

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

2021/2022

**Environmental, Social and
Governance Report**

環境、社會及管治報告

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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 sixth 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 2021/2022 which began on 1 April 2021 to 31 March 2022 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 金慧科技集團股份有限公司 (formerly known as ZZ Technology Group Company Limited 中植科技集團股份有限公司) (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") on 15 October 2020 (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」）欣然提呈第六份環境、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2021/2022年財政年度（即自2021年4月1日起至2022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

Kingwisoft Technology Group Company Limited 金慧科技集團股份有限公司（前稱 ZZ Technology Group Company Limited 中植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 services; and
- (c) Data centre services.

The Group's another subsidiary, ZZCI Credit Limited, holds a money lenders licence, where the Group can complement its financial services capabilities by providing finance against marketable securities.

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 2021 to 31 March 2022.

For details of the Group's corporate governance, please refer to the Corporate Governance Report included in the Group 2021/2022 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 Guidelines":

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.

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) 全面營銷服務；及
- (c) 數據中心服務。

本集團之另一間附屬公司 — 中植資本信貸有限公司持有放債人牌照，本集團可提供有價證券的融資，從而與其金融業務能力相輔相成。

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。本報告中的所有資訊均反映了本集團在2021年4月1日至2022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2021/2022 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」中的彙報原則編制而成：

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。

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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.

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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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 資訊來源

本報告內所披露的資訊, 主要來源為本集團內部文件及市場公開資料。所有資訊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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ESG Approach of the Group

本集團的環境、社會及管治方法

2021 is a challenging year and an extraordinary year in the post pandemic era. We show courage in difficult circumstances, and hard work leads to success. We actively faced and adapted to the severe market environment, and insisted on improving client satisfaction and seeking healthy and sustainable business development. We focused on key strategic areas of enterprise services, maintained our leading superiority, enhanced professional service capabilities and scaled up businesses, reduced costs and increased efficiency, and continued to innovate and apply technology to provide clients with more diversified and higher quality services.

Relying on its deep experience in software development, IT security and data centre operation and orderly environmental management capability, the Group actively innovated, worked closely with clients and followed governments' pandemic prevention and control requirements. It took some positive and effective measures, including pandemic prevention and control in the workplace, flexible working arrangements (including working from home) and business interoperability in the workplace, which help it operate its businesses smoothly. It maintained steady growth with existing customers while securing new incremental markets from new customers. The business connotation and value have been further enhanced. The robust business performance during the Reporting Period proves that our business model is extremely resilient and able to quickly adapt to and optimise operations to promote the long-term sustainable and healthy development of the Company.

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 2021/2022 Annual Report.

2021 年是充滿挑戰的一年，是後疫情時代不平凡的一年，艱難方顯勇毅，磨礪始得玉成，我們積極面對和適應嚴峻的市場環境，堅持以提高客戶滿意度且業務健康可持續發展為中心，聚焦企業服務的重點戰略領域，穩固領先優勢，提升專業化服務能力和業務規模，降本增效，持續創新並應用科技為客戶提供更多元、更高質量的服務。

本集團憑藉其在軟件開發、信息安全及數據中心運維的深厚經驗和管理有序的環境管理能力，積極創新，與客戶緊密合作，遵循政府防疫管控要求，通過工作場所防疫管控、靈活的工作安排（包括居家辦公）、多地點職場業務互備等多種積極有效的應對措施，始終保持了業務的順利運轉，在已有客戶繼續保持穩健增長的同時，新客戶也帶來了新的增量市場，業務保持了較好盈利能力，同時業務內涵和價值進一步提升，報告期內穩健的業務表現證明我們的業務模式極具韌性，能夠快速適應並優化運營，推進公司長期可持續的健康發展。

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 2021/2022 年報內的《企業管治報告》。

2.1 ESG Framework

The Group considers good ESG governance as an integral part of the sustainable growth of enterprises. The board of directors (the “Board”) of the Company thereby bears the primary responsibilities for formulating the Group’s short-term and long-term ESG strategies, and continually oversees and reviews the implementation of the ESG policies, so as to strengthen the Group’s ESG system and minimise related risks. The Board has delegated an authority to carry out sustainable development measures and to ensure compliance with the relevant laws and regulations.

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.

2.1 環境、社會及管治架構

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。董事會已授權執行可持續發展措施並確保遵守相關法律和法規。

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

Approval of disclosure in the Group’s ESG report
檢討年度ESG關鍵目標達成情況

Hong Kong Head Office 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工作小組了解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

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.

4. Normalized response to the pandemic situation - Under the complicated situation of the prevention and control of the new COVID-19 pandemic, the Group continues to pay attention and check the implementation of the normalized epidemic prevention and control measures to effectively protect the health and safety of employees and customers.

