



PAX Global Technology Limited 百富環球科技有限公司*

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立的有限公司)

Stock Code 股份代號 : 00327

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

2018



INNOVATE
payment
solutions

* For Identification Purpose Only
僅供識別



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About this Report 關於本報告


This report is the third Environmental, Social and Governance (“ESG”) Report (the “Report”) published by PAX Global Technology Limited (“PAX” or the “Company”) to the stakeholders of the Company and its subsidiaries (collectively referred to as the “Group” or “we”), aiming to summarize the policies, measures and performance in relation to the sustainable development of the Group.

REPORTING PERIOD AND SCOPE

This Report mainly describes the environmental and social performance of the Group during the period from 1 January 2018 to 31 December 2018 (the “Reporting Period”). Unless otherwise stated, this Report covers the core business of the Group, which includes the Hong Kong headquarters, Pax Computer Technology (Shenzhen) Co., Ltd. and Wonder Pax Technology (Shenzhen) Co., Ltd.. In order to cope with the increasing market demand for the Group’s products, our plant in Panyu, Guangzhou was officially put into operation in July 2018. The plant is operated and managed by the Group and is included in the reporting scope starting from this Reporting Period.

REPORTING STANDARDS

This Report is prepared in accordance with Appendix 27 “Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“Hong Kong Stock Exchange”). For details regarding corporate governance, please refer to the section headed “Corporate Governance Report” in the 2018 annual report.



本報告是百富環球科技有限公司（「百富環球」或「本公司」）向各位持份者發表關於本公司及其附屬公司（統稱「本集團」或「我們」）的第三份環境、社會及管治報告（「本報告」），旨在概述本集團旗下業務有關可持續發展的策略、措施及表現。

報告期間及範圍

本報告主要概述本集團於二零一八年一月一日至二零一八年十二月三十一日期間（「報告期間」）的環境及社會績效。除非另有說明，本報告涵蓋本集團的核心業務，包括香港總辦事處、百富計算機技術（深圳）有限公司（中國）以及萬達百匯科技（深圳）有限公司（中國）。為配合市場對本集團產品的需求增長，我們位於廣州番禺的工廠由二零一八年七月正式投產，該工廠由本集團營運及管理。由本年度開始我們會將該廠房納入報告範圍內。

報告標準

我們依據香港聯合交易所有限公司（「香港聯合交易所」）上市規則附錄二十七《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）編制本報告。有關企業管治之詳情，請參閱2018年報中的《企業管治報告》部分。



About this Report

關於本報告

REPORTING PRINCIPLES

In the course of preparation, the Group adhered to the following reporting principles: materiality, quantitative, balance and consistency. Please refer to the table below for details:

Principle 原則	What it means 意思	Responses from the Group 集團的回應
Materiality 重要性	The issues covered in this Report should reflect the significant impacts of the Group on the economy, environment and society, or the scope of assessments and decisions of stakeholders being influenced. 報告所涵蓋的議題應反映集團對經濟、環境及社會的重大影響，或影響持份者評估及決定的範疇。	Through engaging with stakeholders as well as considering the Group's business nature and development, material sustainability issues are identified. 透過與持份者溝通，同時考慮集團的業務性質和發展，識別當前的重大可持續發展議題。
Quantitative 量化	This Report should disclose key performance indicators in a measurable way. 報告應以可以計量的方式披露關鍵績效指標。	The Group will disclose its key environmental and social performance indicators quantitatively where appropriate. 在可行情況下，以量化方式披露集團的環境和社會關鍵績效指標。
Balance 平衡性	This Report should present the positive and negative information of the Group in an objective manner, to reflect a comprehensive picture of the sustainability performance of the Group. 報告應以客觀角度披露集團的正面及負面信息，以反映集團整體的可持續發展表現。	The Group has identified and disclosed the environmental, social and governance issues with significant impact on the Group's business, including the results and challenges faced by the Group, in this Report. 集團已識別對於其業務有重大影響的環境、社會及管治議題，當中包括其成果及所面對的挑戰，並於報告中披露。
Consistency 一致性	The Group should confirm that the preparation of ESG report is consistent with the one(s) used in previous year(s), or state the revised reporting methods, or illustrate other relevant factors that will affect meaningful comparison. 集團應確認編制環境、社會及管治報告的方法與過往年度所用者一致，或陳述經修訂的匯報方法，又或說明會影響有意義對比的其他相關因素。	The reporting scope and reporting method are substantially consistent with those of the prior year(s), and this Report has also disclosed relevant comparative information. 報告的報告範圍與匯報方法與去年大體一致，報告內亦已披露相關對比數據。

YOUR OPINION

We are convinced that the valuable opinions of our stakeholders are critical to the development of the Group. Should you have any suggestions for this Report and/or our sustainability performance, please email us at IR@pax.com.hk.

報告原則

在編製過程中，本集團秉持以下報告原則：重要性、量化、平衡性及一致性，詳情請參閱下表。

Responses from the Group 集團的回應

Through engaging with stakeholders as well as considering the Group's business nature and development, material sustainability issues are identified.

