

MINDTELL TECHNOLOGY LIMITED

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號 : 8611

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT

環境、社會及管治報告

2023



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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I. ABOUT THE REPORT

Mindtell Technology Limited (the “Company”) and its subsidiaries (collectively, the “Group”) is an information technology service provider based in Malaysia since 2006. Over the years, the Group has undergone significant business growth, focusing on the design, procurement, installation and maintenance of customised system applications for corporate customers. In addition, the Group offers management advice and consultancy services related to computer software and information technology.

In response to the increasing concern over sustainable development and climate change, the Group is committed to enhancing its environmental, social and governance (collectively referred to as “ESG”) performance. The Group endeavours to fulfil its corporate responsibilities by considering ESG issues in decision-making and strategy formation, with the ultimate goal of realising low-carbon operations.

In compliance with the requirements under Appendix C2 – Environmental, Social and Governance Reporting Guide to the Rules Governing the Listing of Securities on GEM of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) under the “comply or explain” provision, the Group is pleased to present its ESG report (the “Report”) for the year ended 30 November 2023 (“FY2022/2023” or “the year under review”) to illustrate its ESG management strategies and ESG performance in the year under review.

I. 關於本報告

Mindtell Technology Limited (「本公司」) 及其子公司 (統稱「本集團」) 於2006年在馬來西亞成立，是一家紮根於馬來西亞的資訊科技服務供應商。多年來，本集團不斷擴展業務，專注於為企業客戶設計、採購、安裝與維護個性化的系統應用程式，並提供電腦軟體及資訊科技相關的管理意見和諮詢服務。

鑑於可持續發展和氣候變化受到越來越多的關注，本集團致力於提升其環境、社會及管治 (統稱「ESG」) 表現。本集團努力履行企業責任，在決策和策略制定中考慮ESG事宜，並以實現低碳營運為最終目標。

本集團遵守香港聯合交易所有限公司 (「聯交所」) 創業板證券上市規則附錄C2《環境、社會及管治報告指引》中「不遵守就解釋」條文的規定，欣然呈列其截止至二零二三年十一月三十日之財政年度 (「二零二二／二零二三財年」或「回顧年度」) 的ESG報告 (「本報告」)，以說明本集團於回顧年度的ESG管理策略及ESG表現。

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Boundary Setting

This Report employs the operational control approach to define the reporting boundary, only encompassing business sectors in which the Group has full authority to control the operating practices. Hence, this Report mainly covers the ESG issues of the Hong Kong office and the business segment of the system integration and development services, the IT outsourcing services and the maintenance and consultancy services operated in Malaysia. The performance and management policies outlined in this Report are consistent with the management discussion and analysis in the Group's 2023 Annual Report.

The reporting period of this Report is for FY2022/2023, unless specifically stated otherwise. For the corporate governance section, please refer to the Group's 2023 Annual Report.

Reporting Principles

As the reporting principles underpin the preparation of the Report, the formulation, organisation, and presentation of the Report's main content adhere to the following four principles: Materiality, Quantitative, Balance, and Consistency.

Materiality:

To effectively pinpoint material ESG issues that affect the Group's long-term development, the Group conducts stakeholder engagement regularly to gain insights from its key stakeholders. Further information on the Group's approaches regarding material ESG issues identification can be found in the sections "Stakeholder Engagement" and "Materiality Assessment."

Quantitative:

The Report presents data in a quantitative way to facilitate meaningful comparison and assessment. Methodologies, assumptions and sources of conversion factors are clarified in the respective performance table in the Appendix. Meanwhile, Key Performance Indicators ("KPI") are applied to demonstrate the Group's efforts and performance in ESG aspects in the year under review.

邊界設定

本報告採用營運控制法界定報告範圍，僅涵蓋本集團對營運實踐擁有完全控制權的業務部門。因此，本報告主要涵蓋香港辦事處，以及在馬來西亞營運的系統整合及開發服務、資訊科技外判服務和維修及顧問服務業務部門的ESG事宜。本報告概述的績效和管理政策與本集團二零二三年之年度報告的管理層討論和分析一致。

除特別說明外，本報告的報告期間為二零二二／二零二三財年，有關企業管治部分，請參閱本集團二零二三年之年度報告。

報告原則

由於報告原則是報告撰寫的基礎，本報告主要內容的構想、組織和表達遵循以下四個原則：重要性、量化、平衡和一致性。

重要性：

為了有效識別影響本集團長期發展的重大ESG議題，本集團定期進行持份者參與活動，以獲取主要持份者的見解。有關本集團識別重大ESG議題之方法的更多信息，請參閱「持份者參與」和「重要性評估」章節。

量化：

本報告以定量的方式呈現數據，以便於進行有意義的比較和評估。當中所使用的計算方法、假設及系數來源已在附錄相應的績效表中明確披露。同時，本報告使用關鍵績效指標（「KPI」）展示本集團在回顧年度ESG方面的努力及表現。

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Balance:

The Report incorporates the Group's ESG accomplishments and areas for enhancement to impartially depict its progress for readers to make correct decisions. The Report strives to provide a complete picture of the Group's ESG performance while avoiding omission and selection of information.

Consistency:

To allow the analytical results to serve as benchmarks for comparison with peer companies, the Report has employed consistent calculation methodology, reporting framework and information disclosure technique over the years. All significant and noteworthy changes regarding the reporting framework or calculation method are explicitly explained in the relevant sections.

Information disclosure

The information in the Report was collected through an array of channels, including official documents and statistics of the Group, the integrated information of supervision, management and operation under the relevant policy, the internal quantitative and qualitative questionnaires based on the reporting framework, and sustainability practices provided by the subsidiaries of the Group.

The Group will publish the Report in respect of the financial year ended 30 November 2023 on the websites of the Stock Exchange (www.hkexnews.hk) and the Company's website (<http://www.mindtellttech.com/>) at the same time as its Annual Report is published. The Report will be accessible under the "Investor Relations" section of the Company's website.

The Report was prepared in both English and Chinese. If there is any conflict or discrepancy, the English version shall prevail.

平衡：

本報告涵蓋了本集團的ESG成就和改進空間，不偏不倚地描述本集團的相關進展，讓讀者作出明智的決定。本報告將全面地概述本集團的ESG表現，避免遺漏和篩選資訊。

一致性：

為使分析結果能夠作為與同業比較的基準，本報告多年來採用了一致的計算方法、報告框架和信息披露技巧。所有有關報告框架或計算方法的重大且值得注意變化，將在相關章節中明確解釋。

信息披露

本ESG報告中的信息通過多種渠道收集，包括本集團的正式文件和統計數據，根據相關政策進行監督、管理和營運的綜合信息、基於報告框架的內部定量和定性問卷以及本集團子公司提供的可持續發展實踐。

本集團將於聯交所網站(www.hkexnews.hk)及本公司網站(<http://www.mindtellttech.com/>)同時發佈截至二零二三年十一月三十日之財政年度的ESG報告及年度報告，而該報告可在公司網站的「投資者關係」部分存取。

本ESG報告以英文和中文編寫。如有任何衝突或差異，應以英文本為準。

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II. BOARD INCLUSIVENESS

The Board of Directors (the “Board”), being the highest governing body of the Company, takes the leadership role in steering the Group towards sustainability. In specific, the Board formulates ESG strategies and policies while closely monitoring their execution. The Board is also obligated to strengthen the Group’s ESG risk management to increase resilience and secure long-term development. Utilising the “Top-down” and “Bottom-up” management approach, the Board communicates its ESG targets and ideas to employees of all levels while drawing on frontline employees’ hands-on experiences in daily operations to enhance ESG strategies accordingly. Furthermore, the Board believes the importance of stakeholder engagement in determining material ESG matters that highly affect its key stakeholders and are relevant to the Group’s competitiveness in the industry. The Group strives to better address material ESG issues by incorporating them into decision-making and business development plans.

Guided by the “Leadership Role and Accountability in ESG” issued by the Stock Exchange, the Board recognises an effective governance structure of ESG matters is fundamental to outstanding ESG performance and reporting. In particular, the Board takes leadership and accountability for the following aspects:

- Monitoring of the Group’s material ESG matter identification;
- Encouraging the consideration of ESG aspects in daily business operations and decision-making;
- Understanding and addressing potential impacts of the ESG-related risks and opportunities; and
- Taking ultimate responsibility in overseeing ESG-related issues within the Group including material ESG issues and the setting and tracking of ESG-related goals and targets.

II. 董事會參與

董事會（「董事會」）作為公司的最高管理機構，將帶領本集團走向可持續發展。具體而言，董事會制定ESG策略和政策，同時密切監控其執行情況。董事會亦負責加強本集團的ESG風險管理，以增強抵禦能力，確保長期發展。董事會採取「自上而下」和「自下而上」的管理方法，向各級員工傳達ESG目標和理念，同時憑藉前線員工在日常營運中的實際經驗相應地完善ESG策略。此外，董事會相信持份者參與對識別高度影響其主要持份者及與本集團行業競爭力相關的重大ESG議題非常重要。本集團致力於將重大ESG議題納入決策和業務發展計劃，以有效地處理這些事宜。

在聯交所發佈的《在ESG方面的領導角色和問責性》的指導下，董事會明白有效的ESG事宜管治架構有助提升ESG績效和報告水平。具體而言，董事會在以下方面發揮領導作用並承擔責任：

- 監控本集團的重大ESG事宜識別；
- 鼓勵在日常業務營運和決策中考慮ESG層面；
- 了解並應對ESG相關風險和機會的潛在影響；以及
- 承擔監督本集團ESG相關議題的最終責任，包括重大ESG議題以及設定並追蹤ESG相關目標和指標。

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To facilitate sustainability achievement, the Group encourages communication among the Board, the management and the general staff to align their ESG vision. Therefore, the Group engages employees from divisions, such as operations, finance and compliance departments, in discussion to define each party's roles in ESG goal realisation. To ensure cohesive action across the entire organisation with a shared objective, the Board actively tracks the Group's ESG progress and regularly review its ESG principle. At the same time, the Board keeps itself updated with internal and external ESG news, acquiring reviews ESG information mainly through the following channels:

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

為促進可持續發展，本集團鼓勵董事會、管理層和一般員工之間的溝通，以協調其ESG願景。因此，本集團與營運、財務、合規等部門的員工進行討論，明確各方在ESG目標實現中的角色。為確保整家企業的行動目標一致，董事會積極跟進本集團的ESG進度並定期審查其ESG原則。同時，董事會及時了解內部和外部ESG新聞，其中主要透過以下渠道獲取相關ESG信息：

- 本集團ESG報告中有關關鍵績效指標的披露；
- 本集團董事會與管理團隊之間的會議的口頭匯報；及
- 由本集團內部和外部持份者就企業可持續發展填寫的問卷／線上調查。

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ESG Management

ESG管理

The Board

- Formulating corporate sustainability approaches
- Monitoring ESG-related issues and progress
- Paying attention to the regulatory updates and market dynamic to spot risks and opportunities

The Management

- Enacting the outlined sustainability practices
- Reviewing the progress through KPIs
- Reporting to the Board about ESG policy execution
- Facilitating effective communication within the Group

General Staff

- Reporting to the management for issues identified during operations
- Communicating with the management to facilitate sustainability practices implementation

董事會

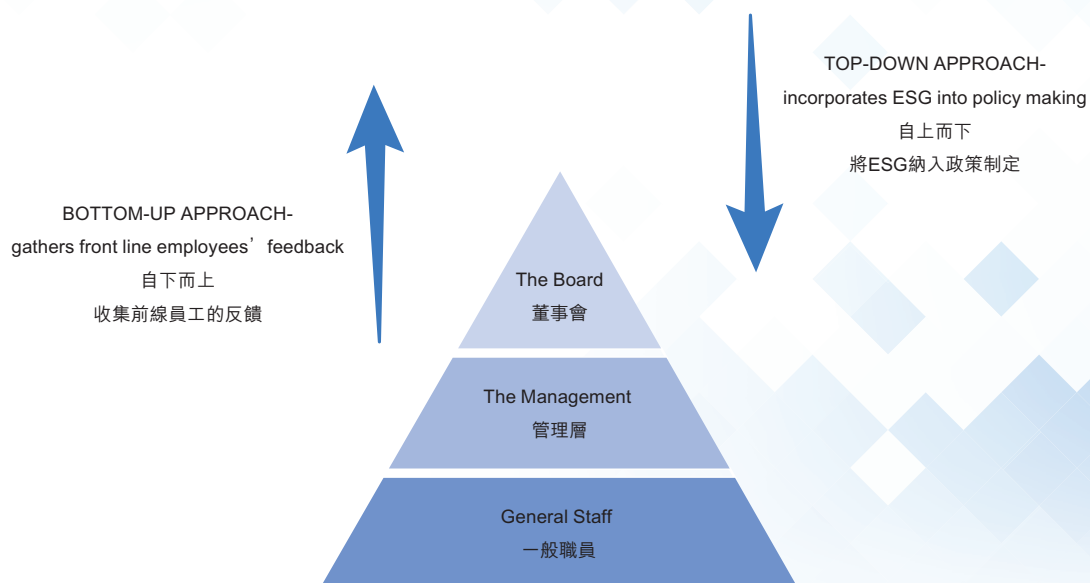
- 設定企業可持續發展方針
- 監管與ESG相關的事宜及進展
- 留意監管更新及市場動態以發現風險及機遇

管理層

- 執行可持續發展政策綱領
- 通過關鍵績效指標審查進度
- 就ESG政策執行向董事會報告
- 促進集團內有效溝通

一般職員

- 向管理層報告營運期間發現的問題
- 與管理層溝通以促進可持續發展實踐的實施



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III. MESSAGE FROM THE BOARD

Dear Valued Stakeholders,

Our year in review

We are delighted to announce the Group's sixth standalone ESG reporting for FY2023. In the year under review, we encountered profound global challenges, such as economic instability, climate change and geopolitical disruptions. Despite these challenges and the associated impacts, we have remained steadfast in our commitment to advancing the sustainability of both humanity and the planet.

