化」的概念。在二零二一／二零二二財年，本集團消耗了66.0公斤紙張，並回收了28.5公斤紙張，而在共同努力下，用紙量較去年減少4%，回收率則保持在30%左右。

FY2021/2022 and FY2020/2021 Paper consumption and recycling (kg)
二零二一／二零二二財年及二零二零／二零二一財年的紙張消耗和回收(公斤)



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The Group considers reduction at source as the most effective way to prevent environmental nuisances. As such, the Group focuses on preventing the unnecessary consumption of paper by adopting the “3R principle – reduce, reuse and recycle” in its business and daily operations. In particular, the following measures are implemented:

- Disseminate the concept of “paperless office” by spreading information through electronic means when possible;
- Apply e-signature to prevent printed business document;
- Set double-sided printing as the default mode for most printers when printouts are necessary;
- Prioritise eco-friendly paper during procurement;
- Promote the idea of “Think before print” to avoid unnecessary printing; and
- Use the other side of obsolete single-sided documents for printing or as draft paper.

A.3. The Environment and Natural Resources

The Group's operations and development pose little disturbance to the environment because of its business nature. However, to fulfil its role as a corporate citizen and to be a prominent IT solution provider, the Group has incorporated the environmental aspects into its management approach and operated the business in an eco-friendly manner. The Group's commitment to sustainable development is reflected in the continuous exploration of low-carbon innovation and optimisation of business models to minimise its potential impacts on the environment and natural resources.

本集團視源頭減廢為防止環境滋擾的最有效方法。因此，本集團在其業務及日常營運中採用「3R原則－減少、重用及回收」，防止不必要的紙張消耗，具體實施措施如下：

- 傳播「無紙化辦公」的概念，通過電子方式傳播信息；
- 應用電子簽名以避免打印商業文件；
- 把大多數打印機設置雙面打印為默認模式；
- 採購時優先選用環保紙；
- 推廣「三思而後印」的理念，避免不必要的打印；以及
- 使用廢棄的單面文件背面進行打印或作為草稿紙。

A.3. 環境與自然資源

由於其業務性質，本集團的營運及發展對環境造成的影響較小。然而，為履行其企業公民的角色及成為卓越的資訊科技解決方案供應商，本集團已將環境因素納入其管理方針，並以環保方式經營業務。本集團不斷探索低碳創新和優化商業模式，以減少對環境和自然資源的潛在影響和體現其可持續發展的承諾。

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In FY2021/2022, the Group principally consumed electricity and petrol for its operations. Given that the use of these energies inevitably causes air and GHG pollution, the Group has paid attention to the issue. Since the Group believes that “the cleanest energy is avoidance”, it has established an environmental management system and implemented energy efficiency enhancement, intending to reduce the environmental impact during its operations. Besides, the Group has set up stringent emission control policies, tracked its environmental performance and developed a strategic framework to handle environmental-related issues properly.

During the year under review, the pandemic and its related restrictive measures were eased with the public attention gradually shifting back from public health to environmental crisis. Looking forward, the Group aims to put more efforts in standardising its daily operation practices and take initiatives in mitigating GHG emissions through education and better operational management in the office.

Targets

In FY2021/2022, the Group has set indicative environmental targets to track and analyse its environmental performance in a better way. It is undeniable that the Group's business operations have been interrupted by the pandemic in various ways in the past three years. Therefore, the Group is prudent in setting ambitious environmental targets as the data of the past few years are different from the normal figure. Meanwhile, reckoning that its principal operations are located in offices, the Group believes that there is little room for improvement in the short term. The table below shows the Group's targets with the corresponding actions elaborated in Section A.1 and A.2 above.

在二零二一／二零二二財年，本集團的營運主要消耗電力和汽油。鑑於這些資源的使用不可避免地會造成廢氣和溫室氣體污染，本集團十分關注該問題，並秉承「最清潔的能源是避免」的理念，建立環境管理體系，提升能源效率，以降低營運過程中對環境的影響。此外，本集團已制定嚴格的排放控制政策，追蹤其環境表現，並制定戰略框架以妥善處理與環境相關的問題。

於回顧年度內，隨著疫情及相關限制措施有所緩和，公眾的注意力逐漸從公共衛生轉向環境危機。展望未來，本集團致力規範其日常營運，並透過教育及改善辦公室營運管理，積極減少溫室氣體排放。

目標

在二零二一／二零二二財年，本集團制定了指示性環境目標，以有效地追蹤和分析其環境表現。無可否認，本集團過去三年業務營運受到疫情多方面的影響，導致數據與正常值不同，故對於設定遠大的環境目標持審慎態度。同時，本集團考慮到其主要業務營運均位於辦公室，因此認為短期內環境表現改善空間不大。下表總結了本集團的環境目標，而相應的行動已在A.1和A.2節中闡述。

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Target for financial year ending 30

November 2023

截至2023年11月30日的財政年度的目標

Taking FY2021/2022 as the baseline year, the Group aims to:

以二零二一／二零二二財年為基準年，本集團旨在：

Air and GHG emissions

廢氣和溫室氣體排放

Reduce its air and GHG emissions intensities within the same scope by 5%

在相同範圍內將其廢氣和溫室氣體排放強度降低5%

Non-hazardous solid waste and wastewater

無害固體廢棄物和廢水

Reduce its non-hazardous waste discharge intensities within the same scope by 5%

在相同範圍內將其無害廢棄物排放強度降低5%

Total energy consumption (including electricity, gasoline and diesel)

能源消耗總量(包括電力、汽油和柴油)

Reduce its total energy consumption intensities within the same scope by 5%

在相同範圍內將其能源消耗總量強度降低5%

Water consumption

耗水量

Reduce its water consumption intensities within the same scope by 5%

在相同範圍內將其用水強度降低5%

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

A.4 Climate Change

Risk

風險

Physical risk

Increase in frequency and severity of extreme weather events, such as typhoons, rainstorms, floods and heatwaves

實體風險

颱風、暴雨、洪水和熱浪等極端天氣事件的頻率和嚴重程度增加

Transition risk

Tightening environmental rules and guidelines

轉型風險

收緊環境法規及標準

Even though climate change does not pose a significant direct threat to the Group's business, the Group recognises the potential long-term risk of climate change. Therefore, it is committed to treating climate change seriously by leveraging on its resources to reduce carbon footprints and promote "clean" innovation. To achieve the net carbon zero target, the Group has also designed a transparent and feasible climate strategy with the progress monitored. Also, the Group will undergo self-evaluation regularly through preliminary climate-scenario analysis, aiming to identify the physical and transition effects of climate change in the near future.

A.4 氣候變化

Potential impacts

潛在影響

- Damages to infrastructure and buildings may incur repairing cost
- Disruption of the electricity and water supply may cause operation instability
- 基礎設施和建築物的損壞可能會產生維修費用
- 電力和供水中斷可能導致營運不穩定

- Extra investments may be needed to upgrade the current equipment so as to fulfil the more stringent requirements
- 可能需要額外投資來升級現有設備以滿足更嚴格的要求

儘管氣候變化並未對本集團的業務構成重大直接威脅，但本集團意識到氣候變化潛在的長期風險，並致力通過利用其資源，以減少碳足跡和促進「潔淨」創新來應對氣候變化。為實現淨零目標，本集團設計了透明可行的氣候戰略，並加以監控其進展。此外，在未來，本集團將通過初步的氣候情景分析定期進行自我評估，旨在識別氣候變化的實體及轉型影響。找出未來氣候變化的物理和過渡影響。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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VI. SOCIAL SUSTAINABILITY

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

The Group understands their employees are an important asset and realises an inclusive working environment is fundamental to the Group's stability and competitiveness. As such, the Group strives to build a respectful and diversified workplace and fully support their employees' professional development.