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。

4. 疫情常態化應對——在新冠疫情防控形式複雜的情況下, 本集團持續關注並檢查常態化疫情防控措施的落實情況, 切實保障員工和客戶的健康與安全。

2.2 Responding to the SDGs of the United Nations

對聯合國可持續發展目標（SDGs）的呼應

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 Well-Being 良好健康與福祉</p> 	<p>It is our responsibility to ensure the health and safety of our employees 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. 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 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. 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. 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. 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. 打造帶有人工智能、大數據技術的後台管理平台，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. 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. 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. 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. 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. 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>

Stakeholder Engagement

持份者交流

The Group deeply understands the importance of close communication with stakeholders. 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. 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 table below outlines how we meet the needs and expectations of some of our stakeholders:

本集團深明與持份者保持緊密溝通的重要性。環境、社會及管治報告的編製包括了不同持份者的參與，有助我們審視我們現時對環境及社會表現的管理，並為建構可持續發展策略奠定基礎。為了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。

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 資訊透明及有效溝通 	<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。

Stakeholder 持份者	Expectation and Requirements 期望和需求	Engagement Method 交流模式	Counteractive Measures 應對措施
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 數據安全 	<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。
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"> - Operational with integrity 誠信經營 - Fair competition 公平競爭 - Mutual benefits 互惠互利 	<ul style="list-style-type: none"> - Business communication 業務溝通 - Engagement and cooperation 參與合作 	<ul style="list-style-type: none"> - Establish an atmosphere of mutual trust and cooperation. 建立互相信任的合作氛圍。 - Guarantee service quality. 保證服務質量。
Suppliers 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 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。

Materiality Assessment

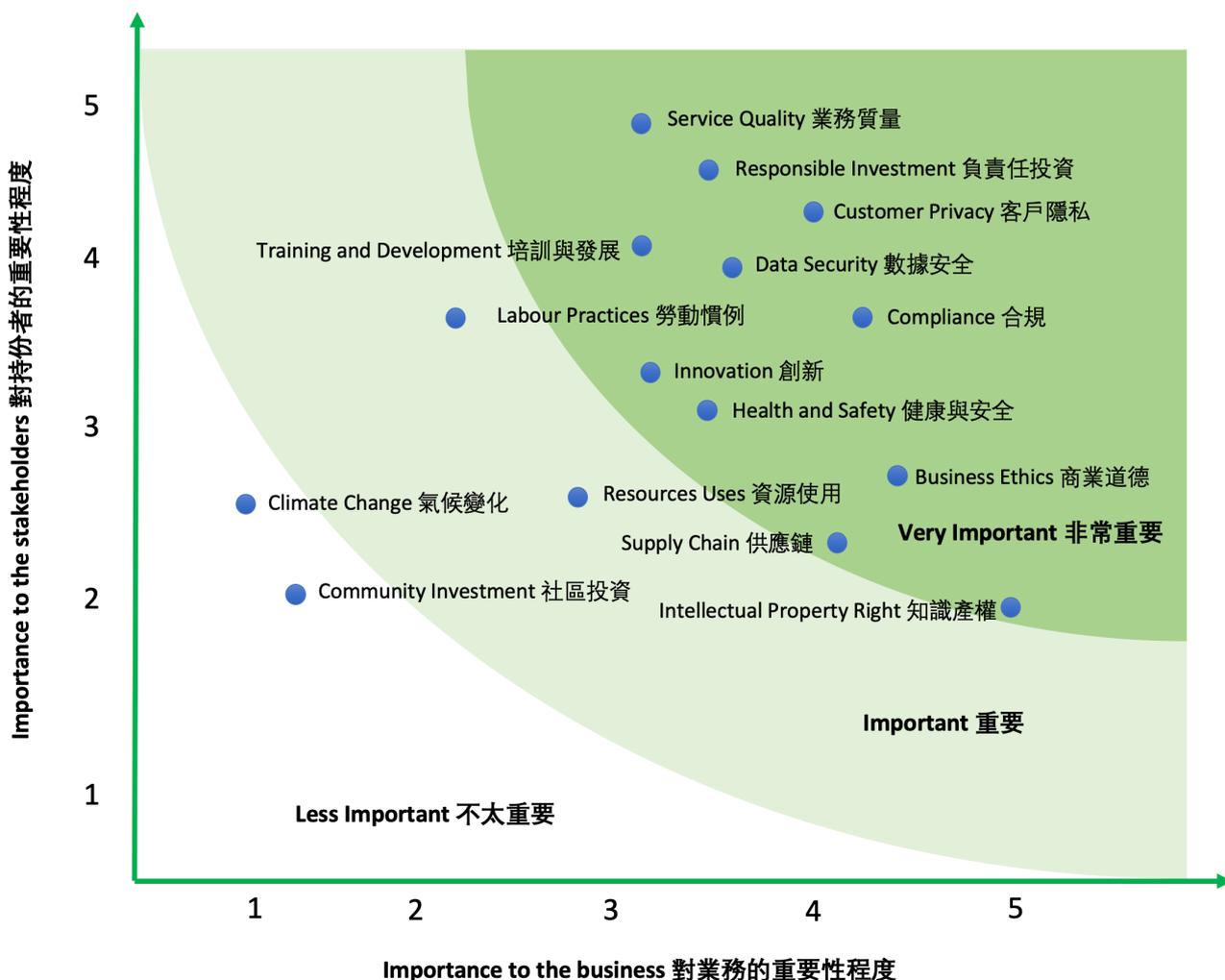
實質性分析

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，以了解持份者對環境、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。

The results of the materiality assessment are shown below.

實質性評估的結果如下所示



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資訊。

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.

The company always puts service quality in the first place, we continuously strengthen quality control, improves customer service system, and achieves stable operation. The company has always followed the ISO9001 quality control system certification requirements and the COPC customer experience standard requirements, and actively introduced the high performance model in 2021, benchmarking the requirements of the "Excellent Performance Evaluation Guidelines", and integrating various management systems and performance improvement tools and methods, realized the innovation of the enterprise in all aspects of culture, system, technology, management and mechanism, and won the Honour of the Nomination Award of the 8th Dalian Mayor Quality Award.

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.

