

KINGWISOFT TECHNOLOGY GROUP COMPANY LIMITED

金慧科技集團股份有限公司

(formerly known as ZZ Technology Group Company Limited 前稱中植科技集團股份有限公司)
(Incorporated in the Cayman Islands with limited liability 於開曼群島註冊成立的有限公司)

Stock Code 股份代號 : 08295



2023/24

Environmental, Social and
Governance Report

環境、社會及管治報告



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01 About the Report

關於本報告

1.1 Introduction of the Report

Kingwisoft Technology Group Company Limited (the “Company”) and its subsidiaries (together referred to as the “Group”) are pleased to present its seventh Environmental, Social and Governance (“ESG”) report (the “Report”). This Report summarizes the environmental and social impacts, policies and initiatives of the Group during the financial year of 2023/2024 which began on 1 April 2023 to 31 March 2024 to demonstrate the Group long-term commitment in ensuring that its business is economically, socially and environmentally sustainable.

In preparing this Report, the Group has complied with the “Comply or Explain” provisions in accordance with the Environment, Social and Governance Reporting Guide (the “Guide”) as set out in Appendix 20 to the Rules Governing the Listing of Securities on GEM of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (the “GEM Listing Rules”) and in accordance with the practical circumstances of the Company.

The board (the “Board”) of directors (“Directors”) of the Company acknowledges its responsibility for ensuring the integrity of the ESG Report and to the best of its knowledge, this Report addresses all material issues in respect of the Group's ESG obligations and fairly presents the ESG performance and commitment of the Company. The Board confirms that it has reviewed and approved the Report.

1.2 Business of the Group

Kingwisoft Technology Group Company Limited (the “Company”), together with its subsidiaries, collectively (the “Group”) (Stock Code: 08295) is an investment holding company with its headquarter based in Hong Kong. It was established in 2010 and is listed on GEM of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

The Group has acquired KingNine Holdings Limited (“KingNine”) and its subsidiaries (collectively, the “KingNine Group”) (the “Acquisition”), which constituted a very substantial acquisition and connected transaction of the Company under the Rules Governing the Listing of Securities on GEM of the Stock Exchange (the “GEM Listing Rules”).

1.1 報告簡介

金慧科技集團股份有限公司(「本公司」)及其附屬公司(統稱「本集團」)欣然提呈第八份環境、社會及管治(「環境、社會及管治」)報告(「本報告」)。本報告概述本集團於2023/2024年財政年度(即自2023年4月1日起至2024年3月31日止期間)的環境、社會影響以及政策及倡議,以表明本集團確保業務在經濟、社會及環境方面實現可持續發展的長期承諾。

在編製本報告時,本集團已遵照香港聯合交易所有限公司(「聯交所」)GEM證券上市規則(「GEM上市規則」)附錄二十所載之《環境、社會及管治報告指引》(「指引」)的「不遵守就解釋」條文,並已結合本公司的實際情況。

本公司董事(「董事」)會(「董事會」)明白其為確保環境、社會及管治報告的完整性所負有的責任。盡其所知,本報告包含有關環境、社會及管治責任的所有實質性議題,並公平展示了本公司於環境、社會及管治方面的表現及承擔。董事會確認其已審閱及批准本報告。

1.2 集團業務

金慧科技集團股份有限公司(「本公司」,連同其附屬公司統稱「本集團」)(股份代號:08295)為一家總部設於香港的投資控股公司。其於2010年成立,並在香港聯合交易所有限公司(「聯交所」)GEM上市。

本集團於2020年10月15日收購KingNine Holdings Limited(「KingNine」)及其附屬公司(統稱「KingNine集團」)(「收購事項」),該收購事項根據聯交所GEM證券上市規則(「GEM上市規則」)構成本公司的非常重大收購事項及關連交易。

The KingNine Group's principal activities include the provision of the following services in the PRC:

- (a) Back-office services (primarily provision of customer service solutions, and setting up of contact service systems and centres);
- (b) Comprehensive marketing and agency services; and
- (c) Data centre services.

Further information about the Group is available on the Company's website at www.kwtech-group.com.

1.3 Reporting Scope

The scope of this Report includes the environmental and social performance of the main operations of the Group in Mainland China and Hong Kong. All the information in the Report reflects the performance of the Group in environmental management and social responsibility from 1 April 2023 to 31 March 2024.

For details of the Group's corporate governance, please refer to the Corporate Governance Report included in the Group 2023/2024 Annual Report.

1.4 Report Principles

This report has been prepared in accordance with the reporting principles set out in the Stock Exchange's "Environmental, Social and Governance Reporting Guide":

Materiality: this report engages with stakeholders to identify current significant environmental, social and governance issues, taking into account the nature of the Company's business, how it operates and where it operates.

Quantitative: this report provides key performance indicators in quantitative terms, where feasible, with explanations to enable readers to assess and verify the performance of the Company's environmental, social and governance policies and practices.

Balance: This report provides comprehensive disclosure of the Company's environmental, social and governance performance based on objective facts and avoids statements or presentation formats that might inappropriately influence readers' decisions or judgments.

Consistency: this report uses consistent disclosure statistics for the current and successive years to allow readers to compare the Company's performance from year to year.

KingNine 集團主要業務包括於中華人民共和國（「中國」）提供以下服務：

- (a) 後台服務（主要提供客戶服務解決方案及建立聯絡服務系統及中心）；
- (b) 全面營銷及代理服務；及
- (c) 數據中心服務。

有關本集團的進一步資料請瀏覽本公司網站 www.kwtech-group.com。

1.3 報告範圍

本報告的範圍包括本集團在中國大陸和香港的主要業務的環境及社會表現。本報告中的所有信息均反映了本集團在 2023 年 4 月 1 日至 2024 年 3 月 31 日期間在環境管理和社會責任方面的表現。

有關本集團企業管治的詳情，請參閱 2023/2024 集團年報中的企業管治報告。

1.4 報告原則

本報告遵循聯交所「環境、社會及管治報告指引」中的匯報原則編制而成：

重要性原則：本報告通過與利益相關方溝通來參與識別當前的重大環境、社會及管治議題，並考慮了本公司的業務性質、營運方式及營運地點。

量化原則：本報告在可行情況下，以量化方式提供關鍵績效指標，並附帶說明，以便讀者評估和驗證本公司環境、社會及管治政策及實踐的績效表現。

平衡原則：本報告以客觀事實為基礎，全面地披露本公司在環境、社會及管治方面的績效表現，避免可能會不恰當影響讀者決策或判斷的表述或呈報格式。

一致性原則：本報告於本年度及後續年度採用一致的披露統計方法，以便讀者對本公司績效作逐年比較。

1.5 Sources of Information

The information disclosed in this report is mainly sourced from internal files of the Company and public information in the market. All information contents have been reviewed and confirmed by the Group's management and the departments in charge.

1.6 Feedback

This report is available in English and Traditional Chinese for readers to refer to, and based on environmental protection considerations, we recommend reading the electronic version of the Report, which is available in the "Financial Statements/Environment, Social and Governance Information" category of the SEHK website or on the Group's website. We welcome readers to contact us through the following contact methods. Your comments will assist us in further refining this report and enhancing the group's overall environmental, social and governance performance.

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1.5 信息來源

本報告內所披露的信息，主要來源為本集團內部檔案及市場公開資料。所有信息內容均經過本集團管理層和主管部門審閱及確認。

1.6 反饋

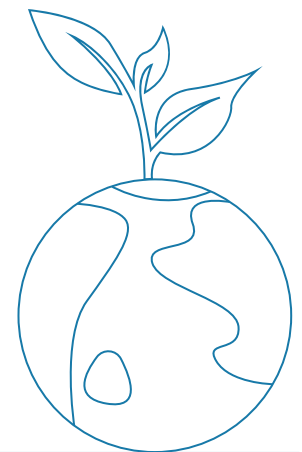
本報告提供英文及繁體中文版本供讀者查閱。基於環保理由，我們建議瀏覽本報告的電子版本，而本報告的電子版本可在香港聯交所網站「財務報表／環境、社會及管治資料」類別或本集團網站查閱。我們歡迎讀者透過以下途徑與我們聯繫。閣下的意見將可協助我們進一步完善本報告以及提升本集團的整體環境、社會及管治表現。

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02 ESG Approach of the Group

本集團的環境、社會及管治方法

2023 was a year of gradual economic recovery, but also a year full of challenges. In the face of a macro environment full of unknown markets, the Group still showed a strong will. We always adhere to improving customer satisfaction and healthy and sustainable business development as the center, continue to deepen the field of enterprise service, stabilize the industry leading edge, continue to innovate and apply technology to provide customers with professional services and high quality products, to ensure the smooth operation of business.

In 2023, China's strict epidemic prevention and control policy, which has been in place for three years, has taken a radical turn and the society has been fully opened up. In the first quarter of the year, China's economy stabilized and rebounded as the epidemic prevention and control took a quick and stable turnaround, market expectations accelerated and growth momentum continued to increase. Therefore, as a business entity, we will seek progress in a stable manner, focus on our products, and be more aggressive overall compared to last year, and continue to strengthen our high quality development. We are actively embracing the recovery of markets and opportunities, and will do our best to compensate for the impact of the epidemic in the past three years.

We actively adjust our own development strategy and direction, and will closely monitor the macro policy trends, the impact on customers, and maintain close communication with customers, taking a variety of measures to actively respond to help customers solve problems and reduce adverse effects on customers. At the same time, we actively explore and seize new business opportunities in the field of Internet e-commerce, actively grasp the good opportunities for the company's business development, and continue to effectively expand the company's business layout in the country, promote the healthy growth of the business, thereby enhancing shareholder value.

The Group keeps working hard and opening up new territories in the back-office services field. In addition to the organic growth of orders from existing customers in the already penetrated industries due to the business growth of customers, new orders have been obtained in the operator service field, and from new leading Internet companies, and the Group has started the implementation of new business in an organised manner. The solid business performance during the reporting period demonstrates that our business model is extremely resilient and the business operation optimization effect is remarkable, which has laid a good foundation for the company to further promote long-term sustainable and healthy development.

2023 年是經濟逐漸復蘇的一年，同時也是充滿挑戰的一年。面對充滿未知的宏觀環境市場，本集團仍然表現出了堅韌的意志。我們始終堅持以提高客戶滿意度且業務健康可持續發展為中心，持續深耕企業服務領域，穩固行業領先優勢，持續創新並應用科技為客戶提供專業化的服務與高質量的產品，確保業務的順利運轉。

2023 年，中國堅持了 3 年的嚴格防疫政策出現了徹底的轉折，社會迎來了全面的開放。開局首季，隨著疫情防控較快平穩轉段，中國經濟呈現企穩回升態勢，市場預期加快好轉，增長動能持續增強，但是俄烏衝突，美元加息，本幣貶值，這些國內國際形勢的發展，給本年度帶來不確定的因數。因此，作為實體，我們穩中求進，聚焦產品，整體相比去年將更加進取，繼續強化高品質發展。我們積極迎接市場和機會的復蘇，盡最大努力彌補過去三年疫情帶來的影響。

我們積極調整自身發展戰略與方向，並密切關注宏觀政策趨勢，與客戶保持緊密溝通，採取多樣化的措施幫助客戶解決問題並降低對客戶的不利影響，同時積極探索和把握互聯網電商領域的新業務機會，並持續拓展公司在國內的業務佈局，推動業務實現健康增長，從而提升股東價值。

本集團在後台服務領域保持精耕細作和開疆拓土，除了原有行業中原有客戶的訂單的自然增長，在運營商服務領域，新的互聯網頭部公司都已取得新的訂單並已有序開展新業務的佈局與執行工作。報告期內穩健的業務表現亦證明我們的業務模式極具韌性，業務運營優化效果顯著，為公司進一步推進長期可持續的健康發展奠定了良好基礎。

We are committed to growing our business while maintaining a balance between society and the environment. In our asset management business, we ensure that our investees have adequate governance quality to reduce the loss and reputational risks that we may be exposed to due to environmental and social performance. We continue to strengthen our risk management and internal control systems to ensure our business can cope with unprecedented changes. For example, we consider environmental, social and economic risks (including climate risks) in our risk management framework, integrate sustainability factors into our business operations, and adapt to increasingly stringent requirements in these areas.

For more information about our corporate governance and risk management, please refer to the Corporate Governance Report in the 2023/2024 Annual Report.

2.1 The Board Statement

The Group considers good environmental, social and governance (ESG) as an integral part of sustainable corporate growth. Accordingly, the Board of Directors of the Company (the “Board”) assumes primary responsibility for the formulation of the Group's short and long term environmental, social and governance strategies and continuously monitors and reviews the implementation of environmental, social and governance policies to strengthen the Group's environmental, social and governance systems and minimize related risks. The Board of Directors has authorized the Group's head office to implement sustainability measures to ensure compliance with relevant laws and regulations. The Board is also responsible for overseeing risk management, including climate related management. To achieve its business objectives, the Board, with the assistance of the ESG Working Group, regularly conducts risk identification, analysis and review of management processes during the year, including the development, implementation and monitoring of relevant processes.

2.2 ESG Framework

The Group has established its internal organizational structure and methodology for ESG work to fully implement ESG management requirements.

During the reporting period, the Group continued to focus on ESG risks in operation. Guided by the Board of Directors, the Hong Kong head office was mainly responsible for our ESG performance and reporting. Subsidiaries and various functional departments form an ESG working group to carry out environmental, social and governance measures and data collection.

我們致力於業務增長、同時在社會及環境之間保持平衡。在我們的資產管理業務方面，我們確保投資對象擁有足夠的管治質素，減低因環境及社會表現使我們可能面臨的損失及聲譽風險。我們持續加強風險管理及內部監控系統，以確保我們的業務能夠應對前所未有的變化。例如，我們在風險管理框架中考慮環境、社會及經濟風險（包括氣候風險），將可持續發展因素融入我們的業務營運中，並適應這些方面日趨嚴格的要求。

有關更多我們企業管治及風險管理的資料，請參閱 2023/2024 年報內的《企業管治報告》。

2.1 董事會聲明

本集團認為良好的環境，社會及管治為企業可持續增長不可或缺的一部分。因此，本公司董事會（“董事會”）承擔制定本集團短期和長期環境、社會及管治戰略的主要責任，並不斷監督和審查環境、社會及管治政策的執行情況，以加強本集團的環境、社會及管治系統並最大程度地降低相關風險。董事會已授權本集團總部辦公室執行可持續發展措施並確保遵守相關法律和法規。董事會亦負責監督風險管理，包括與氣候相關的管理。為實現業務目標，董事會在 ESG 工作小組的協助下，於年內定期進行風險識別、分析及審查管理流程，包括相關流程的制定、實施及監控。

2.2 環境、社會及管治架構

本集團已建立其內部組織架構和方法，以全面執行環境、社會及管治管理要求。

報告期內，本集團繼續關注經營中的環境、社會及管治風險。在董事會的指導下，香港總部主要負責我們的環境、社會及管治績效和報告，附屬公司及各職能部門組成 ESG 工作小組開始實施環境、社會及管治措施和數據收集。

The Board's ESG Responsibilities

董事會 ESG 職責

Reviewing the achievement of key annual ESG targets
檢討年度 ESG 關鍵目標達成情況

Developing the Group's ESG strategy
制定本集團 ESG 戰略

Approval of disclosure in the Group's ESG report
審批本集團 ESG 報告中披露的資料

Reviewing the risks and opportunities that climate change presents to companies
審閱氣候變化對公司帶來的風險和機遇

Group Head Office

集團總部辦公室

Monitoring ESG performance
監督環境、社會及管治方面的績效

Coordinating the compilation of ESG report
協調環境、社會及管治報告的編制

Developing the Group's ESG management approaches, strategies and objectives
負責制定集團的 ESG 管理方針、策略和目標

Identifying and making decisions on the Group's ESG issues and associated risks
識別並決策集團的 ESG 議題和相關風險

Hearing reports on ESG work from the ESG Working Group
向 ESG 工作小組瞭解 ESG 工作並聽取匯報

Responsibilities of ESG Working Groups of Subsidiary

附屬公司 ESG 工作小組職責

Implementing key ESG issues of the Group
負責執行集團的重要 ESG 事宜

Conducting communication with stakeholders of the Group on ESG issues
開展與集團的各利益相關方關於 ESG 議題的溝通

ESG Data Collection
ESG 數據收集

Regularly reporting to management on the progress of ESG work and making appropriate recommendations
定期向管理層進行環境、社會及管治工作進展的情況匯報，並提出適當的建議

Managing ESG performance
管理環境、社會及管治表現

2.3 ESG Policy and Strategy

The Group attaches importance to environmental, social and governance risks that may have a significant impact on the Company, and annually improves environmental, social and governance issues by combining environmental, social and governance risk identification, macro policies and hot spots, and the results of stakeholder communication. We have also conducted materiality assessments of environmental, social and governance issues by conducting stakeholder surveys and expert evaluations, and have obtained priority ranking results for environmental, social and governance issues. The results of this year's materiality assessment have been submitted to the Board of Directors for approval and confirmation.