For the year ended 30 November 2022, the Group had a total of 70 employees in Hong Kong and Malaysia, with a gender ratio of male 58.6%: female 41.4%. The detailed breakdown of the Group's employment is summarised in the Table S3 in the Appendix. More details about the Group's employment data categorised by gender and age group are disclosed in Table S4 in the Appendix.

VI. 社會可持續發展

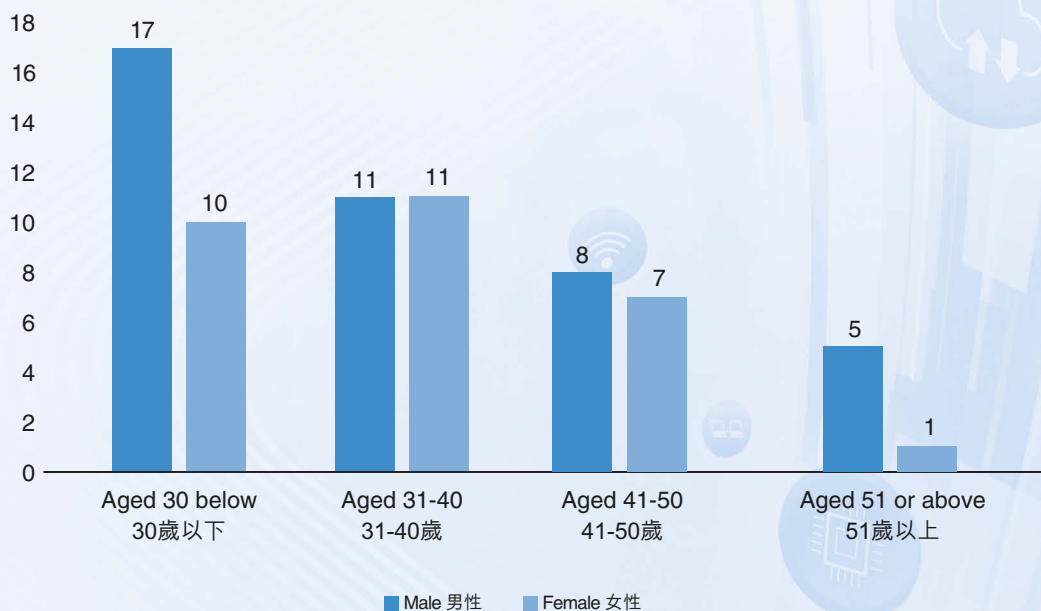
僱用及勞工常規

B.1. 僱傭

本集團明白員工是其重要資產，並意識到包容的工作環境對本集團的穩定和競爭力十分重要，因此，本集團致力打造一個相互尊重且多元化的工作場所，全力支持員工的專業發展。

截至2022年11月30日，本集團在香港及馬來西亞共有70名員工，性別比例為男性58.6%：女性41.4%。附錄中的表S3總結了本集團員工的詳細分類，而有關本集團按性別和年齡組分類的就業數據，詳情請參見附錄中的表S4。

FY2021/2022 Employees by age groups and genders
二零二一／二零二二財年按年齡段和性別的員工人數



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Law and Compliance

The Group has updated and adjusted the employment policies since its establishment to cater for social changes, ensuring that the policies comply with the applicable laws, regulations and standards in Hong Kong and Malaysia, such as the instructions of SOCSO (PERKESO) and Employment Insurance System (EIS). In FY2021/2022, the Group complied with the relevant laws and regulations, including but not limited to the following:

- Employment Ordinance (Cap. 57 of the Laws of Hong Kong);
- Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong);
- Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong);
- Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong);
- Employment Act 1955 (Malaysia);
- Employees Provident Fund Act 1991 (Malaysia);
- Employees Social Security Act 1969 (Malaysia); and
- Employment Insurance System Act 2017 (Malaysia).

Recruitment and promotion

In order to standardise the Group's management system, the Group has developed a set of transparent and clear policies and procedures, which are clearly stated in the Employee Handbook. The Group is of the view that talent acquisition is crucial to maintaining its competitiveness in the industry. As such, it offers fair and competitive remuneration and benefits taking into account the applicants' educational backgrounds, personal attributes, job experiences and career aspirations to attract high-calibre candidates.

法律合規

本集團自成立以來因應社會變化不斷更新及調整僱傭政策，以確保政策符合香港及馬來西亞適用的法律法規及標準，包括社會保險組織和就業保險計劃的指引。在二零二一／二零二二財年，本集團遵守了相關法律法規，包括但不限於：

- 《僱傭條例》(香港法例第57章)；
- 《強制性公積金計劃條例》(香港法例第485章)；
- 《殘疾歧視條例》(香港法例第487章)；
- 《性別歧視條例》(香港法例第480章)；
- 《僱傭法令1955》(馬來西亞)；
- 《僱員公積金法令1991》(馬來西亞)；
- 《僱員社會保險法令1969》(馬來西亞)；以及
- 《就業保險計劃法令2017》(馬來西亞)

招聘和晉升

本集團為了標準化管理制度，制定了一套透明清晰的政策和程序，並明確列明在《員工手冊》。此外，本集團視人才招聘為維持其行業競爭力的關鍵，因此會根據應聘者的教育背景、個人能力、工作經驗和職業抱負，提供公平且具有競爭力的薪酬和福利，以吸引高素質人才。

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An employee performance appraisal is conducted bi-annually to assess the employees' performance. The Group also refers to the market benchmarks for promotion. Promotions of employees with outstanding performances within the Group are based on the procedures and rules stated in the Employee Handbook to facilitate fair and legitimate decisions.

Compensation and dismissal

Talent retention is also of great importance to the Group's long-term development. The probationary and regular evaluations are conducted at least twice a year to examine and recognise the employees' competence and contribution. The Group also reviews its remuneration packages regularly to ensure employees are rewarded for good performance. Numerous factors are taken into consideration during the review, including the performance appraisal of employees against well-defined KPIs and the internal policies of the Group, such as the Employee Handbook.

Employees who fail to meet the Group's standards are subject to disciplinary procedures before dismissal. To ensure the Group executes dismissals fairly and legally, there are stringent policies illustrating employee management's disciplinary practices and dismissal steps. For instance, employees violating the Group's employment policies will be given a verbal warning before issuing written warnings. In case the employee makes the same mistakes repeatedly despite the warnings, the Group has the right to terminate their employment contracts immediately following the applicable laws and regulations in Hong Kong and Malaysia.

Meanwhile, the turnover rate in of the Group was 15.7%. More details about the Group's turnover data categorised by gender and age group can be found in Table S4 in the Appendix.

本集團每半年進行一次員工績效評估，以評估員工的表現。本集團參考市場基準，並按照《員工手冊》中規定的程序和規則，為表現突出的員工提供晉升機會，以確保決策公平且合理。

薪酬和解僱

由於挽留人才對長遠發展十分重要，本集團每年至少兩次對員工的能力和表現進行考核及定期評估，以檢查和認可員工的能力和貢獻。此外，本集團亦會定期檢討其薪酬待遇，以確保良好表現的僱員獲得獎勵，而審查將考慮了許多因素，包括明確定義的關鍵績效指標和集團的內部政策(例如《員工手冊》)。

本集團在解僱不符合其標準的員工前會先對其進行紀律處分。為確保所有解僱均公平合法，本集團制定嚴格的政策說明員工紀律處分和解僱步驟，例如，對於違反就業政策的員工，會先給予口頭警告，再發出書面警告，一旦僱員不顧警告重複犯同樣的錯誤，本集團有權根據香港和馬來西亞適用的法律法規立即終止其僱傭合同。

本集團的員工流失率為15.7%。有關本集團按性別和年齡組分類的員工流失數據，詳情請參見附錄表S4。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Working hours and rest periods

The culture of work-life balance boosts employees' productivity by maintaining their mental health and sustaining concentration. The Group has therefore implemented policies in compliance with the applicable local employment laws and apply the attendance monitoring system to guarantee that its employees' working hours and rest periods are within an acceptable range. In addition to basic annual leave and statutory holidays, the Group also offers medical, marriage, maternity, paternity, study/training leave and compassionate leave. Employees are entitled to compensation for overtime work as well.