In view of the increasing concerns about ESG issues and climate change, we recognise the importance of ESG integration to sustain our brand image and long-term prosperity. Hence, we continually strive to fortify our sustainability strategy, leveraging our talents and expertise to contribute to the creation of a better community for all. While being proud of the progress achieved in the past financial year, we acknowledge that there is more work to be done. Thus, we genuinely present our ESG Report for the financial year ending on 30 November 2023, which encapsulates our ESG achievements and areas for improvement.

Our sustainability strategies

We strongly believe that setting accountable goals is essential for tracking progress and identifying both strengths and weaknesses. Thus, our primary mission involves defining realistic yet meaningful targets. We are dedicated to closely monitoring market trends and regularly updating our goals by benchmarking against industry best practices to stay abreast of our peers' latest developments.

In addition, we strive to develop our ESG approaches referencing the United Nations Sustainable Development Goals ("SDGs") to present our commitment to contributing to a sustainable future in an international language. We conduct stakeholder engagement regularly to understand which SDGs are particularly crucial and expected to shape our business direction. In this financial year, we determined SDG3, 4, 8, 9 and 11 are of great importance to our business operations and development through analysing key stakeholders' opinions. Detailed discussions on these prioritised SDGs are provided in the next section.

III. 董事致辭

尊敬的持份者：

我們的年度回顧

我們非常高興地宣佈本集團將於二零二二／二零二三財年推出第六份獨立的ESG報告。在這回顧年度，我們經歷了經濟不穩定、氣候變化、地緣政治動盪等深刻的全球挑戰。儘管如此，我們仍然堅定不移地致力於促進人類和地球的可持續發展。

鑑於人們對ESG議題和氣候變化的關注不斷增加，我們意識到ESG整合對維持我們的品牌形象和長期繁榮至關重要。因此，我們不斷加強我們的可持續發展策略，利用我們的人才和專業知識為所有人創造一個更美好的社區。縱使我們為上一財年取得的進展感到自豪，我們認為還有進步空間。因此，我們欣然呈列截至二零二三年十一月三十日之財政年度的ESG報告，概述我們的ESG成就和需要改進的領域。

我們的行動策略

由於我們堅信制定可量化的目標對於追蹤進度和識別優勢和不足至關重要，因此，我們的首要任務是要定立實際且有意義的目標。我們致力於密切關注市場趨勢，並透過對標行業最佳實踐了解同行的最新發展，定期更新我們的目標。

此外，我們參考聯合國可持續發展目標（「SDGs」）制定ESG方針，旨在以國際語言表達我們促進可持續發展的承諾。我們定期進行持份者參與，以了解哪些SDGs特別重要並將塑造我們的業務方向。在回顧年度，我們透過分析主要持份者的意見，確定了SDG3、4、8、9和11對我們的業務運作和發展非常重要，並於下一章節詳細討論這些優先排序的SDGs。

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Our commitment to sustainability

The experiences of the past few years, particularly with the challenges posed by the pandemic, have underscored the equal significance of the economy, the environment, and the society. Recognising that neglecting any of these aspects can jeopardise the Group's long-term prosperity, we place emphasis on the interconnectedness of these elements.

In response, we prioritise ESG issues in our decision-making processes while endeavouring to fulfil our corporate responsibility. In terms of environmental aspects, as part of our efforts to minimise negative impacts on natural resources, we have implemented internal measures to reduce our operational energy consumption. Given our identity as an IT service consultant, we are confident that our operations do not generate significant pollution or contribute to irreversible environmental harm. Despite this, we have established short-term environmental targets that align with our business nature to further lower our pollution, with the Board taking the responsibility to oversee and review the progress and performance. Meanwhile, we are committed to facilitating society's recovery from the pandemic while enhancing the well-being of the community by joining charitable activities.

In addition, to enhance our climate-related financial information disclosure and provide high-quality information for our stakeholders to make informed decisions, we assess our environmental performance with reference to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

我們的可持續發展承諾

過去幾年的經驗（特別是疫情帶來的挑戰）突顯了經濟、環境和社會同等重要。我們認識到忽視其中一個方面都可能危及本集團的長期繁榮，因此，我們重點關注這三個原素的相互關聯性。

有見及此，我們在決策過程中優先考慮 ESG 議題，同時努力履行企業責任。在環境方面，為了盡量減少對自然資源的負面影響，我們採取了內部措施減少營運的能源消耗。鑑於我們為資訊科技服務顧問，我們相信我們的營運不會產生重大污染或造成不可逆轉的環境危害。儘管如此，我們仍制定了符合我們業務性質的短期環境目標以進一步降低污染，並由董事會負責監督和審查進度和績效。同時，我們致力於透過參與慈善活動，促進社會從疫情中復甦及提升社區福祉。

此外，為了加強氣候相關財務信息揭露，以及為持份者提供高質素的資訊，讓他們作出明智的決策，我們參考了氣候相關財務信息披露工作組（「TCFD」）的建議評估我們的環境績效。

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Looking ahead

We believe the biggest impact we can make is to develop sustainable innovations that address the world's challenges. Following the Malaysian government's new digital economy initiative, the "Malaysia Digital Initiative" launched in 2022, we strategically increase investment in areas such as networking products, cloud storage platform technology, artificial intelligence and big data. While acknowledging that there is no one-size-fits-all solution, we firmly believe that responsible technology has the potential to drive and expedite the necessary changes for a better tomorrow. As such, we are committed to navigating through our own transformation and reinforcing our business innovation in areas where our technologies and capabilities can make positive impacts.

Looking ahead, with the easing of disruptions and restrictions induced by the pandemic, we anticipate a thrilling year ahead. We are confident that by staying steadfast in our current sustainability commitments, we can bring about positive changes that will benefit our business, the people, and the planet. Meanwhile, the Board will remain dedicated to leveraging its supervisory powers to boost the Group's sustainable development.

Finally, I would like to express my heartfelt appreciation to our committed staff and members of the management team for their efforts during the year under review. I would also like to express gratitude to our supportive customers, our shareholders, investors and other business partners for their ongoing trust as we progress towards a sustainable operating mode.

Yours sincerely,

Chong Yee Ping

Chairman and Chief Executive Officer

Hong Kong, February 2024

展望將來

我們相信開發用以應對世界挑戰的可持續創新是我們可作的最大貢獻。隨著馬來西亞政府於2022年推出新數碼經濟倡議－Malaysia Digital Initiative（「馬來西亞數碼倡議」），我們策略性地加大互聯網產品、雲端儲存平台技術、人工智能和大數據等領域的投資。雖然不存在適用於所有情況的解決方案，但我們堅信負責任的技術可推動和加速必要的變革，創造更美好的明天。因此，我們致力於推動自身轉型，並加強我們的技術和能力產生正面影響之領域的業務創新。

展望未來，隨著疫情造成的影響和限制得到緩解，我們預計未來一年將令人振奮。我們相信透過堅定履行當前的可持續發展承諾，我們能夠帶來使我們的業務、人類和地球受益的正面變化。同時，董事會將繼續運用監督權力，促進本集團可持續發展。

最後，本人謹向我們敬業的員工和管理團隊成員在回顧年度的努力表示衷心感謝。我還要感謝支持我們的客戶、股東、投資者和其他商業夥伴，感謝他們在我們邁向可持續經營模式過程中持續的信任。

謹啟，

鍾宜斌

主席兼行政總裁

香港，二零二四年二月

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IV. STAKEHOLDER ENGAGEMENT

Reckoning that stakeholders' insights are valuable, the Group has proactively communicated with its internal and external stakeholders, encouraging them to share their concerns and ideas. With the aim of developing a robust relationship with key stakeholders and conducting a thorough materiality assessment, the Group interacts with its stakeholders through various channels as outlined in the table below.

Communication with Stakeholders

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

IV. 持份者參與

本集團認為持份者的見解具有價值，因此主動與內部和外部持份者溝通，鼓勵他們分享其關注和想法。為了與主要持份者建立緊密的關係並進行全面的重要性評估，本集團透過下表列出的各種渠道與其持份者交流。

與持份者的溝通

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

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

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

Materiality Assessment

As companies with different business characteristics encounter various ESG risks and opportunities, it is of great importance for the Group to identify its relevant ones and handle them properly. As such, in FY2022/2023, the Group engaged its key stakeholders to conduct the materiality assessment to identify the ESG issues of particular interest to them.

In particular, the Group assessed, categorised and identify its key stakeholders, taking into account their impacts and dependence on the Group's business decisions and activities following the principles set out in ISO 26000 (Guidance on Social Responsibility). Subsequently, representatives from each identified stakeholder group were invited to take part in the online survey, where they could express their concerns regarding a list of ESG matters. Then, a materiality matrix as shown below was constructed based on the analysed survey results, highlighting the issues that stakeholders are most concerned about.

重要性評估

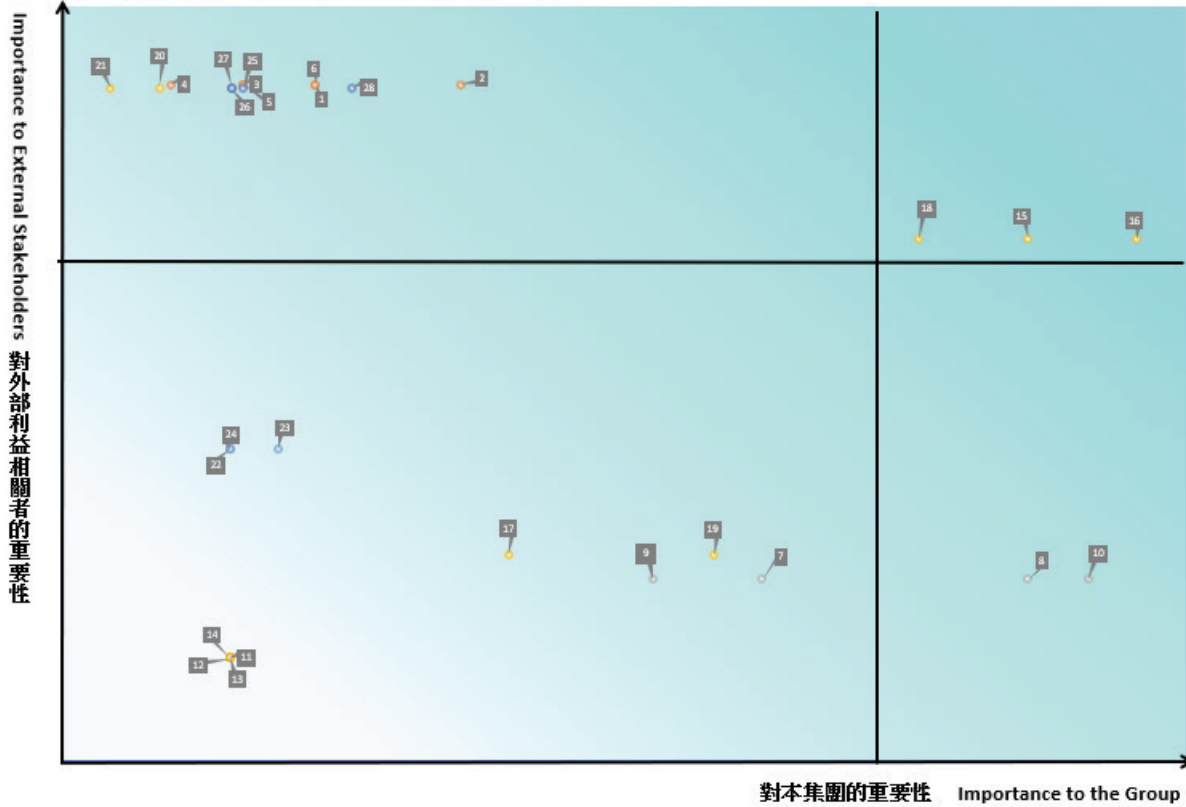
由於不同業務特性的企業將面臨不同的 ESG 風險和機遇，識別本集團的相關風險和機遇並妥善處理相當重要。因此，於二零二二／二零二三財年，本集團邀請了其重要持份者進行重要性評估，以確定他們特別重視的 ESG 議題。

具體而言，本集團按照 ISO 26000 (社會責任指南) 的原則，根據持份者對本集團業務決策和活動的影響力和依賴性，評估、分類和識別其主要持份者。然後，本集團邀請各個已確定持份者群體的代表參加在線調查，發表他們對一系列 ESG 議題的關注，並通過分析調查結果建立如下所示的重要性矩陣，突顯持份者最關注的議題。

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Stakeholder Engagement Materiality Matrix
利益相關者的參與重要性分析矩陣



- Environmental Impacts 環境影響
- Operating Practices 營運條例
- Leadership & Governance 領導力和管治
- Employment and Labour Practices 僱傭及勞工福利
- Community Investment 社區投資

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List of ESG issues for Materiality Assessment

重要性評估的ESG議題

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

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As shown in the materiality matrix, “Product/Service Quality and Safety”, “Customer Privacy and Data Security” and “Intellectual Property Rights” were relatively material to the Group and its stakeholders. After the Board reviewed and approved the results, it developed the Group’s sustainability approaches based on the identified material ESG issues.

All in all, stakeholder engagement and materiality assessment are essential for the Group as it serves as a reference for the Group in developing its ESG strategies and targets. Besides, the analysed results also inform and guide the content of this Report.