During the year, the Group's ESG Working Group focused on:

1. Operation Compliance

Compliant and legal operation has always been the cornerstone of the Group's business development. We continue to pay attention to the update of rules and regulations, embed compliance management into each business process, and update internal policies in a timely manner in accordance with external policy requirements to ensure that the Group follows the policies and regulations.

2. Quality Control

While providing services, quality control is the core strategy of the Group's business development. We are committed to researching and creating high-quality services and products, strengthening the Group's capabilities in service quality management, and better meeting the needs and expectations of various stakeholders.

3. Response to climate change

In order to ensure the long-term sustainable development of the business, it is the top priority of the Group to strengthen the management resilience in response to climate change. We progressively assess climate change-related risks and opportunities, and coordinate across departments to address climate change strategically.

2.3 環境、社會及管治方針及策略

本集團重視環境、社會及管治風險可能對公司產生的重大影響，每年結合環境、社會及管治風險識別、宏觀政策與熱點、持份者方溝通結果等完善環境、社會及管治議題，並通過開展利益相關方調研、專家評估等方式對議題開展重要性評估，獲得環境、社會及管治議題的優先排序結果，將重點議題的管理與提升作為可持續發展年度戰略工作。公司本年度重要性評估結果已呈交董事會審批確定。

本年度，集團 ESG 工作小組專注於：

1. 合規運營

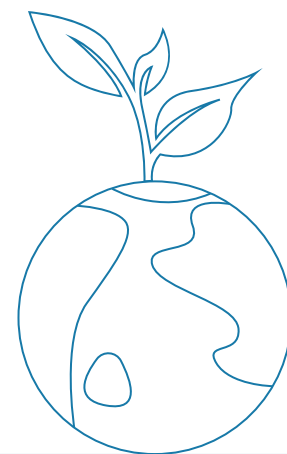
合規合法營運始終是本集團開展各項業務的基石，我們持續關注監管法規的更新，將合規管理嵌入各業務流程中，及時依據外部政策要求更新內部政策，以確保集團負責任地遵循政策和法規。

2. 品質管制

在提供服務的同時，品質管控是本集團業務發展的核心策略。我們致力於鑽研並創造高品質的服務和產品，強化本集團在服務質量管理方面的能力，更好地滿足各利益相關方的需求和期待。

3. 應對氣候變化

為確保業務能長遠的可持續發展，增強應對氣候變化的韌性管理是本集團的當務之急。我們逐步評估氣候變化相關風險和機遇，並協調各部門有策略地應對氣候變化。



2.4 Responding to the SDGs of the United Nations

2.4 響應聯合國可持續發展目標(SDGs)

SDGs of the United Nations 聯合國可持續發展目標	Significance to Kingwisoft Technology 對金慧科技的意義	Contribution of Kingwisoft Technology 金慧科技的貢獻
<p>SDG 3 Good Health and Wel-Being 良好健康與福祉</p> 	<p>It is our responsibility to ensure the health and safety of our employees.</p> <p>確保員工的健康與安全是我們的責任。</p>	<p>We always pay attention to the physical and mental health of our employees, and hold team building activities, so that each employee can work happily and healthily.</p> <p>我們時刻關注員工的身心健康，舉辦多項團隊建設活動，讓每位員工可以幸福健康地工作。</p>
<p>SDG 5 Gender Equality 性別平等</p> 	<p>We treat women and men equally, and believe that abilities and talents do not differ by gender.</p> <p>無論男女，我們都一視同仁，相信能力、才識不因性別而有所不同。</p>	<p>We adhere to the principle of equal pay for equal work and diversified employment, so that employees can work happily in an equal working atmosphere.</p> <p>我們堅持同工同酬、多元化的僱傭原則，讓員工再平等的工作氛圍裡愉快工作。</p>
<p>SDG 8 Decent Work and Economic Growth 體面工作與經濟成長</p> 	<p>We are committed to maintaining good operational performance, providing comparable employment opportunities and a good working environment.</p> <p>我們致力於維持良好營運績效，提供相當之就業機會及良好工作環境。</p>	<p>We focus on creating high-quality services and products, helping to improve the development of high-quality standards in the industry, and providing more job opportunities for the job market.</p> <p>我們專注於打造高品質的服務和產品，助力提高行業內高品質水準的發展，為就業市場提供更多工作機會</p>
<p>SDG 9 Industry, innovation and infrastructure 產業、創新基礎建設</p> 	<p>Develop back office platform with artificial intelligence and big data technology to enhance the company's competitiveness and improve service quality.</p> <p>打造帶有人工智能、大數據技術的後台管理平臺，提升公司競爭力，提高服務質量。</p>	<p>We actively respond to market demand, adhere to independent innovation and research and development, focus on the integration and application of artificial intelligence, big data technology innovation and business scenarios, and promote innovation in the industry.</p> <p>我們積極回應市場需求，堅持自主創新研發，專注於人工智能、大數據技術創新與業務場景的融合和落地應用，推動行業內的創新。</p>
<p>SDG 10 Reduce Inequalities 減少不平等</p> 	<p>Ensuring equal opportunities and eliminating inequalities is what we have always insisted on.</p> <p>確保機會平等、消除不平等的情形，是我們一直以來的堅持。</p>	<p>Our male and female employees have equal starting salaries, and there is no difference in promotion and appointment based on age, gender, or race.</p> <p>我們的男女員工起薪相等，且對於晉升任用不因年齡、性別、人種而有不同。</p>
<p>SDG 13 Climate Change 氣候行動</p> 	<p>Identify to the risks and opportunities brought by climate change, and reduce greenhouse gas carbon emissions through back office green data centers.</p> <p>正視氣候變遷所帶來風險與機會，透過後台綠色數據中心減緩溫室氣體碳排放。</p>	<p>We are committed to improving the energy-saving and cooling capabilities of back office data centers, reducing energy use and greenhouse gas emissions.</p> <p>我們致力於提升後台數據中心的節能及散熱能力，減少能源使用及溫室氣體排放。</p>

03 Stakeholder Engagement

持份者交流

The Group deeply understands the importance of close communication with stakeholders. In order to understand the stakeholders' expectations and requirements, the Group has established various channels to collect comments regarding its ESG performance and address their reasonable expectations. The preparation of the ESG Report, which included the participation of different stakeholders, has helped us to review our current management on the environmental and social performance, and has also served as a basis for the formulation of our sustainability strategies.

本集團深明與持份者保持緊密溝通的重要性。為瞭解持份者的期望及要求，本集團已設立各種管道收集有關其環境、社會及管治表現的意見並回應彼等的合理期望。在環境、社會及管治報告的編製過程中我們邀請不同持份者的就 ESG 問題進行交流，幫助我們更有效地審視和優化公司的 ESG 管理表現，並為建構可持續發展策略奠定基礎。

The table below outlines how we meet the needs and expectations of some of our stakeholders.

下表概述我們如何滿足部分持份者的需求及期望。

Stakeholders 持份者	Expectation and Requirements 期望和需求	Engagement Method 交流模式	Counteractive Measures 應對措施
Shareholder 股東	<ul style="list-style-type: none"> Investment returns 收益回報 Operational compliance 合規營運 Growth in corporate value 企業價值提升 Information transparency and effective communication 信息透明及有效溝通 	<ul style="list-style-type: none"> General Meetings 股東大會 Announcements 公告 Email, telephone communication and company website 電郵、電話溝通及公司網站 	<ul style="list-style-type: none"> Explain the latest developments of the Group to shareholders and investors. 向股東及投資者解釋本集團的最新發展。 Obtain support from shareholders and investors for management decisions. 就管理決策取得股東及投資者的支持。 Increase the return of investment for the shareholders. 為股東締造投資回報。
Customers 客戶	<ul style="list-style-type: none"> Back-office Service quality 後台服務質量 Data security 數據隱私 Responsible investment 負責任投資 Quality investment product 優質投資產品 Performance of contract 依法履約 Operation with integrity 誠信經營 	<ul style="list-style-type: none"> Business relationship 業務關係 Account Management 帳戶管理 Conference and events 會議和活動 	<ul style="list-style-type: none"> Establish and implement a quality management system to ensure service quality. 建立和實施質量管理體系，確保服務質量。 Identify the requirements and expectations of consumers. 識別消費者的要求和期望。 Focus on customer experience and improve back-end support service capabilities. 留意客戶體驗，提升後台支援服務能力。 Responsible investment and inform customers about the risks of financial products. 負責任投資，告知客戶金融產品風險。
Government and Regulators 政府及監管機構	<ul style="list-style-type: none"> Compliance with finance policies, laws, and regulations 遵守金融政策、法律及法規 Responsible investment 負責任投資 Personal privacy 個人隱私 Telecommunications business license 電信業務許可 Data protection 數據保護 	<ul style="list-style-type: none"> Meetings with regulators 定期與監管機構會面 Examinations 政府考核 	<ul style="list-style-type: none"> Comply with applicable laws and regulations, including industry codes, standards, and related regulations. 遵守適用法律法規，包括行業規範、標準及相關規定。 Obtained license for the businesses. 嚴格執行各個業務許可上的要求。 Pay taxes on time. 按時繳付稅項。

Stakeholders 持份者	Expectation and Requirements 期望和需求	Engagement Method 交流模式	Counteractive Measures 應對措施
Employees 員工	<ul style="list-style-type: none"> • Remunerations and benefits 薪酬福利 • Career development 職業發展 • Good working environment 良好的工作環境 • Health and safety 健康與安全 	<ul style="list-style-type: none"> • Annual appraisal meetings 年度評估會議 • Open-door approach 門戶開放政策 • Periodic team events 定期團隊活動 	<ul style="list-style-type: none"> • Strengthen the skill training of employees and establish a good incentive and promotion mechanism. 加強員工的技能培訓，建立良好的激勵和晉升機制。 • Create a healthy corporate culture and good working environment. 營造健康的企業文化，打造良好的工作環境。
Business Partners 業務夥伴	<ul style="list-style-type: none"> • Cooperation Projects 合作項目 • Industry Seminars 行業研討會 	<ul style="list-style-type: none"> • R&D and Innovation 研發與創新 • Intellectual Property Protection 知識產權保護 • Promoting Industry Development 推動行業發展 	<ul style="list-style-type: none"> • Participate in industry networking events. 參與行業交流活動
Supplier 供應商	<ul style="list-style-type: none"> • Operational with integrity 誠信經營 • Service Quality 服務質量 	<ul style="list-style-type: none"> • Business communication 業務溝通 	<ul style="list-style-type: none"> • Ensure that suppliers provide products and services that meet the required standards and operate in a manner that complies with applicable laws and regulations. 確保供應商提供符合所需標準的產品及服務，並以符合適用法律及法規的方式營運。 • Establish an atmosphere of mutual trust and cooperation. 建立互相信任的合作氛圍。
Community 社區	<ul style="list-style-type: none"> • Community Investment 社區投資 • Participate in community activities 參與社區活動 	<ul style="list-style-type: none"> • Mail 郵件 • Community Office 街道辦 	<ul style="list-style-type: none"> • Promote the economic development of the local community. 促進所在社區的經濟發展。 • Create social value. 創造社會價值。

04 Materiality Assessment

重要性議題評估

We have conducted a comprehensive stakeholder participation assessment to understand stakeholder perceptions and expectations on ESG methods and performance. In the process, we invited major internal and external stakeholders (including employees, suppliers, customers, and investors) who have a significant impact on the business to communicate with them. Through questionnaire surveys and interviews, the stakeholders provide feedback on ESG issues. In the process of identifying materiality issues, we have included feedback from stakeholders. These issues are drawn on a matrix every year, which forms the basis of the Group's environmental, social and governance report and assists the company in defining ways to deal with new risks and opportunities.

我們已進行全面的持份者參與評估，以瞭解持份者對環境、社會及管治方法和表現的看法及期望。在過程中，我們邀請了對業務有重大影響的主要內部及外界持份者溝通（包括僱員、供應商、客戶及投資者），透過問卷調查及訪談，持份者就其認為相關程度最高的環境、社會及管治議題提出反饋。在確認重要議題的過程中，我們納入持份者的反饋。這些議題每年都被繪製在一個矩陣上，該矩陣構成了本集團環境、社會及管治報告的基礎，並協助本公司定義應對新的風險和機遇的方法。

Step 1 Identify relevant ESG Issues

步驟 1 識別重要議題

Based on the development of the Group's business, the general practice of ESG management in the industry and the disclosure requirements of the ESG Reporting Guide, 21 ESG issues relevant to our business and stakeholders have been identified.

基於對本集團業務發展的情況，綜合行業內對 ESG 管理的普遍做法，以及《環境、社會及管治報告指引》的披露要求，擬定我們業務及持份者相關的 21 項 ESG 議題。

Step 2 Materiality Assessment

步驟 2 評估重要性

Internal and external stakeholders such as employees, customers and suppliers were invited to participate in a questionnaire survey to assess the materiality of each issue in terms of its importance to the Group's business development and its importance to stakeholders. Through the analysis, a matrix of importance issues was developed.

邀請僱員、客戶、供應商等內外部持份者參與問卷調查，從對本集團業務發展的重要性和對持份者的重要性兩個維度對各項議題進行實質性評估。通過分析，製成重要性議題矩陣。

Step 3 Confirm the Materiality Issues

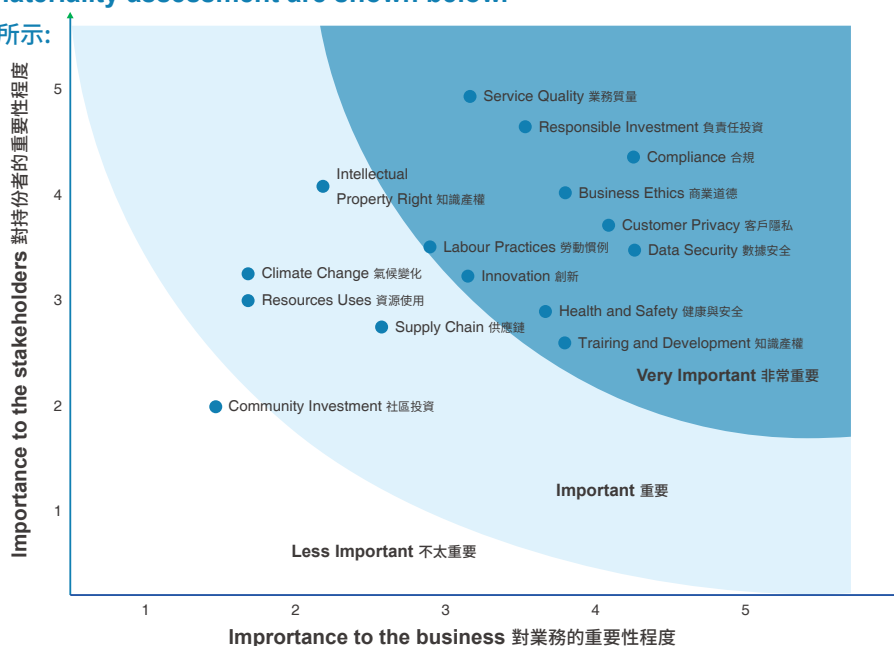
步驟 3 確認評估結果

Head office and ESG working group reviewed and confirmed materiality issues.

總部辦公室和 ESG 工作小組審閱及確認重要性議題。

The results of the materiality assessment are shown below.