Equal opportunity, diversity and anti-discrimination

The Group values innovative ideas and believes that a genuinely diversified workforce with people from various backgrounds boosts creativity and productivity in designing IT solutions. As such, the Group's hiring, training, promotion opportunities, dismissal and retirement decisions are all based on job-related factors regardless of the applicants' or the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors. Meanwhile, the Group eliminates workplace discrimination, harassment, and vilification by executing equal opportunity policies which comply with the applicable laws. Employees are highly encouraged to report any incidents involving discrimination to the Human Resources Department, which takes responsibility for assessing, dealing with, recording and taking any necessary actions on any substantiated cases.

工作時間和休息時間

平衡工作與生活有助維持員工的心理健康和專注力，並提高工作效率。因此，本集團已根據當地適用的僱傭法律法規，制定相關政策及制度，並應用考勤系統，以確保其僱員的工作時間和休息時間在可接受的範圍內。除了基本年假和法定假期外，本集團還提供病假、婚假、產假、侍產假、學習或培訓假和喪假，員工亦享有加班補償。

平等機會、多元化和反歧視

本集團重視創新，並相信不同背景的多元化團隊可以提高設計資訊科技解決方案的創造力和生產力。因此，本集團的招聘、培訓、晉升機會、解僱及退休政策並非以申請者或僱員的年齡、性別、婚姻狀況、懷孕、家庭狀況、殘疾、名族、膚色、血統、種族、國籍、宗教信仰或任何其他非工作相關因素為依據。同時，本集團透過執行遵從法律的平等機會政策，消除工作場所的歧視、騷擾和誹謗，並鼓勵員工向人力資源部報告任何涉及歧視的事件。人力資源部負責評估、處理、記錄以及對於經證實的有關案件採取任何必要的行動。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Other benefits and welfare

The Group acknowledges the health of its employees correlates to its business growth. To safeguard its employees' well-being, the Group provides them with medical insurance and subsidies in compliance with the requirements of the relevant laws and regulations. Besides, the Long Service Award is given to those loyal staff who have worked for over ten years, expressing gratitude to them. The Group may also distribute bonuses and gifts during local and national festivals to boost morale.

In FY2021/2022, the Group complied with the relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, welfare and other benefits that have significant impact on the Group.

B.2. Health and Safety

To demonstrate the Group's emphasis on its employees, it has incorporated staff's health and safety into its management approach. Desiring to promote and maintain a safe, clean and eco-friendly working environment for its employees, the Group has established strict safety and health policies in accordance with the relevant laws and regulations in Hong Kong and Malaysia, including but not limited to the following:

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

其他待遇和福利

本集團深知員工的健康與其業務增長息息相關，為了保障員工的福祉，本集團按照相關法律法規的要求為員工提供醫療保險和醫療補貼。此外，本集團亦頒發長期服務獎給工作十年以上的忠誠員工，表達對他們的感謝，並於本地及國家節日期間派發獎金及禮品，以提振士氣。

在二零二一／二零二二財年，本集團已遵守對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法律及規例。

B.2. 健康和安

為體現本集團對員工的重視，本集團把員工的健康與安全納入管理方針。為建立和維持一個安全、清潔和環保的工作環境，本集團根據香港和馬來西亞的相關法律法規，制定了嚴格的安全和健康政策，包括但不限於：

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

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The Group strictly follows the instructions of the Quality Management Systems (ISO 9001:2015) and the Occupational Health and Safety Management Systems (ISO 45001: 2018) in its daily operations. In the meantime, the Human Resources Department of the Group establishes, implements and monitors internal policies that regulate daily practices to prevent occupational hazards and risks in workplace. For instance, smoking and liquor drinking are prohibited in workplace, while emergency management plans are outlined and emergency response drills are carried out. The Group also ensured that all first-aid boxes are well stocked and all emergency exits are unblocked. Furthermore, relevant medical and employment injury insurances are provided to its staff in compliance with the requirements of the applicable laws and regulations.

During the past three years (including the year under review), there were zero work-related fatalities or injuries among employees and zero lost days due to work injury. The Group was in compliance with the relevant laws and regulations in relation to the provision of a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group in the reporting year.

Response to the COVID-19 pandemic

In 2022, the world has gradually accommodated the impacts of the COVID-19 pandemic. Nevertheless, the Group continued its efforts to protect its employees.

In FY2021/2022, the pandemic still, to certain extent, affected people's lives. As such, the Group designed an array of measures to ensure the health and safety of its employees. Not only were the employees allowed to work from home, but the Group also subsidised each employee to purchase disinfection products (such as hand sanitizer) and face masks. The Group also brought people's attention to daily hygienic practices, such as washing hands, wearing face masks, and keeping social distance. Besides, everyone should check their body temperature and ensure it is below 37.5°C before entering the work site.

本集團在日常營運中嚴格遵循質量管理體系(ISO 9001:2015)和職業健康與安全管理體系(ISO 45001:2018)的指引。同時，本集團的人力資源部負責制定、實施和監控日常工作場所預防職業危害和風險的內部政策。例如，本集團禁止員工在工作場所吸煙和飲酒，同時制定应急管理預案和進行應急演練。本集團亦確保所有急救箱儲備充足，以及所有緊急出口暢通無阻。此外，根據適用法律法規的要求，本集團亦為員工提供相關的醫療和工傷保險。

於過去三年(包括回顧年度)，本集團員工因工傷亡數字為零，工傷損失天數亦為零。於報告年度，本集團遵守對本集團有重大影響的提供安全工作環境及保障僱員避免職業性危害方面的相關法律及規例。

對COVID-19疫情的應對

在二零二二年，世界逐漸適應COVID-19大流行的影響。儘管如此，本集團繼續努力保護其員工。

在二零二一／二零二二財年，由於疫情在一定程度上仍然影響人們的生活，本集團設計了一系列措施，以確保員工的健康和安全。本集團不僅允許員工在家工作，還為每位員工提供補貼，資助他們購買消毒產品(如搓手液洗手液)和口罩。本集團亦提醒員工注意日常衛生習慣，例如勤洗手、戴口罩和保持社交距離。此外，每位進入工作場所的人員都應檢查體溫，確保體溫低於37.5°C。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

At the same time, the Group followed the Standard Operating Procedures (SOP) from Malaysian National Security Council, measures include:

- Providing MySejahtera QR code for entry registration while require employees and individuals to scan the QR code when entering premises or participating in activities on premises
- Ensuring employees and individuals to wear face mask at all times while on work premises or when participating in activities
- Monitoring and ensuring employees and individuals always maintain physical distancing of at least 1 metre from others where possible, while on work premises or when participating in activities
- Providing facilities to wash hands with soap and water or hand sanitiser at appropriate places
- Performing frequent cleaning as per schedule (at least once a day) especially for public areas or frequently touched equipment and surfaces
- Adhering to COVID-19 testing requirements as per the NTS1 for employees and individuals

The Group is committed to preserving the health of its members and the community it operates in. It has closely monitored the local governments' preventive requirements and adjusted the plan and approach of our internal guidelines accordingly. Foreseeing the normalisation of the COVID-19 pandemic, the Group will gradually shift the primary focus to business development while endeavouring to ensure the well-being of all.