透過與持份者溝通，同時考慮集團的業務性質和發展，識別當前的重大可持續發展議題。

The Group will disclose its key environmental and social performance indicators quantitatively where appropriate.

在可行情況下，以量化方式披露集團的環境和社會關鍵績效指標。

The Group has identified and disclosed the environmental, social and governance issues with significant impact on the Group's business, including the results and challenges faced by the Group, in this Report.

集團已識別對於其業務有重大影響的環境、社會及管治議題，當中包括其成果及所面對的挑戰，並於報告中披露。

The reporting scope and reporting method are substantially consistent with those of the prior year(s), and this Report has also disclosed relevant comparative information.

報告的報告範圍與匯報方法與去年大體一致，報告內亦已披露相關對比數據。

您的意見

我們深信，持份者的寶貴意見對本集團的發展至關重要。如閣下對本報告或本集團的可持續發展表現有任何意見，歡迎電郵至IR@pax.com.hk與我們聯繫。

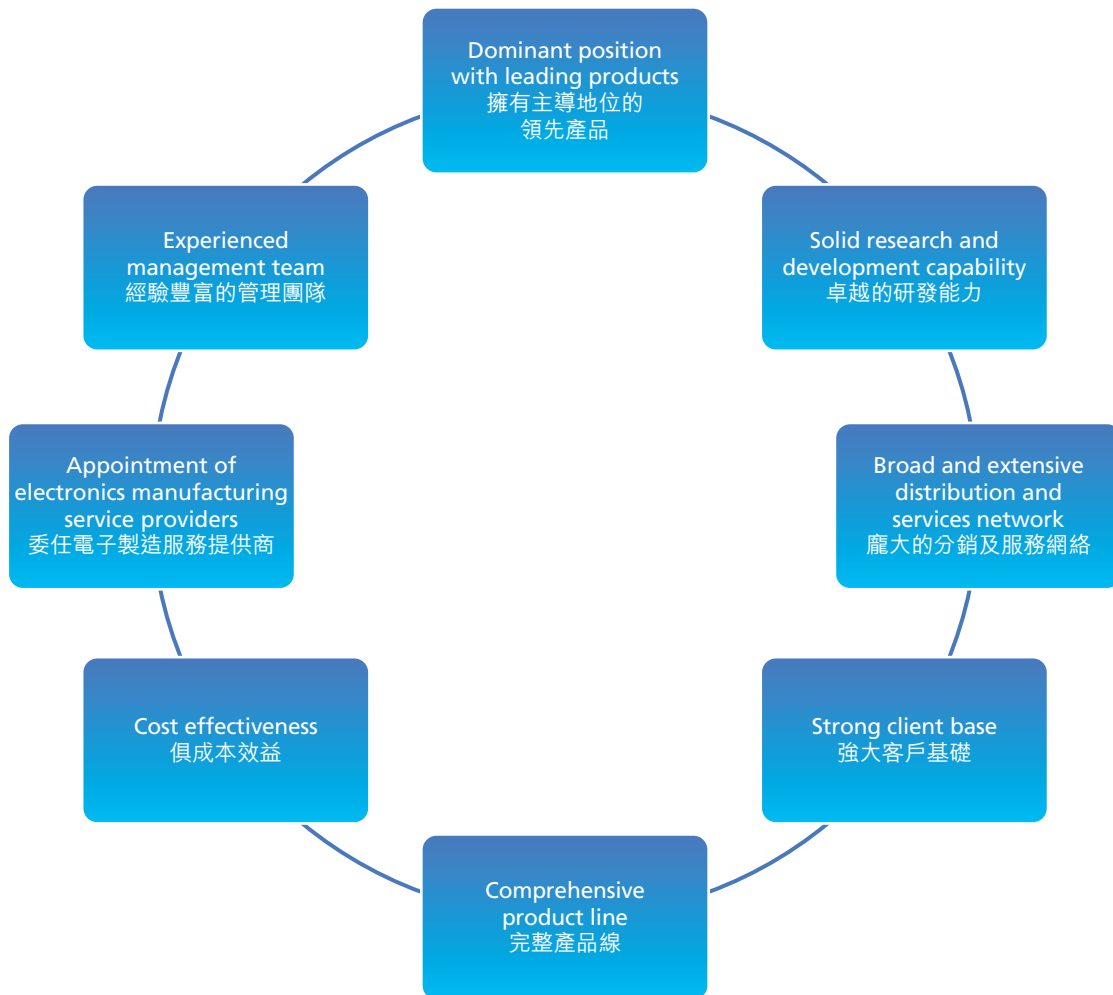
About Pax Global 關於百富環球

PAX was established in 2000 and was listed on the Hong Kong Stock Exchange by spin-off in December 2010. We mainly engage in the development and sale of electronic payment point-of-sale terminals ("E-payment Terminal") products including smart E-payment Terminals, all-in-one smart electronic cash register solution, traditional E-payment Terminals, mobile E-payment Terminals, QR Code E-payment Terminals and other accessory items, and provisions of related services.