實質性評估的結果如下所示：



05 Social - Operating Practices

社會 - 營運慣例

5.1 Product Responsibility Asset Management Business

The Group is convinced that maximizing value for customers is the only way to gain long-term trust and support. The Group follows the principle of prudent investment and adopts a relatively conservative investment strategy, in order to ensure the healthy development of our investment business.

The Group's investment philosophy includes intensive fundamental research, a thorough understanding of risk versus reward and active management with, what the Group believe, to be superior investment opportunities and trade executions.

The Group's investment manager uses a proprietary active portfolio management system to strategize and blend its capabilities through solutions business that focuses on outcome orientated investment. Investment strategies of different asset classes will be adopted according to the risk appetite and investment experience of different clientele.

The Group has formulated standards for asset management marketing practices, which include the principles of true, clear and accurate information on investment styles and philosophies, which specifies that:

- Employees must not, either by their action or statements, seek to mislead the market or customers.
- When providing financial services to a customer, appropriate action shall be taken to ensure that the customer received information that is necessary.

During the reporting period, the Group didn't find any irregularities cases related to investment products and services.

5.1 產品責任資產管理業務

本集團深信，最大限度地為客戶創造價值是獲得長期信任和支持的唯一途徑。本集團遵循審慎投資的原則，採取相對保守的投資策略，以確保投資業務的健康發展。

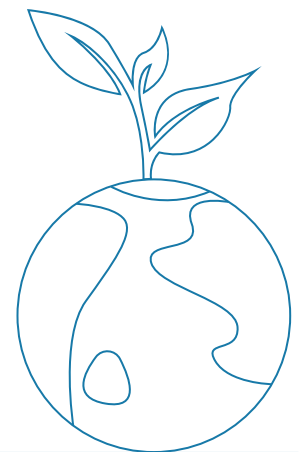
本集團的投資理念包括深入的基礎研究，對風險與回報的透徹理解以及積極的管理。本集團相信，這些都是把握卓越投資機會和交易執行的前期籌備過程。

本集團的投資經理使用專業的投資組合管理系統，通過專注於以結果為導向的投資解決方案來制定戰略並根據不同客戶的風險偏好和投資經驗，採用不同的投資策略。

本集團已制定了資產管理營銷實踐標準，其中包括傳達真實、清晰和準確的投資風格和理念信息的原則，該原則規定：

- 員工不得通過其行為或言論誤導市場或客戶。
- 向客戶提供金融服務時，應採取適當行動，確保客戶收到必要的信息。

報告期內，本集團未發現與投資產品和服務有關的違規案件。



Back-office Services Quality

As a major player in back-office services provider, we provide customers with a full solution. We have applied for a value-added telecommunications business license. This allows our business segment to run telecommunications and information services business. For example, setting up call centres and running the outsource business. With years of industry experience and leading technical capabilities in the business process transfer, implementation, and operation of international projects and various industries, we understand customers' needs in improving service quality and efficiency and apply leading big data analysis technology. To retrieve more accurate user behaviour profiles, and accurately match the target population from the database, new data analysis technology is used. Along with multi-language, integrated communication technology, full-time outbound marketing solution, business process services and cross-functional service solutions can offer to international and domestic customers. These services can assist customer optimize their business processes, and reduce operational risks, improve user satisfaction, and target into the potential commercial value.

In addition, we also undertake the outsource of large-scale software development projects, covering the entire life cycle of services from design, testing, development to support. Our cloud call centre system adopts advanced IP converged communication technology to integrate customer service and various communication methods, which can provide users with flexible and diverse communication methods, along with safe and convenient customer management methods and flexible and practical business processing tools which can meet a variety of business processes and application scenarios.



To ensure that our products and services maintain high quality standards, we are the first multi-site certified service provider in China. We have received the following management system certifications.

後台服務質量

作為後台服務的主要參與者，我們為客戶提供全方位的解決方案。我們申請了增值電信業務許可證，這使得我們能夠在我們的業務板塊增加電信與信息服務，服務內容包括為客戶建設呼叫中心及幫助運營等。我們憑藉多年在國際項目及各個行業領域積累的轉移、實施、運營方面的行業經驗和領先的技術能力，關注並充分理解客戶在改進流程和提升效率方面的實際需求，應用領先的大資料分析技術，針對收集的使用者資料庫實現更準確的使用者行為畫像和客戶洞察，更精準的匹配目標人群執行行銷行為，並通過基於信息技術和資料分析的創新，面向國際市場和國內市場提供獨特而靈活的多語種、融合通信方式的全管道全時外呼行銷、客戶服務、業務流程服務等一系列專項或跨職能的全套大資料運營服務解決方案，說明客戶企業優化業務流程、提升工作效率、降低運營風險、提高用戶滿意度，深挖潛在的商業價值。

除此以外，我們也承接大型軟件發展項目外包，服務範圍從設計、測試、開發到支援的整個生命週期。我們的雲呼叫中心系統採用了先進的IP融合通信技術將客戶服務和各種通信手段進行整合，可以為用戶提供靈活多樣的通信方式，同時還具有安全便捷的客戶管理手段和靈活實用的業務處理工具，可以滿足多種業務流程及應用場景。

為確保我們的產品及服務維持高質量標準，我們是中國區首家多地點同時獲得認證的服務提供商。我們獲得了以下的管理體系認證。

Certification 認證	Description 描述
	<p>COPC is an internationally recognized authoritative standard for customer service performance and management. The standard provides guidelines and best practices for managing and improving the performance of customer experience operations. The standard recognizes operational excellence in delivering a superior customer experience.</p> <p>COPC 是國際公認的針對客戶服務績效和管理的權威標準。該標準提供了用于管理和改善顧客體驗運營績效的指南和最佳實踐。通過該標準可以確認在提供卓越顧客體驗方面的卓越運營績效。</p>
	<p>CMMI, or Capability Maturity Model Integration, was developed by the Software Engineering Institute (SEI) at Carnegie Mellon University. It represents the most advanced and scientific software engineering management methodology in the world, and is an internationally recognized evaluation standard for measuring the maturity and standardization of software development processes.</p> <p>CMMI, 全稱 Capability Maturity Model Integration, 即軟體能力成熟度模型集成, 由卡耐基梅隆大學軟體工程研究所 (SEI) 開發研製, 它代表國際最先進和科學的軟體工程管理方法, 是國際公認的衡量軟體發展過程成熟度和規範性的評估標準。</p>

Certification 認證	Description 描述
ISO 9001	<p>ISO 9001 is an international standard that specifies the requirements for quality management systems. The standard is used by organizations to demonstrate the ability to provide products and services that consistently meet customer and regulatory requirements.</p> <p>ISO 9001 為具體列明質量管理體系規定的國際標準。有關機構使用該標準以展示提供可持續符合客戶及法規要求的產品及服務的能力。</p>
ISO 14001	<p>The ISO 14001 standard requires companies to create environmental management that covers environmental objectives, policies and procedures for achieving those objectives, defined areas of responsibility, employee training activities, documentation, and systems for controlling any changes and progress.</p> <p>ISO 14001 標準要求公司創建環境管理，涵蓋環境目標、達成該等目標的政策及程式、界定職責範圍、員工培訓活動、文件編製及控制任何變動及進度的系統。</p>
ISO 45001	<p>ISO 45001 is an international standard for the certification of safety and health management systems. It is a new version of the former Occupational Health and Safety Management System (OHSAS 18001), which aims to reduce and prevent loss of life, property, time and damage to the environment due to accidents through management.</p> <p>ISO45001 是國際性安全及衛生管理系統驗證標準。是原職業健康及安全管理體系 (OHSAS18001) 的新版本，目的是通過管理減少及防止因意外而導致生命、財產、時間的損失，以及對環境的破壞。</p>
ISO 27001	<p>ISO 27001 is the international standard for corporate information security management. This standard is the main standard for information security at the international level.</p> <p>ISO 27001 為公司信息安全管理的國際標準。該標準為信息安全於國際層面的主要標準。</p>
ISO 20000	<p>ISO20000, or "Information Technology Service Management System Standard", is an organization-oriented IT service management standard.</p> <p>ISO20000, 即“信息技術服務管理體系標準”，是面向機構的 IT 服務管理標準。</p>
ISO 22301	<p>The ISO 22301 Business Continuity Management System helps companies develop an integrated management process plan that enables them to identify and analyze potential disasters, helps them determine the threats to their operations from potential impacts, and provides an effective management mechanism to stop or offset these threats and reduce the damage caused by the disaster.</p> <p>ISO 22301 業務連續性管理體系，能夠幫助企業制定一套一體化的管理流程計畫，使企業對潛在的災難加以辨別分析，幫助其確定可能發生的衝擊對企業運作造成的威脅，並提供一個有效的管理機制來阻止或抵消這些威脅，減少災難事件給企業帶來損失。</p>
信息安全 等级保护三级	<p>The Level 3 Classified Protection, also known as the National Information Security Level Protection Level 3 Certification, is the most authoritative information product security qualification certification in China. It is recognized and assessed by public security authorities based on national information security protection regulations and relevant institutional provisions, according to management norms and technical standards. The Level 3 standard is the highest certification for non-banking institutions, indicating a high level of security protection. Its evaluation content covers five levels of protection security technical requirements and five security management requirements, including nearly 300 specific requirements such as information protection, security auditing, and communication confidentiality, and involves 73 types of evaluation classifications.</p> <p>等保三级又被称为国家信息安全等级保护三级认证，是中国最权威的信息产品安全等级资格认证，由公安机关依据国家信息安全保护条例及相关制度规定，按照管理规范和技术标准，对各机构的信息系统安全等级保护状况进行认可及评定。等保三级标准是国家对非银行机构的最高级认证，是安全标记保护级。它的测评内容涵盖了 5 个等级保护安全技术要求和 5 个安全管理要求，具体包含信息保护、安全审计、通信保密等近 300 项要求，涉及 73 类测评分类。</p>

We follow these standards in establishing internal business processes to ensure the effective implementation of our quality management system. Our Operations Department is responsible for quality management objectives, identifying potential risks, developing preventive and countermeasures, and overseeing quality management procedures.

It is equally important for us to fully understand the changing needs, expectations and concerns of our customers. Therefore, we are always available to help and communicate with our customers during the pre-sales, contracting and post-sales phases of our products and services. We conduct regular customer satisfaction surveys and invite customers to evaluate our product performance, customer service, price and delivery timeliness.

During the reporting period, we strictly complied with advertising and trademark-related laws and regulations related to the provision of products and services, such as the Advertising Law of the PRC and the Trademark Law of the PRC. When communicating with customers, we ensure the fairness and authenticity of the information, and avoid the use of unverified news and irregular pictures and videos.

5.1.1 Customer Satisfaction and Services Complaint Handling

We know that the quality of our products and services determines the trust of our customers, investors, employees and communities, and customer satisfaction is the driving force for our continuous progress.

Responsible marketing methods are an important part of the sustainable development of enterprises, and a set of responsible sales methods is more likely to satisfy customers and promote customer loyalty. The responsible marketing approach makes customers more willing to help recommend the Group's financial services and investment products. Therefore, the Group provides accurate and truthful real-time information to keep our clients informed of the investment environment and portfolio performance on a regular basis.

The Group measures customer satisfaction through customer feedback. Complaints are another important source of customer feedback, after receiving the Complaints, the Group analyses them closely to identify potential improvements. The Group has adopted a Group-wide quality standards for handling complaints are met and that customers are treated fairly. During the reporting period, no customer complaints were received.

For back-office service business, we have developed a "Customer Complaint Handling Procedure" to handle complaints raised by our customers. Upon receiving a complaint, investigation of the complaint case will be promptly initiated, and promptly inform the complainants of the progress of the relevant complaints, maintain continuous communication with the complainants, and hold group meetings to discuss relevant solutions depending on the severity of the complaints to ensure that all complaints are properly handled. Post-complaint analysis is conducted to prevent recurrence of similar issues. During the Reporting Period, the Group has achieved a customer satisfaction level of over 99%.

我們遵循這些標準建立內部業務流程，確保質量管理體系的有效執行。我們的營運部負責質量管理目標、識別潛在風險、制定預防和應對措施以及監督質量管理程式。

充分瞭解客戶不斷變化的需求、期望及擔憂對我們而言同等重要。因此，我們在產品及服務的售前、簽約及售後階段一直與為客戶提供幫助並保持溝通。我們會定期進行客戶滿意度調查，邀請客戶對我們的產品性能、客戶服務、價格及交貨及時性進行評估。

於報告期內，我們嚴格遵守與提供產品及服務有關的廣告及商標相關法律法規，如《中華人民共和國廣告法》及《中華人民共和國商標法》。在與客戶溝通時，我們確保信息的公正性及真實性，避免使用未經核實的新聞及不規範的圖片和視頻。

5.1.1 顧客滿意度與服務投訴處理

我們深知本集團的產品和服務品質決定客戶、投資者、員工和社區對本集團的信任，客戶的滿意度更是我們持續前進的源動力。

負責任的營銷方法是企業可持續發展的重要組成部分，而一套負責任的銷售方法更有可能滿足顧客並促進顧客忠誠度。負責任的營銷方法使顧客更願意幫助推薦集團的金融服務和投資產品。因此，集團提供準確和真實的即時信息，定期讓我們的客戶了解投資環境和投資組合表現。

本集團通過客戶反饋來衡量顧客滿意度，投訴是客戶反饋的重要來源。在收到客戶投訴後本集團會對其進行仔細分析，以確定潛在的改進機會。我們採用了適用於整個集團的質量標準來處理投訴，並公平對待客戶。報告期內，我們的資產管理服務未收到客戶投訴。

對於後台服務業務，我們已制定「客戶投訴處理程式」，處理客戶提出的投訴。收到投訴後，我們將立即調查投訴案件，並將即時通知投訴人相關的投訴進度，持續與投訴人保持溝通，並視乎投訴嚴重程度開展小組會議以討論相關的解決方案，確保所有投訴均得到妥善處理。我們亦進行投訴後分析與復盤，查缺補漏，以防同類問題再發生。於報告期內，本集團的客戶滿意度達到 99% 以上。

5.1.2 Customer Data Privacy

The Group is committed to ensuring the security and protection of all the personal information the Group holds in line with its obligations under the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong).

The Group collects sensitive information where require by law or where the Group has permission to collect it. The Group is committed to good privacy practice and the Group's Privacy policy sets out the approach to privacy management. It includes details regarding the types of personal information collected, and how it may be used and disclosed. No significant complaints regarding breaches of customer privacy or loss of customer data occurred during the reporting period.

The Group aim to ensure that every employee plays an active role in protecting data against loss or unauthorized access. The Group therefore provides training to employees every year regarding data security.

The Group addresses data security risk through a variety of measures, including:

- conducting operational risk coverage reviews across the organization.
- employee and customer due diligence procedures; and
- trainings for employees.

As far as the back-office service business is concerned, the company follows the requirements of the ISO27001 information security management system, and strictly abides by the "Internet Security Law of the PRC", "Data Security Law of the PRC", "Personal Information Protection Law of the PRC" and other laws and regulations. We have established the definition, classification, and management methods of information, including methods and measures for collection, storage and proper processing. We follow legal channels to collect operational-related information and data from customers during the operation and implement information security measures to ensure proper processing of customer data, in order to avoid customer information leakage and stolen, and protect customer information security.

5.1.3 Intellectual Property Right

The company strictly abides by the requirements of laws and regulations such as the Trademark Law of the PRC, the Patent Law of the PRC, the Copyright Law of the PRC, and the Civil Code of the PRC. The company attaches great importance to intellectual property protection. While pursuing innovation and development, the Group pays high attention to IP and trademark management of itself and its partners. The company follows the principle of centralized management and authorization, standardizes the relevant workflow of intellectual property protection, and effectively protects the intellectual property rights. The Group safeguards its own intellectual property rights and respects those of others by strictly conforming to the permitted scope of use. Besides, we strictly require, especially our partners and relevant marketing departments, to use authorized and approved promotional materials to reduce the risk of infringement.