同時，本集團遵循馬來西亞國家安全理事會的《標準作業程序(SOP)》，措施包括：

- 提供MySejahtera二維碼作入場登記，同時要求員工和進入場所或參與場所活動的人掃描二維碼
- 確保員工和進入工作場所或參與活動的人時刻佩戴口罩
- 監控並確保員工和進入場所或參與活動的人在可能的情況下與他人保持至少1米的社交距離
- 在適當的位置提供備有肥皂和水的洗手設施或提供搓手液
- 按計劃進行頻繁清潔(每天至少一次)，特別是公共區域或經常接觸設備的表面
- 遵守NTS1對員工和個人的COVID-19檢測要求

本集團致力保護其員工的健康及其經營所在社區的安康，並密切關注地方政府的預防要求，相應地調整內部指南的計劃和方法。預見到COVID-19疫情的恆常化，本集團將逐步把重點轉移到業務發展上，同時努力確保所有人的福祉。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

B.3. Development and Training

The Group values employees' professional skills and understands they are essential for the Group's success. Therefore, the Group has always provided its employees with learning opportunities, encouraging them to step out of their comfort zone and release their full capabilities. The staff at all levels is eligible for training programs that cover a wide range of topics. For instance, job-related courses such as transfer pricing was offered, aiming to enhance employees' technical skills according to corporate and individual needs. Besides, an induction training package is organised for new employees to familiarize themselves with the Group's culture, organisational structure and occupational health and safety.

To improve employees' professional skills, the Group highly recommends them to acquire professional qualifications and attend external training to widen their horizons. The Group provides reimbursements to those who took professional qualification examinations and obtained the certificates successfully. In FY2021/2022, a total of 14 employees received a total of 480 hours of trainings, The average training time of each employee of the Group was 6.9 hours. Further breakdown of the training data are disclosed in Table S5 and S6 in the Appendix.

B.3. 發展與培訓

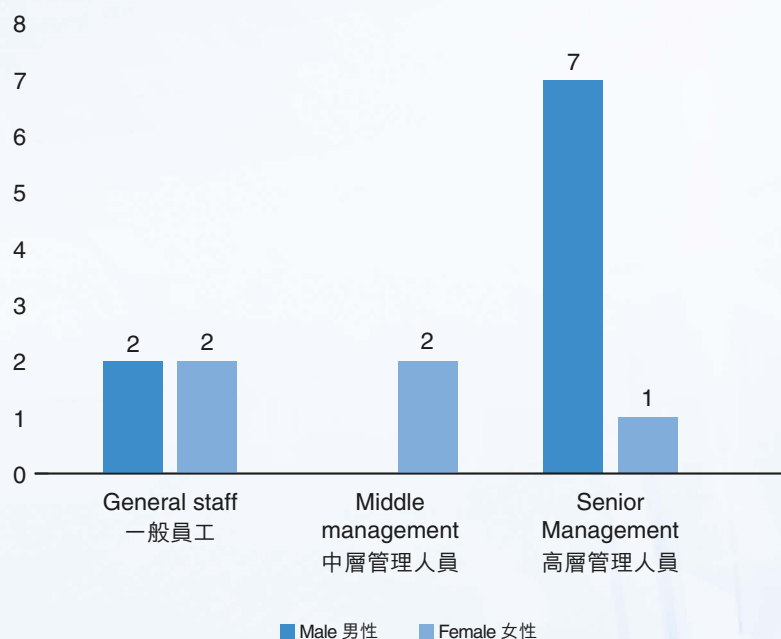
本集團重視僱員的專業技能，並明白他們對本集團的成功至關重要。本集團不斷為員工提供學習機會，鼓勵他們走出舒適區，充分發揮潛能，因此各級員工都有資格參加涵蓋廣泛主題的培訓計劃。例如，本集團提供「轉讓定價」等與工作相關的課程，旨在根據企業和個人需求提升員工的技術技能。此外，本集團亦為新員工舉辦入職培訓，讓他們熟悉本集團的文化、組織架構及職業健康與安全。

為提升員工的專業技能和擴闊視野，本集團極力鼓勵員工取得專業資格及參加外部培訓，並為參加專業資格考試並成功取得證書的員工報銷費用。在二零二一／二零二二財年，共有14名員工接受了合計480小時的培訓。本集團每位員工的平均培訓時間為6.9小時。訓練數據的詳細資料可以參考附錄中的表S5和S6。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

FY2021/2022 Number of employees trained by positions and genders
 二零二一／二零二二財年按職位和性別的受培訓員工人數



B.4. Labour Standards

In FY2021/2022, the Group adhered to the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Employment Act 1955 (Malaysia) and other applicable labour laws and regulations in Hong Kong and Malaysia to prohibit any child or forced labour. Since the Group has adopted zero tolerance policy on child labour, underage workers and forced labour, the Human Resources Department requires all job applicants to provide valid identity documents to ensure they can be lawfully employed before the confirmation of employment. The Human Resources Department is also responsible for monitoring and ensuring the compliance of corporate policies and practices with relevant laws prohibiting child labour and forced labour. Once the Group finds any incident which is against labour standards, the employment contract will be immediately terminated, while the responsible personnel will be disciplined accordingly.

B.4. 勞工準則

在二零二一／二零二二財年，本集團遵守《僱傭條例》(香港法例第57章)、《1955年僱傭法令》(馬來西亞)及香港和馬來西亞其他適用的勞工法律法規，禁止任何童工或強迫勞工。本集團採用童工、未成年工人和強迫勞動零容忍政策，人力資源部要求所有求職者提供有效身份證件，以確保他們可合法受僱。人力資源部亦負責監督並確保企業的政策和做法符合禁止童工和強迫勞動的相關法律。本集團一旦發現任何違反勞工準則的情況，將立即終止其勞動合同，並對責任人員進行相應的紀律處分。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

In FY2021/2022, the Group was not in violation of any major laws and regulations in relation to the prevention of child and forced labour that have a significant impact on the Group.

OPERATING PRACTICES

B.5. Supply Chain Management

Since the Group realises its suppliers play a pivotal role in achieving its sustainable goals, it has actively engaged all of its suppliers to ensure they operate in a responsible manner. The Group aims to have a close relationship with suppliers. Hence, the Procurement Department of the Group maintains continuous communication with its suppliers through various means such as email and online meetings. The Group has also collaborated with suppliers to design standards and specifications and communicated with them to ensure mutual understanding and compliance.

Distributors of software and hardware are the major suppliers of the Group. In general, the Group purchases relevant software and hardware with reference to project requirements, leaving no inventory. As for system integration and development services provider, a number of IT service firms are identified and retained by the Group as subcontractors.

在二零二一／二零二二財年，本集團並無違反任何對本集團有重大影響的有關防止童工或強制勞工方面的相關重要法律及規例。

營運慣例

B.5. 供應鏈管理

本集團意識到供應商對其可持續發展目標發揮著關鍵作用，因此積極與所有供應商合作，以確保他們負責任地營運。旨在與供應商建立密切關係，本集團採購部通過電子郵件、在線會議等多種方式與供應商保持溝通，亦與供應商合作設計標準及規格，以確保相互理解及合規。

軟件及硬件分銷商為本集團的主要供應商。一般情況下，本集團參考項目需求採購相關軟硬件，不留存貨。在系統整合及開發服務供應商方面，本集團物色及聘用多家資訊科技服務公司作為分包商。

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To promote environmentally preferable products/services, the Group has developed standard guidelines to select appropriate suppliers to ensure quality and sustainability. "Green Procurement" policy has been adopted in collaboration with five suppliers of the Group in FY2021/22. The Group's Procurement Department conducts a background assessment for the potential suppliers, assessing various factors including reputation, credit rating, technical capacity, financial stability, economic disputes history with the Group and regulatory compliance. Specifically, the Group investigates the regulatory performance to guarantee they align with the Group's code of practices socially and environmentally. Besides, the Group has prioritised those business partners and suppliers that share the same vision, emphasising social and environmental aspects and growth. Meanwhile, the Group has a standardised procedure for procurement activities. After identifying potential suppliers, the Group requests a quotation from them and then confirms the product quality, delivery terms and payment methods before placing any purchase orders. Product/service samples are required in advance for examining the quality and suitability of the suppliers.