Working Towards Sustainable Development Goals (SDGs)

The United Nations SDGs are a set of global goals designed to address a range of pressing challenges around the world, aiming to provide a universal framework for countries, organisations, and individuals to work towards a more sustainable and equitable future. Recognising the growing significance of the SDGs, the Group is committed to incorporating them into its development strategies and has proactively adjusted its internal operations, products, solutions and services to realise the SDGs. In addition to SDG 3: Good health and well-being, SDG 4: Quality education and SDG 11: Sustainable cities and communities, the Group has newly identified SDG 8: Decent work and economic growth and SDG 9: Industry, innovation and infrastructure as focus. Elaboration on the Group’s ESG strategies, programs, and goals that support the specific SDGs are detailed below.

如重要性矩陣所示，「產品／服務質量與安全」、「顧客私隱保護與數據安全」和「保護知識產權」對於本集團及其持份者相對重要。董事會審核及批准結果後，根據確定的重大ESG議題制定了本集團的可持續發展方針。

總括而言，作為本集團制定ESG策略和目標的參考，持份者參與和重要性評估對本集團至關重要。此外，分析結果也為本報告的內容提供了信息和指導。

實現可持續發展目標(SDGs)

聯合國可持續發展目標是一系列全球目標，旨在解決世界各地正面對的不同迫切挑戰，為國家、組織和個人提供一個通用框架，以實現更可持續和公平的未來。本集團意識到可持續發展目標日益重要，致力於將其納入發展策略，同時積極調整內部營運、產品、解決方案和服務，以實現可持續發展目標。除了可持續發展目標3：良好健康與福祉、可持續發展目標4：優質教育和可持續發展目標11：可持續城市與社區外，本集團最新還把可持續發展目標8：體面工作和經濟增長，以及可持續發展目標9：產業、創新與基礎設施列為重點關注的目標。以下詳細闡述了本集團支持特定可持續發展目標的ESG策略、計劃和目標。

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SDG 3: Good health and well-being



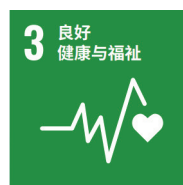
The global health crisis caused by the pandemic posed a significant threat to public health and presented a pressing challenge to the healthcare system. Even though the residual effect of the pandemic has been easing during the year, the Group still diligently focused on minimising its impact. For instance, the Group remained responsive to the government's evolving preventive measures and adopted a flexible remote working policy to mitigate the risk of infection. Additionally, the Group reckons the crucial role played by the IT service industry in the post-pandemic period and is committed to upholding the quality of its IT consultancy service and improving local health outcomes.

SDG 4: Quality education



The Group holds the belief that education is the cornerstone to a community's future success. In line with this belief, the Group has made efforts to offer professional training to its employees and promote lifelong learning opportunities. Besides, the Group believes that by leveraging its expertise, its IT services can facilitate the inclusive and quality education for all by enabling access to education remotely.

SDG 3：良好健康與福祉



疫情引發的全球健康危機對公共衛生構成重大威脅，同時對醫療體系帶來了重大挑戰。儘管疫情的影響在年內有所緩解，本集團仍致力於將其影響降至最低。例如，本集團繼續響應政府不斷變化的防疫措施，並採取靈活的遠程辦公政策以降低感染風險。此外，本集團意識到資訊科技服務業在後疫情時期發揮的重要作用，致力於維持其資訊科技諮詢服務的品質並改善地區的健康狀況。

SDG 4：優質教育



本集團堅信教育是社區未來成功的基石。本著這個信念，本集團努力為員工提供專業培訓並促進終身學習的機會。此外，本集團相信憑藉其專業知識，其資訊科技服務可推廣遠程教育，讓全民得到的優質教育。

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SDG 8: Decent work and economic growth



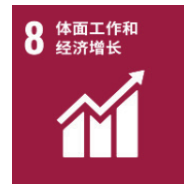
The business suspensions and lockdowns brought by the pandemic have placed the global economy under threat, resulting in unemployment and slowing down economic growth. Despite the economic hard times, the Group strives to construct a decent working environment to attract and retain talents. For instance, the Group provides attractive compensation and welfare to its employees. Also, to facilitate equal opportunities for everyone, the Group evaluates and promotes outstanding employees in an objective manner, without considering aspects not related to working performance.

SDG 9: Industry, innovation and infrastructure



In the face of the ever-changing economic environment and social needs, it is of great importance to foster innovation to meet people's expectations and stay competitive. Yet, the advanced technologies should be sustainable while taking people and the environment into account. Also, the new technologies should be accessible to all people. Since the pandemic has facilitated digitalisation and online activities, the Group is dedicated to utilising its expertise to optimise the IT user experience while enhancing people's quality of life by innovative ideas.

SDG 8：體面工作和經濟增長



疫情導致的業務暫停和封城等措施影響全球經濟，帶來失業和經濟增長放緩等威脅。儘管面臨經濟困難，本集團仍致力於建立良好的工作環境，以吸引和留住人才。例如，本集團為員工提供吸引人的薪酬和福利。此外，為了公平對待每個人，本集團客觀地評估和晉升優秀員工，從不考慮與工作表現無關的事宜。

SDG 9：產業、創新和基礎設施

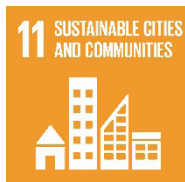


面對不斷變化的經濟環境和社會需求，促進創新以滿足人們的期望和保持競爭力至關重要。然而，先進技術應該是可持續並關顧人類和環境的，且應該可供所有人使用。由於疫情促進了數碼化和線上活動，本集團致力於利用其專業知識優化資訊科技用戶的體驗，同時透過創新的方案提高人們的生活品質。

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SDG 11: Sustainable cities and communities



A majority of greenhouse gas emissions are generated by cities, where over half of the global population resides. Recognising the significance of sustainable urbanisation, the Group strives to support diverse solutions aimed at enhancing urban living conditions. One example is our ongoing development of tailored system applications for both private and public sectors. These applications are intended to foster a system infrastructure that is safe, affordable, accessible, and sustainable for all.

Stakeholders Feedback

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

SDG 11：可持續城市與社區



作為全球一半以上人口居住的地方，城市是溫室氣體排放的主要來源。本集團認識到可持續城市化的重要性，努力支持改善城市生活條件的各種解決方案。舉例而言，本集團正在為私營和公共部門開發個性化的系統應用程式，以為人們建立一個安全、可負擔、可使用和可持續的系統基礎設施。

持份者反饋

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

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V. ENVIRONMENTAL SUSTAINABILITY

The Group emphasises environmental stewardship and actively monitors its operational environmental performance. Meanwhile, the Group endeavours to safeguard natural resources while mitigating any environmental nuisances. In FY2022/2023, the Group ensured compliance with the relevant environmental laws and regulations in both Malaysia and Hong Kong, including but not limited to the Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong) and the Environmental Quality ACT 1974 (Malaysia). Also, the Group applied advanced technologies and implemented preventive measures to reduce its operational carbon footprints.

The following sections mainly cover the Group's policies, practices, and progress on its emissions, use of resources, the environment and natural resources as well as climate change for FY2022/2023.

A.1. Emissions

In FY2022/2023, the Group adhered to the relevant national and local environmental laws regarding its operational emissions. Given the business nature as IT services providers, the majority of the Group's operations rely on computers and internet networks. Therefore, the primary sources of the Group's emissions were GHG emissions from transportation vehicles and electricity consumption, as well as commercial solid waste and sewage generated by office staff. A comprehensive overview of the Group's total emissions for FY 2022/2023 is provided in Table E1 in the Appendix.

Regarding the Group's air emissions, the primary source stemmed from the use of transportation vehicles during its operations, including 0.18 kg SO_x, 7.64 kg NO_x and 0.56 kg PM. Even with the alleviation of the pandemic and the resumption of regular business activities, each pollutant's emissions remained at a stable level compared to the financial year ended 30 November 2022 ("FY2021/2022"). In particular, SO_x, NO_x and PM dropped by 0.01kg, 0.48kg and 0.04kg, respectively.

V. 環境可持續性

本集團強調環境管理並積極監控其營運環境績效。同時，本集團致力於保護自然資源及減少任何環境滋擾。在二零二二／二零二三財年，本集團確保其遵守馬來西亞及香港的相關環境法律及法規，包括但不限於《廢棄物處置條例》(香港法例第354章)及《1974年環境質量法案》(馬來西亞)。此外，本集團運用了先進技術及實施了預防措施，以減少營運的碳足跡。

以下章節主要覆蓋本集團二零二二／二零二三財年在排放、資源利用、環境和自然資源以及氣候變化方面的政策、常規和進展。

A.1. 排放量

在二零二二／二零二三財年，本集團在營運排放方面遵守了相關的國家及地方環境法例。鑑於作為資訊科技服務供應商的業務性質，本集團大部分業務僅依賴計算機和互聯網。因此，本集團排放的主要來源是運輸車輛和電力消耗的溫室氣體排放，以及辦公室員工產生的商業固體廢棄物和廢水。附錄表E1全面概述了本集團二零二二／二零二三財年的總排放量。

本集團的廢氣排放主要源自於營運過程中使用的運輸車輛，包括0.18公斤硫氧化物、7.64公斤氮氧化物和0.56公斤顆粒物。即使疫情緩解和商業活動恢復，與截至二零二二年十一月三十日止之財政年度(「二零二一／二零二二財年」)相比，本集團的各項污染物的排放量均維持在穩定水平。其中，硫氧化物、氮氧化物和顆粒物分別下降了0.01公斤、0.48公斤和0.04公斤。

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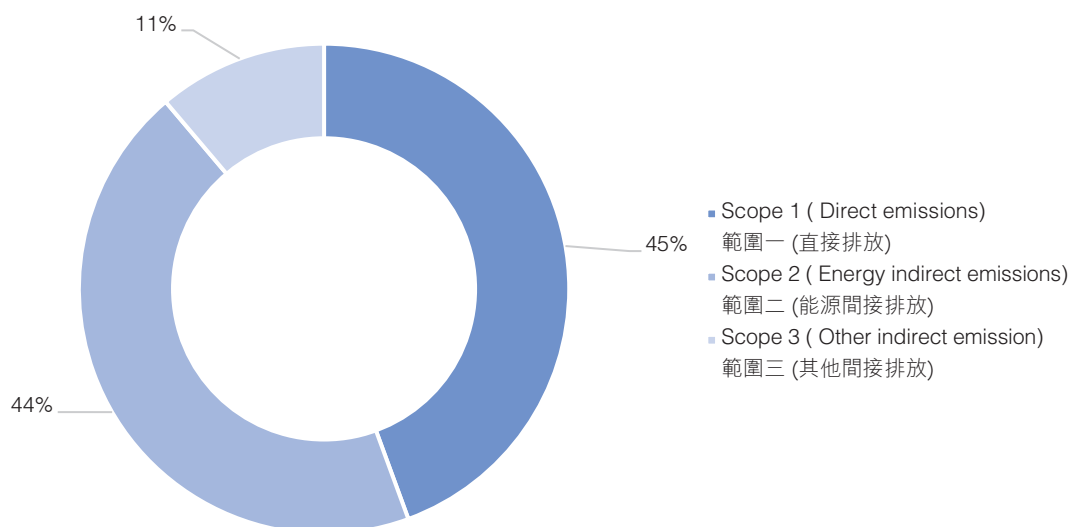
環境、社會及管治報告

GHG emission is one of the pollution sources of the Group's operations. In FY2022/2023, the Group's GHG emission quantity exhibited slight variations from that of FY2021/2022. There were decreases in Scope 1 (Direct Emission) and Scope 2 (Energy Indirect Emission), amounting to 28.49 tonnes CO₂e of each scope respectively. However, the Scope 3 (Other Indirect Emission) increased from 4.08 to 7.17 tonnes CO₂e due to resumed business travel after the pandemic.

溫室氣體排放是本集團營運的污染來源之一。在二零二二／二零二三財年，本集團的溫室氣體排放量與二零二一／二零二二財年略有不同。範圍1（直接排放）和範圍2（能源間接排放）的排放均有所減少，各錄得28.49噸二氧化碳當量。然而，範圍3（其他間接排放）的排放因疫情過後商務出行恢復，由4.08噸二氧化碳當量上升至7.17噸二氧化碳當量。

FY2022/2023 Greenhouse Gas Emission Pattern

二零二二／二零二三財年溫室氣體排放模式



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Recognising energy consumption is highly related to GHG emissions, the Group has strived to minimise energy usage and enhance energy efficiency. The Group has implemented the following measures:

- **Retrofit:** The Group endeavours to optimise its office devices and systems to reduce overall energy consumption. For example, the Group conducts routine air-conditioning maintenance to ensure high efficiency and replace high electricity-consuming lighting fixtures.
- **Sustainability training:** The Group endeavours to raise employees' awareness on energy-saving. For instance, the Group organises educational activities, disseminate information regarding energy conservation and share relevant online information through its internal communication channels.
- **Habit change:** The Group believes that even minor changes play a crucial role in achieving the ESG targets thereby actively encouraging employees to cultivate environmentally responsible habits. In particular, the Group promotes turning off idle computers and switching off lights when not in use.
- **Sharing:** The Group actively advocates the concept of sharing to minimise the energy consumption of each employee. For instance, the Group encourages the use of public transportation and car-pooling.

In FY2022/2023, the Group generated 0.21 tonnes of non-hazardous solid waste, primarily comprising of domestic and commercial waste from daily office operations. Due to the Group's continuous efforts in managing its commercial solid waste production, the quantity of non-hazardous solid waste disposal decreased by 78.90% compared to the preceding reporting year. Meanwhile, the Group did not produce hazardous waste during the year under review.