5.1.2 客戶數據隱私

本集團承諾根據《個人資料(私隱)條例》(香港法例第486章)所承擔的義務確保本集團所持有的所有個人資料的安全及保護。

本集團在法律要求或本集團有權收集的時候收集敏感信息。本集團致力於良好的隱私實踐，本集團的隱私政策規定了隱私管理的方法，包括管理收集到的個人信息類型以及如何使用和披露相關信息。在本報告所述期間，沒有發生任何關於侵犯客戶隱私或遺失客戶數據的重大投訴。

本集團旨在確保每位員工在防止資料丟失或未經授權獲取資料等方面發揮積極作用。因此，本集團每年都為員工提供資料安全的培訓。

本集團通過各種措施預防資料安全風險，包括：

- 在整個組織內進行操作風險整體審查；
- 建立員工和客戶盡職調查程式；以及
- 員工培訓。

就後台服務業務而言，本公司遵循 ISO27001 信息安全管理体系要求，嚴格遵守《中華人民共和國網絡安全法》《中華人民共和國數據安全法》《中華人民共和國個人信息保護法》等法律法規要求，建立信息的定義、分類及管理方法，包括收集、存儲及妥善處理的方法及措施，在營運過程中依循合法的途徑向客戶收取營運相關的信息及數據，並通過執行信息安全措施，確保妥善處理客戶的隱私，避免客戶信息洩露及被盜用，保障客戶的信息安全。

5.1.3 知識產權

本公司嚴格遵守《中華人民共和國商標法》《中華人民共和國專利法》《中華人民共和國著作權法》《中華人民共和國民法典》等法律法規要求。本集團高度重視知識產權保護，在不斷開拓創新的同時，也重視對自身及合作方的知識產權與商標管理。我們遵循集中管理、規範使用的原則，將知識產權保護的相關工作流程規範化，切實保護自身知識產權。一方面，我們明確要求在與供應商合作過程中，依法維護自身知識產權利益，並尊重合作方的知識產權，嚴格遵守許可範圍。另一方面，我們嚴格要求合作夥伴、營銷相關部門須使用授權認可的宣傳物料以降低侵權風險。

Besides, The company has established an intellectual property management manual. The handbook outlines policies covering different intellectual property issues, including but not limited to patents, copyrights, trademarks, unpublished technologies, and industry information. We designate administrative departments to formulate various intellectual property regulations, divide the scope and responsibilities of intellectual property management, and guide, supervise and inspect intellectual property work.

During the reporting period, the company held a total of 3 patents and 270 software copyrights. The company fully respects the intellectual property rights of the partners. We have strengthened the external publicity mechanism and strictly use the intellectual property rights of partners within the authorized scope.

5.2 Anti-Corruption

Integrity and honesty are fundamental to building relationships of trust. This means conducting the Group's business with transparency in every single transaction.

The Group has detailed procedures in place to deal with incidents of fraud, corruption, bribery, money laundering and other malpractice. The Group sets out clear rules and guidelines in its Code of Conduct, which applies to all employees. All employees must comply with the requirements as specified in the employee handbook. It is supported by training and communication program available to all employees. The Group's guideline complies with various relevant applicable legislation and codes include: Code of Conduct for Persons Licensed by or Registered with the Securities and Futures Commission; Anti-Money Laundering and Counter-Terrorist Financing Ordinance ("AMLO"), Guideline on Anti-Money Laundering and Counter-Financing of Terrorism.

Unethical or fraudulent behavior is generally prohibited. Directors, employees and other representatives are required to adhere to the anti-corruption policy as a condition of their employment and engagement to the Group.

In addition, the Code of Conduct clearly states that employees shall act honestly and professionally with the client's best interests and in line with market expectations on integrity. In addition, Conflict of interests will be avoided to the largest extent and potential conflicts with clients will be disclosed if unavoidable.

For corporate gift and hospitality, employees are required to comply with specific procedures and gain appropriate approval prior to giving and receiving corporate gifts and hospitality.

此外，本公司已建立知識產權管理手冊。手冊概述涵蓋不同知識產權問題的政策，包括但不限於專利、版權、商標、未公開技術及行業信息。我們制定各類知識產權法規，劃分知識產權管理範圍及職責，以及指導、監督及檢查知識產權工作。

於報告期內，本公司共持有 3 項專利，270 件軟件著作權。同時，本公司充分尊重合作方的知識產權，加強對外宣傳機制，嚴格在授權範圍內使用合作方的知識產權。

5.2 反貪污

正直和誠信是建立信任關係的基礎。這要求本集團的每一筆業務交易開展均需透明、公開與公正。

本集團制定了詳細的管理程序，以處理欺詐、腐敗、賄賂、洗錢和其他舞弊事件。所有員工必須遵守員工手冊中規定的要求，並可通過培訓和溝通計劃獲得支持。本集團的指引符合各項相關適用法律及守則，包括《證券及期貨事務監察委員會持牌人或註冊人操守準則》、《打擊洗錢及恐怖分子資金籌集條例》、《反洗錢及反恐融資指引》等。

不道德或欺詐行為是被禁止的。董事、員工和其他代表必須遵守本政策，作為其受僱和參與本集團的條件。

此外，行為準則還明確規定，員工應為實現客戶最大利益和滿足市場對誠信的期望，誠實及專業地行事。同時，員工應最大限度地避免利益衝突，如不可避免，應披露與客戶的潛在衝突。

對於公司禮品和招待，員工在贈予和接受公司禮品和招待之前，必須遵守特定流程並獲得批准。

The Group encourage employees to report known or suspected misconduct under the Group's Code of Conduct. Employees can make the report directly to the assigned compliance officers or escalated the matter to the senior management. Reports can also be made anonymously through a whistle-blower mechanism by mail, electronic mail or phone.

During the reporting period, the Group complied with relevant laws and regulations relating to bribery, extortion, fraud and money laundering. And there were no confirmed incidents or public legal cases regarding corruption in relation to the Group.

5.3 Supply Chain Management

The Group's supply chain is mainly related to products and services that support operations. This includes facilities services, IT systems, business travel, marketing and communications support, and other professional services.

To ensure compliance with the Group's procurement policy, the Group requires procurement which amount to over certain thresholds to provide at least two sources of quotation in a fair and open manner for selection. The group evaluates suppliers through the following criteria:

- Reliability: supplier's financial stability and years of experience, it should be reliable in terms of servicing.
- Professionalism/good working knowledge: The supplier has good business practices and good working knowledge and can provide the right advice at the right time to support our business growth.
- Delivery time: It is related to the speed of delivery and the accuracy of meeting the promised delivery time.
- Quality: Suppliers consistently provide high-quality services or goods.
- Value for money: Suppliers provide goods or services at reasonable prices, and the product or service quality needs to be comparable to the cost paid by the company.

In addition, in order to maintain the quality of goods and services procured, the list of approved vendors is reviewed annually and will be placed against competitive bids if vendor performance or quality falls short of the requirements set out by the Group.

In terms of back-office service business, KingNine Group generally purchases products from PRC manufacturers and distributors and has established a comprehensive supplier system. KingNine Group selects suppliers by evaluating reliability, pricing, output and technical service capabilities and other criteria, and regularly reviews supplier qualification, and combines on-site inspections or sampling methods to evaluate the quality of products or services provided by suppliers.

During the reporting period, the Group's qualified supplier list has a total of more than 400 suppliers, all of which were Chinese suppliers.

本集團鼓勵員工根據本集團行為準則舉報已知或可疑的不當行為。員工可以直接向指定的監察主任提交報告，或將問題上報給高級管理層，也可以通過信件、電子郵件或電話的舉報機制匿名舉報。

報告期內，本集團遵守了有關賄賂、敲詐勒索、欺詐和洗錢的法律法規，而且沒有與本集團有關的腐敗事件或公共法律案件。

5.3 供應鏈管理

本集團的供應鏈主要與支持運營的產品和服務相關。這包括設施服務、IT 系統、商務旅行、行銷和通信支持以及其他專業服務。

為確保符合採購政策，本集團要求當採購金額超過一定額度時，採購人員應以公平、公開的管道提供至少兩個報價來源供選擇。本集團通過以下的幾點來評估供應商：

- 可靠性：與供應商的財務穩定性、經驗年限有關，在服務方面應該是高度可靠的。
- 專業性 / 良好的工作知識：供應商具有良好的商業實踐和良好的工作知識，能夠在正確的時間提供正確的建議以支援我們的業務增長。
- 交貨時間：關係到交貨的迅速和滿足承諾交貨時間的準確性。
- 質量：供應商始終如一地提供優質的服務或商品。
- 物有所值：供應商以合理的價格和服務質量提供商品或服務，服務質量需要與公司支付的成本相當。

此外，為了保證採購的貨物和服務的質量，本集團每年都要對核實過的供應商名單進行審查。如果供應商的表現或質量達不到本集團規定的要求，本集團將通過競爭性投標替換該供應商。

就後台服務業務而言，本公司一般向中國的產品生產商和分銷上進行採購，且已建立全面的供應商系統。我們通過綜合評估可靠性、定價、產量及技術服務能力等多方面因素來甄選供應商，並定期審核供應商資料，並結合現場檢查或抽樣方式評估供應商提供的產品或服務品質。

報告期內，本集團合格供應商清單共有超過四百家供應商，均為中國供應商。

06 Social - Employment and Labour Practices

社會—僱傭及勞工慣例

6.1 Employment Practices

The Group has always regarded human capital as a valuable asset, and outstanding talents are an important asset of the Group and an important strategic support for the company to enhance its competitiveness. And we are committed to providing a rewarding work environment that encourages collaborations and offer its employees opportunities to learn, grow and succeed at work and in life.

The Group is committed to creating a fair and harmonious working environment and adheres to the principles of fairness in the provision of employment opportunities, remuneration, training, performance evaluation and promotion without any forms of discrimination such as gender, age, ethnicity, religion and culture.

The Group has formulated a human resource strategy to attract and retain talents in a competitive market. The HR department of the Group develops recruitment plans in accordance with the recruitment needs of various departments, and continuously introduce talents to join the Group through social recruitment, campus recruitment, internal referral, and other channels. The HR department of the Group strictly implements the recruitment evaluation program, adheres to the selection principle of fairness and selection of high calibre, and provides equal job opportunities in accordance with their competence and abilities.

The working hours of the employees of the Group comply with the relevant requirements of the PRC Labour Law and the Hong Kong Employment Ordinance. Most employees work 5 days a week. If employees work overtime, the Group will provide them with corresponding compensation in accordance with laws and regulations.

The Group makes contributions in accordance with the “Social Insurance Law of the PRC” and the “Regulations on Housing Provident Fund”, covering pension insurance, medical insurance, work-related injury insurance, unemployment insurance, maternity insurance and housing fund for its employees in China. For Hong Kong employees, the Group makes mandatory provident fund contributions in accordance with Hong Kong laws.

The Group is committed to implementing the remuneration distribution principals based on performance, efficiency, and fairness. On top of employee's basic salary, the Group may pay performance bonuses in accordance with employees' performance and the Group's business performance. In order to maintain a competitive remuneration package, the Group carries out evaluation and adjustment on remuneration every year with reference to the social average wage, the consumption level and the industry rate, so as to motivate employees to develop and retain talents..

6.1 僱傭慣例

金慧科技始終將人力資本視為寶貴資產，優秀人才是集團的重要資產，亦是公司提升競爭力的重要戰略支撐。我們致力為員工提供一個具有推動力及滿足感的工作環境，鼓勵員工彼此合作，讓員工在工作及生活中學習及成長，達致成功。

本集團致力於創造公平和諧的工作環境，在提供就業機會、薪酬、培訓、業績評估和晉升方面堅持公平原則，不存在性別、年齡、族裔、宗教和文化等任何形式的歧視。

本集團制定了人力資源方案，以在競爭激烈的市場上吸引和保留人才。本集團的人力資源部根據各部門招聘需求制定招聘計劃，通過社會招聘、校園招聘、內部推薦等渠道不斷引進人才加入本集團。本集團的人力資源部嚴格執行招聘評估程式，堅持公平擇優的原則，根據候選人的能力提供平等的工作機會。

本集團僱員的工作時數符合中國《勞動法》及香港《僱傭條例》之相關規定。大部分僱員每週工作5天。倘僱員加班，本集團將根據法律及法規向其提供相應補償。

本集團按照《中華人民共和國社會保險法》及《住房公積金條例》，為其於中國的僱員的養老保險、醫療保險、工傷保險、失業保險、生育保險及住房基金供款，並按照中國的相關規例及當地社會保險供款政策為於中國的所有全職僱員的社會保險基金供款。就香港僱員而言，本集團根據香港法例作出強制性公積金供款。

本集團承諾執行基於績效、效率和公平的薪酬分配原則。在員工基本工資的基礎上，本集團可根據員工的表現和本集團的經營業績發放績效獎金。為保持有競爭力的薪酬待遇，本集團每年參照社會平均工資、消費水準和行業薪酬水準，對員工薪酬進行評估和調整，激勵員工發展，並保留人才。

During the reporting period, the Group has not discovered any material non-compliance or any violation of employment laws and regulations.

在本報告所述期間，本集團未發現任何重大違規或違反僱傭法律及法規的情況。

Employee Profile and Employee Turnover

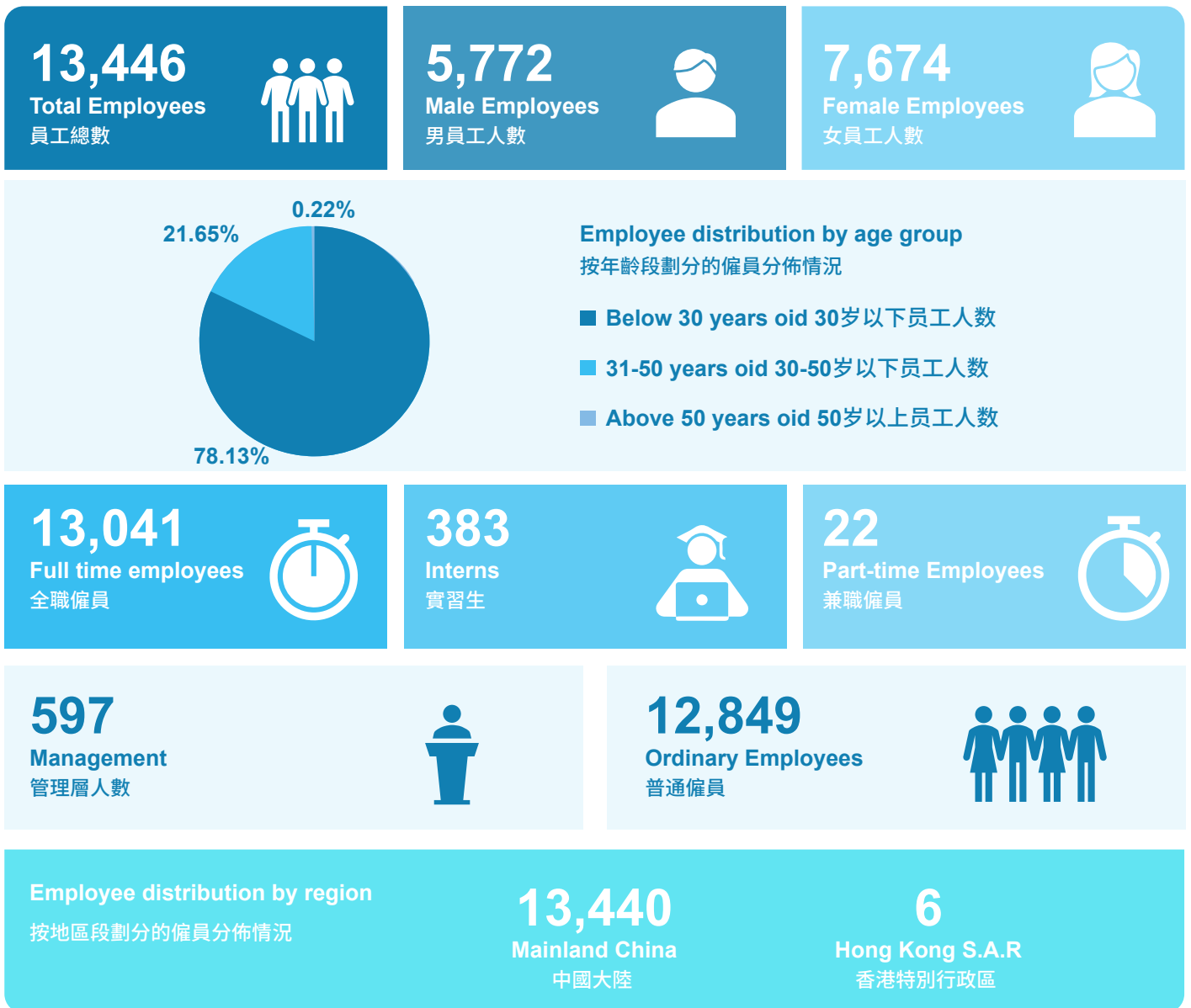
The Group commitment is to support the local community by hiring local employees. The vast majority of the Group's employees are local. The Group is committed to fair employment practice and equal opportunities. We respect the religious beliefs, political stances, ethnicity or sexual orientation of all our employees and candidates and ensure that they will not be discriminated against because of differences in race, disability, gender, marital status and age.

