



GET HOLDINGS LIMITED

智易控股有限公司*

(Incorporated in the Cayman Islands and continued in Bermuda with limited liability)
(於開曼群島註冊成立及於百慕達存續之有限公司)

Stock code 股份代號: 8100

Environmental, Social and
Governance Report
環境、社會及管治報告

2019

*For identification purposes only 僅供識別

CONTENTS

目錄

About this ESG report	關於本環境、社會及管治報告	2
Reporting scope	報告範疇	2
Reporting standards	報告準則	2
Board involvement	董事會參與	3
Our sustainability values	可持續發展價值	3
Stakeholders' engagement	持份者參與	4
Stakeholders' feedback	持份者之反饋意見	7
Relation with the Group's business	與本集團業務的關係	7
Environment	環境	8
(a) Energy	(a) 能源	8
(b) Water	(b) 水資源	9
(c) Non-hazardous waste	(c) 無害廢棄物	9
Employment	僱傭	10
(a) Health and safety	(a) 健康及安全	12
(b) Work-life balance	(b) 工作與生活平衡	12
(c) Training and development	(c) 培訓及發展	13
Labour standards	勞工準則	13
Supply chain management	供應鏈管理	13
Product responsibility	產品責任	14
Anti-corruption	反貪污	15
Community investment	社區投資	15
References to the ESG reporting guide	環境、社會及管治報告指引內容索引	16

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THIS ESG REPORT

GET Holdings Limited (“Company”) is pleased to present the Environmental, Social and Governance (“ESG”) Report (“ESG Report”) for the year ended 31 December 2019 (“Reporting Year”). It describes the policies and activities of the environmental and social aspects of the Company and its subsidiaries (collectively known as the “Group”) during the Reporting Year. For detailed information of our corporate governance, please refer to pages 38 to 57 of the annual report of the Company for the year ended 31 December 2019 (“Annual Report”). It is recommended to read the ESG Report in conjunction with the “Corporate Governance Report” contained in the Annual Report to understand our ESG performance throughout the Reporting Year.

REPORTING SCOPE

The ESG Report describes the sustainability development of the Group during the Reporting Year. The principal activity of the Company is investment holding. The Group is principally engaged in (i) research, development and distribution of personal computer performance software, anti-virus software, mobile phone applications and toolbar advertisements; (ii) the operation of the business-to-customer online sales platform, and the business-to-business product trading; (iii) securities investment; and (iv) the provision of corporate management solutions and information technology (“I.T.”) contract services (collectively known as the “Core Business”) during the Reporting Year. The ESG Report covers the environmental and social performance of the activities of the Core Business located in Hong Kong and Shenzhen in the People’s Republic of China (“PRC”) during the Reporting Year.

REPORTING STANDARDS

The ESG Report has been prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (“Stock Exchange”) (“GEM Listing Rules”) and Rule 17.103 under Chapter 17 of the GEM Listing Rules.

關於本環境、社會及管治報告

智易控股有限公司（「本公司」）欣然呈列截至二零一九年十二月三十一日止年度（「報告年度」）之環境、社會及管治（「環境、社會及管治」）報告（「環境、社會及管治報告」）。本環境、社會及管治報告描述了本公司及其附屬公司（統稱「本集團」）於報告年度關於環境及社會方面之政策及活動。有關我們企業管治之詳細資料，請參閱本公司截至二零一九年十二月三十一日止年度之年度報告（「年報」）第38至57頁。建議環境、社會及管治報告與年報所載的「企業管治報告」一併閱讀，以了解我們於報告年度之環境、社會及管治表現。

報告範疇

本環境、社會及管治報告描述了本集團於報告年度之可持續發展情況。本公司之主要業務活動是投資控股。本集團於報告年度主要從事(i)研究、開發及分銷個人電腦性能軟件、防毒軟件、流動電話應用程式及工具欄廣告；(ii)企業對消費者網上銷售平台以及企業對企業產品貿易；(iii)投資證券；及(iv)提供企業管理解決方案及資訊科技（「資訊科技」）合約服務（統稱「核心業務」）。本環境、社會及管治報告涵蓋於報告年度在中華人民共和國（「中國」）香港及深圳的核心業務活動的環境及社會表現。

報告準則

環境、社會及管治報告已根據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」（「環境、社會及管治報告指引」）及GEM上市規則第17章第17.103條編製。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

BOARD INVOLVEMENT

The board of directors of the Company (the “Board”) is responsible for implementing and reviewing the Group’s overall strategies relating to environment, society and governance. We take into account ESG-related risks in decision making and maintaining appropriate and effective risk management and internal control systems. With management from different business units, an ESG committee (“Committee”) was established in August 2018 with an aim to ensure that the Group’s operations comply with the principle of sustainability and to look after the Group’s daily operations and risk management matters in relation to our ESG-related risks. The Committee deals with sustainability issues by regular communication with senior management from key business divisions, reviewing the Group’s daily operations and feedback from stakeholders and updating internal policies whenever necessary. The material issues involving the ESG-risks of the Group will be reviewed by the Committee and the Board regularly.

OUR SUSTAINABILITY VALUES

As a good corporate citizen, we are committed to creating sustained value for stakeholders by incorporating environmental, social and governance considerations into our operation with an aim to be a positive force in our environment and the community. The Group believes that sustainable development of the Group is rooted in the operations of the Core Business and our relationship with our shareholders, employees, customers, suppliers, government and the community surrounding us. Details of our management approach in environmental and social aspects towards the Core Business can be found in different sections of the ESG Report.