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。這許可我們的業務板塊增加電信與資訊服務。例如為客戶建設呼叫中心及幫助運營。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，並通過基於資訊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。

公司始終將服務品質擺在首要位置，我們不斷加強品質控制，完善客戶服務體系，實現穩健運營。公司已經始終遵循 ISO9001¹ 品質管制體系認證要求，及 COPC² 顧客體驗標準要求，並於 2021 年積極主動導入卓越績效模式，對標《卓越績效評價準則》要求，整合各類管理體系和績效改進工具和方法，實現了企業在文化、制度、技術、管理和機制各方面的創新，取得第八屆大連市市長品質獎提名獎的榮譽。

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，我們確保資訊的公正性及真實性，避免使用未經核實的新聞及不規範的圖片和視頻。

¹ISO9001 is the international standard that specifies requirements for a quality management system. Organizations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements. 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。

²COPC is an internationally recognized standard for customer service performance and management. This standard provides guidelines and best practices for managing and improving the performance of customer experience operations. Through this standard, operational excellent in customer experience can be confirmed. COPC 是國際公認的針對客戶服務績效和管理的權威標準。該標準提供了用於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。

5.1.1 Customer Satisfaction and Services Complaint Handling

In terms of asset management business, the Group positive reputation is built on the trust that customers, investors, employees, and the community have on the Group's integrity. The trust depends on the quality of the Group's product and service, the way the Group informs and advises its customers.

A responsible approach to sales is more likely to lead to customer satisfaction. In turn, satisfied customers are loyal customers and are more willing to recommend the Group's financial services and investment products. Thus, the Group provides newsletters to keep our customers informed about the investment environment and portfolio performance regularly.

The Group measures customer satisfaction through customer feedback. Complaints are another important source of customer feedback, and 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 the compliant issuer will be informed immediately that their complaint is under review. Remedial actions are proposed swiftly and constant communication with the compliant issuer will be maintained to facilitate correction of the issue. 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 90%.

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.

5.1.1 顧客滿意度與服務投訴處理

就資產管理業務而言，本集團的聲譽建立在客戶、投資者、員工和社區對本集團誠信的信任之上。信任取決於本集團產品和服務的質量，以及本集團通知和建議客戶的方式上。

一套負責任的銷售方法更有可能令客戶滿意。反過來，滿意的客戶是忠誠的客戶，更願意推薦本集團的金融服務和投資產品。因此，本集團提供時事通訊以使我們的客戶定期了解投資環境和投資組合績效。

本集團通過客戶反饋來衡量顧客滿意度。投訴是客戶反饋的另一個重要來源，本集團會對其進行仔細分析，以確定潛在的改進機會。本集團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其投訴正處於受理中。我們迅速建議補救措施，持續與投訴人保持溝通，以便糾正問題。我們亦進行投訴後分析，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90%以上。

5.1.2 客戶數據隱私

本集團承諾根據《個人資料(私隱)條例》(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資訊。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資訊類型以及如何使用和披露相關資訊。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。

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

While pursuing innovation and development, the Group pays high attention to IP and trademark management of itself and its partners. 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.

As far as the back-office service business is concerned, 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. 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 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.

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 資訊安全管理體系要求，嚴格遵守《中華人民共和國網路安全法》《中華人民共和國資料安全法》《中華人民共和國個人資訊保護法》等法律法規要求，建立資訊的定義、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資訊及資料，並通過執行資訊安全措施，確保妥善處理客戶的隱私，避免客戶資訊洩露及被盜用，保障客戶的資訊安全。

5.1.3 知識產權

本集團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，我們嚴格要求尤其是合作夥伴、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。

就後台服務業務而言，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。本公司高度重視知識產權保護。本公司遵循集中管理，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。

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、未公開技術及行業資訊。我們指定行政部門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。

During the reporting period, the company held a total of 3 patents (one of which is in the examination stage) and 164 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.

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. Conflict of interests will be avoided to the largest extent and potential conflicts with clients will be disclosed if unavoidable.

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.

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.

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.

於報告期內，本公司共持有 3 項專利（其中 1 項在實審階段），164 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。這意味著本集團在每一筆業務交易中都要透明地開展。

本集團制定了詳細的程式，以處理欺詐、腐敗、賄賂、洗錢和其他舞弊事件。本集團在其行為準則中制定了明確的適用於所有員工的規則和準則。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。

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。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。

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。

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。

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 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 600 suppliers, all of which were Hong Kong and Chinese suppliers.

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。本公司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六百家供應商，均為香港和中國供應商。

Social - Employment and Labour Practices

社會—僱傭及勞工常規

6.1 Employment Practices

The Group is 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 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 is committed to creating a fair and harmonious working environment.

The Group has formulated a human resource strategy to retain and recruit 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 attract and retain talents.