The Group's strives to scrutinise its supply chain's environmental and social risks. The Procurement Department are responsible for implementing and monitoring the policies on supply chain's risk based on the Quality Management System (ISO 9001:2015). Cooperation surveys are conducted regularly to pinpoint problems and dangers, intending to resolve them as soon as possible. Internally, an approved list of qualified suppliers and sub-contractors is available for the Group's supply chain management and the Group examines the qualification and performance of the listed suppliers on a regular basis. The aforementioned practices are applicable to all the major suppliers of the Group under the Procurement Department's effective monitoring.

為推廣環保產品／服務，本集團制定了標準指南以選擇合適的供應商，從而確保質量和可持續性。在二零二一／二零二二財年，本集團的「綠色採購」政策覆蓋其五間合作供應商。此外，本集團的採購部會對潛在的供應商進行背景評估，評估不同的因素包括聲譽、信用等級、技術能力、財務穩定性、與本集團的經濟糾紛歷史及合規性。具體來說，本集團會評價供應商的合規表現，以確保它們符合本集團在社會和環境方面的行為準則。另外，本集團亦會優先考慮具有相同願景的業務合作夥伴和供應商，在強調業務增長的同時，關注社會和環境議題。同時，本集團擁有標準化的採購程序，在物色潛在供應商後，本集團會索取報價，然後在發出任何採購訂單前確認產品質量、交付條款及付款方式，並要求供應商提前提供產品／服務樣品，以檢查其質量和適用性。

本集團努力審查其供應鏈的環境和社會風險，當中採購部負責根據質量管理體系(ISO 9001:2015)實行並監察管控供應鏈風險的政策，並定期開展合作調查，以及時發現問題和隱患，盡快解決。本集團整合了合格的供應商和分包商的批准名單作內部供應鏈管理，並定期檢查名單上供應商的資格和遵守情況。上述供應商管理政策在採購部的監管下，適用於本集團所有主要供應商。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

In FY2021/2022, the Group had business relationships with 21 product and service suppliers, in which 10 are situated in Malaysia and 11 are in Hong Kong. Given the solid and stable relationships with its suppliers, the Group has never experienced material delays, conflicts, or significant issues with suppliers in the year under review. The Group is committed to maintaining a cooperative and robust relationship with its value chain.

B.6. Product Responsibility

Following the motto “Your One-Stop IT Solution,” the Group has been dedicated to maintaining its first-rate products and services. The Group complied with the relevant laws, rules, regulations and standards in Hong Kong and Malaysia that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters with respect to its products and services and methods of redress for FY2021/2022, including the following:

- Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong);
- Consumer Council Ordinance (Cap. 216 of the Laws of Hong Kong);
- Personal Data Protection Act 2010 (Malaysia);
- Consumer Protection Act 1999 (Malaysia);
- Intellectual Property Corporation of Malaysia Act 2002; and
- Copyright Act 1987 (Malaysia).

在二零二一／二零二二財年，本集團與21間產品和服務供應商保持合作關係，其中10間位於馬來西亞，11間位於香港。鑑於與供應商的穩固關係，本集團於回顧年度內並未與供應商發生任何重大延誤、衝突或其他重要問題。本集團致力與其價值鏈繼續保持合作和穩固的關係。

B.6. 產品責任

本集團堅持其「您的一站式資訊科技解決方案」的服務宗旨，一直致力於維護其一流的產品和服務。在二零二一／二零二二財年，本集團遵守香港和馬來西亞有關其產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的對本集團有重大影響的相關法律條例、法規和標準，包括：

- 《個人資料(私隱)條例》(香港法例第486章);
- 《消費者委員會條例》(香港法例第216章);
- 《個人資料保護法令2010》(馬來西亞);
- 《消費人保護法令1999》(馬來西亞);
- 《馬來西亞知識產權機構法令2002》(馬來西亞); 以及
- 《版權法令1987》(馬來西亞)

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To ensure the IT-related services delivered to clients are reliable, secure and excellent, the Group has been working according to the industry standards and the Quality Management System (ISO 9001:2015). Regarding product quality assurance, the strategies are set at the Group's level and supervised by the Board. The Board is responsible for inspecting the identification, evaluation and testing of the design and operating effectiveness of the products and services at least annually. In general, the executive supervisor and project manager are responsible for initiating the projects. The research and experimental results will then be submitted to the management for evaluation to ensure the quality meets the client's contract requirements. In the meantime, the project manager will record the results and protect the data from illegal disclosure. The final report will be sent to the clients once the executive supervisors have reviewed and approved the testing results.

To minimise the risks along the Group's value chain, the management of the Group performs annual risk assessments by conducting surveys with its employees, customers and suppliers, so as to identify any potential risks in business processes and record them accordingly. The management also needs to take other external factors into consideration, including economic conditions, market competition, industry development, regulatory and political environment, technology innovation, supply sources and customer demand, in order to ensure that the quality products and services are supported by robust business operations based on a comprehensive analysis of internal and external risks and opportunities.

The Group understands its responsibility to provide accurate service descriptions and information that abide by local laws and regulations. Therefore, the Group firmly prohibits misleading or exaggerating advice and offerings by appointing a legal counsel to check the sales and marketing materials. The Group has also strived to avoid violating any advertising-related laws and regulations.

為確保向客戶提供可靠、安全和卓越的資訊科技相關服務，本集團一直按照行業標準和質量管理體系 (ISO 9001:2015) 展開工作。本集團從集團層面制定其產品質量保證策略，由董事會負責監督並對產品和服務設計和營運的有效性至少保證每年進行一次識別、評估和檢測。一般而言，執行總監和項目經理通常發起項目，而測試結果和相關信息提交給管理層進行評估，以確保質量滿足與客戶協議中規定的要求。同時，項目經理負責記錄結果並保護數據免遭未經授權的訪問。測試結果經執行總監同意並批准後，將發送給客戶。

為降低價值鏈上的風險，本集團管理層通過調查其員工、客戶和供應商，進行年度風險評估，以識別業務中的潛在風險並作出記錄。此外，管理層還需要考慮其他外部因素，包括經濟狀況、市場競爭、行業發展、監管和政治環境、技術創新、供應來源和客戶需求，以確保優質的產品和服務在全面的內部和外部風險和機遇分析下，得到穩健業務營運的支持。

本集團明白其提供準確而符合當地法律法規的服務描述和信息的責任。因此，本集團通過委任法律顧問檢查銷售和營銷材料，禁止誤導或誇大的服務宣傳，並致力避免違反與廣告有關的法律及法規。

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The customer service department of the Group is accountable for handling customers' complaints and following up on the entire investigation to ensure that substantiated complaints are dealt with effectively and properly. During the year under review, the Group did not receive any substantial complaint from its customers and did not recall any products for health and safety reason.

Besides, the Group reckon its accountability to protect intellectual property rights and ensure only properly licensed software and IT products are used in its operations. The legal team is responsible for checking and monitoring the Group's business practices, so as to prevent any infringement of intellectual property rights.

Data security constitutes a large part of the Group's risk management. The Group has formulated all-inclusive corporate regulations authorising and monitoring information security activities based on the applicable laws and regulations about customer privacy. For instance, the Group has implemented standards, processes and procedures on data management to strictly protect clients' personal data and privacy while the Data Protection Notice enacted clarify all possible data processing purposes and list disclosure requirements. All information gathered are only used for purposes stated before data collection. The IT and operating departments of the Group are responsible for monitoring the data collection methods, including but not limited to websites, application forms, in-bound and outbound telephone calls, emails, attendance at events, and both internal and external access to customers' information. Furthermore, the Group has strengthened its employees' data security awareness by providing training and installed advanced IT systems to secure the data gathered. For FY2021/2022, the Group did not receive any substantiated complaints regarding the breach of customer privacy or the loss of customer's data.