本集團意識到能源消耗與溫室氣體排放密切相關，因此致力於減少能源使用並提高能源效率。本集團採取了以下措施：

- **改造：**本集團致力優化辦公設備及系統，以降低整體能源消耗。例如，本集團進行定期空調保養以確保空調以高效率運作，同時更換高耗電照明裝置。
- **可持續性培訓：**本集團致力提高員工的節能意識。例如，本集團舉辦教育活動、傳遞節能信息並透過內部溝通渠道分享相關在線資訊。
- **習慣改變：**因為本集團相信微小的改變對於實現ESG目標至關重要，本集團積極鼓勵員工培養對環境負責任的習慣。其中，本集團提倡關閉閒置的電腦並在不需要時關燈。
- **共享：**本集團積極倡導共享理念，盡量減少每位員工的能源消耗。例如，本集團鼓勵員工使用公共交通工具和拼車。

在二零二二／二零二三財年，本集團產生了0.21噸無害固體廢棄物，主要包括日常辦公室營運產生的生活和商業廢棄物。由於本集團持續管理其商業固體廢棄物的生產，其無害固體廢棄物的數量較上一回顧年度減少了78.90%。同時，本集團在回顧年度內並無產生有害廢棄物。

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The Group pays attention to Sustainable Waste Management, with proactive measures systematically implemented across all offices to minimise waste generation and disposal. Measures include:

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

In FY2022/2023, the amount of wastewater discharged was similar to that of the previous year, being approximately 6,000.00 m³. Wastewater from the Group's offices was directly discharged into the municipal drainage system, which was handled by the respective property management of buildings. Reckoning the direct correlation between wastewater production and freshwater consumption, the Group strives to minimise its water usage in operations by formulating diverse water conservation measures. For more information about the Group's water conservation practice, please refer to the subsection headed "Water" of this report.

A.2. Use of Resources

In FY2022/2023, the Group's resource consumption mainly included electricity, water, gasoline and paper. Due to the nature of its business, the Group did not utilise any packaging material during the year under review. For more information regarding the quantity of different resources used by the Group in the reporting year, please refer to Table E2 in the Appendix.

本集團重視可持續廢棄物管理，並在所有辦公室有系統地實施積極措施，以減少廢棄物的產生和棄置，其中包括：

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

在二零二二／二零二三財年，廢水的排放量與上年相近，約為6,000.00立方米。本集團辦公室的廢水直接排入市政排水系統，並由各樓宇物業管理處處理。鑑於廢水的產生與淡水的消耗有直接關係，本集團透過制定多樣化的節水措施，致力於減少營運的用水量。有關本集團節水實踐的更多信息，請參閱本報告「水」章節。

A.2. 資源使用

在二零二二／二零二三財年，本集團的資源消耗主要包括電力、水、汽油及紙張。由於其業務性質，本集團在回顧年度內並無使用任何包裝材料。有關本集團在回顧年度不同資源的使用量的更多信息，請參閱附錄中的表E2。

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環境、社會及管治報告

Electricity

In FY2022/2023, the Group procured electricity from the local public utilities company for its daily office operations. To reduce reliance on electricity and minimise electricity consumption, the Group emphasises energy-saving practices, with the following measures implemented:

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

In FY2022/2023, the Group experienced an 8.88% decrease in electricity consumption compared to FY2021/2022, which is driven by the Group's dedicated energy-saving measures. In view of the electricity consumption trend, the Group is dedicated to strengthening its electricity management and exploring energy-efficient business practices.

電力

在二零二二／二零二三財年，本集團向當地公用事業公司採購電力用於日常辦公室營運。為減少對電力的依賴及電力消耗，本集團強調節能實踐，並採取了以下措施：

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

在二零二二／二零二三財年，由於本集團致力實施節能措施，本集團的耗電量較於二零二一／二零二二財年減少了8.88%。鑑於電力消耗的趨勢，本集團致力於加強其電力管理，並探索節能的業務實踐。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Other energy resources

The Group understands burning fossil fuels is associated with air pollution and acknowledges reducing fossil fuel dependence facilitates sustainable transition, as well as a “low carbon and low consumption” business mode. In FY2022/2023, the Group mainly consumed gasoline for business commuting. Even though business activities resumed, gasoline consumption for vehicles decreased from 12,756.96 L to 12,047.96 L, which was a 5.56 % drop.

While identifying its fleet as the major gasoline user, the Group has enhanced its fleet management to control the number of business trips and has substituted diesel-fuel vehicles with more environmentally friendly alternatives since FY2020/2021. Meanwhile, the Group has been actively exploring potential alternative energy sources that promote sustainability. As the Group strives to reduce gasoline usage by restricting business commuting, it inclines to online meetings and communication to reduce unnecessary travel. While some clients and business partners consider face-to-face interaction necessary, the Group encourages the adoption of public transport for these kinds of meetings.

Water

Recognising the importance of preserving water resources, the Group has consistently put curtailing water consumption on the agenda. In FY2022/2023, the Group primarily used water for domestic purposes within the workplace, while the Group did not face any problem in sourcing water fit for its purpose. In the year under review, the Group's total water consumption was 6,000.00 m³, which was same as the previous reporting year.

其他能源資源

本集團明白燃燒化石燃料引致空氣污染，並得悉減少對化石燃料的依賴可促進可持續轉型及「低碳低耗」的商業模式。在二零二二／二零二三財年，本集團的汽油消耗主要用作商務通勤。即使商業活動恢復，集團的車輛汽油消耗量仍從12,756.96升下降至12,047.96升，下跌了5.56%。

本集團識別其車隊為主要汽油消耗者，因此加強其車隊管理以控制商務出行次數，並自二零二零／二零二一財年起以更環保的替代品取代柴油車輛。同時，本集團一直積極探索促進可持續發展的潛在替代能源。由於本集團期望透過限制商務出行來減少汽油使用量，本集團支持以在線會議和溝通避免不必要的出行。當客戶和業務合作夥伴認為面對面的互動是必要時，本集團鼓勵員工使用公共交通工具出席此類會議。

水

本集團考慮到保護水資源的重要性，一直致力節約用水。在二零二二／二零二三財年，本集團的水消耗主要為工作場所的生活用水，而本集團在求取適用水源上沒有遇到任何問題。在回顧年度，本集團的總耗水量為6,000.00立方米，與上一回顧年度持平。

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Despite the fact that the Group's business operations are not water-intensive, the Group pays attention to its overall water consumption. The Group strives to further enhance the water utilisation efficiency by implementing and executing the following water conservation practices in the offices:

- Regularly maintain facilities and promptly repair leaking taps upon detection of leakage;
- Enhance employees' awareness by highlighting the importance of water conservation through various communication channels; and
- Display "saving water resources" posters in prominent places to educate employees and cultivate behaviour change.

Paper

In FY2022/2023, the Group advocated the transition to "paperless office" and "office automation" to reduce paper usage. The Group consumed 62.60 kg of paper (mainly for administration purposes) while recycling 2.60 kg of paper. Attributed to the Group's endeavour, paper consumption demonstrated a 9.28% reduction during the year under review.

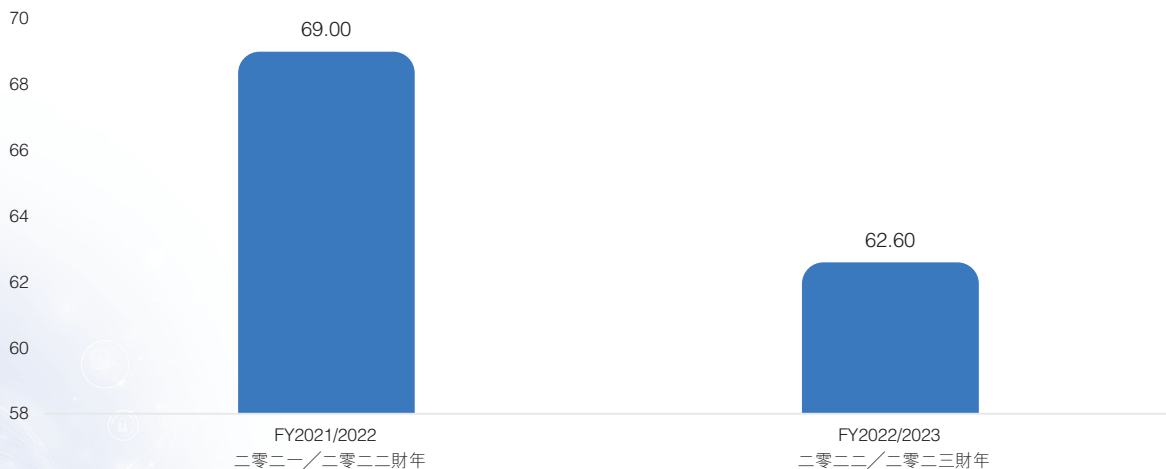
儘管本集團的業務運作並沒有耗費大量的水資源，本集團一直關注其整體耗水量。本集團透過在辦公室實施和執行以下節水措施，努力進一步提高耗水效率：

- 對設備進行定期維護，並及時修理發現的水龍頭滲漏；
- 透過各種溝通渠道強調節約用水的重要性，提高員工的意識；以及
- 在顯眼位置張貼「節約用水」海報，教育員工並培養行為改變。

紙張

在二零二二／二零二三財年，本集團提倡轉型至「無紙化辦公」及「辦公自動化」，旨在減少紙張消耗。本集團共消耗了62.60公斤紙張（主要用於行政用途），同時回收了2.60公斤紙張。在本集團的努力下，回顧年度所消耗的紙張量減少了9.28%。

FY2021/2022 and FY2022/2023 Paper Consumption (kg)
二零二一／二零二二財年及二零二二／二零二三財年的紙張消耗(公斤)



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The Group regards source reduction as the most effective strategy for mitigating environmental impacts. Therefore, the Group adopts the same principle in addressing its paper consumption issue, focusing on eliminating all unnecessary paper usage. In particular, the Group embraces the “3R principle – reduce, reuse and recycle” in its business and daily operations, with the following measures implemented:

- Advocate the transition to “paperless office”;
- Encourage the use of electronic means to communicate;
- Apply e-signature to reduce the amount of printed business document;
- Set double-sided printing as the default mode for most printers when printouts are necessary;
- Prioritise eco-friendly paper during procurement;
- Promote the idea of “Think before print” to avoid unnecessary printing; and
- Use the back of obsolete single-sided documents for printing or as draft paper.

A.3. The Environment and Natural Resources

Although the Group’s business nature inherently entails minimal environmental nuisance, the Group is dedicated to considering environmental aspects when formulating development approaches and making decisions. The Group aspires to be a leading IT solutions service provider while demonstrating its corporate responsibilities and operating in a sustainable manner. Consequently, the Group has been seeking low-carbon technologies and optimising its business practices to minimise operation-associated negative environmental impacts and natural resources depletion.

本集團視源頭減廢為最有效減輕環境影響的策略。因此，本集團在解決紙張消耗問題時採取了同樣原則，把重點放在消除所有不必要的紙張使用。具體而言，本集團在業務和日常營運中秉持「3R原則－減少、重用和回收」，並實施了以下措施：

- 提倡轉型至「無紙化辦公」；
- 鼓勵使用電子方式溝通；
- 應用電子簽名以避免打印商業文件；
- 把大多數打印機的默認模式設置為雙面打印；
- 採購時優先選用環保紙；
- 推廣「三思而後印」的理念，避免不必要的打印；以及
- 使用廢棄單面文件的背面進行打印或作為草稿紙。

A.3. 環境與自然資源

即使本集團的業務性質不會對環境造成影響深遠的滋擾，本集團仍致力在制定發展方針和決策時考慮環境因素。本集團期望成為領先的資訊科技解決方案服務供應商，同時展現其企業責任並以可持續的方式營運。因此，本集團一直在尋找低碳技術並優化其業務實踐，以盡量減少營運相關的負面環境影響和自然資源消耗。

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In FY2022/2023, the Group's consumption of electricity and petrol is one of its primary emission sources. Since burning fossil fuels inevitably contributes to air and GHG emissions, which accelerates air pollution and climate change, the Group strives to minimise its reliance on fossil fuels. Following the principle of avoidance being the most effective strategy for mitigating environmental impacts, the Group has established an environmental management system and enacted policies to enhance energy efficiency, thereby reducing the overall consumption. Besides, the Group has set up stringent emission control policies, closely monitored its environmental performance and developed a strategic framework to comprehensively address environmental-related issues. The Group's ultimate goal is to further lower its operational environmental impacts, bringing a brighter future for all.

Looking ahead, the Group is committed to identifying the impacts posed by its operations on the environment and natural resources and addressing them accordingly. Meanwhile, the Group will intensify efforts to reduce its operation environmental disturbance, including standardising the daily operation practices, providing education and initiating GHG emission mitigation measures.

Targets

As well-defined targets motivate the Group to improve and boost the environmental performance, the Group has established specific environmental targets based on its business characteristics. Reckoning the fact that the Group's business operations have faced disruption in the past few years due to the pandemic, the Group is prudent in setting ambitious environmental targets as the data of the past few years deviated from the normal value. The table below outlines the Group's targets and the corresponding actions are detailed in Section A.1 and A.2 above.