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

6.1 僱傭慣例

本集團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。本集團致力於創造公平和諧的工作環境。

本集團制定了人力資源方案，以在競爭激烈的市場上留住和招聘人才。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、內部推薦等管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，以吸引和留住人才。

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

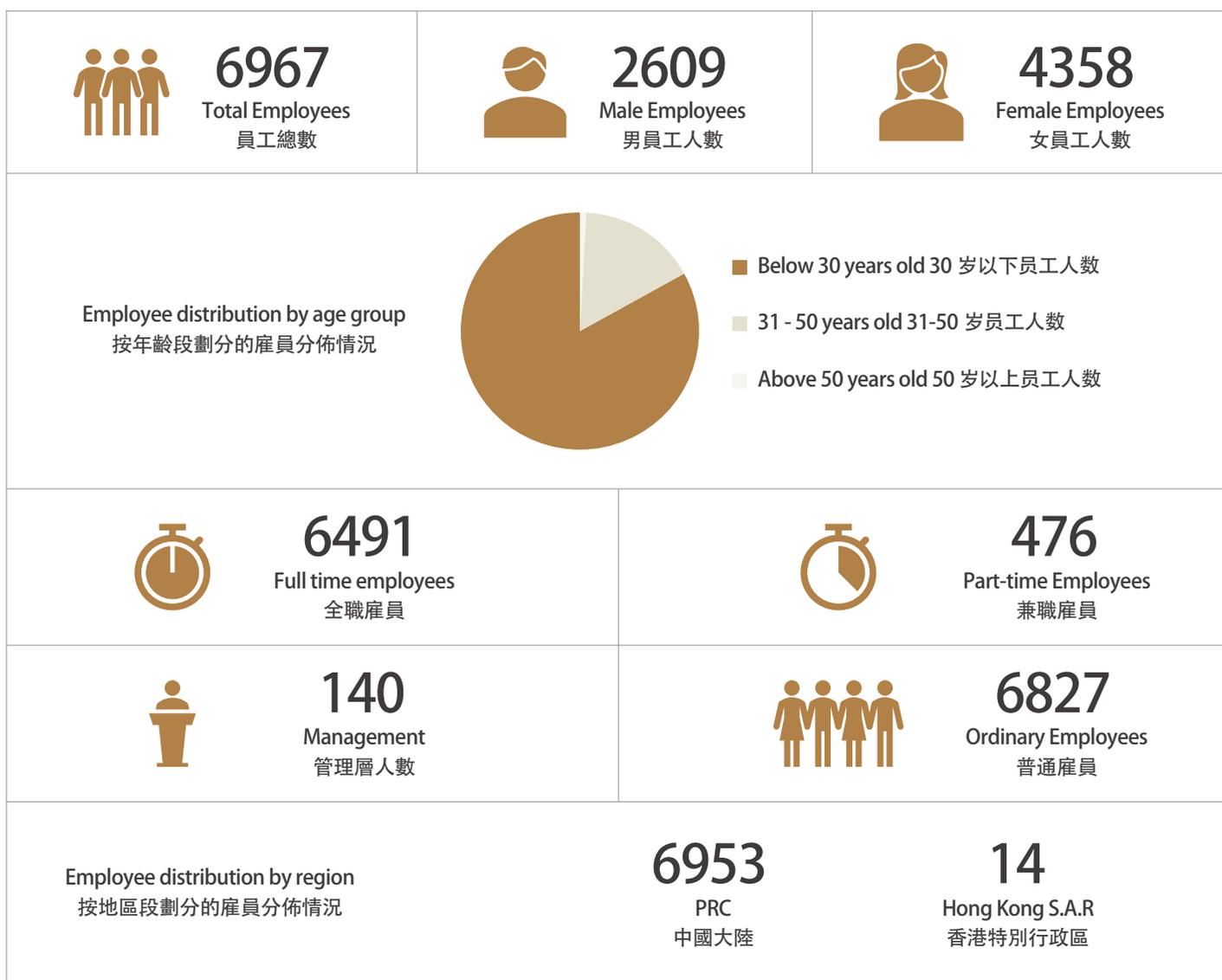
The Group commitment is to support the local community by hiring local employees. The vast majority of the Group's employees are local. The Group is committed to fair employment practice and equal opportunities. We respect the religious beliefs, political stances, ethnicity or sexual orientation of all 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：



Due to the impact of the COVID-19 pandemic in 2021, the turnover rate of our asset management staff was 36.59%, while for the back-office service business, the turnover rate of our full-time staff was 7.8%, the China economy has recover.

面對2021年新冠肺炎疫情的影響，我們的資產管理員工流失率為36.59%，而後台服務業務而言，由於中國經濟回暖，全職員工的流失率為7.8%

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, which is a very important part of the Group's decision-making.

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.

For the asset management business located in the Wan Chai District of Hong Kong, the Group provides employees with flexible working hours and work-from-home arrangements, so that employees can avoid going to work during peak hours and avoid crowd during the COVID-19 pandemic.

In order to minimize the chances of employees being infected by the novel coronavirus in the office area, the Group has taken the following measures:

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，本集團透過一系列的舉措，建設一個具效力及安全的工作間。本集團相信所有事故及傷害均可預防的，我們積極推廣職場安全，亦為整個集團作決策時非常重視的部份。

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。

就位於香港灣仔區的資產管理業務而言，本集團為員工提供彈性上班時間及在家工作安排，讓員工可避免在繁忙時段上班以及在新冠疫情期間避開人流。

為了盡量減少員工在辦公室區域被新型冠狀病毒感染的機會，本集團採取了如下的措施：

	<p>Implement remote office mode 推行遠程辦公模式</p>	<p>During the pandemic period, work and business are carried out through online, and offline face-to-face meetings are reduced. 在疫情嚴重期間，通過線上辦公開展工作業務，減少線下會議。</p>
	<p>Stock up on anti-pandemic materials 充分儲備防疫物資</p>	<p>Provide medical masks, hand sanitizers and hand sanitizers and other anti-pandemic supplies to all employees. 為全體雇員提供醫用口罩、洗手液及消毒洗手液等防疫用品。</p>
	<p>Monitor employee health 監測雇員健康狀況</p>	<p>Monitor the temperature of all employees entering the workplace, and require employees to declare travel history. 為所有進入工作場所的雇員測量並記錄體溫，並要求員工申報外游史。</p>
	<p>Disinfect the workplace regularly 定期消毒工作場所</p>	<p>Clean and sanitize the workplace regularly and place hand sanitizer around the office to maintain a hygienic environment 定期清潔及消毒工作場所，並在辦公室周圍放置消毒洗手液，保持環境衛生。</p>

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.