PROSPECTS AND MISSION

Strengthen our role in the global payment industry value chain and provide more value added solutions and services to our worldwide customers.

VALUE CREATION



百富環球成立於2000年並於2010年12月透過分拆上市方式於香港聯合交易所上市，主要從事開發及銷售電子支付銷售點終端（「電子支付終端」）產品，包括智能電子支付終端、智能管理及支付一體化解決方案、傳統電子支付終端、移動電子支付終端、二維碼支付終端及其他配件，並提供相關服務。

前景與使命

加強我們在支付價值鏈上的作用，向我們全球的客戶提供更多增值解決方案及服務。

創造價值



About Pax Global

關於百富環球

BUSINESS OVERVIEW

業務概覽

<p>Work with nearly 90 distributors or business partners 與接近90個分銷商或業務夥伴合作</p>	<p>Products are sold to over 100 countries around the world 產品銷售至全球超過100個國家</p>	<p>Total shipment of E-payment Terminal exceeded 34 million units 電子支付終端總出貨量超過3,400萬台</p>
<p>Participated in approximately 10 overseas roadshows and exhibitions in 2018 於2018年參與約10個海外路演及展覽會</p>	<p>Obtained the Environmental Management System Certification of ISO14001 : 2015¹ 於2018年通過ISO14001 : 2015¹環境管理體系認證</p>	<p>Overall customer satisfaction in 2018 reached 99.27% 2018年度客戶總體滿意度達99.27%</p>

AWARDS AND HONOURS

獎項及榮譽

- Shenzhen Software Industry Association – Shenzhen Top 100 Enterprises in Software Business Income
- Shenzhen Municipal People’s Government – Included on the list of enterprise enjoying fast admin service
- China Software Industry Association – Corporate Credit Rating – Rated AAA
- Shenzhen Software Industry Association – Software company in compliance with the relevant provisions of Several Policies on Further Encouraging the Development of the Software and Integrated Circuit Industries and Software Enterprise Evaluation Standards (T/SIA002 2017)
- 深圳市軟件行業協會－深圳市軟件業務收入前百家企業
- 深圳市人民政府－列入直通車服務企業名單
- 中國軟件行業協會－企業信用等級－AAA級
- 深圳市軟件行業協會－符合《進一步鼓勵軟件產業和集成電路產業發展的若干政策》和《軟件企業評估標準》(T/SIA002 2017)的有關規定軟件企業

¹ The scope of ISO14001: 2015 environmental management system certification covers the design of electronic payment systems (including POS terminals, smart card readers and PIN keypads) and the provision of related environmental management activities.

¹ ISO14001: 2015環境管理體系認證的範圍涵蓋本集團電子支付系統(包括POS終端機、智能卡讀寫器和PIN密碼鍵盤)的設計與提供及其相關環境管理活動



Our Approach to Sustainability 我們的可持續發展方針



The Group regards sustainable development as the core operating principle. We are convinced that care for our employees, active protection of the environment, and proper management of the supply chain can promote our business development and meet the expectations of our stakeholders.

In the course of our operations, we are committed to putting resources in four key areas, namely, “people-oriented approach to achieving full potential”, “striving for excellence and innovation”, “shouldering environmental responsibility” and “contributing to society and bringing love to the community”, in order to build a sustainable society for our future generations.

The “Environmental, Social and Governance Policy” formulated by the Group sets out our objectives and principles and provides guidance for formulating actions in sustainable development. The Board continuously monitors the risks and processes related to the environment, society and governance.

In order to further implement our concept of sustainable development, during the Reporting Period, the Group’s Design and Provision of E-Payment System (including POS Terminal, Smart Card Reader and PIN Keypads) completed the environmental management system audit and obtained the ISO14001:2015 environmental management system certification, as well as the ISO9001:2015 quality management system certification. We have developed the “Environmental Handbook” and the “Quality Manual” in accordance with these two standards, aiming to guide all employees to strengthen environmental and quality management.

本集團視可持續發展為營運核心原則。我們深信，對員工關顧入微，積極保護環境，並妥善管理供應鏈，能促進我們的業務發展，也符合持份者的期望。

在營運過程中，我們致力將資源投放於四個重點範疇，即「以人為本 • 人盡其才」、「精益求精 • 成就創新」、「保護環境 • 百富有責」以及「貢獻社區 • 惠澤社群」，為未來世代構建可持續發展的社會。

本集團制定的「環境、社會及管治政策」訂明我們的宗旨及原則，為籌劃可持續發展工作提供指引，並由董事會持續檢視環境、社會及管治的相關風險及進程。

為進一步將我們對可持續發展的理念付諸實行，於報告期間，本集團的《電子支付系統（包括POS終端機、智能卡讀寫器和PIN密碼鍵盤）的設計和提供》完成環境管理體系審核並符合ISO14001:2015環境管理體系認證，亦通過了ISO9001:2015質量管理體系認證。我們已按照此兩項標準制定《環境手冊》及《質量手冊》，希望透過規章制度指導全體員工加強環境和質量管理。