本集團的客戶服務部負責處理客戶投訴及跟進調查過程，以確保實質的投訴得到有效及妥善的處理。於回顧年度內，本集團並無接獲任何重大的客戶投訴，亦無因健康及安全原因召回任何產品。

此外，本集團認為其有責任保護知識產權，並確保在營運中僅使用獲得許可的軟件和資訊科技產品。法律團隊負責檢查和監督本集團的商業行為，以防止任何侵犯知識產權的行為。

數據安全是本集團風險管理的重要部分，本集團根據有關客戶私隱的法律法規，制定了全面的企業指令，以授權和監控信息安全活動。例如，本集團已執行數據管理的標準、流程和程序，嚴格保護客戶的個人資料和私隱，而《數據保護通知》則羅列出所有數據處理的目的和披露要求。此外，所有收集的信息僅用於數據收集前所述的目的。本集團的資訊科技及營運部門負責對所有收集點的數據收集過程進行監管，包括網站、申請表、電話通話、電子郵件、活動出席以及內部和外部對客戶信息的訪問。除此之外，本集團通過提供培訓來加強員工的數據安全意識，並安裝先進的信息技術系統以保護收集到的數據。在二零二一／二零二二財年，本集團沒有收到有關侵犯客戶私隱或丟失客戶數據的實質性投訴。

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Adhering to the principle of Materiality, labelling-related and product recall-related measures and regulations are not discussed in this ESG report as they are not applicable to the Group's IT provision business.

B.7. Anti-corruption

The Group values trustworthiness and ethical conduct, and believes they contribute to the Group's positive image. As such, the Group has not only complied with the relevant laws and regulations in relation to business ethics, but it also wants to be a role model in moral issues and operates the business in ethical ways that gain recognition.

In FY2021/2022, the Group abided by the applicable laws and regulations relating to anti-corruption, bribery, extortion, fraud and money laundering in both location of where the Group is operating, including the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and the Malaysian Anti-Corruption Commission Act 2009 (Malaysia). Also, with preventive and whistle-blowing measures effectively implemented by the Group's Senior Management, there was no concluded legal case regarding corrupt practices brought against the Group or its employees.

To demonstrate its integrity, the Group has rigorously enforced its trade and transaction policies to forbid illegal practices, including corruption, extortion and money laundering. Besides, the Group has prohibited all means of bribery and corruption by executing codes of professional ethics. It is of great significance for the Group's staff to discharge duties fairly and professionally without any improper behaviours which may harm the Group's interests.

秉持重要性原則，鑑於有關標籤及產品召回的措施和法規不適用於本集團的資訊科技供應業務，故本ESG報告未提及相關事宜。

B.7. 反貪污

本集團重視誠信和道德行為，並相信它們有助於提升集團的正面形象。因此，本集團不僅遵守有關商業道德的相關法律法規，更希望在道德議題上成為榜樣，以合乎道德的方式經營業務獲得認可。

在二零二一／二零二二財年，本集團在所在地遵守了有關反貪污、賄賂、勒索、欺詐和洗黑錢的法律法規，包括《反洗錢及恐怖分子資金籌集條例》(香港法例第615章)、防止賄賂條例(香港法例第201章)和2009年馬來西亞反貪污委員會法(馬來西亞)。此外，在本集團高級管理層所執行的有效預防和舉報措施下，年內並沒有關於本集團或其員工提出並已審結的貪污訴訟案件。

為彰顯其誠信，本集團嚴格執行其商業交易政策，以杜絕任何違法行為，包括貪污、勒索及洗黑錢。此外，本集團通過落實職業道德準則，禁止一切形式的賄賂和腐敗行為。員工公平專業地履行職責，同時不做出損害本集團利益的不當行為對本集團具有重要意義。

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The Group encourages whistle-blowers to report any misconduct. In case of suspected cases, the whistle-blowers can report verbally or in writing to the Group's audit committee, describing the details with supporting evidence. Then, the audit committee will investigate the issues thoroughly to find the truth and safeguard the Group's interest. To protect the whistle-blowers from unfair treatment and disturbance, the Group has established an effective grievance mechanism. Where the Group suspects any criminal behaviour, a report will be submitted promptly to the relevant regulators or law enforcement authorities, when the management of the Group considers it necessary.

Even though the ethical performance is outstanding, the Group has continued to raise awareness of its employees. In FY2021/2022, the Group provided 20.5 hours of anti-corruption training for 8 management level staff in its Hong Kong Office.

COMMUNITY

B.8. Community Investment

Acknowledging the community's increasing focus on corporate social responsibility, the Group is committed to devoting time and effort to contribute to the society. The Group always wishes to utilise its expertise in technology to address pressing problems in the community, hoping to sustain its growth and prosperity. The Group believes that investing in society maintains the Group's image and gathers people's confidence.

As the social distancing requirements and the national Movement Control Order were still present in early FY2021/2022, the Group did not organise or participate in any charitable activities during the reporting period. In the future, the Group will continue to explore ways to bring positive impacts to the community, especially through online methods. The Group strives to grasp any opportunities to build a better society and strive to improve the quality of life of all.

本集團鼓勵舉報人報告任何不當行為。如發現疑似個案，舉報人可向本集團審核委員會口頭或書面舉報，並說明詳情和提供證據支持，而審核委員會將徹底調查事件，以查明真相及維護本集團的利益。為保護舉報人免受不公平待遇和騷擾，本集團建立了有效的申訴機制。當本集團懷疑有任何犯罪行為時，本集團管理層在必要時會及時向相關監管機構或執法部門報告。

儘管本集團的道德表現出色，但我們仍在繼續提高其員工的意識。在二零二一／二零二二財年，本集團為8名員工提供了20.5小時的反腐敗培訓。

社區

B.8. 社區投入

鑑於社會日益關注企業社會責任，本集團致力投入時間及精力回饋社會。本集團一直希望利用其技術方面的專業知識來解決社區的緊迫問題，希望能夠維持其增長和繁榮。本集團相信，投資於社會可維護本集團的形象及凝聚人們的信心。

由於社交距離的要求和國家行動管制令在二零二一／二零二二財年初期仍然存在，本集團於報告期內並無舉辦或參與任何慈善活動。未來，本集團將繼續探索為社區帶來正面影響的方法，尤其是通過線上方式，並致力把握任何機會，建設更美好的社會，改善所有人的生活質素。

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VII. APPENDIX

Table E1. Total Emissions of the Group by Category in FY2021/2022 and FY2020/2021⁸

Emission Category	Key Performance Indicator (KPI)	Unit	Amount in	Intensity ¹	Amount in	Intensity ²
			FY2021/2022	(Unit/RM'000) in FY2021/2022	FY2020/2021 ¹	(Unit/RM'000) in FY2020/2021
			二零二一/ 二零二二	二零二一/ 二零二二	二零二零/ 二零二一	二零二零/ 二零二一
排放物類型	關鍵績效指標	單位	財政年度排放量	強度 ¹	財政年度排放量	強度 ¹
Air Emissions 廢氣排放	SO _x 硫氧化物	Kg 公斤	0.2	1.50 x 10 ⁻⁵	0.1	7.43 x 10 ⁻⁶
	NO _x 氮氧化物	Kg 公斤	8.1	6.52 x 10 ⁻⁴	5.3	3.06 x 10 ⁻⁴
	PM 顆粒物	Kg 公斤	0.6	4.80 x 10 ⁻⁵	0.4	2.25 x 10 ⁻⁵
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) ³ 範圍一(直接排放) ³	Tonnes of CO ₂ e 噸二氧化碳當量	30.2	2.42 x 10 ⁻³	20.5	1.20 x 10 ⁻³
	Scope 2 (Energy Indirect Emissions) ⁴ 範圍二(能源間接排放) ⁴	Tonnes of CO ₂ e 噸二氧化碳當量	31.2	2.50 x 10 ⁻³	19.0	1.10 x 10 ⁻³
	Scope 3 (Other Indirect Emissions) ⁵ 範圍三(其他間接排放) ⁵	Tonnes of CO ₂ e 噸二氧化碳當量	4.1	3.28 x 10 ⁻⁴	4.0	2.35 x 10 ⁻⁴
	Total (Scope 1, 2 & 3) 總排放(範圍一、二及三)	Tonnes of CO ₂ e 噸二氧化碳當量	65.4	5.25 x 10 ⁻³	43.5	2.53 x 10 ⁻³
Non-hazardous Waste 無害廢棄物	Solid Wastes ⁶ 固體廢棄物 ⁶	Tonnes 噸	1.0	8.02 x 10 ⁻⁵	1.0	5.82 x 10 ⁻⁵
	Wastewater ⁷ 廢水 ⁷	m ³ 立方米	6,000.0	4.81 x 10 ⁻¹	6,000.0	3.49 x 10 ⁻¹