在二零二二／二零二三財年，本集團的電力和汽油消耗為其主要排放來源。由於燃燒化石燃料必定會排放廢氣和溫室氣體，加速空氣污染和氣候變化，本集團致力於減少對化石燃料的依賴。本集團秉承「最清潔的能源是避免」的原則，構建了環境管理體系並實施了提高能源效率的政策，從而降低整體消耗。此外，本集團制定了嚴格的排放控制政策，密切監控其環境表現，並建立了旨在全面解決環境相關問題的戰略框架。本集團的最終目標是進一步降低其營運的環境影響，為所有人帶來更美好的未來。

展望未來，本集團將致力於識別其業務對環境和自然資源造成的影響，並作出相應的應對行動。同時，本集團將進一步減少其營運對環境的打擾，包括規範日常營運實踐、提供教育及推行溫室氣體減排措施。

目標

本集團相信明確的目標能推動其進步及提升其環境績效，因此已根據業務特點制定了具體的環境目標。考慮到過去幾年本集團的業務運作因疫情而受到影響，令數據偏離正常值，本集團對於訂立遠大的環保目標保持審慎態度。下表概述了本集團的目標，而相應的行動詳見上文A.1和A.2章節。

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環境、社會及管治報告

Target for financial year ended

30 November 2024

截至2024年11月30日的財政年度的目標

Taking FY2022/2023 as the baseline year, the Group aims to:

以二零二二／二零二三財年為基準年，本集團旨在：

Air and GHG emissions

廢氣和溫室氣體排放

Reduce its air and GHG emissions intensities within the same

scope by 5%

在相同範圍內將其廢氣和溫室氣體排放強度降低5%

Non-hazardous solid waste and wastewater

無害固體廢棄物和廢水

Reduce its non-hazardous waste discharge intensities within the

same scope by 5%

在相同範圍內將其無害廢棄物排放強度降低5%

Total energy consumption (including electricity,
gasoline and diesel)

能源消耗總量(包括電力、汽油和柴油)

Reduce its total energy consumption intensities within the same

scope by 5%

在相同範圍內將其能源消耗總量強度降低5%

Water consumption

耗水量

Reduce its water consumption intensities within the same scope

by 5%

在相同範圍內將其用水強度降低5%

Attributed to the Group's dedication in environmental stewardship, the Group has successfully achieved most of its targets in the year under review. For instance, the Group has successfully reduced a significant amount of non-hazardous waste, which resulted in the amount discharged 78.90% fewer than the previous year. Meanwhile, the Group has reduced its gasoline consumption by 5.56% and electricity consumption by 8.88% compared to the previous year, leading to a 6.47% drop in the total energy consumption, achieving the target in the previous year. In the future, the Group is dedicated to further reduce its water and electricity consumption, thereby striving to lower its GHG emissions and achieving its targets.

鑑於本集團在環境管理方面的努力，本集團在回顧年度成功實現大部分目標。例如，本集團大量減少了無害廢棄物的生產，排放量比上年減少了78.90%。同時，本集團的汽油消耗量比上年減少了5.56%，而電力消耗量比上年減少了8.88%，使總能源消耗下降6.47%，達到上一年度訂立的目標。未來，本集團將致力於進一步減少水和電力的消耗，以減少溫室氣體排放和實現目標。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

A.4 Climate Change

A.4 氣候變化

Risk 風險		Potential impacts 潛在影響
Physical risk 實體風險	Increase in frequency and severity of extreme weather events, such as typhoons, rainstorms, floods and heatwaves 颶風、暴雨、洪水和熱浪等極端天氣事件的頻率和嚴重程度增加	<ul style="list-style-type: none"> – Damages to equipment and buildings may incur repair cost – Disruption of the electricity and water supply may cause operation suspension – Unstable raw material supply may cause price fluctuation
Transition risk 轉型風險	Tightening environmental rules and guidelines 收緊環境法規和標準 Change in customer preference, with them inclining to green products and services 顧客的喜好轉變，更傾向於綠色產品和服務	<ul style="list-style-type: none"> – Upgrade the current equipment to fulfil the stricter requirements may need extra investment – Non-compliance fine may arise due to stricter requirements – 升級現有設備以滿足更嚴格的要求可能需要額外投資 – 更嚴格的要求可能會引至違規罰款 – Loss of competitive edge may incur a decrease in revenue – Uncertainty in market signals – 失去競爭優勢可能導致收入減少 – 市場訊號存在不確定性

While climate change does not present a substantial direct threat to the Group's business, the Group acknowledges the long-term risks associated with climate change. Therefore, the Group treats climate change seriously, carefully analysing and determining its potential impacts to the Group. To prepare for climate change and raise climate change resilience, the Group has fostered "clean" innovation and limited its carbon footprints through various resource-saving measures. In pursuit of the global carbon net zero target, the Group has also been designing a transparent and feasible climate strategy, with ongoing monitoring of the progress. In the future, the Group will conduct preliminary climate-scenario analysis, aiming to specifically pinpoint physical and transition risk of climate change and adjust its strategies accordingly.

雖然氣候變化並未對本集團的業務構成重大且直接的威脅，本集團清楚氣候變化相關的長期風險。因此，本集團認真對待氣候變化，並小心分析並識別其對本集團的潛在影響。為應對氣候變化及提高氣候變化的抵禦能力，本集團促進「潔淨」創新，並透過各種資源節約措施減少碳足跡。為了實現全球淨零目標，本集團一直在設計透明且可行的氣候策略，並持續監測其進度。未來，本集團將進行初步的氣候情境分析，以具體地辨別氣候變化帶來的實際風險和轉型風險，並據此調整策略。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

VI. SOCIAL SUSTAINABILITY

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

Understanding that employees are valuable asset which drive the Group's prosperity, the Group is dedicated to providing an inclusive working environment that attracts and retains talents. Over the years, the Group has maintained a respectful and diversified workplace that fully supports its employees' professional growth.

For the year ended 30 November 2023, the Group had a total of 59 employees in Hong Kong and Malaysia. To align with the commitment to provide an inclusive workplace, the Group strives to balance its workforce's gender distribution, with 59.32% male and 40.67% female at the end of this reporting year. For the breakdown of the Group's employment data by gender and age group, please refer to Table S3 in the Appendix.

VI. 社會可持續發展

僱用及勞工常規

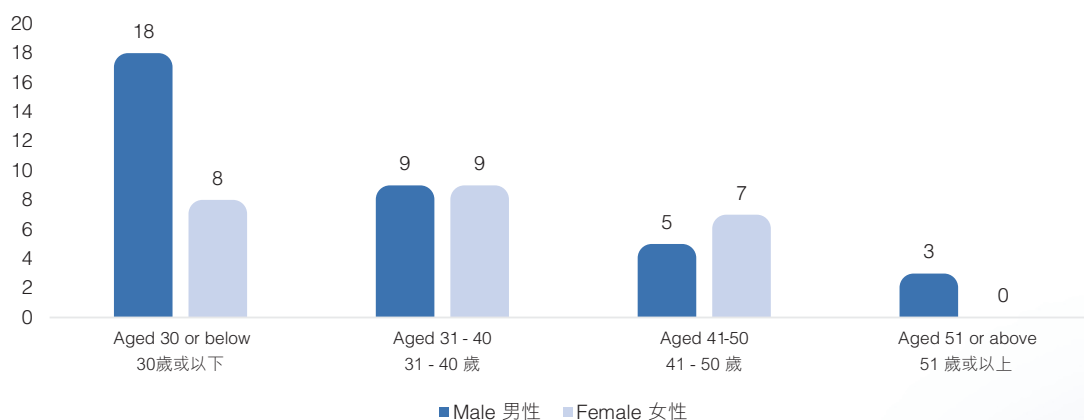
B.1. 僱傭

本集團深知員工是推動其繁榮發展的寶貴資產，因此致力於提供包容的工作環境，以吸引和挽留人才。多年來，本集團一直保持尊重和多元化的工作場所，全力支持其員工的專業成長。

截至二零二三年十一月三十日止之年度，本集團在香港及馬來西亞共有59名員工。為了履行提供包容的工作場所的承諾，本集團努力平衡員工的性別分佈，其中男性在回顧年末佔59.32%，女性佔40.67%。有關本集團按性別和年齡組分類的僱傭數據，請參閱附錄中的表S3。

FY2022/2023 The Number of Employee by Gender and Age Group

二零二二／二零二三財年按性別和年齡段的員工人數



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Law and Compliance

Since its inception, the Group has revised and adjusted the employment policies based on the evolving societal dynamics. Such ongoing process guarantees the Group's relevant policies comply with the applicable laws, regulations and standards in Hong Kong and Malaysia, such as the instructions of SOCSO (PERKESO) and Employment Insurance System (EIS). In FY2022/2023, the Group adhered to the following employment-related laws and regulations:

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

Recruitment and promotion

To enhance the uniformity of the Group's management system, the Group has formulated a set of well-defined and specific policies and procedures, explicitly outlined in the Employee Handbook. Realising talents are of great importance to excel in the industry, the Group offers equitable and competitive remuneration and benefits, taking into account the applicants' educational backgrounds, personal attributes, job experiences and career aspirations to attract high-calibre candidates.

法律合規

自成立以來，本集團一直根據轉變的社會動態修訂和調整僱傭政策，以確保其相關政策符合香港及馬來西亞適用的法律、法規和標準，包括社會保險組織和就業保險計劃的指引。在二零二二／二零二三財年，本集團遵守了以下與僱用相關的法律法規：

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

招聘和晉升

為了加強其管理體系的一致性，本集團制定了一套明確且具體的政策和程序，並在「員工手冊」中清晰列出。本集團深知人才對業務發展至關重要，因此將根據申請人的教育背景、個人特質、工作經驗及職業抱負，提供公平且具競爭力的薪酬和福利，以吸引高素質人才。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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In order to recognise employees' contribution and encourage improvement, the Group performs bi-annual employee performance appraisal. Promotions within the Group are determined based on market benchmarks. Employees exhibiting outstanding performance are evaluated and promoted according to the procedures and rules delineated in the Employee Handbook, ensuring a fair and transparent decision-making process.

Compensation and dismissal

The Group places significant emphasis on talent retention for sustaining long-term development. As such, the Group conducts probationary and regular evaluations at least twice a year to refine the compensation package and benefits based on the employees' achievement and capability, striving to recognise and reward employees with outstanding performance. In specific, the evaluation process considers various factors, including the performance appraisal of employees against well-defined KPIs and the internal policies illustrated in the Employee Handbook.

Employees who fail to meet the Group's standards are subject to disciplinary procedures before dismissal. To ensure fair and legal execution of dismissals, the Group has formulated rigorous policies defining employee management's disciplinary practices and dismissal steps. Specifically, employees who breach the Group's employment policies will receive a verbal warning before proceeding to written warnings. In case the employee ignores the warning and repeats the same mistakes, the Group retains the right to terminate their employment contracts immediately following the applicable laws and regulations in Hong Kong and Malaysia.

During the year under review, the Group's turnover rate was 45.76%. For more information about the Group's turnover data categorised by gender and age group, please refer to Table S4 in the Appendix.

為了表彰員工的貢獻並鼓勵其進步，本集團每半年進行一次員工績效評估。本集團的內部晉升將參考市場基準決定，並依照「員工手冊」中的程序和規定評估和晉升表現突出的員工，以確保決策過程公平和透明。

薪酬和解僱

本集團非常重視人才保留以確保長遠發展。因此，本集團每年至少進行兩次試用期和定期評估，以根據員工的績效和能力調整薪酬方案和福利，表彰和獎勵表現突出的員工。具體而言，評估過程將考慮各種因素，包括根據「員工手冊」中明確定義的關鍵績效指標和內部政策對員工進行績效評估。

本集團在解僱未能達到標準的員工前會先對其進行紀律處分。為確保公平合法的解僱，本集團制定了嚴格的政策定義員工管理的紀律處分和解僱步驟。具體而言，違反本集團僱用政策的員工將在書面警告前收到口頭警告。若僱員無視警告並重蹈覆轍，本集團將保留根據香港及馬來西亞適用法律及法規立即終止其僱傭合約的權利。

在回顧年度，本集團的員工流失率為45.76%。有關本集團按性別和年齡組別分類的員工流失數據的更多信息，請參閱附錄表S4。

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環境、社會及管治報告

Working hours and rest periods

Fostering a culture of work-life balance enhances employees' productivity by preserving their mental well-being and sustaining focus. As such, the Group has enacted internal policies in compliance with the applicable local employment laws and ensures its employees' working hours and rest periods conform to acceptable standards through the attendance monitoring system. If overtime work is deemed necessary, the Group will offer compensation to its employees. Beyond basic annual leave and statutory holidays, the Group provides additional leave, including medical, marriage, maternity, paternity, study/training leave and compassionate leave.

Equal opportunity, diversity and anti-discrimination

The Group believes that a truly diverse workforce that encompass individuals from various backgrounds and cultures facilitates innovative ideas and enhances creativity. As such, the Group's decisions related to hiring, training, promotion opportunities, dismissal and retirement are all based on factors regardless of the applicants' or the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job-related factors.

At the same time, the Group is committed to eradicating any form of discrimination, harassment, and vilification in the workplace. The Group has formulated and executed equal opportunity policies following applicable laws while highly encouraging employees to report any discrimination issues to the Human Resources Department, which is responsible for assessing, addressing, documenting and taking necessary actions on substantiated cases.

工作時間和休息時間

培養工作與生活平衡的文化可以保持員工的心理健康和專注力，從而提高其生產力。因此，本集團根據當地適用的僱傭法律法規制定了內部政策，並透過考勤監控系統確保員工的工作時間和休息時間達到可接受標準。若本集團認為加班有必要時，將向僱員提供補償。除基本年假及法定假日外，本集團亦提供額外假期，包括病假、婚假、產假、侍產假、學習／訓練假及喪假等。

平等機會、多元化和反歧視

本集團相信不同背景文化組成的多元化工作團隊可以促進創新想法及提升創造力。因此，本集團有關招聘、培訓、晉升機會、解僱及退休的決定均不會基於申請人或僱員的年齡、性別、婚姻狀況、懷孕、家庭狀況、殘疾、種族、膚色、血統、民族或族裔、國籍、宗教或任何其他與工作無關的因素。

同時，本集團致力於消除工作場所內任何形式的歧視、騷擾和誹謗。本集團已根據適用法律制定和執行平等機會政策，同時強烈鼓勵員工向人力資源部報告任何歧視事件，並由人力資源部負責評估、處理、記錄並就證實的案件採取必要行動。

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Other benefits and welfare

The Group recognises the direct connection between the well-being of its employees and the overall business growth. In this regard, the Group not only offers medical insurance and subsidies in accordance with applicable laws and regulations to its employees, but also distribute bonuses and gifts during local and national festivals to boost morale. In the year under review, the Group organised an annual dinner and employee gatherings to bring its employees together. Additionally, the Group bestows Long Service Award to the loyal staff who have worked for over ten years to recognise their determination and efforts.