Stakeholder Engagement

持份者參與

Stakeholder engagement is an integral part of sustainable development, helping us address existing and potential risks and opportunities in the market, and form a foundation for strategy formulation and implementation of decisions. We classify our customers or distributors, suppliers, business partners, employees, shareholders or investors as the key stakeholders that are critical to our business development. To strengthen the foundation of the Group's business and sustainable development, we put ourselves into stakeholders' shoes by maintaining close contact with stakeholders through a variety of formal and informal communication channels, such as meetings, inspections, company websites, customer inspections, etc., to understand their expectations and demands, and improve the relevance and responsiveness of the Report.

持份者參與是可持續發展不可或缺的一環，有助我們應對市場中現有及潛在的風險與機遇，更是制定策略及實施決策的基礎。我們將客戶或分銷商、供應商、業務合作夥伴、員工、股東或投資者等列為對本集團業務發展至關重要的持份者類別。為鞏固本集團業務和可持續發展的堅實基礎，我們以持份者的角度出發，透過各種正式和非正式的溝通渠道，如會議、考察、公司網站、客戶巡檢等，與持份者保持緊密聯繫，了解他們的期望與訴求，提升報告的針對性與響應性。

MAJOR ISSUES OF SUSTAINABLE DEVELOPMENT

In order to identify material sustainability issues through materiality assessment and ensure that the information disclosed in this Report fully covers the key issues of concern to stakeholders, we conducted a stakeholder survey through questionnaires during the preparation of this Report on top of regular communications, allowing stakeholders from different sectors to provide their opinions. The process includes:

可持續發展重大議題

為識別可持續發展議題並進行重大性判定，確保報告披露的信息全面覆蓋持份者關注的重點議題，除了常規溝通，在準備本報告期間，我們透過問卷調查形式進行持份者意見調查，讓來自不同界別的持份者表達意見，過程包括：

Step 1: Identify environmental, social and governance issues

- Identify 23 environmental, social and governance issues that are material to the Group based on previous and present results from stakeholder engagement, listing rules and latest industrial trend on sustainable development.

第一步：識別環境、社會及管治範疇

- 根據過往和現有的持份者溝通結果、上市規則要求，以及業界對於可持續發展的最新趨勢，識別出23個對集團較為重要的環境、社會及管治議題。

Step 2: Rate environmental, social and governance issues

- Invite stakeholders from various parties to conduct opinion survey in the form of questionnaires and provide ratings on each issue.

第二步：就環境、社會及管治範疇作出評分

- 邀請各個範疇的持份者以問卷形式進行意見調查，就各項議題評分。

Step 3: Analysis results

- Collect stakeholders' ratings and conduct materiality analysis together with opinions from the Group's management.

第三步：分析結果

- 收集持份者的評分，加上集團管理層的意見進行重要性分析。

Stakeholder Engagement

持份者參與

The 23 environmental, social and governance issues identified include:

我們識別出的23個環境、社會及管治議題包括：

Environmental Protection and Green Operation 環境保護和綠色運營	Operating Practices 營運常規	Product and Service Responsibility 產品與服務責任	Quality of Working Environment 工作環境質素	Community Contributions 社區貢獻
1. Greenhouse gas emissions 溫室氣體排放	7. Supply chain management 供應商管理	11. Research and innovations 研發及創新	16. Diversification and equal opportunity 多元化及反歧視	22. Participation in volunteer activities 參與義工活動
2. Air emissions 廢氣排放	8. Assessment of supplier's environmental and social performance 供應商環境及社會表現評估	12. Product and service quality 產品及服務質素	17. Employment relationship 僱傭關係	23. Charitable Giving 慈善捐贈
3. Energy and water conservation 節約用電及用水	9. Anti-fraud and corruption 反舞弊腐敗	13. Product safety 產品安全	18. Occupational health and safety 職業安全及健康	
4. Use of resources 資源使用	10. Emergency response plan 災難應急預案	14. Intellectual property 知識產權	19. Training and development 培訓及發展	
5. Waste handling 廢物處理		15. Privacy protection 私隱保障	20. Child and forced labour 童工及強迫勞動	
6. Green procurement 綠色採購			21. Staff welfare 員工福利	