The business carried out by back-office is a customer service business, and the 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 of 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.

2021 is a year of normalizing the prevention and control of the corona virus pandemic. The company actively responds to the national prevention and control policies, implements epidemic prevention measures, organizes nucleic acid testing and vaccination for employees, improves employees' awareness of prevention and control through epidemic prevention and control training, and provides employees with backup epidemic prevention services such as masks and disinfection supplies and disinfection of workplace so that employees can work in a safe and healthy environment.

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

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	0

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》、《關於印發防暑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。

本公司所開展的業務為客戶服務業務，無職業病的隱憂，但由於工作需要常年與電腦為伍，需要重點關注員工身體健康和工作場所安全。我們廣泛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、反欺詐培訓和資訊安全培訓等專項培訓，使員工接受比較系統安全教育，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。

2021 年是新冠疫情防控常態化的一年，公司積極回應國家防控政策，落實疫情發空措施，組織員工核酸檢測和疫苗接種，通過疫情防控培訓提升員工防控意識，為員工提供備用口罩、消毒用品等防疫服務和防疫消毒等環境管理，讓員工能夠在安全健康的環境中安心辦公。

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 Development and Training

In the face of a rapidly changing context, ensuring that the employees continuously develop their skills and have the opportunity to reach their full potential are the key to our sustainable business growth. Therefore, the Group provides regular training to employees at all levels. Topics covered sales skills, investment restrictions, insider dealing, AML, market manipulation, counter-terrorism financing, project management and coaching etc.

For the new joiners, they will take up orientation in their first working day to equip them with necessary information about the Group. Continuing educations were also encouraged by the Group, all employees are entitled study leaves to participate in the seminars, workshops or short-courses that are relevant to their job duties in order to obtain latest market info and up-to-date skills. The Group's licensed individual (Licensed Representatives and Responsible Officers) must adhere to Securities and Futures Commission CPT Training requirement to undertake a minimum of 5 CPT hours per year on the relevant topics relating to their regulated activities.

Employees are offered the opportunity to be involved in a wide range of activities and situations which develop knowledge, skills and experience. This environment enables employees to build and grow capabilities across functions and teams.

In addition, the Group keeps employees up to date on company strategy, internal news and events via email and bulletin. Through this sharing, the Group promote best practices. The Group also assess how effective employees are and whether they are making the best use of their skills in their current role.

During the reporting period, 22% of employees in the asset management business received training. Average training hours per employee is 8.6 hours annually. Male employees completed an average of 9 hours of training annually, and female employees completed an average of 8 hours of training annually.

In terms of back-office service business, the company continues to provide various targeted training programs for employees during the entire process from the induction of new employees to promotion and development. The training theme ranges from the cultivation of employees' professional general abilities to the cultivation of business-related professional knowledge, application skills, management knowledge and professional quality and other vertical sub-fields.

6.3 發展和培訓

面對瞬息萬變的環境，深信員工發展對本集團的可持續業務發展至為關鍵，我們推動員工持續不斷的發展自己的技能，以提升工作上的表現。因此，本集團針對資產管理部各級員工定期進行培訓。培訓主題涵蓋銷售技巧、投資限制、內幕交易、反洗錢、市場操控、反恐融資、項目管理及輔導等。

新入職的員工將在第一個工作日接受新員工入職培訓，以獲取有關本集團的必要資訊。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，以獲得最新市場資訊及技能。本集團的持牌人(持牌代表及持牌負責人)必須遵守證券及期貨事務監察委員會CPT培訓要求，每年最少花5個CPT小時在有關規管活動的主題培訓上。

員工有機會參與不同類型的活動，以增進其個人知識、技能和經驗，這都能讓員工具備多元的能力，同時亦培養跨職能的工作團隊。

此外，本集團通過電子郵件和公告向員工提供公司戰略、內部最新資訊。通過這種分享，本集團可推廣最佳實踐。本集團還會評估員工的工作效率，以及他們是否在當前的崗位上充分利用了自己的技能。

於報告期內，22%資產管理部的員工得到了培訓。平均每年完成8.6小時的培訓。男性員工平均完成培訓9小時，女性員工平均完成培訓8小時。

就後台服務業務而言，公司從新員工入職到晉升發展的整個過程中不斷為員工提供各類有針對性的培訓計畫。培訓主題從員工職業通用能力的培養，逐漸深入到業務相關的專業知識、應用技能，管理知識和職業素養等多個垂直細分領域的培養。

This year, the company continued to improve the system related to employee training and enriched the employee training system. Through the accumulation of knowledge in various business sectors, the company provided employees with a knowledge training system that combines online and offline, fully integrated with the actual situation.

From the first day of employment, all employees will participate in a series of trainings with the core content of understanding the company background and workplace etiquette and skills, so the employees can quickly adapt the company's working atmosphere and culture.