In FY2022/2023, the Group complied with the relevant laws and regulations related to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, welfare and other benefits that have significant impact on the Group.

B.2. Health and Safety

With the goal of fostering a secure, clean and sustainable working environment for its employees, the Group has implemented stringent internal policies regarding health and safety following the relevant laws and regulations in Hong Kong and Malaysia, including but not limited to the following:

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

其他待遇和福利

本集團意識到員工福祉與整體業務增長存在直接聯繫。有見及此，本集團不僅按照適用法律法規向員工提供醫療保險和補貼，還在地方及國家節日期間發放獎金和禮品，以鼓舞士氣。在回顧年度內，本集團舉辦了週年晚宴及員工聚會，讓員工歡聚一堂。此外，本集團亦向工作超過十年的忠誠員工頒發長期服務獎，以表彰他們的決心和努力。

在二零二二／二零二三財年，本集團遵守了對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法律及規例。

B.2. 健康和安

為了給員工創造一個安全、清潔和可持續的工作環境，本集團按照香港及馬來西亞的相關法律法規實施了嚴格的健康和安全內部政策，包括但不限於：

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

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To guarantee workplace health and safety, the Group stringently complies with the instructions outlined in the Quality Management Systems (ISO 9001:2015) and the Occupational Health and Safety Management Systems (ISO 45001: 2018) in its daily operations. Meanwhile, the Group ensures that all first-aid boxes are well stocked and all emergency exits are unblocked while providing relevant medical and employment injury insurances to its employees following the applicable law and regulation.

The Group's Human Resources Department is responsible for the establishment, implementation and monitoring of internal health and safety policies. Aiming to eliminate occupational hazards and risks, these internal policies prohibit smoking and liquor drinking in the workplace, outlining emergency management plans and facilitating emergency response drills.

Over the past three years, which includes the year under review, the Group has recorded zero work-related fatalities or injuries among employees, and the lost days due to work injury during the year under review remained zero. The Group complied with the relevant laws and regulations related to the provision of a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group in the reporting year.

Lesson from the COVID-19 pandemic

In the past few years, the Group has closely tracked the preventive mandates issued by local governments and adjusted its internal guidelines accordingly to prioritise the health of its staff members and the broader community. Attributed to the Group's dedication, the Group has gone through the hard times of the pandemic. Yet, the Group treated the pandemic as a valuable lesson as it highlighted the equal importance of public health and economic development.

為確保工作場所健康和 safety，本集團在日常營運中嚴格遵守質量管理體系 (ISO 9001:2015) 和職業健康與安全管理體系 (ISO45001:2018) 所概述的指示。同時，本集團確保所有急救箱儲備充足，以及所有緊急出口暢通，並依照適用法律法規為員工提供相關的醫療和工傷保險。

本集團人力資源部負責制定、實施和監控內部健康與安全政策。為消除職業危害和風險，內部政策禁止員工在工作場所吸煙和飲酒，並概述了应急管理預案及促進了應急演練。

在過去三年 (包括回顧年度)，本集團沒有員工因工作傷亡，而本年度因工傷損失的工作日維持為零。在回顧年度，本集團已遵守對其有重大影響的提供安全工作環境及保障僱員避免職業性危害方面的相關法律及規例。

COVID-19疫情的心得

過去幾年，本集團密切追蹤地方政府發佈的預防指令，並相應調整其內部指引，以優先考慮員工和廣大社區的健康。憑藉本集團的努力，本集團成功渡過了這個艱難的疫情時期。然而，本集團視這次疫情為寶貴的教訓，因為它強調了公共衛生和經濟發展的同等重要性。

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In 2023, the world has gradually resumed from the impacts of the COVID-19 pandemic, entering the new normal. Anticipating the normalisation of the COVID-19 virus, the Group aims to shift its primary focus toward business development progressively. Despite this, the Group is committed to closely monitoring the situation and promptly adopting corresponding preventive measures to protect its employees. Besides, the Group strives to enhance the hygienic condition of the workplace and develop emergency plans to handle future similar incidents in a better way.

B.3. Development and Training

The Group emphasises employees' professional skills and interpersonal development, reckoning their ability to drive the Group's business development. As such, the Group provides various training opportunities to its employees, encouraging them to step out of their comfort zone and unleash their full potential. Employees at all levels are eligible for joining training programs that span diverse topics. In specific, the Group arranges job-related courses such as Transfer Pricing to enhance employees' technical skills for corporate development. Besides, the Group assigns an induction training package to all newcomers, introducing the Group's culture, organisational structure and occupational health and safety highlights. In FY2022/2023, the Group organised a total of 293 hours of training for 16 directors and employees, with the average training time of each employee being 4.97 hours. For a breakdown of the training data, please refer to Table S5 and S6 in the Appendix.

To further enhance the professional skills of its employees, the Group strongly encourages them to pursue professional qualifications and participate in external training to broaden their vision. As means of support, the Group provides reimbursements to eligible staff who successfully passed the professional qualification examinations and obtained relevant certificates.

於二零二三年，世界逐漸從疫情的影響中恢復，進入新常態。因本集團預視疫情將常態化，本集團計劃逐步將主要重點轉向業務發展。儘管如此，本集團仍致力於密切關注事態發展，並將及時採取相應的預防措施以保護員工。此外，本集團努力提升工作場所的衛生狀況，並制定緊急應變計劃，以便更好地處理未來類似的事件。

B.3. 發展與培訓

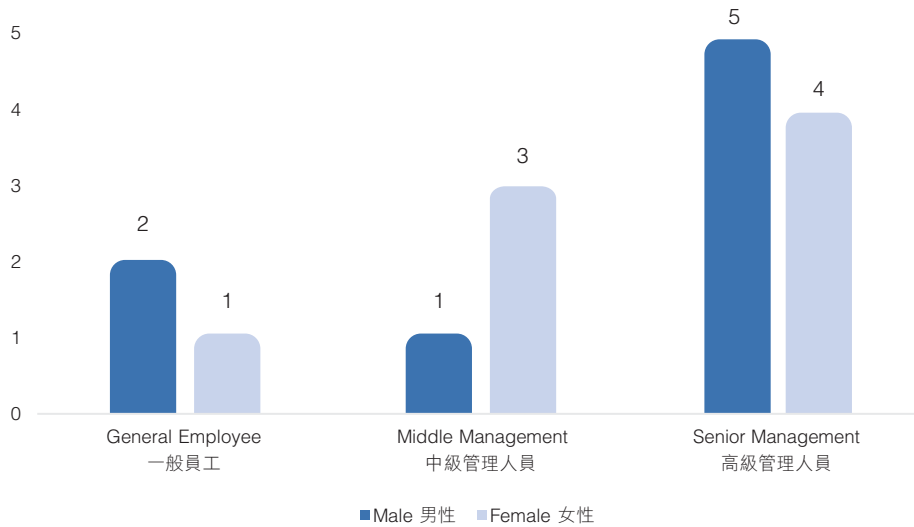
本集團重視員工的專業技能及個人發展，並認為員工能推動本集團的業務發展。因此，本集團為員工提供各種培訓機會，以鼓勵他們走出舒適區，充分發揮潛力。各級員工均有資格參加涵蓋不同主題的培訓計劃。具體而言，本集團安排「轉讓定價」等與工作相關的課程，以提升員工的技術技能，促進企業發展。此外，本集團為所有新員工提供入職培訓，介紹本集團的文化、組織架構及職業健康安全重點。在二零二二／二零二三財年，本集團為16名董事及員工舉辦了共293小時的培訓，而每位員工的平均培訓時間為4.97小時。有關訓練數據的詳細信息，請參閱附錄中的表S5和S6。

為進一步提升員工的專業技能，本集團極力鼓勵員工考取專業資格並參與外部訓練以擴大視野。為表支持，本集團向成功通過專業資格考試並取得相關證書的合資格員工提供費用報銷。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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FY2022/2023 The Number of Employees Trained by Position and Gender
二零二二／二零二三財年按職位和性別的受培訓員工人數



B.4. Labour Standards

In FY2022/2023, the Group strictly forbade child or forced labour while adhering to the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Employment Act 1955 (Malaysia) and other applicable labour laws and regulations in Hong Kong and Malaysia. As the Group maintains a zero-tolerance stance on child labour, underage workers and forced labour, the Human Resources Department checks job applicants' valid identity documents to ensure lawful employment before issuing employment confirmation to any candidates.

The Human Resources Department is also responsible for monitoring and ensuring the compliance of internal policies and practices with relevant laws and regulations that restrict child labour and forced labour. Once the Group identifies any case violating labour standards, the employment contract is promptly terminated, and the responsible personnel is subject to disciplinary measures.

In FY2022/2023, the Group did not breach any major laws and regulations related to the prevention of child and forced labour that have a significant impact on the Group.

B.4. 勞工準則

在二零二二／二零二三財年，本集團嚴格禁止童工或強迫勞工，並遵守了《僱傭條例》(香港法例第57章)、《1955年僱傭法令》(馬來西亞)和香港及馬來西亞其他適用的勞工法律法規。由於本集團對童工、未成年工和強迫勞工持零容忍態度，人力資源部在發出聘用確認書予求職者前，會先檢查其有效身份證件以確保其合法受僱。

人力資源部亦負責監督和確保內部政策及實踐符合防止童工和強迫勞工方面的相關法律規例。如發現任何違反勞工準則的情況，本集團將立即終止其勞動合同，並對責任人員給予紀律處分。

在二零二二／二零二三財年，本集團並無違反任何對本集團有重大影響的防止童工或強迫勞工方面的相關重要法律及規例。

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OPERATING PRACTICES

B.5. Supply Chain Management

Since the Group realises its suppliers are fundamental to its operations and prosperity, the Group strives to foster a robust and trust-worthy relationship with its suppliers. The Group's Procurement Department actively communicates with its suppliers through various channels such as emails and online conferences to better understand their needs and expectations. To facilitate mutual understanding and compliance, the Group has collaborated with suppliers during supplier standard and specification formulation.

After reviewing its supplier list, the Group classified distributors of software and hardware as its major suppliers. Typically, the Group procures necessary software and hardware based on project requirements to avoid stockpiling inventory. As for system integration and development services providers, the Group has determined a list of reliable IT service firms as subcontractors.

Realising suppliers' ESG performance highly affects the Group's sustainability goals, the Group pays much attention to its suppliers' ESG performance. For example, the Group has established standardised guidelines for selecting suppliers that provide environmentally friendly products and services. Also, the Group has prioritised business partners and suppliers with the same vision, emphasising social and environmental aspects alongside growth.

營運慣例

B.5. 供應鏈管理

由於本集團意識到其供應商對其營運和繁榮至關重要，因此本集團努力與其供應商建立牢固且值得信賴的關係。本集團的採購部透過電子郵件和在線會議等不同渠道積極與供應商溝通，以便更了解他們的需求和期望。為促進相互理解和合規，本集團與供應商合作制定供應商標準和規範。

本集團檢閱其供應商名單後，把軟件及硬件分銷商列為主要供應商。一般而言，本集團會根據項目需求採購有需要的軟體和硬件，以避免囤積庫存。對於系統整合及開發服務的供應商，本集團已制定供應商清單，識別可靠的資訊科技服務公司為其分包商。

有鑑於供應商的ESG表現高度影響本集團的可持續發展目標，本集團非常關注其供應商的ESG表現。例如，本集團就選擇提供環保產品和服務的供應商制定了標準化的指南。此外，本集團優先考慮具有相同願景的業務合作夥伴和供應商，旨在發展業務的同時強調社會和環境方面的貢獻。

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As for supplier management, the Group's Procurement Department is responsible for conducting a background assessment for the eligible suppliers, considering factors such as reputation, credit rating, technical capacity, financial stability, economic disputes history with the Group and regulatory compliance before confirming any engagement. The Group particularly investigates suppliers' regulatory performance to guarantee that they act according to the Group's code of practices. Furthermore, the Group follows a well-defined procedure for procurement activities. After identifying potential suppliers, the Group requests a quotation from them and then confirms the product quality, delivery terms and payment methods before placing any purchase orders. Advance submission of product or service samples is a prerequisite for assessing the quality and suitability of prospective suppliers.

The Group strives to identify its supply chain's environmental and social risks and address them promptly. For instance, the Group conducts due diligence and regular cooperation surveys, thereby determining and resolving problems or dangers promptly. The Procurement Department is responsible for enacting and monitoring policies regarding supply chain's risk following the Quality Management System (ISO 9001:2015). Internally, the Group has created an approved list of qualified suppliers and sub-contractors for enhanced supply chain management, with their qualifications and compliance being regularly assessed. The aforementioned practices apply to all the major suppliers under the Procurement Department's surveillance.

In FY2022/2023, the Group maintained business relationships with 12 product and service suppliers, all of them are located in Malaysia. As evidenced by the absence of material delays, conflicts, and significant incidents with suppliers in the year under review, the Group has maintained stable and reliable relationships with its suppliers. The Group is committed to enhancing its supplier management so as to foster a more robust value chain.