VII. 附錄

表E1.二零二一/二零二二財年和二零二零/二零二一財年本集團的總排放量⁸

Emission Category	Key Performance Indicator (KPI)	Unit	Amount in	Intensity ¹	Amount in	Intensity ²
			FY2021/2022	(Unit/RM'000) in FY2021/2022	FY2020/2021 ¹	(Unit/RM'000) in FY2020/2021
			二零二一/ 二零二二	二零二一/ 二零二二	二零二零/ 二零二一	二零二零/ 二零二一
排放物類型	關鍵績效指標	單位	財政年度排放量	強度 ¹	財政年度排放量	強度 ¹
Air Emissions 廢氣排放	SO _x 硫氧化物	Kg 公斤	0.2	1.50 x 10 ⁻⁵	0.1	7.43 x 10 ⁻⁶
	NO _x 氮氧化物	Kg 公斤	8.1	6.52 x 10 ⁻⁴	5.3	3.06 x 10 ⁻⁴
	PM 顆粒物	Kg 公斤	0.6	4.80 x 10 ⁻⁵	0.4	2.25 x 10 ⁻⁵
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) ³ 範圍一(直接排放) ³	Tonnes of CO ₂ e 噸二氧化碳當量	30.2	2.42 x 10 ⁻³	20.5	1.20 x 10 ⁻³
	Scope 2 (Energy Indirect Emissions) ⁴ 範圍二(能源間接排放) ⁴	Tonnes of CO ₂ e 噸二氧化碳當量	31.2	2.50 x 10 ⁻³	19.0	1.10 x 10 ⁻³
	Scope 3 (Other Indirect Emissions) ⁵ 範圍三(其他間接排放) ⁵	Tonnes of CO ₂ e 噸二氧化碳當量	4.1	3.28 x 10 ⁻⁴	4.0	2.35 x 10 ⁻⁴
	Total (Scope 1, 2 & 3) 總排放(範圍一、二及三)	Tonnes of CO ₂ e 噸二氧化碳當量	65.4	5.25 x 10 ⁻³	43.5	2.53 x 10 ⁻³
Non-hazardous Waste 無害廢棄物	Solid Wastes ⁶ 固體廢棄物 ⁶	Tonnes 噸	1.0	8.02 x 10 ⁻⁵	1.0	5.82 x 10 ⁻⁵
	Wastewater ⁷ 廢水 ⁷	m ³ 立方米	6,000.0	4.81 x 10 ⁻¹	6,000.0	3.49 x 10 ⁻¹

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- [1] Intensity for FY2021/2022 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue of approximately RM12,467,000 in FY2021/2022;
- [2] The amount and intensity in FY2020/2021 were extracted from the data in the Company's ESG report for FY2020/2021;
- [3] The Group's Scope 1 (Direct Emissions) included only the emissions arose from the consumption of gasoline in motor vehicles;
- [4] The Group's Scope 2 (Energy Indirect Emissions) included only the emissions arose from the electricity consumption;
- [5] The Group's Scope 3 (Other Indirect Emissions) included only the emissions arose from the paper waste disposed at landfills, electricity used for processing fresh water and sewage by government departments and business air travels;
- [6] The solid wastes included domestic and commercial wastes;
- [7] The total amount of wastewater generated by the Group was primarily based on the direct measurement together with appropriate estimations assuming 100% of the fresh water consumed by the Group will enter the sewage system in areas where an accurate recording of the amount of wastewater was hard to obtain; and
- [8] The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, The GHG Protocol Corporate Accounting and Reporting Standard and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories.
- [1] 二零二一／二零二二財年的強度通過將廢氣、溫室氣體和其他排放量分別除以本集團在二零二一／二零二二財年的收入約馬幣12,467,000元得出；
- [2] 二零二零／二零二一財年的數值和強度採用本集團二零二零／二零二一財年ESG報告中的數據；
- [3] 本集團的範圍一(直接排放)僅包括用於運輸車輛的的汽油燃料消耗；
- [4] 本集團的範圍二(能源間接排放)僅包括電力消耗所產生的排放；
- [5] 本集團的範圍三(其他間接排放)僅包括於堆填區處置之廢紙、政府部門使用電力處理食水及廢水，以及商務飛機差旅所引致的溫室氣體排放；
- [6] 固體廢棄物包括生活和商業廢棄物；
- [7] 本集團產生的廢水總量主要基於直接測量以及對難以準確記錄廢水量的區域進行假設消耗的淡水將全部進入污水系統的合理估算；以及
- [8] 上述溫室氣體排放報告採用的方法基於由聯交所發行的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》、溫室氣體核算體系企業核算與報告標準以及2006年政府間氣候變化專門委員會國家溫室氣體清單指南。

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Table E2. Total Resource Consumption of the Group in FY2021/2022 and FY2020/2021

表E2.二零二一／二零二二財年和二零二零／二零二一財年本集團的資源使用總量

Use of Resources	Key Performance Indicator (KPI)	Unit	Amount in	Intensity ¹	Amount in	Intensity ²	
			FY2021/2022	(Unit/RM'000) in FY2021/2022	FY2020/2021	(Unit/RM'000) in FY2020/2021	
資源使用	關鍵績效指標	單位	二零二一／二零二二 財政年度總量	二零二一／二零二二 財政年度強度 ¹ (單位／馬幣千元)	二零二零／二零二一 財政年度總量 ²	二零二零／二零二一 財政年度強度 ² (單位／馬幣千元) ²	
Energy 能源	Electricity 電力	kWh'000 千個千瓦時	46.64	3.74×10^{-3}	28.4	1.65×10^{-3}	
	Gasoline 汽油	L 升	12,756	9.92×10^{-3}	8,687.0	5.06×10^{-1}	
	Total Energy Consumed after Energy Conversion ³ 能量轉換後的總能量消耗 ³		kWh'000 千個千瓦時	170.27	1.37×10^{-2}	112.6	6.55×10^{-3}
	Water 水	Water 水	m ³ 立方米	6,000.0	4.81×10^{-1}	6,000.0	3.49×10^{-1}
Paper 紙張	Paper used 紙張	Kg 千克	66.0	5.29×10^{-3}	69.0	4.02×10^{-3}	
	Paper recycled 回收紙張	Kg 千克	28.5	2.29×10^{-3}	29	1.69×10^{-3}	

[1] Intensity for FY2021/2022 was calculated by dividing the amount of resources the Group has consumed in FY2021/2022 by the Group's revenue of approximately RM12,467,000 for FY2021/2022;

[2] The amount and intensity in FY2020/2021 were extracted from the data in the ESG report set out in the Company's ESG report for FY2020/2021; and

[3] The energy conversion of resources consumed was based on the energy coefficient set out in "How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange".