The promotion of the company's employees is based on the appraisal results. We have established a smooth "dual-channel" career development channel, and provide employees with a variety of training programs for different ranks and positions according to the competency needs of various positions in the company, such as the Gold Star Program for outstanding front-line employees, the Golden Seed Training Camp for reserves and new manager, the Wisdom Excellence Program for supervisors and managers, and the new quality inspection and new team leader training camps for employees in specific positions, etc. The company aim to help motivate employees to continuously improve their comprehensive quality, increase their post competency, and enable employees to give full play to their own advantages. At the same time, this program cultivates core talents for the company, reduces the loss, and enhances the sense of identity and cohesion of employees.

During the reporting period, the average training time for new employees of the company was 23.09 hours, the average annual training for front line management was 32 hours, and the average annual training for middle and senior management was 48 hours.

During the pandemic control period, due to the dual challenges of external pandemic prevention and control and the increase in personnel growth and training needs, the company arranged online courses to reduce the cost and risk of conducting external training. At present, there are online course resources in various course formats such as high-quality animation, dual-online courses, single-screen video and multimedia courses.

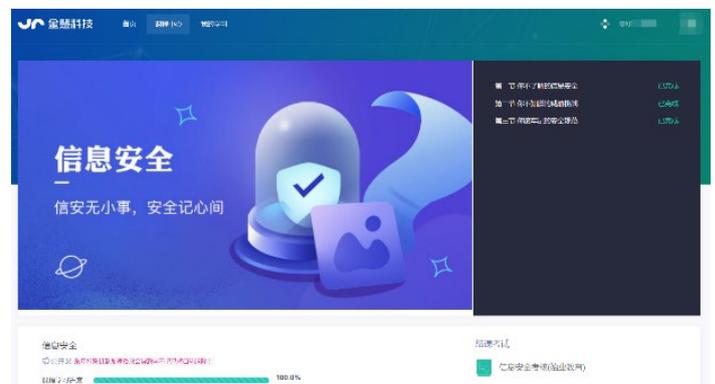
本年度，公司持續完善與員工培訓有關的制度，持續豐富員工培訓體系，通過各業務板塊的知識沉澱與積累，為員工提供線上線下相結合、知識豐富、充分結合實際的知識培訓體系。

所有員工從入職第一天開始就會參加培訓以了解公司文化，學習職場禮儀和工作技能為核心內容的新員工系列培訓，以便員工快速適應公司的工作氣氛和文化。

本公司員工晉升建立在考核結果的基礎上，我們已建立暢通的“雙通道”模式的職業發展通道，並根據公司各類崗位的勝任力需要，為員工提供多種針對不同職級不同崗位的培養項目，例如適合優秀一線員工的金星計畫、適合儲備與新晉管理的金種子訓練營、適合主管與經理的慧卓越計畫，還有為特定崗位員工設置的新質檢與新組長訓練營等，旨在有利於激勵員工不斷的提高自身綜合素養、增長其崗位勝任能力，使員工充分發揮自身優勢。同時為公司培養核心人才，減少核心人才的流失，增強員工的認同感和凝聚力。

本年度，公司新員工接受新人培訓的人均培訓時長為23.09小時，基層管理平均每年完成32小時的培訓，中高層管理平均每年完成48小時的培訓活動。

在疫情管控期間，面對外部的疫情防控以及內部人員增長培訓需求增加的雙重考驗，本公司安排線上課程的開發，減少人員外出培訓的成本和風險。目前有線上課程資源有精品動畫、精品雙屏、單屏視頻和圖文課程等多種課程形式。



In order to provide employees with the most effective and targeted training programs, the company's training concept is to let "people who understand the business do training and turn experience into excellent courses". Under the guidance of this concept, the company promotes knowledge sharing and common progress of employees by establishing an internal trainer management system. Every year, through self-recommendation and department recommendation, employees select outstanding employees from the grass-roots and middle-level to become internal trainers. The company implement a series of training skills training programs for internal trainers from concept, course design to delivery. The purpose is to promote internal trainers to combine the needs of actual business scenarios with working experience and skill knowledge sharing.

為保證給員工提供最有效最有針對性的培訓方案，讓“了解業務的人做培訓，把優秀經驗變成優秀課程”是公司的培訓理念之一。在這一理念指導下，公司通過建立內訓師管理制度，促進員工知識共用與共同進步。每年員工通過自薦與部門推薦的方式，選拔來自基層和中層的優秀員工成為內訓師。並對內訓師實行從培訓理念，到培訓設計再到培訓效果等一系列培訓技能的培養方案，促進內訓師將實際業務場景需求，與優秀工作經驗相結合，設計生動有趣的課程，分享經驗、傳授知識和技能。



6.4 Labour Standard

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 僱傭準則

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。本集團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。

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.

Therefore, the Group intends to formulate a sustainable environmental policy and reduce the environment impact of existing facilities. The Group has implemented a number of measures to reduce environmental impact. During the reporting period, the Group carried out measures to promote the conservation of electricity, energy, water and paper. We enthusiastically shoulder the responsibility of protecting the environment. In addition to complying with all applicable local environmental laws and regulations, we will also continue to strive to improve energy efficiency and reduce carbon emissions in the workplace. The asset management company of the Group has obtained the "Waste Reduction Certificate" and "Energy Conservation Certificate" issued by the Hong Kong Green Organization.

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.

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。

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。我們熱心肩負保護環境的責任。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。本集團資產管理公司已獲得香港綠色機構認證頒發的「減廢證書」及「節能證書」。

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。

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.