董事會參與

本公司董事會（「董事會」）負責實施及檢討本集團與環境、社會及管治有關的整體策略。在決策過程中，我們會考慮與環境、社會及管治相關的風險，並維持恰當有效的風險管理及內部監控系統。環境、社會及管治委員會（「委員會」）於二零一八年八月成立，由各業務單位的管理層組成，旨在確保本集團的運作符合可持續發展的原則，並監察本集團的日常運作及環境、社會及管治相關風險的風險管理事宜。委員會透過與主要業務分部的高級管理層定期溝通、審視本集團的日常運作及持份者的反饋意見以及在必要時更新內部政策處理可持續發展的事務。有關本集團環境、社會及管治風險的重大事宜將由委員會及董事會定期檢討。

可持續發展價值

作為良好的企業公民，我們致力於營運過程中納入環境、社會及管治考慮因素，為持份者締造可持續價值，藉此為環境以至社區作出正面貢獻。本集團相信本集團的可持續發展植根於經營核心業務及我們與股東、僱員、客戶、供應商、政府及附近社區的關係。我們在核心業務的環境及社會方面的管理方針詳情載於環境、社會及管治報告的各個章節。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

STAKEHOLDERS' ENGAGEMENT

We believe that understanding the views of our stakeholders lays a solid foundation for the long-term growth and success of the Group. We have identified our employees, customers, investors and shareholders, suppliers and business partners, government and regulators and the community at large as our key stakeholders. In daily business activities, we communicate with our stakeholders through multiple channels as below:

持份者參與

我們深信了解持份者的意見為本集團的長期增長及成功奠定穩固基石。我們將僱員、客戶、投資者及股東、供應商及業務夥伴、政府及監管機構以及廣大社區識別作我們的主要持份者。在日常業務活動中，我們透過各種渠道與持份者溝通，詳情如下：

Stakeholders 持份者	Areas of concerns 關注事項	Communication channels 溝通機制
Employees 僱員	<ul style="list-style-type: none"> - Providing safe and suitable working environment for our staff - 為員工提供安全及合適的工作環境 - Career development - 事業發展 - Democratic communication - 民主溝通 - Rights and interests of employees - 僱員的權利及權益 - Remuneration and welfare - 薪酬及福利 	<ul style="list-style-type: none"> - E-mails - 電郵 - Staff performance evaluation - 員工表現評估 - Staff recreational activities - 員工康樂活動 - Staff trainings - 員工培訓 - Employee handbook - 僱員手冊
Customers 客戶	<ul style="list-style-type: none"> - Product and service quality - 產品及服務質素 - Technological innovation - 技術創新 - Complying with applicable laws and being responsible for product and service liability - 遵守適用法例，履行產品及服務責任 - Respecting customer privacy and information security - 尊重客戶私隱及保障資料安全 	<ul style="list-style-type: none"> - Customer service hotline - 客戶服務熱線 - E-mails - 電郵 - Company website - 公司網站 - Social media platforms - 社交媒體平台

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Stakeholders 持份者	Areas of concerns 關注事項	Communication channels 溝通機制
Investors and shareholders 投資者及股東	<ul style="list-style-type: none"> - Corporate governance 企業管治 - Financial performance 財務表現 - Information disclosure 資料披露 - Protection of investors' and shareholders' interests 保障投資者及股東權益 - Improving operational efficiency to generate stable returns in the long run 提升經營效率，長遠創造穩健回報 	<ul style="list-style-type: none"> - E-mails 電郵 - Annual general meetings 股東週年大會 - Company website 公司網站 - Reports, announcements and other publications 報告、公告及其他刊物
Suppliers and business partners 供應商及業務夥伴	<ul style="list-style-type: none"> - Complying with applicable laws and eradicating corruption behaviour 遵守適用法例，杜絕貪污行為 - Maintaining sound cooperation relationship for mutual growth 保持良好合作關係，共同成長 - Formulating stringent procurement system and controlling risks 制定嚴謹的採購制度，控制風險 	<ul style="list-style-type: none"> - E-mails 電郵 - Business negotiations 業務磋商 - Contracts and agreements 合約及協議 - Company website 公司網站 - Social media platforms 社交媒體平台 - Site visits 現場考察

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Stakeholders 持份者	Areas of concerns 關注事項	Communication channels 溝通機制
Government and regulators 政府及監管機構	<ul style="list-style-type: none"> - Complying with relevant laws and regulations - 遵守相關法律及法規 	<ul style="list-style-type: none"> - Official and verbal correspondence - 公文或口頭往來 - Publications on the websites of the Stock Exchange and the Company - 於聯交所及本公司網站作出公示 - Tax return filings and others - 報稅單及其他 - Company website - 公司網站
Community 社區	<ul style="list-style-type: none"> - Community development - 社區發展 - Enhancing the environmental protection consciousness of staff and encouraging them to make commitment to the society - 增強員工環保意識，鼓勵員工貢獻社會 - Developing innovative products to bring convenience to the society - 開發創新產品為社會帶來便利 - Providing quality products to enhance lifestyle of our customers worldwide - 提供優質產品，提升全球客戶的生活方式 	<ul style="list-style-type: none"> - E-mails - 電郵 - Company website - 公司網站 - Social media platforms - 社會媒體平台 - Community activities and/or charitable donations - 社區活動及／或慈善捐贈

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

STAKEHOLDERS' FEEDBACK

We value and pay active attention to the expectations and demands of the stakeholders for our ESG approach and performance. We welcome your feedback and other enquires on our ESG approach and performance by e-mail to info@geth.com.hk, or by mail to Room 1204-5, 12/F., Centre Point, 181-185 Gloucester Road, Wan Chai, Hong Kong.