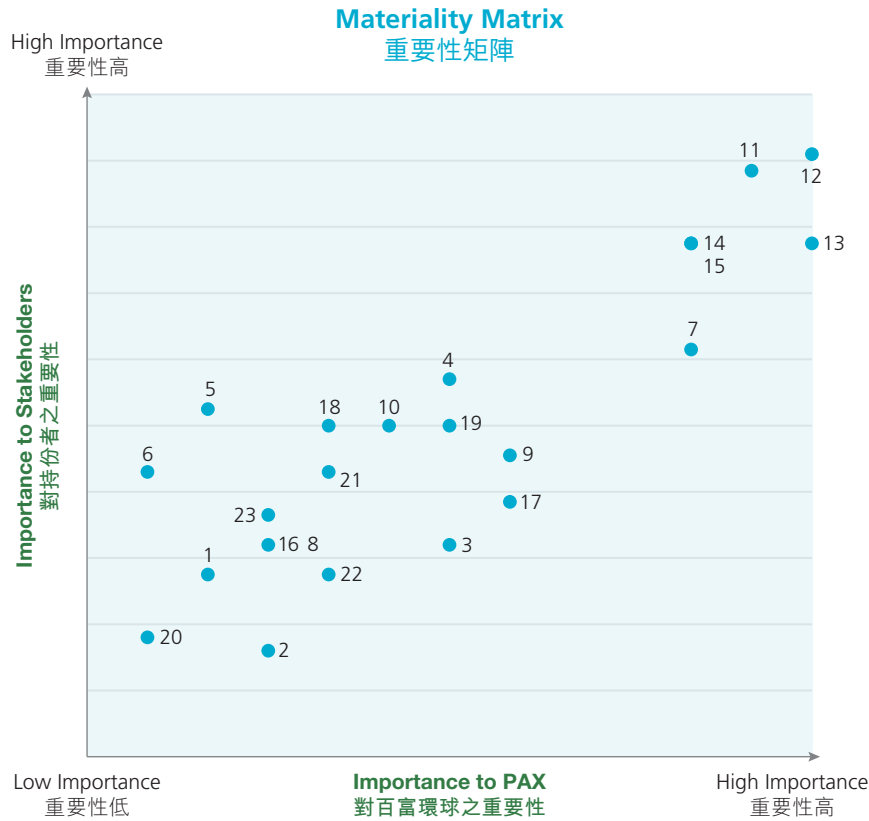


Stakeholder Engagement

持份者參與

The materiality matrix is presented below in accordance with the results from the materiality analysis. The indexes located on the top right-hand corner indicate the issues that are most concerned by the stakeholders, with 6 environmental, social and governance issues identified as material which will be highlighted in this Report:

根據重要性分析結果，本集團的重要性矩陣呈列如下，矩陣圖的右上角部份為持份者最為關注的課題。當中，我們得出以下6個被識別為較為重要的環境、社會及管治議題，並於本報告中進行重點披露：



Highlighted Issues 重點披露議題	Sections 披露章節	Pages 頁數
7. Supply chain management 供應商管理	Suppliers' Management 供應商管理	23-24
11. Research and innovations 研發及創新	Quality Products 優質產品	16-20
12. Product and service quality 產品及服務質素	Excellent Service 優質服務	21-22
13. Product safety 產品安全		
14. Intellectual property 知識產權		
15. Privacy protection 私隱保障	Privacy Protection 私隱保護	23

People-Oriented Approach to Achieving Full Potential

以人為本 • 人盡其才

We value human resource management and regard each employee as our valuable asset. We are committed to protecting labour rights and providing good working conditions.

我們重視人力資源管理，視每位員工為我們的寶貴財富，我們致力保障勞工權利並提供良好的工作條件。

We are committed to promoting and setting up a safe and reliable work environment. The scope of such efforts includes our employees and employees of contractors and suppliers within the Company's sphere of influence.

我們致力推廣和設立安全和可靠的工作環境。這包括我們的員工及在公司影響力範圍內的承辦商和供應商的員工。

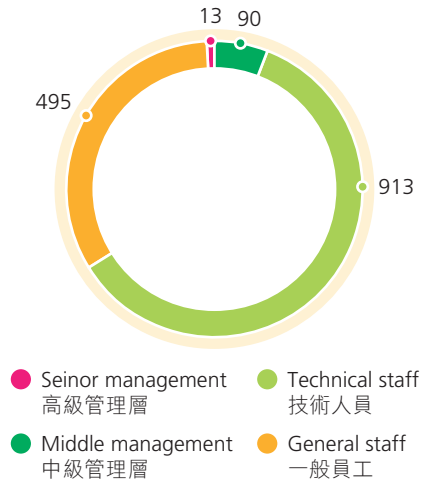
In order to achieve this goal, we have developed comprehensive "Human Resources Management Procedures" to ensure that the Group attracts and retains talents with efforts in the recruitment process, compensation and benefits, working environment, development training, etc., so that employees can grow with the Company. As at 31 December 2018, Hong Kong and Shenzhen divisions employed a total of 1,511 employees, which are distributed as follows:

為了實現這個目標，我們制定了完善的《人力資源管理程序》，務求令本集團在招聘過程、薪酬福利、工作環境、發展培訓等各方面上吸引並留住賢才，使員工與公司共同成長。截至2018年12月31日止，香港及深圳分部共聘用了1,511位員工，其分佈如下：