During the reporting period, the distribution of gender, age, employment type, job level and geographic location of employees of the Group is as follows:

僱員概況和僱員流失率

本集團的承諾是通過僱用當地員工來支持當地就業。絕大部分的僱用員工為本地人。本集團矢志履行公平僱傭慣例及平等機會。我們尊重全體僱員及應聘者之宗教信仰、政治立場、種族及性取向，亦確保彼等不會因種族、殘障、性別、婚姻狀況及年齡之差異而受歧視。

報告期內，本集團僱員的性別、年齡、僱傭類型、工作級別及地理位置的分配如下：



The turnover rate for back-office services in China, the turnover rate for full-time employees is 9.12%. The turnover rate indicator depends on the nature of the company, and is relatively high for call centres compared to traditional industries. To reduce the staff turnover rate, we have developed improvement measures to reduce the staff turnover rate, which include strengthening human resource management, focusing on on-the-job training, establishing a talent cultivation mechanism, and helping staff to do career planning.

6.2 Health and Safety

In order to ensure that all employees can enjoy a healthy and safe workplace, the Group has established an effective and safe workplace through a series of initiatives. The Group believes that all accidents and injuries are preventable, and we actively promote workplace safety and strengthen the publicity of safety awareness to enhance the health and safety awareness of all employees.

The Group focuses on two major areas to minimize health hazards:

- Occupational health management; and
- Work safety at the office, including fire protection measures.

Although the nature of jobs in the Group are low-danger positions, the Group does not take this lightly. The Group evaluates and identifies the risk of safety in its premises and precautionary measures are recommended accordingly. For example, regular checks will be conducted on first aid kits and fire services equipment to ensure they are placed in a prominent position and are checked regularly and restocked if any items are damaged or are out of date.

For fire prevention, the Group participates in fire drills organized on regular basis by the building management every year.

In terms of occupational health and safety of back-office service outsourcing business, the company complies with laws, administrative regulations, and national regulations of PRC such as the "Safety Production Law", "Occupational Disease Prevention Law", and "Notice on Issuing Management Measures for Heatstroke Prevention and Cooling Measures" and the relevant rules and standard. The company has also obtained ISO45001 occupational health and safety management system certification. The management certification identifies major occupational health safety issues in the operation process and monitor and measure them to ensure that the management system is systematic and effective.

本報告期內，而中國後台服務業務，全職員工的流失率為9.12%。員工流失率指標的高低根據企業性質而定，客戶服務行業相對於傳統行業，該指標相對較高。對於員工的流逝，我們結合企業實際情況，與離職員工進行訪談，詢問他們對於公司的改善意見，並據此制定降低員工流失率的改善措施，這包括加強人性化管埋，注重員工在職培訓，建立人才培養機制，幫助員工做好職業生涯規劃。

6.2 健康與安全

為確保全體員工能夠享有健康及安全的工作場所，本集團發佈了一系列的舉措，建設了一個有效及安全的工作間。本集團相信所有事故及傷害均可預防，我們積極推廣職場安全，加強安全意識的宣傳，以提升全體員工的健康與安全意識。

本集團專注於兩個主要領域，以盡量減少健康危害：

- 職業健康管理；和
- 辦公室的工作安全，包括防火措施。

雖然本集團的工作性質屬於低風險職位，但本集團並未輕視這一點。本集團評估及識別其處所的安全風險，並據此建議採取預防措施。例如，將對急救箱和消防設備進行定期檢查，以確保將它們放置在顯眼位置並定期檢查，並在任何物品損壞或過期時進行補貨。

防火方面，本集團每年參與由樓宇管理人員定期舉辦的消防演習。

就後台服務業務而言，在職業健康與安全方面，本公司依據《安全生產法》、《職業病防治法》、《關於印發防署降溫措施管理辦法的通知》等法律、行政法規和國家規定的有關標準制度，並已通過ISO45001職業健康安全管理体系認證，識別運營過程中的重大職業健康因素，並予以監控與測量，確保管理體系的系統和有效。

The business carried out by back-office is a customer service business, and the out-door occupational diseases risk is relatively low. However, due to the need to work with computers all year round, it is necessary to focus on the health of employees and the safety of the workplace. We regularly carry out safety work, publishes and educate employees about the importance of health, and arrange annual physical medical check-up for special occupational groups. Besides that, the Group invest funds to improve on-site working conditions, set up maternal and infant rooms and psychology rooms, and take care the occupational health and safety of employees.

In order to strengthen employees' safety awareness and ensure the realization of the goal of safe operation, the company adopts a combination of special training and daily publicity. We use class, weekly meetings, monthly meetings and other means to carry out safety knowledge education for employees such as traffic accident prevention, electric shock prevention, anti-theft, and dangerous situation handling. We regularly organize special trainings such as fire safety training, anti-fraud training and information security training, so that employees can receive systematic safety education, and continuously improve their ability to deal with emergencies, self-protection and safety prevention.

During the reporting period, the Group's employees did not suffer from work-related injuries, and the Group did not find any serious violation of laws and regulations related to occupational health and safety.

Occupational Health and Safety Data

職業健康及安全數據

0

Work related fatality
與工作有關的死亡人數

0

Lost days due to work injury
工傷所致缺勤天數

6.3 Development and Training

In the face of a rapidly changing environment, Kingwisoft Technology believes that adequate training resources are the necessary guarantee for staff development. "Make learning a habit." The Group strives to provide employees with high-quality and efficient training systems and resources, create a good learning atmosphere, cultivate their learning habits, and tap their own growth advantages and rich creativity. And through more diversified training forms, to provide comprehensive and efficient learning support for employees in different positions and different growth stages.

本公司所開展的業務為客戶服務業務，無戶外危險作業職業病的隱憂，但由於工作需要常年與電腦為伍，仍然需要重點關注員工身體健康狀況和工作場所安全。我們開展定期安全生產和健康宣傳教育，堅持每年對特殊重點人群體檢，投入資金改善現場作業條件，設立母嬰室和心理健康室，關注並保障員工的職業健康及安全。

為強化員工安全意識，確保實現安全運營的目標，本公司採取專項培訓和日常宣導相結合培訓方式。利用班會、周會、月會等途徑，對員工開展防交通事故、防觸電、防盜、危險情況處置等安全知識教育。定期組織消防安全培訓、防洪培訓等專項培訓，使員工接受系統的安全教育，不斷提升員工應對突發事件處置能力、自我保護能力和安全防範能力。

於報告期間本集團僱員並無出現因工傷亡的事故，本集團並未發現任何嚴重違反職業健康與安全相關法律及法規的情況。

6.3 發展與培訓

面對瞬息萬變的環境，金慧科技深信基於充分的培訓資源是實現員工發展的必要保障。“讓學習成為一種習慣”。本集團努力為員工提供高品質高效的培訓體系與資源，營造良好學習氛圍，培養員工學習習慣，挖掘員工自身的成長優勢與豐富創造力。並且通過更加多元化的培訓形式，為處於不同崗位和不同成長階段的員工提供全面高效的學習支援。

In order to allow all employees to integrate into the new working environment faster and easier, Jinhui Technology provides more than 60 hours of new employee training for all employees, explaining that new employees quickly understand the development history of the enterprise, company culture, business structure, rules and regulations, safety knowledge, risk management and business knowledge, etc., and in this process, Match with various partners such as trainers, managers and senior employees to give them guidance and support from all aspects of work and life to help them smoothly through the new period and adapt to the new position. The Group also encourages continuing education and all employees are entitled to study leave benefits to attend seminars, workshops or short courses related to their job responsibilities to acquire the latest market information and skills.

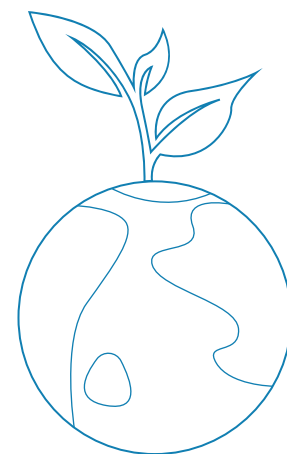
For Jinhui's increasingly younger new employees, in 2023, Jinhui Technology also launched the "New employees online fuel Package" for new employees, organizing course content from several modules such as company culture, safety knowledge, workplace tools and workplace etiquette, and using the online learning platform to provide new employees with more diversified, digital and fragmented learning resources. Increase the proportion of online courses for new employee training to 35%.

After years of accumulation and accumulation, Jinhui online training has become more and more perfect in terms of course types and contents. The increase of online courses can greatly reduce the cost and risk of personnel training, and can better meet the diversified work positions of students, and take advantage of fragmented time to participate in various kinds of training anytime and anywhere. As of the beginning of 2024, Jinhui's online platform courses have a total of more than 800 hours of training courses, which are used to meet various types of daily training and empowerment of employees.

為了讓所有的員工都能夠更快更輕鬆的融入新的工作環境，金慧科技為所有入職員工提供超過 60 小時的新員工系列培訓，說明新員工快速瞭解企業發展歷史，公司文化、業務結構、制度章程、安全常識、風險管控和業務知識等，並且在這一過程中，匹配培訓師、管理人員和資深員工等各種夥伴從工作、生活等各個方面給予其引導與支撐，幫助其順利度過新人期，適應新崗位。本集團還鼓勵持續進修，所有員工都享有學習假期的福利，參加與其工作職責相關的研討會、工作坊或短期課程，以獲得最新市場信息及技能。

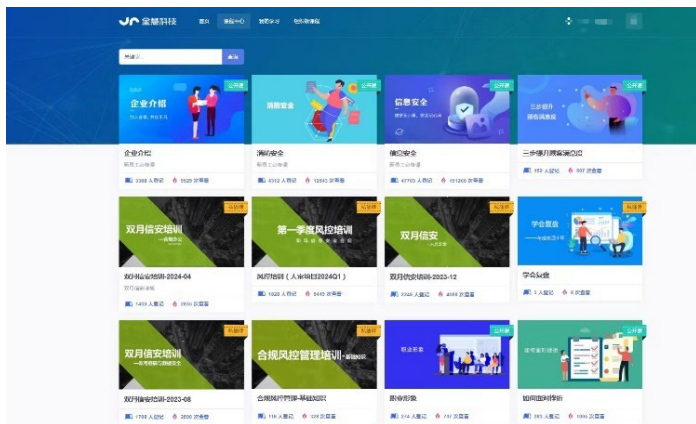
面向金慧日漸年輕化的新員工隊伍，2023 年度，金慧科技還為新員工推出了“新員工線上加油包”，從公司文化，安全常識，職場工具和職場禮儀等幾大模組組織課程內容，利用線上學習平臺，提供給新員工更加多元化、數位化、碎片化的學習資源，使新員工培訓的線上課程占比提高到 35%。

金慧線上培訓經過多年的沉澱和積累，目前在課程種類、內容等方面已經日趨完善，線上課程的增多能大大減少人員外出培訓的成本和風險，也能更能滿足學員們多樣化的工作崗位，利用碎片化時間，隨時隨地參加各類培訓。截至 2024 年初，金慧的線上平臺課程擁有總培訓課程超過 800 課時，用於滿足員工日常各類培訓賦能。



In the process of employee growth, the company has always provided assistance for employee promotion and development, combined with the company's job ability needs and employees' growth willingness, to provide different levels of different forms of training resources, such as the "Gold Star program" for excellent reserve personnel, to increase employees' workplace general knowledge and tool use ability; As well as the new team leader training camp prepared for the transition of the commissioner to management, assisting the staff to complete the role transformation and smoothly step into the next post; Golden Seed boot camp that provides leadership and management tools training for middle managers; There are also excellent management ideas and strategy training programs for senior managers. In particular, Hui Excellence courses, combined with the actual business needs of managers, make use of digital platforms and fragmented time to design various online courses that meet the business practice of Jinhui, greatly improving the learning efficiency of senior managers. To achieve the curriculum of individualized measures, according to the post, according to the time, for all levels and stages of various positions to provide a variety of training programs.

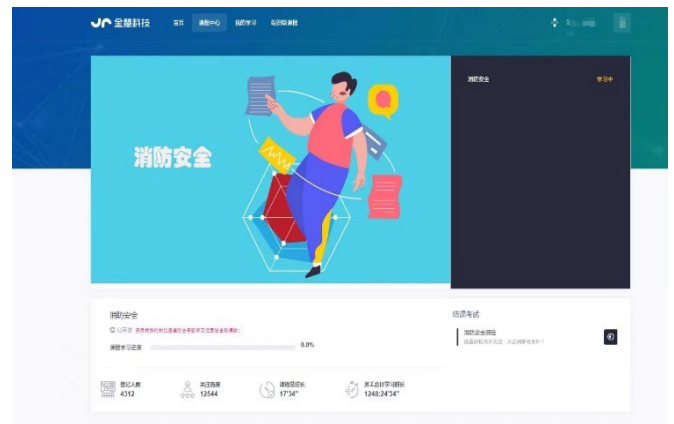
During the reporting period, the Group provided 64.5 hours of training per capita for the grass-roots management team, 11 hours for middle and senior management personnel and 60 hours for ordinary employees. In the training, on the one hand, it introduces new management concepts and ideas for the company's management team, and on the other hand, it summarizes the company's existing excellent management experience to realize generation to generation. While broadening our vision, we do not forget to continue to develop, but always maintain the characteristics of Jinhui.



Jinhui has always attached great importance to the accumulation of excellent knowledge and experience and the inheritance of sparks, so while improving the staff training system, Jinhui has also been carrying out "teacher and class construction". Jinhui never stops looking for evangelists with great experience and a passion for sharing. Let excellent employees refine excellent experience, and then by excellent experience holders to spread these experiences to more employees, a single spark, a prairie fire.

在員工成長的過程中，公司始終在為員工晉升發展提供助力，結合公司崗位能力需求與員工成長意願，提供不同層級不同形式的培訓資源，比如為優秀儲備人員提供的「金星計畫」，增長員工的職場通識與工具使用能力；以及為專員轉型成為管理準備的新組長訓練營，輔助員工完成角色轉身，順利步入下一個崗位；為中層管理人員提供領導力和管理工具培訓的金種子訓練營；還有專為高層管理人員提供的卓越管理思路和戰略培養的慧卓越計畫等等。尤其是慧卓越課程，結合管理人員的實際業務需求，利用數位化平臺和碎片化時間，設計符合金慧業務實踐情況的各類線上課程，大大提升高層管理人員的學習效率。做到課程的因人制宜，因崗制宜，因時制宜，為各層級個階段各崗位管理人員提供豐富多彩的培訓項目。

本報告期內，本集團為基層管理團隊人均提供培訓 64.5 小時，中高層管理人員人均提供培訓 11 小時，普通員工 60 小時。在培訓中，一方面為公司管理團隊引入管理新理念與思路，另一方面是總結公司現有優秀管理經驗以實現現代傳承。開拓視野的同時不忘存續發展，但始終保持金慧特色。



金慧一直非常看重優秀知識經驗的積累與星火傳承，所以在貫穿完善員工培訓體系的同時，金慧也一直在進行“師課共建”。金慧從未停止在員工中尋找持有優秀經驗同時熱愛分享的佈道者。讓優秀的員工提煉優秀的經驗，再由優秀經驗持有者把這些經驗傳播給更多員工，以星星之火，達燎原之勢。

Help internal trainers learn to dig out the real needs of the company and the department's business, accurately match the needs and knowledge points, and summarize clear knowledge and processes from their own work experience, and finally present them to employees through lively and diverse classroom forms.