RELATION WITH THE GROUP'S BUSINESS

To demonstrate the Group's commitment to sustainable development and compliance with laws and regulations relating to environmental protection, the Group endeavours to minimise the environmental impact of the business activities and maintain green operations and green office practices.

The Group is a service-oriented enterprise mainly with office operations and does not generate material direct emissions, industrial pollutants, sewage and hazardous waste. Given the service nature of the operations, the Group poses less negative impact to the environment than other traditional industries. The Group was not aware of any material environmental liability risk or compliance costs during the Reporting Year. However, the Group is committed to continuously improving the environmental sustainability and we recognise our responsibility to reduce the impact of the operations and the resources and materials we use every day.

During the Reporting Year, we were not aware of any material non-compliance with applicable environmental laws and regulations in Hong Kong and the PRC, including but not limited to the Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong), the Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong), the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong) and the Environmental Protection Law of the PRC.

持份者之反饋意見

我們重視並關注持份者對我們環境、社會及管治方針及表現的期望與訴求。我們歡迎閣下透過電郵將反饋意見及其他有關環境、社會及管治方針及表現的查詢發送至 info@geth.com.hk 或郵遞至香港灣仔告士打道181-185號中怡商業大廈12樓1204-5室。

與本集團業務的關係

為展示本集團對可持續發展的承諾及與環保相關法律法規合規事宜，本集團盡力將業務活動的環境影響降至最低以及維持綠色營運及綠色辦公室常規。

本集團為服務為本的企業，主要涉及辦公室營運，並無產生重大直接排放物、工業污染物、污水及有害廢物。鑒於我們業務的服務性質，本集團對環境造成的負面影響低於其他傳統行業。於報告年度，本集團並不知悉有任何重大環境責任風險或合規成本。然而，本集團不斷致力改善環境之可持續發展，且我們深知我們有責任減低營運造成的影響，並對每日所用資源及物料負責。

於報告年度，我們並不知悉有任何香港及中國適用之環境法律法規的重大違規情況，包括但不限於香港法例第358章《水污染管制條例》、香港法例第311章《空氣污染管制條例》、香港法例第354章《廢物處置條例》及《中國環境保護法》。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ENVIRONMENT

We recognise the importance of maintaining environmental sustainability in our daily operations and act in compliance with the laws and regulations relating to environmental protection and pollution control, including but not limited to the Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong), the Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong), the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong) and the Environmental Protection Law of the PRC. The Group is a service-oriented enterprise mainly with office operations, the daily business of which does not generate material direct emissions, industrial pollutants, sewage and hazardous waste. Nevertheless, we pay high attention to environmental protection in establishing a green corporation.

(a) Energy

We recognise that consumption of our purchased electricity at the workplaces accounts for our major indirect greenhouse gas emissions. Total electricity consumption from our three leased offices in Wan Chai and North Point in Hong Kong and Shenzhen in the PRC for the Reporting Year was approximately 44,623 kWh (2018: approximately 38,143 kWh from two leased offices in Wan Chai and North Point in Hong Kong) and energy consumption intensity was approximately 18.44 kWh per square feet of gross floor area (2018: approximately 9.21 kWh), producing CO₂ equivalent emission of approximately 35.89 tonnes (2018: approximately 30.13 tonnes from two leased offices in Wan Chai and North Point in Hong Kong). The intensity of CO₂ equivalent emission was approximately 0.01 tonne per square feet of gross floor area (2018: approximately 0.01 tonne).

To reduce the energy consumption and the amount of carbon emission, we encourage our employees to set the computers to automatic standby or sleep mode and switch off all idle electrical devices or lights before leaving office. We set the temperature of air-conditioners at an energy-efficient level, best at 24–26°C. We encourage the use of telephone and video conference to minimise the travelling of directors and staff. Along with the effective implementation of the corresponding policies and measures by employees, the Group believed that the awareness of our staff on saving energy has been increased and expected that our carbon emission could be reduced effectively.