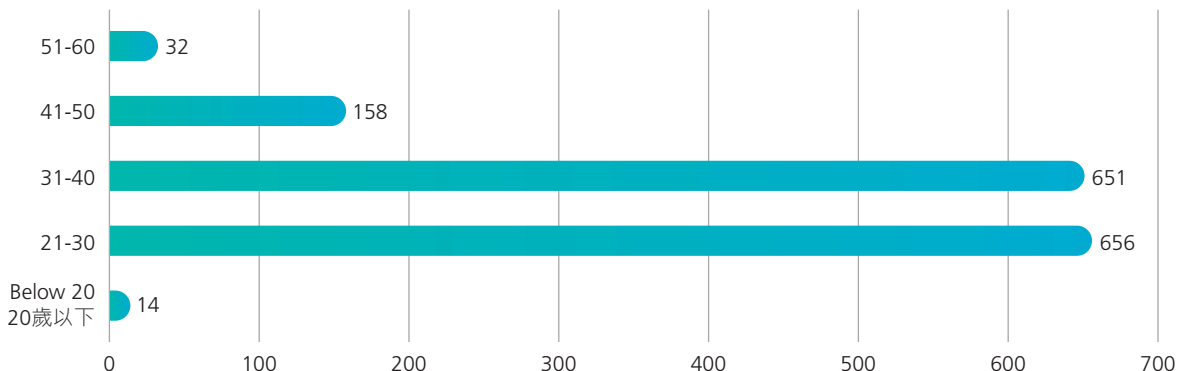
By Gender
按性別分類



By Employment Category
按僱傭類別分類



By Employment Age
按僱傭年齡分類





People-Oriented Approach to Achieving Full Potential

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MERITOCRACY

“Meritocracy” is our employment principle. We have developed the “Recruitment Management Procedures” and give priority to internal hiring over external recruitment. We will first find suitable candidates within the Group for internal transfer or promotion, and then recruit talents through external channels such as online platform and recruitment agencies. In addition, we have listed the conditions for dismissal and the procedures of termination of the labour contract in the “Employee Code”.

In order to become a preferred employer among employees, we are committed to upholding equal opportunities and diversification during employment. In the selection process, we treat all applicants equally, focusing only on their experience, ability, teamwork and working attitude and other work-related requirements, rather than their gender, ethnicity, age, religion or disability. In addition, the Group adopts a “zero” tolerance approach for any form of discrimination or insult. We have developed “Employee Code” and require all employees to sign a pledge to ensure they have a clear understanding of all aspects of the “Employee Code”, including prohibiting gender and individual discrimination in order to establish and maintain a good working environment and culture.

Meanwhile, the Group strictly abides by the Law of the People’s Republic of China (“PRC”) on the Protection of Minors (《中華人民共和國未成年人保護法》). New employees must provide identification documents at the time of entry to ensure they have reached the legal working age and are able to work legally.

According to the “Employee Code”, employees should work 8 hours per day and 40 hours per week. If they work overtime due to work needs, employees must apply to the department and obtain approval before they can work overtime to avoid forced labour. During the Reporting Period, we did not find any cases of child labour or forced labour.

唯才是用

「廣納賢才、唯才是用」乃本集團一貫的聘用原則。我們已制定《招聘管理程序》，實行「先後外」的錄用原則，先從本集團內部尋找合適人選，進行內部調職或晉升，然後才透過外部渠道，如網絡招聘及獵頭公司等招攬人才。此外，我們已於《員工守則》列明有關解僱的條件和終止勞動合同的手續。

為成為員工心目中的理想僱主，我們致力維持平等機會和多元化的用人理念，於甄選過程中，我們對所有應徵者均是一視同仁，只會著重其經驗、能力、團隊精神及工作態度等工作相關的要求，而非他們的性別、民族、年齡、宗教信仰或殘疾狀況。此外，本集團對於任何形式的歧視或侮辱行為均採取「零」容忍態度。我們已制定《員工守則》並要求所有員工簽署保證書，確保他們清楚了解《員工守則》內的所有內容，包括禁止性別及個人歧視，以建立和維持良好的工作環境及文化。

同時，本集團嚴格遵守《中華人民共和國未成年人保護法》，新員工在辦理入職手續時必須提供身份證明文件，以確保彼等達到法定工作年齡並具有合法工作的身份。

根據《員工守則》，員工每天的工作時間為8小時，每週為40小時，如因工作需要而加班，員工須事先向所屬部門申請並獲得批准後方可加班，避免發生強制勞動情況。於報告期間，我們並無發現任何童工或強制勞工的個案。