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 greenhouse gas ("GHG") emissions, non-hazardous waste and waste-water emissions.

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。

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。

本公司日常營運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，我們在營運過程中不使用任何包裝材料。本公司引入線上系統以處理內部營運及審批流程，更設有伺服器用於文件存儲，以減少紙質文件存儲。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

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溫室氣體（「GHG」）排放、無害廢棄物及污水排放。

7.1.1 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.

During the reporting period, the Group's GHG emissions equated to a total of approximately 4,164.18 tonnes of CO₂ equivalent ("tCO₂e") and the detailed summary of the GHG emissions is shown as below.

	Unit 單位	2019/2020	2020/21	2021/2022
Total GHG Emission 總溫室氣體排放	tCO ₂ e 噸二氧化碳當量	19.20	2,878.87	4,164.18
GHG Emission Intensity 溫室氣體排放密度 tCO ₂ e/ Number of employees 噸二氧化碳當量/員工人數	tCO ₂ e 噸二氧化碳當量	1.06	0.64	0.59

7.1.2 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.

During the reporting period, the Group recycled 41,745 distilled water bottles.

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.

7.11 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，使我們能夠準確了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總量為4164.18噸二氧化碳當量("tCO₂e")，溫室氣體排放的詳細匯總如下。

7.1.2 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。我們營運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。

報告期內，本集團總公司回收了41,745瓶蒸餾空水瓶。

對於包含敏感資訊的資料，本集團使用紅袋進行特殊處理。紅袋裏裝滿了包含敏感資訊的檔案，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。

7.1.3 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.

7.2.1 Energy Consumption

Due to the nature of the Group's business, it has more than 6000 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:

	Unit 單位	2019/2020	2020/2021	2021/2022
Electricity Consumed 電力消耗	kWh 千瓦時	24,306	2,991,362	4,272,82
Intensity 強度 (kwh/staff 千瓦時/員工)	kWh 千瓦時	1,350.33	674.33	615.32

7.1.3 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

本集團營運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，我們在營運過程中不使用任何包裝材料。

7.2.1 能耗

由於本集團的業務性質，其擁有超過6000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：

Compared with the previous reporting period, the electricity consumption intensity per employees has decrease. This show that the energy efficiency has improved.

In addition to electricity consumption, our back-office service business has 5 backup generators. During the reporting period, the backup generator used a total of 6 liters of diesel.

7.2.2 Water

The Group's operations use relatively little water compared with other industries and the Group does not consider this to be material to its environmental impact. However, the Group recognizes that water is becoming an increasingly important issue. The property management where the Group office located has promote water conservation and discuss to tenants in the building about water saving initiatives.

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.

與上一報告期相比,我們每個員工的人均電力強度已降低,這說明我們提高了能源效率。

除了電力,我們的後台服務業務擁有5台備用發電機。報告期間,備用發電機一共使用了683公升的柴油。

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。

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。

本集團引入電子平台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。

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 (4~3 years) 10 years) and long-term (more than 10 years) three categories.

管理氣候變化對業務營運的影響

本集團參照氣候相關財務資訊披露工作組 (TCFD) 的建議框架, 進一步披露氣候變化對集團營運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、評估和管理業務營運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 與我們相關的潛在影響
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 因管控高耗能高排放項目而在各省實施的 "拉開限電" 導致營運成本增加
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 碳價格機制開始實施, 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 與我們相關的潛在影響
Energy Sources 能源來源	<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，積極關注能源使用資料 	<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"> - General Meetings General Meetings GeneralMeetingsGeneral Meetings General Meetings 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"> - General Meetings General Meetings GeneralMeetingsGeneral Meetings General Meetings 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 a extreme weather disasters.

加強制度建設及應對與氣候相關的風險和機遇

為構建極端天氣事件驅動下實體風險的應對能力，本集團已制定並執行《應急管理程式》等內部管理文件，規範了應對極端天氣事件（東北大雪）時的預防、監測與預警措施，並明確氣象災害的應急處置與救援措施和善後工作方案。

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.

The Group received awards from a number of organizations last year. The awards won include the "Caring Company" awarded by the Hong Kong Council of Social Service and the "Happy Workplace" issued by the Hong Kong Enhance Happiness Index Fund and the Hong Kong Productivity Council, "Good MPF Employer", "Electronic Contribution Award" and "MPF Support Award" awarded by Hong Kong Mandatory Provident Fund Schemes Authority. Beside that, the Group also awarded the "Wastesi\$e Certificate" and "Energywi\$e Certificate" from Hong Kong Green Organization Certification.

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。

去年，本集團獲得多個機構頒發的獎項，所獲獎項包括香港社會服務聯會頒發的「商界展關懷」獎項，香港提升幸福指數基金和香港生產力促進局頒發的「幸福職場」獎項，香港強制性公積金計劃管理局頒發的「強積金好雇主」、「電子貢獻獎」及「強積金支持獎」。此外，本集團亦獲頒香港綠色機構認證的「減廢證書」及「節能證書」。



減廢證書

Wastewi\$e
—Certificate—



節能證書

Energywi\$e
—Certificate—

Color Version



M100Y85BL15 in Process Color or Pantone 200J
BL100



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.