環境

我們深明維持日常業務的環境可持續性的重要性，並按照有關環境保護及污染管制的法律及規例行事，包括但不限於香港法例第358章《水污染管制條例》、香港法例第311章《空氣污染管制條例》、香港法例第354章《廢物處置條例》及《中國環境保護法》。本集團是以服務為本的企業，主要涉及辦公室營運，日常業務並無產生重大直接排放物、工業污染物、污水及有害廢棄物。儘管如此，我們高度重視環境保護以成為綠色企業。

(a) 能源

我們確認於辦公場所的外購電力消耗是我們主要的間接溫室氣體排放來源。我們於香港灣仔及北角以及中國深圳的三間租賃辦公室於報告年度的總耗電量約為44,623千瓦時（二零一八年：於香港灣仔及北角的兩間租賃辦公室產生約38,143千瓦時）及能源消耗密度約為每平方呎建築面積約18.44千瓦時（二零一八年：約9.21千瓦時），產生約35.89噸（二零一八年：於香港灣仔及北角的兩間租賃辦公室產生約30.13噸）二氧化碳當量。二氧化碳當量排放密度為每平方呎建築面積約0.01噸（二零一八年：約0.01噸）。

為減少能源消耗及碳排放量，我們鼓勵僱員將電腦設定成自動待機或睡眠模式，並於離開辦公室時關閉所有閒置電器設備或電燈。我們將空調溫度設定於節能水平，24–26°C最為適宜。我們鼓勵使用電話及視像會議，以盡量減少董事及員工的差旅。隨著僱員有效實施相應政策及措施，本集團相信員工節約能源的意識已得到加強，預計我們的碳排放有望有效減少。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

(b) Water

As the Group does not conduct any business relating to manufacturing, it does not encounter any issue in sourcing water that is fit for purpose. Our key water usage arises from consumption in offices, including toilet flushing, water tap and drinking water. We operate in leased office premises of which water supply and discharge are controlled by building management who considered provision of water usage data to individual occupant not feasible. In order to promote better utilisation and conservation of water resources, we have executed the following measures during our daily operation:

- Remind staff to turn off water taps after use
- Place posters related to saving water resource in prominent places to encourage water conservation

(c) Non-hazardous waste

As the operations of the Core Business mainly focus on provision of software products and I.T. related services, operation of online sales platform and product trading, we do not involve any handling of the hazardous wastes or packaging materials. The Group believes that our business activities do not have significant impacts on the environment and natural resources. The non-hazardous waste of the Group are mainly paper waste and waste generated from the daily operating activities in offices. During the Reporting Year, non-hazardous waste generated from printing paper was approximately 451 kg (2018: approximately 494 kg), representing intensity of approximately 7 kg per employee (2018: approximately 10 kg). To minimise production of non-hazardous waste, the following key procedures have been implemented:

- Place boxes and trays beside photocopiers as containers to collect single-sided paper for reuse and used paper for recycling
- Encourage the use of digital document and double-sided printing and copying

(b) 水資源

由於本集團並無進行任何製造業相關業務，故在獲取適用水資源時並無遇到任何問題。我們的用水主要源於辦公室消耗，包括沖廁、水龍頭及飲用水。我們於租賃辦公室場所經營業務，其水供應及排放均由大廈管理處控制，而大廈管理處認為向個別租戶提供用水數據並不可行。為宣傳有效使用及節約水資源，我們已於日常營運中執行下列措施：

- 提醒員工使用後關閉水龍頭
- 在當眼位置張貼有關「節約水資源」的海報，以鼓勵節約用水

(c) 無害廢棄物

由於核心業務的營運主要集中於提供軟件產品及資訊科技相關服務、經營網上銷售平台及產品貿易，故我們並無涉及有害廢棄物或包裝材料的處理。本集團相信我們的業務活動並無對環境及天然資源造成重大影響。本集團的無害廢棄物主要為辦公室日常經營活動中產生的廢紙及垃圾。於報告年度，源自印刷紙的無害廢棄物約為451公斤（二零一八年：約494公斤），即密度為每名僱員約7公斤（二零一八年：約10公斤）。為盡量減少無害廢棄物的產生，我們已實施下列主要措施：

- 放置紙箱及紙盒於影印機旁，以便收集單面紙作循環再用及回收廢紙
- 鼓勵使用數碼文件及雙面打印及複印

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

- Recycling areas have been provided in offices to promote paper recycling
- Encourage employees to use e-mails or notice board for internal communication
- Promote a “think before you copy” attitude: sharing some documents with co-workers and print only the number of copies required
- Avoid using single-use disposable items
- 於辦公室提供回收區以宣傳紙張回收
- 鼓勵僱員使用電郵或告示板作內部通訊
- 推廣「複印前要三思」心態：與同事共用若干文件，僅打印所需數量的文件
- 避免使用一次性即棄物品

With the implementation of the measures above, we believe the objectives of saving energy, reducing waste and preserving the environment can be achieved.

實施上述措施後，我們深信能夠實現節能、減廢及環保的目標。

EMPLOYMENT

We are committed to retaining talents through offering competitive salaries and benefits, providing employees with continuous on-the-job training and development and creating a work environment in which a work-life balance is supported. We have entered into individual employment contracts with our employees that comply with applicable laws and regulations covering matters on working hours and rest periods.

During our recruitment and staff promotion process, we provide equal opportunity for all people regardless of sex, marital status, family status or disability. Our judgment is based on their qualifications, experience, skills, potential and performance. Performance appraisal and counselling are offered to employees on an annual basis. The purpose of our performance appraisal does not solely rest on evaluating their abilities to meet the Company's expectations. More importantly, it acts as an opportunity for us to reward those exceed our expectations. It also provides the perfect chance for employees to discuss with management their concerns and ideas. We strive to retain employees; however, in case of voluntary resignation or dismissal, we follow all requirements regarding the termination of employment as stipulated in the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Labour Law of the PRC and/or other relevant laws and regulations.