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TALENT NURTURING

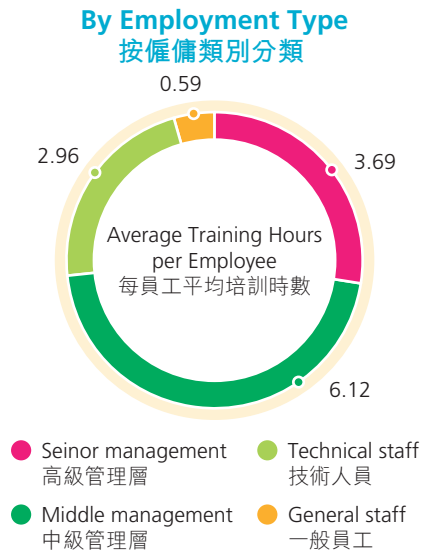
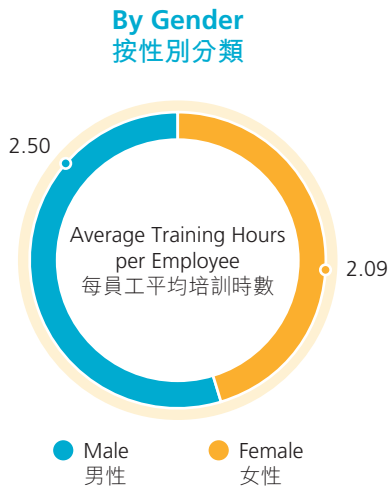
As a high-end technology research and development (“R&D”) company, we understand the challenges arising from the ever changing technology and the rapid development of the industry. In view of this, we have established “Training Management System” to provide employees with training and learning opportunities, so that they can constantly equip themselves, add value and enhance their professional skills and R&D capabilities to meet future challenges. In addition to the general new employee training, the Human Resources Department develops “Annual Training Plan” based on the training needs schedule submitted by each department annually and arranges different types of internal and external trainings in response to employees’ needs. During the Reporting Period, the training courses we arranged for our employees covered two major types, namely professional skills and management, such as industry-related technology or system introduction, production process and quality standards, PCI security requirements training, language training, etc. In order to assess the effectiveness of the training, we arrange a written assessment for such trainings, which includes written tests, satisfaction surveys and training reports.

During the Reporting Period, the Group’s total training hours exceeded 3,500 hours. The following are the average number of hours of training per employee by gender and employment category:

培育人才

作為一家高端科技研發企業，我們明白科技發展日新月異以及行業急速發展所帶來的挑戰。有見及此，我們訂立《培訓管理程序》，為員工提供培訓與學習機會，讓他們不斷裝備自己、增值自己，提升專業技術和研發能力，以應對未來的挑戰。除一般的新員工培訓外，人力資源部每年會按各部門提交的《年度培訓需求計劃表》制定《年度培訓計劃》，並因應員工需要安排不同類型的內部和外部培訓。於報告期間，我們為員工安排的培訓課程涵蓋專業技能和管理兩大類型，例如：行業相關的技術或系統介紹、生產流程及質量標準、PCI安全要求培訓、語言培訓等。為檢查培訓成效，培訓設有書面評估，評估形式包括筆試、滿意度調查和培訓報告等。

於報告期間，本集團的總培訓時數超過3,500小時。以下為每名僱員按性別及僱傭類別劃分的平均受訓時數：





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Apart from providing a large number of training opportunities, we have also established a clear promotion ladder. We will conduct performance appraisal on an annual, semi-annual or quarterly basis to comprehensively assess the performance and contribution of employees. We will adjust the salary or job position of employees based on the assessment results to encourage employees to continuously improve themselves and strive for excellence.

REMUNERATION AND BENEFITS

As a people-oriented company, we pay special attention to the compensation and benefits of employees. The Group strictly abides by relevant laws and regulations, including: the Labor Law of the PRC (《中華人民共和國勞動法》) the Labor Contract Law of the PRC (《中華人民共和國勞動合同法》) and the Social Insurance Law (《社會保險法》). We formulate a salary system and provide various welfare according to the provisions of the abovementioned laws and regulations, aiming to attract and retain talents. Employees' salaries are mainly composed of wages, bonuses and benefits. In addition to basic salary and performance bonuses, we also award project bonuses, bonuses for reasonable suggestions and long-term service awards. In terms of welfare, we make contribution to social security scheme (pension, insurance for unemployment, medical, maternity and work-related injury as well as housing provident fund), as well as consolation payment and health subsidies to give employees assistance in case of any emergency issues. Meanwhile, we provide employees with marital leave, maternity leave, bereavement leave, paternity leave and other holidays, and provide certain employees with benefits such as dormitory, meals, transportation subsidies, holiday benefits, marriage and childbirth gifts.

除了提供大量的培訓機會，我們亦設有明確的晉升階梯，會按年度、半年度或季度進行績效考核，全面評估員工的工作表現與貢獻。我們會參考考核結果調整員工的薪酬或職位，以鼓勵員工持續提升自我，精益求精。

薪酬福利

身為以人為本的企業，我們對員工的薪酬福利尤其重視。本集團嚴格遵守相關的法例法規，包括：《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《社會保險法》等，並根據其規定制定薪酬體系和提供各項福利保障，藉此吸引和挽留人才。員工的薪酬主要由工資、獎勵和福利構成，除了基本工資和績效獎金外，我們亦會發放項目獎金、合理化建議獎和長期服務獎等作為獎勵。在福利方面，我們為國內員工辦理五險一金（養老、失業、醫療、生育、工傷保險和住房公積金），另設有慰問金和醫療輔助金，以幫助員工渡過突發事件。同時，我們為員工提供婚假、產假、喪假、陪產假等假期，並為部分員工提供宿舍、膳食、交通補貼、節日福利、婚育賀禮等福利。

Case sharing – Short working hours for lactation period 個案分享 – 哺乳期短時間工作制

As an equal opportunity employer, we pay special attention to women's rights. Certain female employees can apply to shorten their working hours according to the scheme of short working hours for lactation period if their children are less than 1 year old, so that they could have enough time to take care of their children.