In addition, the company actively responded to the Ministry of Education's implementation of the "National Medium and Long-term Education Reform and Development Plan Outline", which promoted industry-university cooperation, and encourage the talent training of universities. We have donated RMB 1 million to Liaoning Normal University in 2021. The university has established the "Jinhui Technology Inspirational Fund" to reward Liaoning Normal University students with excellent academic performance, The fund will subsidize poor students, and support students to carry out social practice activities. We support youth employment plans, continually cooperate with education authorities and universities every year. We provide students and graduates with internships positions by organizing various training activities. We are a talent training and internship base for many universities. Through various training activities for college students, it provides a platform for college students to apply theory to practice, which has played a better role in promoting the cultivation 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.

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。

除此以外，本公司積極回應教育部落實《國家中長期教育改革和發展規劃綱要》，推進產學合作、協同育人，創新高校人才培養機制，我們於2021年捐資人民幣100萬元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見習基地。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台，為資訊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。

Appendix I ESG Key Performance Data Tables for 2021/2022

附錄I 2021/2022年ESG關鍵績效資料表

Environmental Aspects 環境範疇

KPI 關鍵績效指標		Unit 單位	2021/2022
Air Emission 廢氣	Sulfur dioxide 二氧化硫排放量	KG 千克	0.01
	Nitrogen oxides 氮氧化物排放量	KG 千克	65.41
	Particular matter 顆粒物排放量	KG 千克	6.18
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	139.61
	Greenhouse gas emissions (Scope 2) 溫室氣體排放量 (範圍二)	tCO2e 噸二氧化碳當量	4,024.56
	Total greenhouse gas emissions 溫室氣體總排放量	tCO2e 噸二氧化碳當量	4,164.18
	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	0.59
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 兆瓦時	4,272.82
	Direct energy consumption 直接能耗量	'000 kWh 兆瓦時	0
	Indirect energy consumption 間接能耗量	'000 kWh 兆瓦時	4,272.82
	Energy consumption intensity 能耗強度	兆瓦時 / 平方米	0.61
	Electricity consumption 總用電量	'000 kWh 兆瓦時	4,272.82
	Petrol consumption 汽油使用量	Litre 升	N/A 無
Water Consumption 用水量	Water consumption 用水量	m ³ 立方米	Water is included in the property lease 用水包含在物業租賃裡
	Intensity of water consumption 用水強度	m ³ / Number of employees 立方米 / 平方米	

Description of environmental data and indexes

環境資料與係數說明

1.Environmental data spans the period from 1 April 2021 to 31 March 2022.

環境資料的時間跨度為二零二一年四月一日至二零二二年三月三十一日。

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 China Regional Power Grid Baseline Emission Factor for 2017 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.

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《2017年度中國區域電網基準線排放因數》,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.The type of energy consumed by the Group in 2021 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 conversion factors provided by the International Energy Agency and the General Principles for Calculation of Total Production Energy Consumption (GB/T 2589-2008)

2021年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; 能耗係數參考國際能源署提供的轉換因數以及國家《GB/T2589—2008綜合能耗計算通則》。

4.The water bill of the Group is included in the office lease. Actual water usage data cannot be provided.

本集團的水費包含在辦公室租賃。因此無法提供實際用水數據。

Social Aspects 社會範疇

KPI 關鍵績效指標		2021/2022	
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雇員總數			
		Number of employees (persons) 員工人數 (人)	Percentage (%) 占比 (%)
By Gender 按性別劃分	Male 男	2609	37%
	Female 女	4358	63%
By Employment Type 按僱傭類型劃分	Full-time 全職	6491	93%
	Part-time 兼職	476	7%
By Geographical Region 按年齡組別劃分	Under 30 years old 30 周歲以下	4358	82%
	31 – 50 years old 31-50 周歲	27	17%
	50 years old or above 50 周歲以上	4358	1%
By Geographical Region 按地區劃分	Mainland China 中國大陸	6953	99.7%
	Hong Kong China 中國香港	14	0.3%
Total Number of Employees 員工總人數		6977	
Employee turnover rate by 雇員流失比率			
		Turnover rate 離職率 (%)	
By business 按業務劃分	Back-office business 後台服務業務	7.8%	
	Asset management business 資產管理業務	36.59%	
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雇員百分比及受訓平均時數			
		Percentage of employees trained 受訓雇員百分比	Number of training hours per capita 人均受訓時數
By Gender 按性別劃分	Male 男	50%	5.2
	Female 女	60%	7.7
By Employment Type 按性別劃分	Senior Management 高管	54%	8.6
	Middle Management 中層管理	62%	8.1
	General Staff 普通員工	53%	5.4

Appendix II ESG Guide Content Index

附錄II《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	25-28
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	26
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	27
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	27
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	27
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	25-28
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	27

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
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	28-29
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	28
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	29
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	28-29
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	29
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)每生產單位占量。	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。	/
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	29
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	29

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
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	29-31
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜, 及應對行動。	Disclosed 已披露	29-31
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	18-19
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雇員總數。	Disclosed 已披露	19
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雇員流失比率。	Disclosed 已披露	19
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雇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	20-21
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	21
B2.2	Lost days due to work injury. 因工傷損失工作日數。	Disclosed 已披露	21
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	20-21

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
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	22-24
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	22-24
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	22-24
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. 有關防止童工或強制勞工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	24-25
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	24-25
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	24-25
B5 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。	Disclosed 已披露	17
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Disclosed 已披露	17
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	17
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	17
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	17

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
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	12-16
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。	/
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	14
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	15
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	12-13
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	14-15
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	16
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雇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	16
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	16
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	16

ESG Indicators ESG指標		Disclosures 披露情況	Corresponding Pages 對應頁碼
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. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Disclosed 已披露	31-33
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	31-33
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	31-33