僱傭

我們致力透過提供具競爭力的薪金及福利、為僱員提供持續在職培訓及發展及營造一個支持工作與生活平衡的工作環境，以挽留精英人才。我們已與僱員訂立符合適用法律及規例的個別僱傭合約，當中涵蓋工作時數及假期等事項。

於招聘及員工晉升過程中，我們為所有人士提供公平機會，不論性別、婚姻狀況、家庭狀況或殘障。我們根據彼等的資歷、經驗、技術、潛力及表現作出判斷。我們每年為僱員提供表現評核及輔導。表現評核的目的並非單單評估其能力是否符合本公司的期望，更重要的是我們可藉此機會嘉許該等超乎我們期望的員工，亦為僱員提供最適當的時機，與管理層討論其關注事項及意見。我們努力挽留僱員，然而，倘屬於自願辭職或遣散，我們會遵從香港法例第57章《僱傭條例》、《中國勞動法》所訂明有關終止僱傭的所有規定及／或其他相關法律及規例。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The Group's remuneration policy is based on the principle of equality, motivation, performance-oriented and market competitiveness, and in accordance with the statutory requirements of the respective jurisdictions where the employees are engaged. Remuneration packages are normally reviewed on an annual basis. Apart from salary payments, other staff benefits including provident fund contributions, medical insurance and performance-related bonus are provided to Hong Kong employees and social insurance and housing provident fund are provided to PRC employees. A share option scheme is also established to reward and motivate the employees of the Group.

As at 31 December 2019, we have a total of 62 full-time staff (2018: 49) of the Core Business. Our total workforce by gender and age as of 31 December 2019 and 31 December 2018 are shown in the following table, respectively:

本集團乃基於平等、激勵、以表現為導向及市場競爭力的原則，並根據聘用僱員所在司法權區各自的法例規定制定薪酬政策。薪酬待遇通常每年檢討。除薪金付款外，我們亦向香港員工提供其他員工福利，包括公積金供款、醫療保險及與表現掛鉤之花紅及向中國僱員提供社會保險及住房公積金。本集團亦設有購股權計劃以獎勵及激勵僱員。

於二零一九年十二月三十一日，我們的核心業務合共有62名（二零一八年：49名）全職員工。於截至二零一九年十二月三十一日及二零一八年十二月三十一日，按性別及年齡列示的員工總數分別呈示於下表：

		31 December 2019 二零一九年十二月三十一日		31 December 2018 二零一八年十二月三十一日	
		Number of staff 員工人數	Approximate % of total number of staff 估員工總數 概約百分比	Number of staff 員工人數	Approximate % of total number of staff 估員工總數 概約百分比
By gender	按性別列示				
Male	男性	37	60	29	59
Female	女性	25	40	20	41
Total	總數	62	100	49	100
By age group	按年齡組別列示				
18-30	18-30	9	15	14	29
31-40	31-40	34	55	17	35
41-50	41-50	15	24	15	30
51 or above	51或以上	4	6	3	6
Total	總數	62	100	49	100

The Group was not aware of any material non-compliance with any relevant laws and regulations, including but not limited to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong) and the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) for our Hong Kong employees, and the Labour Law of the PRC, the Labour Contract Law of the PRC, the Social Insurance Law of the PRC and the Regulations on Management of Housing Provident Fund for our PRC employees, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare that have a significant impact on the Group for the Reporting Year.

於報告年度，本集團並不知悉任何嚴重違反涉及補償和解僱、招聘和晉升、工作時數、假期、平等機會、多元化、反歧視，及其他待遇和福利方面的任何相關法律及規例（就香港僱員而言，包括但不限於香港法例第57章《僱傭條例》、香港法例第608章《最低工資條例》及香港法例第485章《強制性公積金計劃條例》；就中國僱員而言，包括但不限於《中國勞動法》、《中國勞動合同法》、《中國社會保險法》及《住房公積金管理條例》）而對本集團造成重大影響的情況。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

(a) Health and safety

As a people-oriented organisation, we place the employees' health and safety on top priority and strive to provide them with a safe, healthy and well-protected work environment. We are committed to providing a safe and healthy working environment for the employees by implementing the following key measures:

- Ensure all workplaces under the Group's control are safe and pose no threat to health
- Encourage the staff to attend fire drill
- Provide sufficient first-aid kits at workplaces
- Carry out inspection for any unsafe condition and fix it immediately
- Prohibit smoking in all enclosed areas within the offices

With the above measures, no work-related fatalities or lost days due to work injury were recorded for the Reporting Year and the Group was not aware of any material non-compliance with the relevant laws and regulations, including but not limited to the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong), the Work Safety Law of the PRC and the Regulations on Work-Related Injury Insurance of the PRC, that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards for the Reporting Year.

(b) Work-life balance

We attach great importance to the psychological and physical well-being of our people. To encourage a work-life balance and maintain a harmonious relationship among employees, apart from providing five-day work arrangement, various social activities have been organised for employees during the Reporting Year. We reinforced team spirit and a stronger sense of belongings through these activities.