In order to enable internal trainers to combine the needs of actual business scenarios with work experience and design lively and interesting courses, we collected the most urgent training needs to be solved at the forefront of the company, and turned the solutions accumulated by outstanding employees into training forms to spread in more locations within the group.

幫助內訓師們學會挖掘公司及部門業務的真實需求，精準匹配需求與知識點，並且從自身工作經驗中總結清晰明瞭的知識與流程等工具，最後通過生動有趣又多樣化的課堂形式展現給員工們。

為了使內訓師做到將實際業務場景需求與工作經驗相結合，設計生動有趣的課程，我們收集了公司最前線最極待解決的培訓需求，又將優秀員工積累的解決方案變為培訓形式在本集團內更多地點進行傳播。



To retain talent, the Group invests in a wide range of learning and development initiatives and assists employees to grow in their respective jobs. The learning programme covers the skills required for the job to be carried out, targeted on-the-job measures and the development intentions and preferences of individual employees. This will enhance their sense of responsibility and willingness to learn, and ensure that employees continue to acquire new knowledge at every stage of their development.

為挽留人才，本集團投資於廣泛的學習及發展措施，並協助僱員在彼等各自的工作中成長。學習計劃涵蓋即將開展的工作所需的技能、針對性在職措施以及個別僱員的發展意向及喜好。此舉能加強彼等的責任感及學習意欲，並確保僱員繼續於每個發展階段學習新知識。



6.4 Labour Standards

The Group strictly abides by the relevant employment and labour laws and regulations, we are committed not to engage in the use of child labour and forced labour. The Group ensures that all employees have reached the minimum statutory age for employments, provide their services willingly and enjoy their fundamental rights related to labour. The Group has insisted on monitoring the recruitment process frequently to prevent the occurrence of illegal conduct.

The Group's Code of Conduct and employment contract sets out its general approach regarding labour standards. In addition to the Code of Conduct, the human resource policy also covers the labour standard. The policy provides the framework of rules applicable to all HR activities within its operations.

During the reporting period, the Group did not discover any material non-compliance of labour rights and labour related laws and regulations.

6.4 勞工準則

本集團嚴格遵守相關僱傭條例及勞工慣例，堅決不使用童工及杜絕強制勞工。本集團確保所有僱員符合受僱之最低法定年齡，且均為自願提供服務，保障員工享有與僱傭條例相關的基本權利，並堅持密切監察招聘流程，防止出現違法行為。

本集團的行為準則和僱傭合同列出了有關集團的僱用標準的一般條文。除了行為準則之外，本集團的人力資源政策也涵蓋了僱用標準。該政策提供適用於本集團業務活動內所有人力資源的規則框架。

報告期內，本集團沒有發現任何有關僱傭權利及僱傭相關法律法規的重大不合規情況。



07 Environmental

環境

The core business of the Group is asset management and back-office service business. The daily operation site of the businesses is in the office. The direct environmental impact mainly involves the operation of computer systems, the use of backup generators, air travel, resources consumed by business activities, and waste disposal. Through the implementation of energy-saving plans, the Group strives to integrate resource efficiency and sustainability into the daily operations of the Group's.

We are passionate about our responsibility to protect the environment. Therefore, the Group intends to develop a sustainable environmental policy and reduce the environmental impact of its existing facilities. The Group has implemented a number of initiatives to reduce environmental impact. During the reporting period, the Group embarked on initiatives to promote electricity, energy, water and paper conservation. In addition to complying with all applicable local environmental laws and regulations, we will continue our efforts to improve energy efficiency and reduce carbon emissions at our workplaces.

In terms of back-office service business, the company has been committed to energy conservation and emission reduction operations. As a technology-driven service provider, the company is aware of the impact of technology on its daily business activities and office environment, thus the company is trying its best to work with external partners to reduce carbon consumption.

During the operation, the company takes energy conservation and emission reduction, green environmental protection into consideration, strictly abides by the "Environmental Protection Law of the PRC" and the "Energy Conservation Law of the PRC" and other applicable environmental protection laws and regulations, and adopts various energy conservation, water conservation and emission reduction measures and implement sustainable development into all aspects of the operations and promote the efficient use of resources such as energy, water and other raw materials. The administrative department of the company has established uniform regulations on office furniture, workstation size and decoration standards to ensure that the office relocation and adjustment can reuse various types of furniture and workstations, reducing the waste of resources caused by scrapped furniture and reduce the new furniture expenditure.

As self-operated call centers consume a lot of energy. For the back-office maintenance and office management, the company has obtained the ISO14001 environmental management system certificate. The ISO14001 defines the system framework that the company can follow to establish an effective environmental management system.

本集團的核心業務為資產管理和後台服務，日常營運場所為辦公室，直接的環境影響主要涉及電腦系統的運營、備用發電機使用、航空旅行、商務活動所消耗的資源以及廢棄物丟棄。通過實施節能計劃，本集團努力將資源效率和可持續性融入本集團各辦事處和企業的日常運營中。

我們熱心肩負保護環境的責任。因此，本集團擬制定可持續的環境政策並減少現有設施對環境產生的影響。本集團已實施多項舉措以降低環境影響。於報告期間，本集團開展推廣節約電力、能源、用水及紙張的舉措。除遵守所有適用的當地環境法律及法規外，我們亦將繼續努力在工作場所提高能源效益及減少碳排放。

就後台服務業務而言，本公司一直致力於節能減排運營活動，作為以科技驅動服務的企業服務提供者，我們不僅意識到了技術對我們日常業務活動以及辦公環境的影響，同時我們盡可能地聯合我們外部合作夥伴一同降低我們的碳消耗。

在運營的同時，本公司兼顧節能減排、綠色環保，嚴格遵守《中華人民共和國環境保護法》及《中華人民共和國節約能源法》等適用的環保法律及法規，採取各種節能、節水及減排措施，將可持續發展貫徹到我們運營的各個環節，促進有效使用能源、水及其他原材料等資源。本公司行政部門對辦公傢俱、工位尺寸和裝修標準都建立了統一規定，確保辦公室搬遷和調整，都能重複使用各類傢俱和工位，減少傢俱報廢帶來的資源浪費和新傢俱的購置支出。

自營聯絡服務中心耗能較大。就其後台運維中心及辦公室管理進一步獲得 ISO14001 環境管理體系證書。ISO14001 劃定了本公司可遵守的體系框架，從而建立有效的環境管理體系。

As a wholly-owned subsidiary of a Hong Kong listed company, the company is well aware of its own environmental responsibility and complies with all relevant environmental rules and regulations in Hong Kong and PRC. It has incorporated and implemented the 3Rs (Reduce, Reuse and Recycle) principle in its daily operations. The principles aimed at reducing energy consumption, waste emissions and increasing paper reuse rate.

The main resources consumed during the daily operation of the company are paper, energy and water. To reduce paper consumption, we encourage employees to minimize the number of printing and photocopy and use double-sided printing as much as possible. Waste paper collection boxes are also placed in the office to collect non-reusable waste paper for recycling. In terms of energy saving, our electrical appliances meet the national energy saving requirements. All office lighting adopts LED energy-saving lights. The air conditioning in the office building adopts the VRV central multi-connection air conditioning system. The monitoring centre sets unified all appliances and centrally controls the air conditioners. In addition, we promote water and energy conservation by putting up poster and encourage employees to turn off lighting and air conditioners when not in use. We can contribute to the resource-saving society by effectively control the electricity consumption and GHG emissions.

Due to the nature of our business and industry, we do not use any packaging materials in our operations. KingNine Group introduced a software platform to handle internal operations and approval procedures, and also set up servers for file storage to reduce paper usage. Compared with other industries, KingNine Group's business uses relatively less water and has less impact on its environment. However, the management of the Group recognizes that water resources are becoming an increasingly important issue, and local workplace offices will work with their property management companies to promote water conservation.

During the reporting period, the Group was not aware of any material non-compliance or any violation with relevant environmental laws and regulations.

7.1 Type of Emissions

The working environment of the Group's asset management business and back-office service outsource business is indoor offices located in China and Hong Kong, and no production plants are involved. Therefore, the types of emissions of the Group are only nitrogen dioxide ("NO_x"), sulfur dioxide ("SO_x"), suspended particulate matter ("PM") emissions, greenhouse gas ("GHG") emissions, waste and sewage emissions.

作為香港上市公司全資附屬集團，本公司深知其自身的環保責任及遵循香港和中國所有相關環境規則及法規，已將3Rs(減少、再利用及再循環)原則納入並實施於日常運作中，旨在減少能源消耗、減少廢物排放並提高紙的再使用率。

本公司日常運營期間消耗的主要資源是紙張、能源和水。為減少用紙，我們鼓勵員工儘量減少列印和複印數量，並盡可能採用雙面列印。廢紙收集箱也放置在辦公室中，以收集不可重複使用的廢紙以進行回收。在節能方面，我們的電器設備均符合國家節能環保要求，辦公場所的全部燈光採用LED節能燈光，辦公樓內空調採用中央空調VRV多連線系統，監控中心統一設定和集中控制空調開放許可權，並通過在公司內各用水、用電的地方都張貼顯著提醒標識，加大節約用水、用電宣傳力度，鼓勵員工在不使用時關閉照明和空調，以免浪費能源並減少碳排放，通過有效控制用電量和碳排放量，為建設資源節約型社會貢獻力量。

由於我們業務和行業的性質，我們在運營過程中不使用任何包裝材料。本公司引入電子平臺以處理內部營運及審批流程，更設有伺服器用於檔存儲，以減少紙質檔存儲。本公司業務與其他行業相比用水相對較少，對其環境影響較小。但是，集團管理層認識到水資源正成為日益重要的議題，各地職場辦公室會與所在的物業管理公司共同促進節約用水。

報告期內，本集團沒有發生重大環境違法違規行為。

7.1 排放物

本集團資產管理部及後台服務業務的工作環境為位於中國、香港的室內辦公室，並無涉及任何工業廠房。因此，本集團的排放物類型僅為二氧化氮(「NO_x」)、二氧化硫(「SO_x」)、懸浮微粒(「PM₁₀」)廢氣排放、溫室氣體(「溫室氣體」)排放、廢棄物及污水排放。

7.1.1 Air Emissions

The air emissions of the Group are emissions from back-up generators, vehicle exhaust and consumption of gas fuels. Therefore, the Administration Department ensures that vehicle emissions meet national standards and encourages employees to maintain indoor ventilation as much as possible.

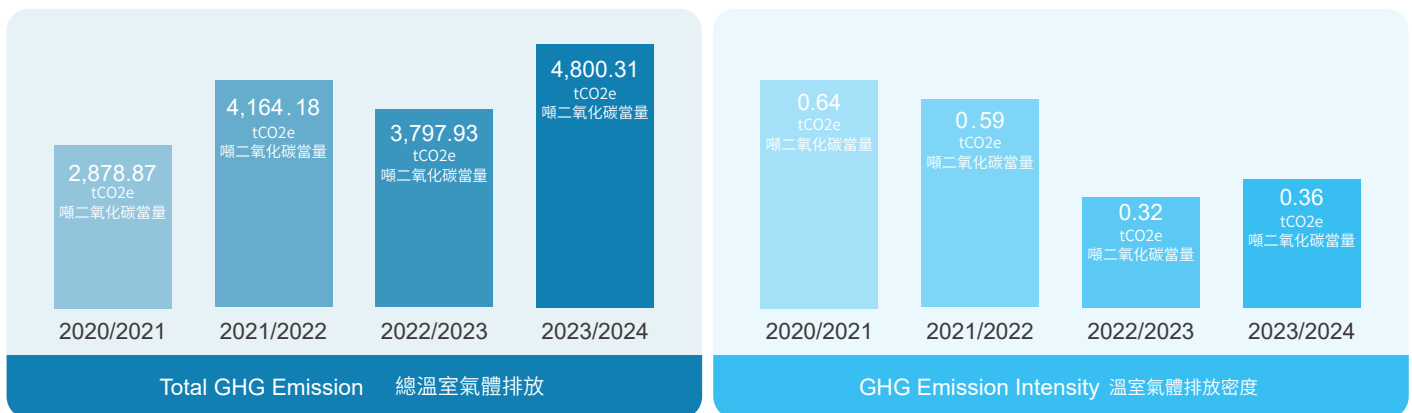
The following table shows the Group's NOx, SOx and PM emission data.

2023/2024 Air Emission 廢氣排放		
	Amount 數量	Intensity 強度 (kg /staff 千克/員工人數)
NOx Emission 氮氧化物排放量	66.65 kg 千克	0.005 kg 千克
SOx Emission 二氧化硫排放量	0.008 kg 千克	0.0000006 kg 千克
PM Emission 顆粒物排放	6.31 kg 千克	0.00045 kg 千克

7.1.2 Greenhouse Gas Emission

The Group responds to the challenges posed by climate change through ongoing efforts to reduce its GHG emissions. Accurate measurement based on GHG protocol gives us an accurate picture of our direct and indirect contribution to greenhouse gas emissions. The consumption of electricity at offices and call centres is the primary source of GHG emission. The second major source of greenhouse gas emissions is the fuel consumption of data center backup generators.

Details of the Group's greenhouse gas emissions during the reporting period are summarized as follows:



7.1.1 大氣排放

本集團的主要大氣排放為備用發電機的排氣、車輛尾氣及消耗氣體燃料等。因此，行政部會確保車輛尾氣排放均能達國家標準及鼓勵員工盡量保持室內通風。

下表為本集團 NOx、SOx 及 PM 廢氣排放數據。

7.1.2 溫室氣體排放

本集團不斷致力減少溫室氣體排放，以回應氣候變化帶來的挑戰。按照溫室氣體核算體系準確計量，使我們能夠準確瞭解我們直接及間接帶來的溫室氣體排放。辦公室及後台服務中心的電力消耗是溫室氣體排放的主要來源。溫室氣體排放的第二個主要來源是數據中心後備發電機的燃料消耗。

報告期內，本集團的溫室氣體排放詳細匯總如下：

7.1.3 Waste

During our office operations, we generate a limited amount of hazardous waste, such as fluorescent tubes, toner and batteries, and non-hazardous waste such as paper and general household garbage. Our solid waste management policy regulates waste treatment and disposal and ensures compliance with applicable environmental laws and regulations. The waste generated in our operations can be divided into four categories: recyclable waste, non-recyclable waste, hazardous waste and domestic waste. To ensure effective recycling of all types of waste, we have installed multiple waste collection bins with designated colours for employees to separate daily waste. We also educate and promote the recycling theme by posting guidelines, posters and reminders in the office.

For sensitive material, the Group used burn bag for special disposal. The burn bag is filled with documents containing sensitive information, sealed shut, and then pick up by hired vendor for tossed.

For non-disclosure of data of general waste and intensity, the relevant data was not available as the respective building management offices handled the waste disposal of the head office.

7.1.4 Wastewater

The water consumption of the Group is mainly attributed to general office use which is mainly from toilets and wastewater generated from the pantry. The office building management has installed dual flush toilets and sensor taps to reduce water consumption. The domestic sewage from our offices is directly discharged to the municipal drainage system.

7.2 Use of Resources

The main resources consumed during the Group's operation are paper, energy and water. To reduce paper use, the Group encourages employees to minimise the number of photocopies and adopt double-sided printing whenever possible. Waste paper collection boxes are also placed in the office to collect non-reusable waste paper for recycling. In terms of energy saving, the Group has selected energy-efficient printer models and encouraged employees to switch off the lighting and air conditioning when not in use to avoid energy wastage and minimise carbon emissions.

The Group's employees are also reminded of the importance of water conservation and encouraged to adopt water-saving measures, such as turning off faucets tightly after use, in order to avoid water wastage. The Group will keep on enhancing energy and water usage efficiencies, and hence to consume resources in a reasonable manner.

Due to the nature of our business and the industry, no packaging materials are used during our operations.