[1] 二零二一／二零二二財年的強度是按本集團於二零二一／二零二二財年所消耗的資源量除以本集團二零二一／二零二二財年的收入約馬幣12,467,000元所得；

[2] 二零二零／二零二一財年的總量和強度採用本集團二零二零／二零二一財年ESG報告中的數據；以及

[3] 所耗能源的轉換是根據聯交所發佈的《如何編製環境、社會及管治報告—附錄二：環境關鍵績效指標報告指引》所載的能源系數計算得出。

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Table S3. Number of Employees by Age Group, Gender, Employment Type, Position Type, Geographical Locations of The Group in FY2021/2022 ¹

表S3.二零二一／二零二二財政年度按年齡組、性別、僱傭類型、職位和地理位置劃分的員工人數¹

Unit: Number of employees 單位：員工人數		Age group 年齡組					
Gender 性別	Aged 30 or below 30歲或以下		Aged between 31 and 40 31至40歲		Aged between 41 and 50 41至50歲		Total 總數
	Aged 51 or above 51歲或以上						
Male 男性	17	11	8	5			41
Female 女性	10	11	7	1			29
Total 總數	27	22	15	6			70

Position Level 職位		Senior management and directors 高級管理層及董事		Total 總數
General staff 一般僱員	Middle-level managers 中級管理層			
32	16	22		70

Geographical location 地理位置		Number of employees 員工數量
Locations 地點		
Malaysia 馬來西亞		61
Hong Kong 香港		9
Total 總數:		70

[1] The employment data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The above data covered 70 employees, including 67 full-time and 3 interns, engaged in a direct employment relationship with the Group according to relevant local laws and workers whose work and/or workplace was controlled by the Group. The methodology adopted for reporting on employment data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 職工數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。此數據涵蓋根據當地有關法律與本集團有直接僱傭關係的僱員以及其工作和／或工作場所受本集團控制的70名員工，其中包括67名全職員工及3名實習生。上述報告職工數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》。

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Table S4. Employee Turnover Rate by Age Group, Gender and Geographical Locations in FY2021/2022¹

表S4 二零二一／二零二二財政年度按年齡組、性別和地理位置劃分的員工流失率¹

Unit: Number of employees 單位：員工人數	Age group 年齡組				Total 總數
	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上	
Gender 性別					
Male 男性	3	1	2	0	6
Employee turnover rate 員工流失率	17.6%	9.1%	25.0%	–	14.6%
Female 女性	4	0	1	0	5
Employee turnover rate 員工流失率	40.0%	–	14.3%	–	17.2%
Total 總數	7	1	3	0	11
Total employee turnover rate 總員工流失率	25.9%	4.5%	20.0%	–	15.7%

Locations 地點	Geographical locations 地理位置	
	Employee turnover 員工離職人數	Employee turnover rate 員工流失率
Malaysia 馬來西亞	10	16.4%
Hong Kong 香港	1	11.1%

[1] The turnover data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. Turnover rate was calculated by dividing the number of employees who left in FY2021/2022 by the total number of employees in FY2021/2022. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 員工流失數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。流失比率是通過二零二一／二零二二財年內員工離職數除以二零二一／二零二二財年的員工總數計算得出。上述報告員工流失數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》

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Table S5. Number and Percentage of Employees Trained in the Group by Gender and Position Type in FY2021/2022¹

表S5.二零二一／二零二二財政年度本集團按性別和職位劃分接受培訓的人數及比例¹

Total number of employees 員工總數	70
Total number of employees trained 受訓員工總數	14
Percentage of employees trained 受訓員工百分比	20.0%

Unit: Number of employees 單位：員工人數	Position Type 職位			Total 總數
	General staff 一般僱員	Middle-level managers 中級管理層	Senior management and directors 高級管理層及董事	
Gender 性別				
Male 男	2	0	7	9
Percentage of employees trained 培訓員工比例	14.3%	–	50.0%	64.3%
Female 女	2	2	1	5
Percentage of employees trained 培訓員工比例	14.3%	14.3%	7.1%	35.7%
Total 總數	4	2	8	
Percentage of employees trained 培訓員工比例	28.6%	14.3%	57.1%	

[1] The training information was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees attended in FY2021/2022. The methodology adopted for reporting on the number and percentage of employees trained set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 培訓數據從本集團的人力資源部獲得。培訓是指本集團員工在二零二一／二零二二財年參加的職業培訓。上述報告員工受訓人數和百分比數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》。

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Table S6. Training Hours Received by the Employees of the Group by Gender and Position Type in FY2021/20221

表S6.二零二零／二零二一財政年度本集團按性別和職位劃分的受訓時數

Unit: Training Hours 單位：培訓時數	Employee Category 職位			Total 總數
	General staff 一般僱員	Middle-level managers 中級管理層	Senior management and directors 高級管理層 董事	
Gender 性別				
Male 男	80	0	244	324
Average training hours 平均培訓時數	3.8	0	18.8	7.9
Female 女	80	35	41	156
Average training hours 平均培訓時數	7.3	3.9	4.6	5.4
Total 總數	160	35	285	480
Average training hours 平均培訓時數	5.0	2.2	13.0	6.9

[1] The training information was obtained from the Group's Human Resources Department. The methodology adopted for reporting training hours set out above was based on "How to Prepare an ESG Report — Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 培訓數據從本集團的人力資源部獲得。上述報告員工受訓時數所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》。

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VIII. REPORT DISCLOSURE INDEX

VIII. 報告披露索引

Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
A. Environmental			
A. 環境			
A1: Emissions A1: 排放物	General Disclosure 一般披露	<p>Information on:</p> <p>(a) the policies; and</p> <p>(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.</p> <p>Note: Air emissions include NO_x, SO_x, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p> <p>註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化物、全氟化碳及六氟化硫。有害廢棄物指國家規例所界定者。</p>	18
	KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	45
	KPI A1.2 關鍵績效指標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). 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）。	45
	KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	45

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
A. Environmental (continued)			
A. 環境 (續)			
	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）。	45
	KPI A1.5 關鍵績效指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 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。	20, 27
	KPI A1.6 關鍵績效指標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. 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。	21, 27
A2: Use of Resources A2: 資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 有效使用資源（包括能源、水及其他原材料）的政策。註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	21
	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）。	47
	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）。	47

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
A. Environmental (continued)			
A. 環境 (續)			
	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達到這些目標所採取的步驟。	22, 27
	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，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。	23, 27
	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）每生產單位估量。	21
A3: The Environment and Natural Resources A3: 環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer's significant 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。	25
	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。	25
A4: Climate Change A4: 氣候變化	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。	28
	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。	28

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
B1: Employment B1: 僱傭	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (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。	30
	KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 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。	48
	KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	49
B2: Health and Safety B2: 健康與安全	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	33

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
B. Social (continued)			
B. 社會 (續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規 (續)			
	KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	34
	KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	34
	KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	34
B3: Development and Training B3: 發展及培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer. 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。註：培訓指職業培訓，可包括由僱主付費的內外部課程。	36
	KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。	50
	KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	51
B4: Labour Standards B4: 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (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。	37

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
B. Social (continued)			
B. 社會 (續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規 (續)			
	KPI B4.1 關鍵績效指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	37
	KPI B4.2 關鍵績效指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	37
Operating Practices			
營運慣例			
B5: Supply Chain Management B5: 供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	38
	KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	40
	KPI B5.2 關鍵績效指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	38
	KPI B5.3 關鍵績效指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 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。	39
	KPI B5.4 關鍵績效指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 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。	39

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
B. Social (continued)			
B. 社會 (續)			
Operating Practices (continued)			
營運慣例 (續)			
B6: Product Responsibility B6: 產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	40
	KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	42
	KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	42
	KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	42
	KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	41
	KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 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。	42

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
B. Social (continued)			
B. 社會 (續)			
Operating Practices (continued)			
營運慣例 (續)			
B7: Anti-corruption B7: 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	43
	KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	43
	KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	43
	KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	44
Community			
社區			
B8: Community Investment B8: 社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來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。	44
	KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	44
	KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）。	44

MINDTELL TECHNOLOGY LIMITED