(a) 健康及安全

作為一家以人為本的機構，我們將僱員的健康及安全視為重中之重，努力為彼等提供安全、健康及有妥善保障的工作環境。我們致力為僱員提供安全及健康的工作環境，就此實行以下主要措施：

- 確保在本集團監管的所有工作場所均為安全及不存在健康威脅
- 鼓勵員工參與消防演習
- 於工作場所提供足夠的急救箱
- 檢查是否有任何不安全狀況並立即修正
- 在辦公室所有室內區域嚴禁吸煙

通過上述措施，於報告年度並無錄得任何工作相關身亡或因工傷而損失天數，本集團於報告年度亦不知悉任何嚴重違反涉及提供安全工作環境及保護僱員避免職業性危害方面的相關法律及規例（包括但不限於香港法例第509章《職業安全及健康條例》、《中國安全生產法》及《中國工傷保險條例》）而對本集團造成重大影響的情況。

(b) 工作與生活平衡

我們非常重視員工的精神及身體健康。於報告年度，為鼓勵僱員的工作與生活平衡及維持和諧的工作關係，除每週五日工作安排外，我們亦為僱員組織各類社交活動。我們透過該等活動加強團隊精神及培養更強歸屬感。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

(c) Training and development

Through providing development and training opportunities to our employees, we believe it not only helps the professional development of employees, but also, in return, supports the growth of the Group. Internal trainings have been provided to employees to ensure that they are equipped with relevant skills for their work. We also encourage our employees to participate in external work-related seminars and workshops about regulatory compliance and corporate governance to enrich their knowledge in discharging their duties at work. During the Reporting Year, employees of the Group have attended various trainings in relation to updates of the corporate regulatory and accounting standards in Hong Kong.

LABOUR STANDARDS

The Group fully understands that the exploitation of child and forced labour are universally prohibited, and therefore takes the responsibility against child and forced labour very seriously. To combat against illegal employment of child labour, underage workers and forced labour, prior to confirmation of employment, the human resources department of the Group requires job applicants to provide valid identity documents to ensure that the applicants are lawfully employable. The human resources department is responsible for monitoring and ensuring compliance of all relevant laws and regulations that prohibit child labour and forced labour. If the Group discovers such case, the employment will be immediately terminated. The Group will not work with any suppliers which are known to have engaged employee who is younger than the minimum employment age of the relevant country or the maximum age of compulsory education.

The Group was not aware of any non-compliance with the relevant laws and regulations relating to the prevention of use of child or forced labour, including but not limited to the Employment of Children Regulations (Chapter 57B of the Laws of Hong Kong), the Labour Law of the PRC, the Labour Contract Law of the PRC and the Provisions on the Prohibition of Using Child Labour of the PRC, that have a significant impact on the Group for the Reporting Year.

SUPPLY CHAIN MANAGEMENT

The Group's major business suppliers include providers of I.T. and lifestyle products, premises, online sales platforms, legal, professional and other business services. They are not considered to pose significant environmental and social risks to the Group's business operations. The Group has maintained a high level of ethical standards in choosing the right suppliers through careful selection and continuous measurement. In selecting our suppliers, we will take into account various factors, such as (i) quality of services; (ii) costs; (iii) safety management; and (iv) relevant qualifications (if applicable). We require our suppliers to maintain a high standard of quality for the services provided, and to comply with and have in place adequate occupational health and safety and environmental protection procedures (if applicable) in accordance with all applicable laws and regulations.

(c) 培訓及發展

我們認為，向僱員提供發展及培訓機會不僅有助僱員的專業發展，同時亦支持本集團發展壯大。我們已向僱員提供內部培訓，確保彼等具備相關工作技能。我們亦鼓勵僱員參加與工作相關的外部講座及有關監管合規及企業管治的工作坊，豐富其知識，幫助彼等履行工作職責。於報告年度，本集團僱員已參與多個有關香港公司監管及會計準則最新發展的培訓。

勞工準則

本集團深明利用童工及強制勞工乃普遍禁止的情況，因此認真對待杜絕童工及強制勞工的責任。為打擊非法僱傭童工、未成年工人及強制勞工現象，於確認僱傭關係前，本集團人力資源部要求應聘者提供有效身份文件以確保申請人可合法受聘。人力資源部負責監控和確保遵守禁止童工及強制勞工的所有相關法律及規例。倘本集團發現有關情況，則僱傭關係將立即終止。本集團將不會與聘用年齡低於相關國家最低僱傭年齡或最高強制教育年齡員工的供應商合作。

於報告年度，本集團並不知悉有任何違反涉及及避免使用童工或強制勞工的相關法律及規例（包括但不限於香港法例第57B章《僱用兒童規例》、《中國勞動法》、《中國勞動合同法》及《中國禁止使用童工規定》）而對本集團造成重大影響的情況。

供應鏈管理

本集團的主要業務供應商包括資訊技術產品及生活用品、物業、網上銷售平台、法律、專業及其他業務服務供應商。彼等對於本集團的業務營運不構成重大環境及社會風險。本集團已維持高水準的道德標準，以透過審慎甄選及持續計量，挑選合適的供應商。於甄選供應商時，我們將考慮多項因素，如(i)服務質素；(ii)成本；(iii)安全管理；及(iv)相關資格（如適用）。我們要求供應商就所提供服務維持高標準的質量，並根據所有適用法律及規例遵守和設有足夠的職業健康及安全以及環保程序（如適用）。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

PRODUCT RESPONSIBILITY

We strive to provide our customers with good personal computer experience through our software products. This typically comes in the form of ongoing maintenance, updates, upgrades as well as debugging exercises. Before launching a new product in the market, the development team of the Group will generate a demo version for testing, internal review and optimisation.