7.1.3 廢棄物

在我們的辦公室營運期間，我們會產生數量有限的有害廢物，例如熒光燈管、墨粉及電池，以及紙張及一般生活垃圾等無害廢物。我們的固體廢物管理政策規範廢物的處理和處置，並確保遵守適用的環境法律法規。我們運營中產生的廢物可分為四大類：可回收廢物、不可回收廢物、有害廢物及生活垃圾。為確保有效地回收各類廢物，我們已安裝多個具有指定顏色的廢物收集箱，以便僱員分類日常廢物。我們亦通過在辦公室張貼指引、提醒及提示進行有關回收主題的教育及宣傳。

對於包含敏感信息的資料，本集團使用紅袋進行特殊處理。紅袋裏裝滿了包含敏感信息的檔案，密封好，然後由所聘用的供應商收集處理。

本集團所產生的廢棄物是由辦公大樓物業管理處處理的，故沒有披露相關廢棄物的總量和強度等數據。

7.1.4 廢水

本集團的用水量主要歸於一般辦公室用途，主要來自廁所和食品儲藏室產生的廢水。辦公樓管理部門已安裝雙抽水馬桶和感應水龍頭，以減少用水量。我們辦公室的生活污水直接排入市政排水系統。

7.2 資源使用

本集團運營期間消耗的主要資源是紙張、能源和水。為減少用紙，本集團鼓勵員工盡量減少影印數量，並儘可能採用雙面列印。廢紙收集箱也放置在辦公室中，以收集不可重複使用的廢紙以進行回收。在節能方面，本集團選擇了節能列印機，並鼓勵員工在不使用時關閉照明和空調，以免浪費能源並減少碳排放。

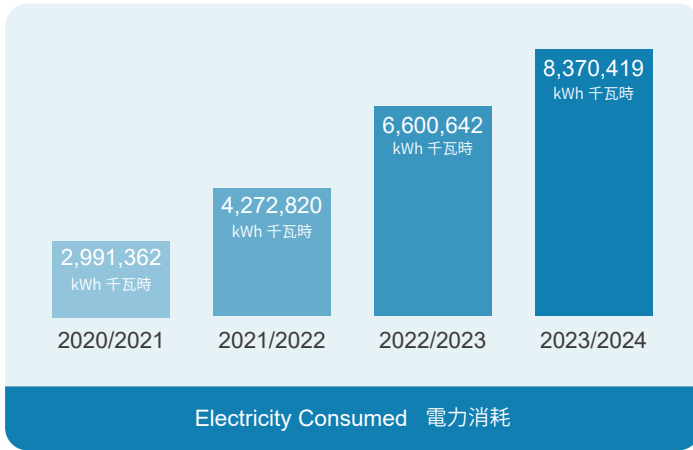
本集團還提醒員工節水的重要性，並採取節水措施，例如在使用後關緊水龍頭，以免浪費水。本集團將繼續提高能源和水的使用效率，從而合理地消耗資源。

由於我們業務和行業的性質，我們在運營過程中不使用任何包裝材料。

7.2.1 Energy Consumption

Due to the nature of the Group's business, it has more than 13,000 workstations. Energy use is relatively high. Electricity consumption is the largest source of greenhouse gas emissions of the Group.

During the reporting period, the Group's consumption of electricity was as below:



Compared to the previous reporting period, the inclusion of our back-office services business has resulted in a substantial increase in the Group's electricity consumption, but in terms of intensity, our per employee electricity consumption has been significantly reduced, resulting in improved energy efficiency.

In addition to electricity, our outsourced customer service business has 12 backup generators. The diesel fuel consumption of the standby generators for the reporting period was as follows:



The Group has six small vehicles which are used in the Company's back-office service business for transportation of corporate affairs.

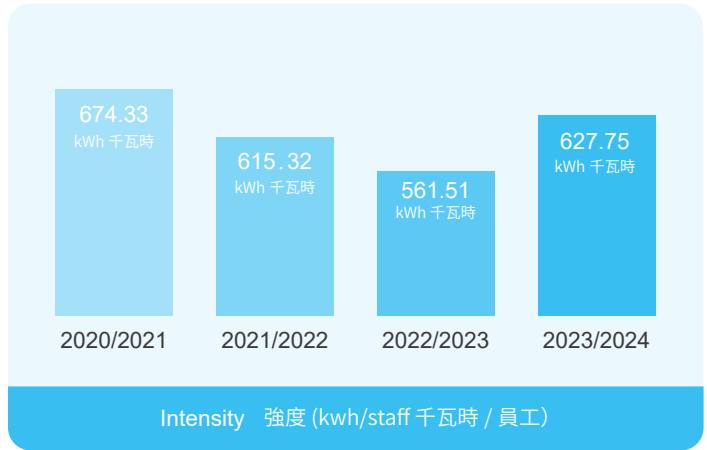
During the reporting period, the Group consumed the following amount of petrol:



7.2.1 能耗

由於本集團的業務性質，其擁有超過 13,000 多台電腦工作站。能源使用相對較高。電力消耗是本集團溫室氣體排放的最大來源。

報告年度內，本集團的電力消耗如下：



與上一報告期相比，由於納入了本公司外包客戶服務業務，本集團的電量大量增加了，但從強度而言，我們每個員工的人均電力大大降低，提高了能源效率。

除了電力，我們的外包客戶服務業務擁有 12 台備用發電機。報告期間，備用發電機的柴油使消耗如下：



本集團有六輛小型汽車，用於本公司外包客戶服務業務以進行公司事務運輸。

於報告期間，本集團的汽油消耗量如下：



7.2.2 Water Consumption

The Group's operations use relatively little water compared to other industries and the Group does not consider this to be a significant impact on its environment. However, the Group recognizes that water is becoming an increasingly important issue. The property management company where the Group's offices are located promotes water conservation and discusses water saving measures with the tenants in the building.

During the reporting year, the Group's water consumption was as follows:



7.2.3 Green Office

The Company has placed green plants in each workstation and specific corners of the office accordingly; in terms of energy-saving lighting, the Company has continuously improved and upgraded the lighting system, and has upgraded the lighting system according to the characteristics, usage and requirements of each area of the building, such as regular lighting with high-efficiency light sources and luminaires; special scene lighting, total lighting with internal translucent energy-saving light sources; public place lighting with the centralized control system.

We follow the 6S management requirements, conduct comprehensive inspection and supervision of the office environment, and promote electricity, water, paper and green travel in the daily office through posting instructions, promotion, and routine inspection, etc., and through the implementation of paperless office. Through the implementation of paperless office, the company used 8,435 kg of A4 paper throughout the year, we have set up OA office system and video conferencing system, reduced staff travel and other measures to raise employees' awareness of green office work, rationalize the allocation and use of various resources, and create a good corporate image.

7.2.2 水資源

本集團的業務與其他行業相比用水相對較少，本集團認為這對其環境影響不重大。但是，本集團認識到水正在成為越來越重要的議題。本集團辦公室所在地的物業管理公司促進節水，並與大樓內的租戶討論節水措施。

報告年度內，本集團的水消耗如下：

7.2.3 綠色辦公

本公司在每個工位和辦公室的特定角落都相應擺放了綠色植物；在節能照明方面，本公司持續改善升級照明系統，根據建築物各區域的特點、用途和要求，對照明系統進行職能控制與升級，如常規照明，採用高效光源與燈具；特殊場景照明，泛光照明採用內透式節能光源；公共場所照明採用集中控制系統等。

我們從細小處做起，我們遵循 6S 管理要求，對辦公環境進行全面檢查與監督，通過張貼使用說明、宣導、例行檢查等形式在日常辦公中提倡節電、節水、節紙以及綠色出行等，通過推行無紙化辦公。全年用打印紙 8,435 千克 A4 紙，搭建 OA 辦公系統、視訊會議系統，減少工作人員差旅等措施，提升員工綠色辦公意識，合理配置和使用各種資源，塑造良好的企業形象。

7.3 The Environment and Natural Resources

The Group is aware of its own environmental protection obligations. The Group has incorporated and implemented the 3Rs (Reduce, Reuse, and Recycle) principle into its daily operation, aiming to reduce the energy consumption, minimize the waste emission and improve the reuse rate of the A4 paper.

The Group introduced the electronic platform to process internal operations and approvals. An archiving server is also in place for documents storage to reduce the storage of documentation in paper format.

During the reporting year, the Group is not aware of any significant environmental impacts. The Group complied with all relevant environmental rules and regulation in PRC and Hong Kong.

7.4 Climate change

In the context of global warming, reducing greenhouse gas emissions and actively responding to climate change has become the consensus of the international community. The Group is well aware that extreme weather and global warming effects brought by climate change will have an impact on corporate operations. In order to ensure that our shareholders and other stakeholders can obtain long-term and stable investment returns, we will effectively manage and respond to climate change risks as one of our daily priorities.

Managing the impact of climate change on business operations

With reference to the proposed framework of the Task Force on Climate-related Financial Disclosures (TCFD), the Group further discloses the impact of climate change on the Group's operations and related countermeasures, and adopts a systematic and proactive approach to identify, assess and manage the impacts of climate change in business operations, related risks and in-depth implementation of sustainable development strategies.

We reviewed the climate risks and impacts of the company's business activities, identified climate change issues that may have a significant impact on the Group from the two dimensions of physical risk and transition risk, and divided them into short-term (1~3 years), medium-term (4~10 years) and long-term (more than 10 years) three categories.

7.3 環境和天然資源

本集團深知其自身的環保責任。本集團已將 3Rs (減少, 再利用及再循環) 原則納入並實施於日常運作中, 旨在減少能源消耗、減少廢物排放並提高 A4 紙的再使用率。

本集團引入電子平臺以處理內部營運及審批流程。本集團更設有伺服器用於文件存儲, 以減少紙質文件存儲。

於報告年度, 本集團並未發現任何重大環境影響。本集團遵守中國及香港所有相關環境規則及法規。

7.4 氣候變化

在全球氣候變暖的大環境下, 減少溫室氣體排放、積極應對氣候變化已成為國際社會的共識。本集團亦深知氣候變化帶來的極端災害天氣, 全球變暖效應等將對企業營運產生影響。為了確保我們的股東以及其他持份者能夠獲得長期穩定的投資收益, 我們將有效管理與應對氣候變化風險作為日常工作重點之一。

管理氣候變化對業務運營的影響

本集團參照氣候相關財務信息披露工作組 (TCFD) 的建議框架, 進一步披露氣候變化對本集團運營的影響及相關的應對措施, 採取系統化和積極的方針來識別、評估和管理業務運營中與氣候相關的風險, 深入實施可持續發展戰略。

我們審閱了公司經營活動的氣候風險與影響, 從實體風險與過渡風險兩大維度識別可能對集團產生重大影響的氣候變化事宜, 並將其分為短期 (1~3 年)、中期 (4~10 年) 及長期 (10 年以上) 三種類別。

Identify climate-related risks 識別氣候相關風險

Classification 分類		Timeframe 時間範圍	Climate-related risks assessed 氣候相關的風險	Potential Impacts 潛在影響
Physical risks 實體風險	Acute 急性	Short and mid-term 短期和中期	<ul style="list-style-type: none"> Increased severity of extreme weather events such as heavy snow and extreme cold 大雪極寒天氣等極端天氣事件的嚴重程度增加 	<ul style="list-style-type: none"> Impacts due to extreme cold weather increase heating costs and reduce profit 極寒天氣導致受到影響從而增加採暖成本，造成收入減少
	Chronic 慢性	Long term 長期	<ul style="list-style-type: none"> Changes in rainfall patterns and extreme changes in weather patterns 降雨模式的變化及天氣模式出現極端的變化 Increased carbon dioxide emissions raise average temperatures 二氧化碳排放量增加使平均氣溫上升 	<ul style="list-style-type: none"> Increased operating costs due to “power cuts” implemented in various provinces due to the control of high energy consumption and high emission projects 因管控管控高耗能高排放專案而在各省實施的“拉開限電”導致運營成本增加
Transition Risks 過渡風險	Transition Risks 政策及法律	Short term 短期	<ul style="list-style-type: none"> Increased pricing of GHG emissions 提高了溫室氣體排放定價 	<ul style="list-style-type: none"> Increased costs of compliance with laws and regulations. 合規成本增加
	Technology 科技	Short term 短期	<ul style="list-style-type: none"> Increased data center costs 數據中心成本增加 Change in energy use to renewable energy 能源使用改為使用可再生能源 	<ul style="list-style-type: none"> Changes in energy prices lead to increased operating costs 能源價格的變化導致營運成本增加
	Market 市場	Medium and long term 中期和長期	<ul style="list-style-type: none"> Call center servers use energy-efficient chips, incurring the cost of transitioning to low-emission technologies 呼叫中心伺服器使用節能芯片，產生向低排放技術轉型的成本 	<ul style="list-style-type: none"> Customer requests for energy consumption and GHG emissions data 客戶要求提供能耗和溫室氣體排放數據
	Reputation 聲譽	Medium and long term 中期和長期	<ul style="list-style-type: none"> Stakeholder interest in energy consumption increase 持份者對能耗的關注度上升 	<ul style="list-style-type: none"> Shifts in market preferences, such as customer preferences may lead to customer demands on call center energy usage and cooling capacity, which in turn may increase operating costs 市場偏好的轉變，例如客戶偏好可能會導致客戶對呼叫中心能耗使用和散熱能力提出要求，繼而可能增加營運成本

We actively responded to the UN's initiative to address climate change and China's dual carbon goals. Based on our own business development strategies and plans, and with reference to TCFD's recommendations, we have identified three aspects: energy sources, services and market. The following are our climate-related opportunities.

我們積極回應聯合國應對氣候變化倡議和中國雙碳目標，基於自身業務發展策略與規劃，並參考 TCFD 的建議，在能源來源、服務及市場等三個方面識別出了以下氣候相關機遇。

Climate-related opportunities 氣候相關機遇

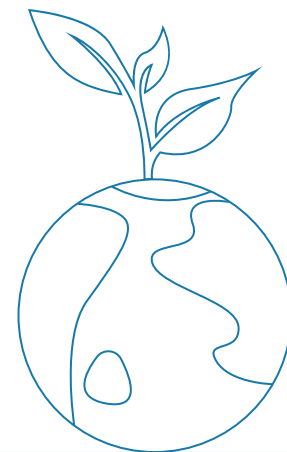
Type 類別	Climate-related Opportunities 氣候相關的機遇	Potential Impacts 潛在影響
Physical risks 實體風險	<ul style="list-style-type: none"> Formulate energy conservation and emission reduction plans, and actively pay attention to energy usage 制定節能減排計畫，積極關注能源使用情況 	<ul style="list-style-type: none"> Reduced exposure to increases in future fossil fuel price 減少未來化石燃料價格上漲的風險 Reduced GHG emissions and therefore less risks posed by increases in carbon costs 減少溫室氣體排放，降低碳成本增加的風險
Services 服務	<ul style="list-style-type: none"> Changes in customer preferences (eg, users tend to choose green call centers with low energy consumption) 客戶偏好轉變(如用戶傾向於選擇能耗低的綠色呼叫中心) 	<ul style="list-style-type: none"> Attract more call center customers with green call centers 通過綠色數據中心吸引更多呼叫中心客戶
Market 市場	<ul style="list-style-type: none"> Use of public-sector incentives 使用政府給予的激勵措施 	<ul style="list-style-type: none"> Improve the company's image by collaborating with local governments, universities, and suppliers to diversify revenue 通過與地方政府、高校、供應商合作提高公司的形象以實現收入的多樣

Strengthening Institutions and Addressing Climate-Related Risks and Opportunities

In order to build the ability to respond to physical risks driven by extreme weather events, the Group has formulated and implemented internal management documents such as the "Emergency Management Program", which regulates the prevention, monitoring and early warning measures in response to extreme weather events (heavy snow in Northeast China), and specifies emergency response and rescue measures in the aftermath of an extreme weather disaster.

加強制度建設及應對與氣候相關的風險和機遇

我們審閱了公司經營活動的氣候風險與影響，從實體風險與過渡風險兩大維度識別可能對集團產生重大影響的氣候變化事宜，並將其分為短期(1~3年)、中期(4~10年)及長期(10年以上)三種類別。



08 Social - Community

社會 - 社區

8.1 Community Investment

The Group believes that the healthy development of the community is beneficial to the community and the group. In order to establish a positive corporate culture and fulfill the group's corporate social responsibilities, the Group believes that the interests of the communities where it operates should be the top priority, and this is where the work can begin to realize the Group's sustainable development.