在供應商管理方面，本集團的採購部負責在確認任何聘用前，對合資格供應商進行背景評估，考慮其聲譽、信用評級、技術能力、財務穩定性、與本集團的經濟糾紛歷史以及監管合規性等因素。本集團特別強調供應商的監管合規表現，以確保他們按照本集團的行為準則行事。此外，本集團遵循明確的程序進行採購活動，在物色潛在供應商後，會先向他們索取報價，並在發出任何採購訂單前確認產品品質、交貨條款及付款方式。此外，本集團要求供應商提前提交產品或服務樣品，以評估潛在供應商的品質和適用性。

本集團致力於識別其供應鏈的環境和社會風險並及時解決。例如，本集團會進行盡職調查和定期合作調查，以及時發現並解決問題或危險。採購部負責依照質量管理體系（ISO 9001:2015）制定和監控有關供應鏈風險的政策。為加強供應鏈管理，本集團建立了內部的合格供應商和分包商批准名單，並定期評估他們的資格和合規性。以上概述實踐在採購部的監管下適用於的所有主要供應商。

在二零二二／二零二三財年，本集團與12間位於馬來西亞的產品和服務供應商維持業務關係。由本集團在回顧年並無與供應商發生重大延誤、衝突及重大事件可見，本集團與供應商建立了穩定可靠的關係。本集團致力於加強其供應商管理，以打造更穩健的價值鏈。

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B.6. Product Responsibility

Adhering to the motto “Your One-Stop IT Solution,” the Group aspires to provide first-rate products and services that impress its clients. In FY2022/2023, the Group complied with the relevant laws, rules, regulations and standards in Hong Kong and Malaysia that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters with respect to its products and services and methods of redress, including the following:

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

The Group operates in accordance with the industry standards and the Quality Management System (ISO 9001:2015) to ensure the provision of reliable, secured and excellent IT-related services to its clients. For product quality assurance, strategic frameworks are formulated at the Group’s level and overseen by the Board. In specific, the Board is tasked with inspecting the identification, evaluation and testing of the design and operating effectiveness of the products and services at least annually. In general, the executive supervisors and project managers initiate the projects, with the management evaluating the research and experimental results to ensure the quality aligns with the client’s contract requirements. In the meantime, the project managers record the results and protect the data against unauthorised disclosure. After being reviewed and approved by executive supervisors, the final report is delivered to clients along with the testing results.

B.6. 產品責任

秉承「您的一站式資訊科技解決方案」的座右銘，本集團致力於為客戶提供深刻印象的一流產品和服務。在二零二二／二零二三財年，本集團遵守了香港及馬來西亞有關其產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的對本集團有重大影響的相關法律條例、法規和標準，包括：

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

為確保提供可靠、安全和卓越的資訊科技相關服務予客戶，本集團依照行業標準和質量管理體系(ISO 9001:2015)營運。就產品質量保證而言，本集團從集團層面制定了策略框架並由董事會監督其應用。具體而言，董事會負責每年至少檢查一次其產品和服務之設計和營運有效性的識別、評估和檢測。一般而言，執行總監和項目經理負責啟動項目，並由管理層評估研究和實驗結果，以確保質量滿足客戶的合約要求。同時，項目經理記錄結果並保護資料免遭未經授權的揭露。最終報告經執行總監審核批准後，將連同測試結果一同交付予客戶。

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To effectively spot potential risks in business processes and thereby reducing the Group's value chain's risks, the Group's management conducts annual risk assessments to gain insights from its employees, customers and suppliers. The management also consider an array of external factors, such as economic conditions, market competition, industry development, regulatory and political environment, technology innovation, supply sources and customer demand, to ensure that the quality products and services are supported by robust business operations based on a comprehensive analysis of internal and external risks and opportunities.

The Group reckons its responsibility to offer precise service descriptions and information for clients to make meaningful decisions while exerting great efforts to avoid violation of advertising-related laws and regulations. The Group sternly prohibits the spread of misleading or exaggerated advice and offerings through engaging a legal counsel to review the sales and marketing materials before publication.

The Group values clients' opinions and treats all complaints seriously. The Group's customer service department is responsible for reviewing and addressing customers' complaints by conducting comprehensive investigations. If the complaints are substantiated, the involved departments are mandated to follow up to reduce the negative impacts on the clients. During the year under review, the Group did not receive any substantial complaints from its customers and did not recall any products for health and safety reasons.

Besides, the Group acknowledges its responsibility to promote intellectual property rights and only applies duly licensed software and IT products in its operations. The legal counsel team reviews and monitors the Group's business practices preventing potential infringement of intellectual property rights.

本集團管理層通過年度風險評估獲取員工、客戶和供應商的見解，以有效地識別業務流程中的潛在風險，從而降低本集團價值鏈的風險。管理層亦會考慮一系列外部因素，如經濟狀況、市場競爭、行業發展、監管和政治環境、技術創新、供應來源和客戶需求，以確保優質的產品和服務在全面的內部和外部風險和機遇分析下，得到穩健的業務營運支持。

本集團明白其為客戶提供準確服務描述和信息，幫助客戶作出有意義的決策的責任，同時努力避免違反廣告相關的法律法規。本集團透過聘請法律顧問審查銷售和營銷資料，嚴格禁止發放誤導或誇大的建議和產品。

本集團重視客戶的意見，認真對待所有投訴。本集團的客戶服務部負責透過全面調查，審核和處理客戶的投訴。若投訴屬實，相關部門將負責跟進，以減少對顧客的負面影響。在回顧年度，本集團並無接獲任何來自客戶的重大投訴，亦無因健康及安全理由而召回任何產品。

此外，本集團得悉其推動知識產權的責任，並在其營運中只應用獲得許可的軟體和資訊科技產品。同時，法律顧問團隊審查並監督本集團的業務實踐，防止潛在的知識產權侵權行為。

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Data security is a significant component of the Group's risk management strategy. The Group has formulated comprehensive internal regulations adhering to applicable laws and regulations concerning customer privacy to oversee information security activities. For instance, the Group has formulated clear standards, processes and procedures for data management, along with the Data Protection Notice outlining all possible data processing purposes and disclosure requirements to safeguard clients' personal information and privacy. All gathered information is solely for the purposes stated before data collection.

The Group's IT and operating departments are tasked with monitoring various data collection channels, including but not limited to websites, application forms, in-bound and outbound telephone calls, emails, attendance at events, and both internal and external access to customers' information. Furthermore, the Group has heightened its employees' awareness on data security by organising relevant training and has implemented advanced IT systems to secure the data gathered. In FY2022/2023, the Group did not receive any substantiated complaints regarding the breach of customer privacy or the loss of customer's data.

Following the principle of Materiality, this ESG report does not include labelling-related and product recall-related measures and regulations as they do not apply to the Group's IT service provision business.

數據安全是本集團風險管理策略的重要部份。本集團根據客戶私隱相關的適用法律法規，制定了全面的內部規定，以監控信息安全活動。例如，本集團就數據管理制定了明確的標準、流程和程序，並在《數據保護通知》中概述了所有可能的數據處理目的和揭露要求，以保護客戶的個人資料和私隱。所有收集的信息僅用於資料收集前所述的目的。

本集團的資訊科技及營運部門負責監控各種信息收集渠道，包括但不限於網站、申請表、電話通話、電子郵件、活動參與及內部和外部對客戶信息的訪問。此外，本集團透過舉辦相關培訓提高員工對信息安全的意識，並採用先進的資訊科技系統保護所收集的資料。在二零二二／二零二三財年，本集團並無收到任何有關侵犯客戶私隱或遺失客戶資料的證實投訴。

本ESG報告秉持重要性原則，由於標籤和產品召回事宜不適用於本集團的資訊科技服務提供業務，因此相關的措施和規定並不在本ESG報告中披露。

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B.7. Anti-corruption

The Group strives to operate its business in an ethical way while believing fair competition drives the Group to improve. As such, the Group strictly complies with the relevant laws and regulations to uphold its business ethics. In FY2022/2023, the Group abided by the applicable laws and regulations relating to anti-corruption, bribery, extortion, fraud and money laundering in both Hong Kong and Malaysia, including the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong) and Malaysian Anti-Corruption Commission Act 2009 (Malaysia).

With the proactive implementation of anti-corruption preventive and whistle-blowing measures by the Group's Senior Management, no concluded legal case regarding corrupt practices was brought against the Group or its employees during the year under review.

To showcase its commitment to integrity, the Group has strictly enacted trade and transaction policies to eradicate any forms of illegal practices, including corruption, extortion and money laundering. Besides, the Group has implemented the codes of professional ethics to restrict bribery and corruption activities in the workplace. The Group highlights the importance of carrying out the duties with fairness and professionalism, striving to prevent any improper behaviours which may jeopardise the Group's interests.

The Group encourages whistle-blowers to report any misconduct. In case of suspected cases, the whistle-blowers can report verbally or in writing to the Group's audit committee, providing comprehensive details along with supporting evidence. The audit committee is responsible for conducting thorough investigations to uncover the truth and safeguard the Group's interest. To ensure the whistle-blowers will not encounter unfair treatment and disturbance, the Group has established an effective grievance mechanism. If the Group suspects any criminal activity, it will submit a report promptly to the relevant regulators or law enforcement authorities when deemed necessary by the Group's management.

B.7. 反貪污

本集團致力於以合乎道德的方式經營業務，並相信公平競爭能推動本集團不斷進步。因此，本集團嚴格遵守相關法律法規，維護商業道德。在二零二二／二零二三財年，本集團遵守了香港及馬來西亞反貪污、賄賂、勒索、欺詐及洗黑錢方面的相關適用法律及法規，包括《反洗錢及恐怖分子資金籌集條例》（香港法例第615章）、防止賄賂條例（香港法例第201章）和2009年馬來西亞反貪污委員會法（馬來西亞）。

由於本集團高級管理層積極落實反貪污預防和舉報措施，在回顧年度並沒有任何對本集團或其員工提出並已審結的貪污訴訟案件。

為了彰顯對誠信的承諾，本集團嚴格執行其商業交易政策，以消除任何形式的非法行為，包括貪污、勒索及洗黑錢。此外，本集團實施了職業道德準則，禁止工作場所的賄賂和腐敗活動。本集團強調員工須以公平和專業精神履行其職責，努力防止任何可能損害本集團利益的不當行為。

本集團鼓勵舉報人就任何不當行為進行舉報。如發現可疑案件，舉報人可以口頭或書面方式向本集團的審核委員會報告，並提供全面的細節和支持證據。審核委員會負責進行徹底調查，以揭露真相和維護本集團的利益。為確保舉報人不會受到不公平的待遇和騷擾，本集團建立了有效的申訴機制。若本集團懷疑任何犯罪活動，在管理層認為有必要時將立即向相關監管或執法機關提交報告。

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Recognising the increasing concern about fairness and honesty, the Group aspires to further enhance its ethical performance to maintain a positive brand image. In FY2022/2023, since the Group believes its employees have a solid knowledge of anti-corruption, the Group did not organise anti-corruption training for its employees. Yet, the Group is committed to arranging more resources in this aspect to raise employees' awareness on proper business behaviour in the coming years.

COMMUNITY

B.8. Community Investment

Recognising the growing emphasis on corporate social responsibility, the Group is dedicated to allocating more time, resources and endeavours to serving the community. The Group has always aspired to leverage its professionalism to address pressing social issues, aiming to foster sustainable growth and prosperity. By investing in societal well-being, the Group aims to uphold its positive image and garner public confidence.

Due to the ongoing social distancing requirements and the national MCO in the past few years, the Group could not organise or participate in any charitable activities. Yet, the Group's commitment to contributing to the community and enhancing citizens' living quality has never faded off. In view of the recovery from the pandemic, the Group is ready and will actively explore ways to create positive impacts on the community.

由於人們對公平和誠實的關注不斷增加，本集團期望進一步提高其道德表現，以維持正面的品牌形象。在二零二二／二零二三財年，由於本集團認為其員工已具備紮實的反貪污知識，故未有為員工安排反貪污方面的培訓。儘管如此，本集團致力在這方面投放更多的資源，以提高員工對正確商業行為的意識。

社區

B.8. 社區投資

由於企業社會責任日益受到重視，本集團致力於投放更多時間、資源及努力服務社會。本集團一直希望利用其專業知識解決緊迫的社會問題，促進可持續成長和繁榮。透過投資於社會福祉，本集團期望建立正面的形象並贏得公眾信心。

由於過去幾年的持續社交距離要求和國家行動管制令，本集團無法組織或參與任何慈善活動。然而，本集團回饋社會和提升市民生活質素的承諾從未減弱。鑑於社會運作已經恢復，本集團已做好準備，並將積極探索為社會帶來正面影響的方法。

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VII. APPENDIX

Table E1. Total Emissions of the Group by Category in FY2022/2023 and FY2021/2022⁸