Besides, we value every customer and always work hard to provide customers with satisfactory products and services. Refund policy is in place for most of our software products, such as Advanced SystemCare, Advanced SystemCare Ultimate, IObit Malware Fighter and Driver Booster. In order to ensure that all customers have enough time to evaluate whether the purchased software product and service meet their needs, a 60-day money-back guarantee has also been provided. As for the products we sell through the business-to-business product trading activities, most of our customers are protected by a 2-day return policy upon receipt of our products. For products we sell via the online sales platforms, our customers could return in accordance with relevant policies of the respective online sales platforms where customers basically enjoy a full refund before the shipment of products.

In addition, we provide technical support to the customers of our software products on an as-needed basis to enhance our product performance. In order to provide good after-sales services to our customers of software business, besides responding to customers' requests via email, technical support acquired from an external service provider is also available to all of them. If there are complaints from users, we will work out specific solutions and make prompt reply to the users. We concern about complaints from customers as it can improve our product and service quality, which in turn helps our business to maintain competitiveness in the market.

We protect the rights and interests of our customers. Due to our business nature, the Group has easier access to customers' personal or corporate sensitive information. We emphasise the importance of protecting the privacy of the customers and are committed to abiding by the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong), the Law of the PRC on the Protection of Consumer Rights and Interests and other relevant laws and regulations at all times in collection, use and handling of client information. The Group prohibits the provision of customer information to a third party without authorisation from the clients. During the Reporting Year, the Group did not suffer any loss of customer arising from leakage of customer privacy or other service/product problems, nor received any material complaints and claims from customers due to inferior product or service quality.

產品責任

我們透過我們的軟件產品致力向客戶提供良好的個人電腦體驗，為此，我們通常會對軟件產品進行持續維護、更新、升級及除錯工作。於市場上推出新產品前，本集團開發團隊將製作演示版以作測試、內部審閱及優化。

此外，我們重視每名客戶，一直致力為客戶提供令人滿意的產品及服務。我們大部份軟件產品（如Advanced SystemCare、Advanced SystemCare Ultimate、IObit Malware Fighter和Driver Booster）設有退貨政策。為確保所有客戶均有足夠時間評估所購買的軟件產品和服務是否滿足其需求，我們亦提供60日退款保證。對於我們通過企業對企業產品貿易活動銷售的產品，我們的大部分客戶於接獲產品起計享有2日的退貨政策。對於我們通過網上銷售平台銷售的產品，我們的客戶可以按照各網上銷售平台的相關政策進行退貨，客戶在產品發貨前基本上均可享受全額退款。

此外，我們按需要為客戶提供軟件產品的技術支援，以增強我們的產品性能。為了向軟件業務的客戶提供優質的售後服務，除用郵件回覆客戶要求外，亦為全體客戶提供從外部服務供應商購入的技術支援。倘用戶提出投訴，我們將制定具體解決方案，並且盡快回覆用戶。我們重視客戶的投訴，因為投訴可改善我們的產品及服務質素，從而有助維持我們的業務在市場上的競爭力。

我們保護客戶權益。由於我們的業務性質，本集團可輕易查閱客戶個人或企業的敏感資料。我們重視保護客戶隱私，務求無論何時就收集、使用及處理客戶資料遵循香港法例第486章《個人資料（私隱）條例》、《中國消費者權益保護法》及其他相關法律及規例。本集團嚴禁未經客戶授權向第三方提供客戶資料。於報告年度，本集團並無因洩露客戶隱私或其他服務／產品問題而流失任何客戶，亦無因劣質產品或欠佳服務質素而收到客戶的任何重大投訴及索償。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Advertisements and/or product labelling relating to the products or services we provide do not include any statement, promise or forecast which is false, misleading or deceptive to our customers. The Group is committed to providing information which is true, accurate and not misleading in order to comply with the relevant laws and regulations.

The Group was not aware of any material non-compliance with relevant laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and method of redress, that have a significant impact on the Group during the Reporting Year.

ANTI-CORRUPTION

When doing business, we always follow a set of ethical standards to ensure integrity in our business. Whistle-blowing channels are set up for employees to report anonymously any violation on the ethical standards our Group pursues. Any form of corruption is prohibited within the Group. We strictly monitor the conduct of the Group to ensure compliance with the related laws and regulations. In addition, a code of conduct is stipulated in the employee handbook with rules on how employees should behave when conducting business, in particular, to prohibit employees from receiving gifts or benefits and to prevent any conflict of interest and bribery in the daily work of employees.

The Group was not aware of any material non-compliance with the relevant laws and regulations relating to bribery, extortion, fraud and money laundering, including but not limited to the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong), the Criminal Law of the PRC and the Anti-Money Laundering Law of the PRC, that have a significant impact on the Group during the Reporting Year.

COMMUNITY INVESTMENT

Community investment is one crucial element in fulfilling our corporate social responsibility. We encourage and support our staff to participate in volunteer works at leisure times. In past years, our staff joined Po Leung Kuk Charity Run, as a way to promote healthy lifestyle among the staff while supporting charity organisations in Hong Kong. The Group is committed to conducting business by taking into consideration the communities' interests and performing its work in an environmental-friendly and sustainable way.