The Group's Hong Kong headquarters and its PRC office enthusiastically participate in various charitable activities. Beside monetary donations and materials donations to the poor and elderly communities in the society, the Group also provided support to individuals in need through various channels. For example, the Group has focused on education and volunteer activities aspects by provide job opportunities to young people. We encourage employees to volunteer, and help disadvantaged peoples, and taking care people in need in the society.

Last year, the Group received awards from a number of organizations, including "Caring Company" from the Hong Kong Council of Social Service, "Happy Workplace" from the Hong Kong Happy Index Foundation and "Good Employer of MPF" from the Hong Kong Productivity Council for three consecutive years.



In terms of back-office service business, the management and all employees actively fulfilled their social responsibilities during the COVID-19 epidemic. The Group actively responded to the national epidemic prevention measures and policy requirements. All employees doing their part in self-protection, engaged with the community, and made donations to help the local community to combat the COVID-19 epidemic.

8.1 社區投資

本集團認為，社區的健康發展有利於社區團體和集團本身。為了建立積極的企業文化並履行集團的企業社會責任，本集團認為，應將經營所在社區的利益放在首位，這是其實現可持續發展道路上的基本任務之一。

本集團香港總部及其中國辦事處熱心參與各項慈善活動，除了捐款及捐贈物資予社會上弱勢社群，並通過各種管道為有需要的個人提供支援。特別是，本集團在教育 and 志願者活動方面做出了努力，向年輕人提供了工作機會，鼓勵員工自願幫助弱勢社區，關懷及探訪社會上有需要的人。

本集團於去年更獲得多間機構頒發獎項予以肯定，連續三年榮獲的獎項包括：香港社會服務聯會頒發「商界展關懷」、香港提升快樂指數基金頒發的「開心工作間」及香港生產力促進局頒發的「積金好僱主」。

就後台服務業務而言，在 2021 年新冠疫情爆發之後，本公司管理層及全體員工積極履行自身的社會責任，積極回應國家防疫措施政策要求，認真做好自我防護，與社區聯動，通過捐款、捐物等途徑積極參與應對疫情防控。

In addition, the Company actively responded to the Ministry of Human Resources and Social Security and the Ministry of Education in implementing the "Outline of the National Long-term Education Reform and Development Plan", the "Opinions on Deepening the Reform of Modern Vocational Education System Construction" and the "Work Plan for Strengthening and Improving the New Apprenticeship System for Enterprises with Chinese Characteristics in the New Era" to promote industry-academia cooperation, collaborative education and innovation of talent cultivation mechanism in universities. We establish the "Jinhui Technology Incentive Fund" at Liaoning Normal University to reward students with outstanding academic performance, provide financial support to poor students, and support students' social practice activities. We support youth employment programs, insist on cooperating with education authorities and universities to provide internship and traineeship positions to students and graduates, organize various practical training activities, and serve as a base for talent training and job training for many universities. We also work with colleges and universities at all levels to implement a new apprenticeship training system for enterprises and actively promote the joint establishment of industrial colleges with schools to help integrate industry and education. Through various practical training activities for university students, we provide a platform for the majority of university students to apply the theory to practice, and play a good role in promoting the training of information service talents and e-commerce talents.

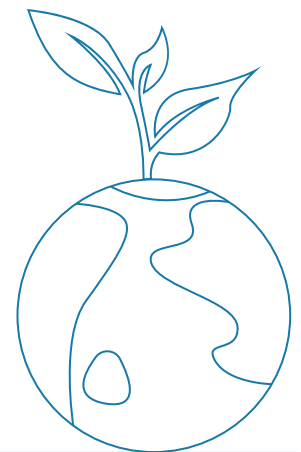
The Group has been striving to fulfill its social responsibilities. While ensuring sustainable operation and steady development, the Group has not forgotten its original intention and actively fulfilled its corporate obligations. The Group has used the artificial intelligence, big data and other technological advantages to help the disabled find employment, promote the employment for the poor, and participate the targeted poverty alleviation work sponsored by the government. The work is carried out in many aspects such as helping people to return to their home and find job in their hometown. And this result can bring social cohesion. The group will also create higher value to give back to society.

In addition to actively participating in social welfare undertakings, the Group also encourages all employees to actively give back to the society and participate in various forms of donations, volunteers, and charity activities to support various public welfare undertakings. In this regard, the Group has formed a good culture and atmosphere from top to bottom.

除此以外，本公司積極回應人力資源社會保障部、教育部落實《國家中長期教育改革和發展規劃綱要》、《關於深化現代職業教育體系建設改革的意見》、《加強和改進新時代中國特色企業新型學徒制工作方案》，推進產學合作、協同育人，創新高校人才培養機制，我們在遼寧師範大學設立了“金慧科技勵志基金”，用於獎勵遼寧師範大學品學兼優的學生、資助貧困學生以及支持學生開展社會實踐活動。我們支援青年就業計畫，堅持每年與教育主管部門、高校合作，向在校學生和畢業生提供實習和見習職位，舉辦各類實訓活動，是諸多高校的人才實訓和就業見習基地，並與各級院校聯合落實企業新型學徒制培養，積極推進與校方共建產業學院，助力產教融合。通過各類在校大學生實訓活動，為廣大在校大學生提供了一個將理論運用到實踐的平臺，為信息化服務人才和電子商務人才的培養起到了較好的推動作用。

本集團一直努力踐行社會責任，在保證持續經營、穩健發展的同時，不忘初心積極地履行企業義務，結合人工智慧、大數據等技術優勢，通過幫助殘障人士就業、推動貧困人口就業、促進人口回流等多方面開展精準扶貧工作，更好地與社會共用企業經營成果，集團也將創造更高價值回饋社會。

集團除了積極參與社會公益事業外，還鼓勵全體員工主動回饋社會，參與各種形式的捐助、義工、便民活動，以支持各項公益慈善事業。對此，本集團自上而下形成了良好的文化和氛圍。



09 Appendix 1 ESG Key Performance Data Tables for 2023/2024

附錄1 2023/2024年ESG關鍵績效數據表

Environmental Aspects

環境範疇

KPI 關鍵績效指標		Unit 單位	2023/2024
Air Emission 廢氣	Sulfur dioxide 二氧化硫排放量	Kg 千克	0.0075
	Nitrogen oxides 氮氧化物排放量	Kg 千克	66.65
	Particular matter 顆粒物排放量	Kg 千克	6.31
Greenhouse Gas Emissions 溫室氣體排放	Greenhouse gas emissions (Scope 1) 溫室氣體排放量(範圍一)	tCO2e 噸二氧化碳當量	26.67
	Greenhouse gas emissions (Scope 2) 溫室氣體排放量(範圍二)	tCO2e 噸二氧化碳當量	4,773.65
	Total greenhouse gas emissions 溫室氣體總排放量	tCO2e 噸二氧化碳當量	4,800.31
	Intensity of greenhouse gas emissions 溫室氣體排放強度	tCO2e/ Number of employees 噸二氧化碳當量 / 員工人數	0.36
Hazardous Waste 有害廢棄物	Total hazardous waste 有害廢棄物總量	Tonne 噸	The Group's waste is mainly domestic waste. The waste is sorted and disposed of by the property management company. 本集團的廢棄物主要為生活垃圾。廢棄物由物業公司負責分類處理。
	Hazardous waste intensity 有害廢棄物密度	Tonne/ Number of employees 噸 / 員工人數	
Non-hazardous waste 無害廢棄物	Total non-hazardous waste 無害廢棄物總量	Tonne 噸	
	Non-hazardous waste intensity 無害廢棄物密度	Tonne/ Number of employees 噸 / 員工人數	
Energy consumption 能源使用	Total energy consumption 總能耗量	'000 kWh 千個千瓦時	8,479.90
	Direct energy consumption 直接能耗量	'000 kWh 千個千瓦時	109.49
	Indirect energy consumption 間接能耗量	'000 kWh 千個千瓦時	8,370.42

KPI 關鍵績效指標		Unit 單位	2023/2024
Energy consumption 能源使用	Energy consumption intensity 能耗強度	'000 kWh//staff number 千個千瓦時 / 員工人數	0.64
	Electricity consumption 總用電量	'000 kWh 千個千瓦時	8,370.42
	Petrol consumption 汽油使用量	Litre 升	10,783.14
	Diesel consumption 柴油使用量	Litre 升	465.53
Water Consumption 用水量	Water consumption 用水量	m3 立方米	57,963.57
	Intensity of water consumption 用水強度	m3/ Number of employees 立方米 / 員工人數	4.35

Description of environmental data and indexes:

環境資料與係數說明

1.Environmental data spans the period from 1 April 2023 to 31 March 2024.

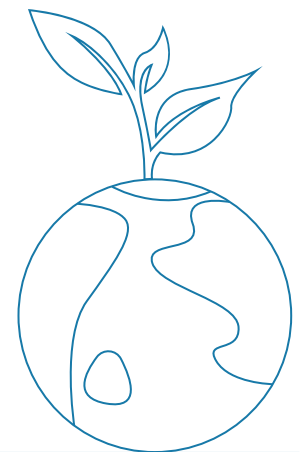
2.GHG emissions (Scope 2) arise from the consumption of purchased electricity; the data sources are the payment bills of relevant fees and administrative statistical ledgers. The GHG emission factors of purchased electricity refer to the Notice on the management of greenhouse gas emission reporting of enterprises in the power generation industry from 2023 to 2025 issued by the Ministry of Ecology and Environmental of PRC , and other energy emission factors are based on the Reporting Guidance on Environmental KPIs issued by the Hong Kong Stock Exchange.

3.The type of energy consumed by the Group in 2023/2024 includes purchased electricity, and the data sources are the payment bills of relevant fees and administrative statistical accounts; The energy consumption indexes are subject to the Reporting Guidance on Environmental KPIs issued by the Hong Kong Stock Exchange and the General Principles for Calculation of Total Production Energy Consumption (GB/T 2589-2008) .

1、環境資料的時間跨度為二零二三年四月一日至二零二四年三月三十一日。

2、溫室氣體排放(範圍二)產生於外購電力消耗，資料來源為相關費用的繳費單以及行政統計台賬。外購電力的溫室氣體排放係數參考國家生態環境部發佈的《關於做好 2023—2025 年發電行業企業溫室氣體排放報告管理有關工作的通知》，其他能源排放係數參考香港聯交所發佈的《環境關鍵績效指標匯報指引》。

3、2023/2024 年本集團消耗的能源類型包括外購電力，資料來源為相關費用的繳費單以及行政統計台賬；能耗係數參考《環境關鍵績效指標匯報指引》以及國家《GB/T2589—2008 綜合能耗計算通則》。



KPI 關鍵績效指標		2023/2024	
Total number of employees by gender, employment type, age group and region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數			
		Number of employees (persons) 員工人數(人)	Percentage(%) 百分比(%)
By Gender 按性別劃分	Male 男	5,772	43%
	Female 女	7,674	57%
By Employment Type 按僱傭類型劃分	Full-time 全職	13,041	97%
	Part-time 兼職	22	0.16%
	Interns 實習生	383	2.84%
By Age Group 按年齡組別劃分	Under 30 years old 30周歲以下	10,505	78.12%
	31 – 50 years old 31-50周歲	2,911	21.65%
	50 years old or above 50周歲以上	30	0.22%
By Geographical Region 按地區劃分	Mainland China 中國大陸	13,440	99.96%
	Hong Kong, China 中國香港	6	0.04%
Total Number of Employees 僱員流失比率			
		Turnover rate 離職率(%)	
By business 按業務劃分	Back-office business 後台服務業務	9.12%	
Health and Safety 健康與安全			
Number of work-related fatalities in the past three years 過去三年因工死亡的人數		0	
Lost days due to work injury 因工傷損失的工作日數		0	
Percentage of Employees Trained and Average Hours Trained by Gender and Employment Type 按性別及僱傭類型劃分的受訓僱員百分比及受訓平均時數			
		Percentage of employees trained 受訓僱員百分比	Number of training hours per capita 人均受訓時數
Back-office business 後台服務業務	Grass-root Management Team 基層管理團隊	100%	64.5
	Senior Middle Management 中高層管理	100%	11
	Ordinary Staff 普通員工	100%	60

10 Appendix 2 HKEX's ESG Reporting Guide Content Index

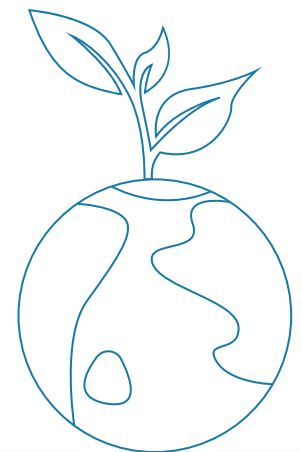
附錄2香港交易所《環境、社會及管治報告指引》內容索引

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
A1 General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	28-31
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放資料。	Disclosed 已披露	29-31, 39
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)。	Disclosed 已披露	30, 39
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)。	Disclosed 已披露	31, 39
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)。	Disclosed 已披露	31, 39
A1.5	Description of emission 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。	Disclosed 已披露	29
A1.6	Description of how hazardous and nonhazardous 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	Disclosed 已披露	31
A2 General Disclosure 一般披露	Policies on efficient use of resources including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策	Disclosed 已披露	31-33
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)。	Disclosed 已披露	39-40
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)。	Disclosed 已披露	33, 40
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。	Disclosed 已披露	29, 31-33
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。	Disclosed 已披露	33
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	N/A (The Group's core business does not involve the use of packaging materials.) 不適用。我們的主營業務不涉及包裝材料的使用。	N/A 無

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
A3 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。	Disclosed 已披露	34
A3.1	Description of the significant impact 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。	Disclosed 已披露	34
A4 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。	Disclosed 已披露	34-36
A4.1	Policies on efficient use of resources including energy, water and other raw materials. 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。	Disclosed 已披露	34-36
B1 General Disclosure 一般披露	Information on the policies and 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政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	20
B1.1	Total workforce by gender, employment type (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。	Disclosed 已披露	21
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。	Disclosed 已披露	21
B2 General Disclosure 一般披露	Information on the policies and 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以及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	22-23
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。	Disclosed 已披露	23
B2.2	Lost days due to work injury. 因工傷損失工作日數。	Disclosed 已披露	23
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	Disclosed 已披露	22-23
B3 General Disclosure 一般披露	Policies on improving employee's knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Disclosed 已披露	23-26
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。	Disclosed 已披露	23-26, 41
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。	Disclosed 已披露	23-26, 41
B4 General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工及強制勞動的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	27

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
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。	Disclosed 已披露	27
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。	Disclosed 已披露	27
B5 General Disclosure 一般披露	IPolicies 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。	Disclosed 已披露	19
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Disclosed 已披露	19
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Disclosed 已披露	19
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。	Disclosed 已披露	19
B5.4	Description of practices used to promote environmental 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。	Disclosed 已披露	19
B6 General Disclosure 一般披露	Information on the policies and 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政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	13-16
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。	Not Applicable (The Group's main business does not involve product recalls for safety and health reasons.) 不適用。我們的核心業務並不涉及安全健康風險。	N/A 無
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	Disclosed 已披露	16
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障智慧財產權有關的慣例。	Disclosed 已披露	17-18
B6.4	Description of quality assurance process and recall procedures. 描述品質檢定過程及產品回收程式。	Disclosed 已披露	13-16
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	Disclosed 已披露	17
B7 General Disclosure 一般披露	Information on the policies and 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、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	18-19
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。	Disclosed 已披露	18-19
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程式，以及相關執行及監察方法。	Disclosed 已披露	18-19

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
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。	Disclosed 已披露	18-19
B8 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 takes into consideration communities' interests. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Disclosed 已披露	37-38
B8.1	Focus areas of contribution (e.g. education, environmental concerns labour needs, health, culture and sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Disclosed 已披露	37-38
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)。	Disclosed 已披露	37-38





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**Environmental, Social and
Governance Report**

環境、社會及管治報告

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