Emission Category	Key Performance Indicator (KPI)	Unit	Intensity ¹		Intensity ²	
			Amount in FY2022/2023	(Unit/RM'000) in FY2022/2023	Amount in FY2021/2022 ²	(Unit/RM'000) in FY2021/2022
排放物類型	關鍵績效指標	單位	二零二二/二零二三財年排放量	二零二二/二零二三財年強度(單位/馬幣千元) ¹	二零二一/二零二二財年排放量 ²	二零二一/二零二二財年強度(單位/馬幣千元) ²
Air Emissions 廢氣排放	SO _x 硫氧化物	Kg 公斤	0.18	1.46 x 10 ⁻⁵	0.2	1.50 x 10 ⁻⁵
	NO _x 氮氧化物	Kg 公斤	7.64	6.28 x 10 ⁻⁴	8.1	6.52 x 10 ⁻⁴
	PM 顆粒物	Kg 公斤	0.56	4.63 x 10 ⁻⁵	0.6	4.80 x 10 ⁻⁵
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) ³ 範圍一(直接排放) ³	Tonnes of CO ₂ e 噸二氧化碳當量	28.49	2.34 x 10 ⁻³	30.2	2.42 x 10 ⁻³
	Scope 2 (Energy Indirect Emissions) ⁴ 範圍二(能源間接排放) ⁴	Tonnes of CO ₂ e 噸二氧化碳當量	28.49	2.34 x 10 ⁻³	31.2	2.50 x 10 ⁻³
	Scope 3 (Other Indirect Emissions) ⁵ 範圍三(其他間接排放) ⁵	Tonnes of CO ₂ e 噸二氧化碳當量	7.17	5.90 x 10 ⁻⁴	4.1	3.28 x 10 ⁻⁴
	Total (Scope 1, 2 & 3) 總排放(範圍一、二及三)	Tonnes of CO ₂ e 噸二氧化碳當量	64.16	5.27 x 10 ⁻³	65.4	5.25 x 10 ⁻³
Non-hazardous Waste 無害廢棄物	Solid Wastes ⁶ 固體廢棄物 ⁶	Tonnes 噸	0.21	1.73 x 10 ⁻⁵	1.0	8.02 x 10 ⁻⁵
	Wastewater ⁷ 廢水 ⁷	m ³ 立方米	6,000.00	4.93 x 10 ⁻¹	6,000.0	4.81 x 10 ⁻¹

VII. 附錄

表E1.二零二二/二零二三財年和二零二一/二零二二財年本集團的總排放量⁸

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- [1] Intensity for FY2022/2023 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue of approximately RM12,167,940 in FY2022/2023;
- [2] The amount and intensity in FY2021/2022 were extracted from the data in the ESG report set out in the Company's ESG report for FY2021/2022;
- [3] The Group's Scope 1 (Direct Emissions) included only the emissions arose from the consumption of gasoline in motor vehicles;
- [4] The Group's Scope 2 (Energy Indirect Emissions) included only the emissions arose from the electricity consumption;
- [5] The Group's Scope 3 (Other Indirect Emissions) included only the emissions arose from the paper waste disposed at landfills, electricity used for processing fresh water and sewage by government departments and business air travels;
- [6] The solid wastes included domestic and commercial wastes;
- [7] The total amount of wastewater generated by the Group was primarily based on the direct measurement together with appropriate estimations assuming 100% of the fresh water consumed by the Group will enter the sewage system in areas where an accurate recording of the amount of wastewater was hard to obtain; and
- [8] The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, The GHG Protocol Corporate Accounting and Reporting Standard and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories.
- [1] 二零二二／二零二三財年的強度通過將廢氣、溫室氣體和其他排放量分別除以本集團在二零二二／二零二三財年的收入約馬幣12,167,940元得出；
- [2] 二零二一／二零二二財年的數值和強度採用本集團二零二一／二零二二財年ESG報告中的數據；
- [3] 本集團的範圍一（直接排放）僅包括用於運輸車輛的汽油燃料消耗；
- [4] 本集團的範圍二（能源間接排放）僅包括電力消耗所產生的排放；
- [5] 本集團的範圍三（其他間接排放）僅包括於堆填區處置之廢紙、政府部門使用電力處理食水及廢水，以及商務飛機差旅所引致的溫室氣體排放；
- [6] 固體廢棄物包括生活和商業廢棄物；
- [7] 本集團產生的廢水總量主要基於直接測量以及對難以準確記錄廢水量的區域進行假設消耗的淡水將全部進入污水系統的合理估算；以及
- [8] 上述溫室氣體排放報告採用的方法基於由聯交所發行的《如何準備環境、社會及管治報告－附錄二：環境關鍵績效指標匯報指引》、溫室氣體核算體系企業核算與報告標準以及2006年政府間氣候變化專門委員會國家溫室氣體清單指南。

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Table E2. Total Resource Consumption of the Group in FY2022/2023 and FY2021/2022

表E2.二零二二／二零二三財年和二零二一／二零二二財年本集團的資源使用總量

Use of Resources	Key Performance Indicator (KPI)	Unit	Amount in FY2022/2023	Intensity ¹	Amount in FY2021/2022 ²	Intensity ²	
				(Unit/RM'000) in FY2022/2023		(Unit/RM'000) in FY2021/2022	
資源使用	關鍵績效指標	單位	二零二二／二零二三財年總量	二零二二／二零二三財年強度(單位/馬幣千元) ¹	二零二一／二零二二財年總量 ²	二零二一／二零二二財年強度(單位/馬幣千元) ²	
Energy 能源	Electricity 電力	kWh'000 千個千瓦時	42.50	3.49 x 10 ⁻³	46.64	3.74 x 10 ⁻³	
	Gasoline 汽油	L 升	12,047.96	9.90 x 10 ⁻¹	12,756.96	9.92 x 10 ⁻³	
	Total Energy Consumed after Energy Conversion ³ 能量轉換後的總能量消耗 ³		kWh'000 千個千瓦時	159.26	1.31 x 10 ⁻²	170.27	1.37 x 10 ⁻²
	Water 水	Water 水	m ³ 立方米	6,000.00	4.93 x 10 ⁻¹	6,000.00	4.81 x 10 ⁻¹
Paper 紙張	Paper used 紙張	Kg 公斤	62.60	5.14 x 10 ⁻³	66.00	5.29 x 10 ⁻³	
	Paper recycled 回收紙張	Kg 公斤	2.60	2.14 x 10 ⁻⁴	28.50	2.29 x 10 ⁻³	

[1] Intensity for FY2022/2023 was calculated by dividing the amount of resources the Group has consumed in FY2022/2023 by the Group's revenue of approximately RM12,167,940 for FY2022/2023;

[2] The amount and intensity in FY2021/2022 were extracted from the data in the ESG report set out in the Company's ESG report for FY2021/2022; and

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

[1] 二零二二／二零二三財年的強度是按本集團於二零二二／二零二三財年所消耗的資源量除以本集團二零二二／二零二三財年的收入約馬幣12,167,940元所得；

[2] 二零二一／二零二二財年的總量和強度採用本集團二零二一／二零二二財年ESG報告中的數據；以及

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

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Table S3. Number of Employees by Age Group, Gender, Employment Type, Position Type, Geographical Locations of The Group in FY2022/2023¹

表S3.二零二二／二零二三財年按年齡組、性別、僱傭類型、職位和地理位置劃分的員工人數¹

Unit: Number of employees 單位：員工人數	Age group 年齡組				Total 總數
	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上	
Gender 性別					
Male 男性	18	9	5	3	35
Female 女性	8	9	7	0	24
Total 總數	26	18	12	3	59

General employees 一般員工	Position Level 職位		Total 總數
	Middle-level managers 中級管理層	Senior management and directors 高級管理層及董事	
27	13	19	59

Locations 地點	Number of employees 員工人數
Malaysia 馬來西亞	53
Hong Kong 香港	6
Total: 總數：	59

[1] The employment data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. The above data covered 59 employees, including 57 full-time and 2 interns, engaged in a direct employment relationship with the Group according to relevant local laws and workers whose work and/or workplace was controlled by the Group. The methodology adopted for reporting on employment data set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 職工數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。此數據涵蓋根據當地有關法律與本集團有直接僱傭關係的僱員以及其工作和／或工作場所受本集團控制的59名員工，其中包括57名全職員工及2名實習生。上述報告職工數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告－附錄三：社會關鍵績效指標匯報指引》。

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Table S4. Employee Turnover Rate by Age Group, Gender and Geographical Locations in FY2022/2023¹

表S4 二零二二／二零二三財年按年齡組、性別和地理位置劃分的員工流失率¹

Unit Number of employees 單位：員工人數	Age group 年齡組				Total 總數
	Aged 30 or below 30歲或以下	Aged between 31 and 40 31至40歲	Aged between 41 and 50 41至50歲	Aged 51 or above 51歲或以上	
Gender 性別					
Male 男性	13	5	2	1	21
Employee turnover rate 員工流失率	72.22%	55.56%	40.00%	33.33%	60.00%
Female 女性	5	1	0	0	6
Employee turnover rate 員工流失率	62.50%	11.11%	0.00%	N/A ²	25.00%
Total 總數	18	6	2	1	27
Total employee turnover rate 總員工流失率	69.23%	33.33%	16.67%	33.33%	45.76%

Geographical location

地理位置

Locations 地點	Employee turnover 員工離職人數	Employee turnover rate 員工流失率
Malaysia 馬來西亞	26	49.06%
Hong Kong 香港	1	16.67%

[1] The turnover data in headcount was obtained from the Group's Human Resources Department based on the employment contracts entered into between the Group and its employees. Turnover rate was calculated by dividing the number of employees who left in FY2022/2023 by the total number of employees in FY2022/2023. The methodology adopted for reporting on turnover data set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange; and

[2] Since there was no female employee aged 51 or above at the end of the reporting year, the employee turnover rate for that category cannot be determined.

[1] 員工流失數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。流失比率是通過二零二二／二零二三財年內員工離職數除以二零二二／二零二三財年的員工總數計算得出。上述報告員工流失數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告－附錄三：社會關鍵績效指標匯報指引》；以及

[2] 由於在報告年末並沒有51歲或以上的女性員工，因此員工流失率不適用於該類別。

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Table S5. Number and Percentage of Employees Trained in the Group by Gender and Position Type in FY2022/2023¹

表S5.二零二二／二零二三財年本集團按性別和職位劃分接受培訓的人數及比例¹

Total number of employees 員工總數	59
Total number of employees trained 受訓員工總數	16
Percentage of employees trained 受訓員工百分比	27.12%

Unit: Number of employees

單位：員工人數

Position Type

職位

Gender 性別	General employees 一般員工	Middle-level managers 中級管理層	Senior management and directors 高級管理層及董事	Total 總數
Male 男性	2	1	5	8
Percentage of employees trained 培訓員工比例	12.50%	6.25%	31.25%	50.00%
Female 女性	1	3	4	8
Percentage of employees trained 培訓員工比例	6.25%	18.75%	25.00%	50.00%
Total 總數	3	4	9	
Percentage of employees trained 培訓員工比例	18.75%	25.00%	56.25%	

[1] The training information was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees attended in FY2022/2023. The methodology adopted for reporting on the number and percentage of employees trained set out above was based on "How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs" issued by the Stock Exchange.

[1] 培訓數據從本集團的人力資源部獲得。培訓是指本集團員工在二零二二／二零二三財年參加的職業培訓。上述報告員工受訓人數和百分比數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告—附錄三：社會關鍵績效指標匯報指引》。

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Table S6. Training Hours Received by the Employees of the Group by Gender and Position Type in FY2022/2023¹

表S6.二零二二／二零二三財年本集團按性別和職位劃分的受訓時數¹

Unit: Training Hours 單位：培訓時數	Employee Category 職位			Total 總數
	General employees 一般員工	Middle-level managers 中級管理層	Senior management and directors 高級管理層 董事	
Gender 性別				
Male 男性	44.00	16.00	17.50	77.50
Average training hours 平均培訓時數	2.32	2.29	1.94	2.21
Female 女性	48.00	116.00	51.50	215.50
Average training hours 平均培訓時數	6.00	19.33	5.15	8.98
Total 總數	92.00	132.00	69.00	293.00
Average training hours 平均培訓時數	3.41	10.15	3.63	4.97

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

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

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VIII. REPORT DISCLOSURE INDEX

VIII. 報告披露索引

Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
A. Environmental			
A. 環境			
A1: Emissions A1: 排放物	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NO _x , SO _x , and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。有害廢棄物指國家規例所界定者。	20
	KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	46
	KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	46
	KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	22

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
A. Environmental (continued)			
A. 環境 (續)			
	KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	46
	KPI A1.5 關鍵績效指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	22,29
	KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	23,29
A2: Use of Resources A2: 資源使用	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 有效使用資源(包括能源、水及其他原材料)的政策。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	23
	KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	48
	KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	48

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
A. Environmental (continued)			
A. 環境 (續)			
	KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	24,29
	KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	25
	KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	23
A3: The Environment and Natural Resources A3: 環境及天然資源	General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	27
	KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	27
A4: Climate Change A4: 氣候變化	General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	30
	KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	30

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
B1: Employment B1: 僱傭	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	31
	KPI B1.1 關鍵績效指標B1.1	Total workforce by gender, employment type (for example, 49 full- or part-time), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	
	KPI B1.2 關鍵績效指標B1.2	Employee turnover rate by gender, age group and 50 geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	
B2: Health and Safety B2: 健康與安全	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：	35
		(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	

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Aspects 層面	ESG Indicators ESG指標	Description 描述	Page 頁碼
B. Social (continued)			
B. 社會(續)			
Employment and Labour Practices (continued)			
僱傭及勞工常規(續)			
	KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	36
	KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	36
	KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施, 以及相關執行及監察方法。	36
B3: Development and Training B3: 發展及培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 註: 培訓指職業培訓, 可包括由僱主付費的內外部課程。	37
	KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	51
	KPI B3.2 關鍵績效指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分, 每名僱員完成受訓的平均時數。	52
B4: Labour Standards B4: 勞工準則	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的: (a) 政策; 及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	38

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

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B. 社會(續)			
Operating Practices(continued)			
營運慣例(續)			
B6: Product Responsibility B6: 產品責任	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	41
	KPI B6.1 關鍵績效指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	43
	KPI B6.2 關鍵績效指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	42
	KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	42
	KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	42
	KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	43

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B. Social (continued)			
B. 社會 (續)			
Operating Practices(continued)			
營運慣例 (續)			
B7: Anti-corruption B7: 反貪污	General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	44
	KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	44
	KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	44
	KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	45
Community			
社區			
B8: Community Investment B8: 社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	45
	KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	45
	KPI B8.2 關鍵績效指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	45

MINDTELL TECHNOLOGY LIMITED