有關我們提供產品或服務的廣告及／或產品標籤並未包含任何對客戶有錯誤、誤導或欺騙性質的陳述、承諾或預測。本集團致力提供真實、準確及並無誤導的資料，以符合相關法律及規例。

於報告年度，本集團並不知悉在涉及所提供的產品與服務的健康和安全、廣告、標籤及隱私問題以及補救方法方面存在任何嚴重違反相關法律及規例而對本集團造成重大影響的情況。

反貪污

於業務過程中，我們一直遵守一套道德準則，以確保我們業務的誠信。我們為僱員設有舉報渠道，供其以匿名形式舉報任何違反本集團所貫徹的道德準則情況。本集團杜絕一切形式的貪腐。我們嚴格監控本集團行為，保證遵從相關法律及規例。另外，行為守則亦於僱員手冊內訂明，並載列僱員於進行業務過程中應該如何行事等規則，特別是禁止僱員收取禮物或利益及避免僱員於日常工作中發生任何利益衝突及賄賂情況。

於報告年度，本集團並不知悉在涉及賄賂、勒索、欺詐及洗黑錢等方面存在任何嚴重違反相關法律及規例（包括但不限於香港法例第201章《防止賄賂條例》、《中國刑法》及《中國反洗錢法》）而對本集團造成重大影響的情況。

社區投資

社區投資是達成我們企業社會責任的一大關鍵元素。我們鼓勵並支持我們的員工業餘時間投身志願者工作。過去數年，我們的員工參與保良局慈善跑，以提倡員工之間推廣的健康生活方式，同時支持香港慈善機構。本集團務求於進行業務時衡量社會利益，且以環保及可持續方法履行工作。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

REFERENCES TO THE ESG REPORTING GUIDE

環境、社會及管治報告指引內容索引

Subject areas, aspects, general disclosures and KPIs 主要範疇、方面、一般披露及關鍵績效指標	Chapter/Disclosure 章節／披露	Page 頁碼
A. Environmental A. 環境		
Aspect A1: Emissions 層面A1：排放物		
General Disclosure 一般披露	Information on: 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Relation with the Group's business 與本集團業務的關係 Environment 環境
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Environment 環境
KPI A1.2 關鍵績效指標A1.2	Greenhouse gas emissions in total and, where appropriate, intensity. 溫室氣體總排放量及（如適用）密度。	Environment – (a) Energy 環境－(a)能源
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced and, where appropriate, intensity. 所產生有害廢棄物總量及（如適用）密度。	No material hazardous waste was produced during the Reporting Year 報告年度內並未產生重大有害廢物
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced and, where appropriate, intensity. 所產生無害廢棄物總量及（如適用）密度。	Environment – (c) Non-hazardous waste 環境－(c)無害廢棄物
KPI A1.5 關鍵績效指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	Environment 環境
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Environment – (c) Non-hazardous waste 環境－(c)無害廢棄物

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Subject areas, aspects, general disclosures and KPIs 主要範疇、方面、一般披露及關鍵績效指標	Chapter/Disclosure 章節／披露	Page 頁碼
Aspect A2: Use of Resources 層面A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水資源及其他原材料）的政策。 Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 註：資源可能用於生產、儲藏、運輸、建築物內、電子儀器等。	Environment 環境 8-10
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Environment – (a) Energy 環境－(a)能源 8
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	Environment – (b) Water 環境－(b)水資源 9
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Environment – (a) Energy 環境－(a)能源 8
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上是否有任何問題，以及提升用水效益計劃及所得成果。	Environment – (b) Water 環境－(b)水資源 9
KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量（如適用）。	No packaging material was produced during the Reporting Year 報告年度內並未有產生包裝材料 9
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environment 環境 8-10
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Environment 環境 8-10

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Subject areas, aspects, general disclosures and KPIs 主要範疇、方面、一般披露及關鍵績效指標	Chapter/Disclosure 章節／披露	Page 頁碼
B. Social		
B. 社會		
Employment and Labour Practices		
僱傭及勞工常規		
Aspect B1: Employment		
層面B1：僱傭		
General Disclosure 一般披露	Information on: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment 僱傭
		10-13
Aspect B2: Health and Safety		
層面B2：健康與安全		
General Disclosure 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to providing a safe working environment and protecting employees from occupational hazards.	Employment – (a) Health and safety; (b) Work-life balance 僱傭 – (a)健康及安全； (b)工作與生活平衡
		12
Aspect B3: Development and Training		
層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。培訓活動的描述。	Employment – (c) Training and development 僱傭 – (c)培訓及發展
		13

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Subject areas, aspects, general disclosures and KPIs 主要範疇、方面、一般披露及關鍵績效指標	Chapter/Disclosure 章節／披露	Page 頁碼
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露 Information on: 有關防止童工或強制勞工的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to preventing child and forced labour.	Labour Standards 勞工準則	13
Operating Practices 營運常規		
Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露 Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理	13
Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露 Information on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product Responsibility 產品責任	14-15

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Subject areas, aspects, general disclosures and KPIs 主要範疇、方面、一般披露及關鍵績效指標	Chapter/Disclosure 章節／披露	Page 頁碼	
Aspect B7: Anti-corruption 層面B7：反貪污			
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： <ul style="list-style-type: none"> (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。 relating to bribery, extortion, fraud and money laundering.	Anti-Corruption 反貪污	15
Community 社區			
Aspect B8: Community Investment 層面B8：社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人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。	Community Investment 社區投資	15