作為平等機會僱主，我們特別關注婦女權益，部分女性員工如其子女未滿1歲，經申請後可按照哺育期短時間工作制縮短其工時，讓她們有足夠時間照顧子女。



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HEALTH AND SAFETY

The Group strictly abides by the laws and regulations related to occupational health and safety, such as the Law of the PRC on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》). We are committed to providing a healthy and safe working environment to fully take care of the physical and mental wellbeing of employees. We regularly clean the floor, doors and windows, washrooms, balconies, air conditioners and other facilities to keep the working environment comfortable and tidy. In terms of the factory, since the production process involves welding and placement processes, we provide protective masks for employees responsible for the placement.

As the factory in Guangzhou Panyu has a canteen, we have formulated various management systems, including "Emergency Response Plan for Food Safety", "Self-Inspection and Reporting System for Food Safety", "Cleaning and Maintenance System for Environment, Facilities and Equipment" to ensure food safety and tableware hygiene. In addition, we also enhanced staff safety awareness through the organization of fire and safety knowledge training during the Reporting Period.

Moreover, we are highly concerned about the health of our employees and arrange annual medical examinations for them. Meanwhile, we also provide fitness equipment in the staff dormitory, and we often hold a variety of sports activities, such as yoga classes, badminton games, basketball games, football games, running relays, etc., so that employees can relax in their spare time.

健康安全

本集團嚴格遵守《中華人民共和國職業病防治法》等和職業健康和安全相關的法例法規，致力提供一個健康與安全的工作環境，全面照顧員工的身心健康。我們會定期為地面、門窗、洗手間、陽臺、空調等設施進行清潔，以保持工作環境舒適和整潔。針對工廠方面，由於其生產過程涉及焊接和貼片工序，我們會為負責貼片的員工提供防護面罩。

由於廣州番禺的工廠設有食堂，我們已制定各項管理制度，包括《食品安全突發事件應急處置方案》、《食品安全自檢自查與報告制度》、《場所及設施設備清洗和維修保養制度》等，確保食品安全及餐具衛生。另外，我們於報告期間亦透過舉辦消防和安全知識培訓提升員工的安全意識。

除此之外，我們十分關注員工的健康狀況，會為員工安排年度醫療體檢。同時，我們亦在員工宿舍放置健身設備，並經常舉辦多項運動活動，如瑜珈班、羽毛球活動、籃球賽、足球賽、跑步接力等，使員工在工餘時間放鬆身心。





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MORAL INTEGRITY

We are convinced that having good business ethics and integrity is necessary for maintaining corporate sustainable development. Therefore, we are committed to establishing a credible and pragmatic corporate culture and prohibiting any form of corruption, bribery, extortion, fraud, money laundering and other acts in violation of the Law of the PRC on Anti-Unfair Competition (《中華人民共和國反不正當競爭法》) and the Criminal Law of the PRC (《中華人民共和國刑法》) and other relevant laws and regulations. The “Employee Code” stipulates that employees must not accept gifts that exceed normal social courtesy from our business associates or customers. In case of possible acceptance of gifts, banquets and other benefits, the employee should report to the department heads in advance and follow their instructions. For any suspected violations, employee can report to the management of the Group. We promise to investigate and take corrective actions in a timely manner with the utmost seriousness, in order to maintain a high level of corporate governance and safeguard the interests of the Group. During the Reporting Period, the Group was not aware of any litigation or complaints relating to corruption, bribery, extortion, fraud and money laundering.

道德誠信

我們深信，具備良好的商業道德和誠信是維持企業可持續發展的必要條件。因此，我們致力建立誠信務實的企業文化，禁止任何形式的貪污、賄賂、勒索、欺詐及洗黑錢等違反《中華人民共和國反不正當競爭法》和《中華人民共和國刑法》等有關法例法規的行為。《員工守則》規定員工不得接受來自公司業務往來對象或客戶超出社會常規範圍的饋贈。倘員工有可能接受饋贈、宴請等利益的情況下，應事先將有關情況反映給所屬部門領導，並遵從指示。員工如懷疑有任何違規違紀的情況出現，可向本集團的管理層提出。我們承諾會以最嚴肅和認真的態度及時調查和採取糾正措施，維持高度的企業管治，保障本集團利益。於報告期間，本集團並不知悉任何有關貪污、賄賂、勒索、欺詐及洗黑錢之訴訟和投訴。



Striving for Excellence and Innovation 精益求精 • 成就創新



Adhering to the principle of “Quality First, Customer First”, we have established the “Quality Manual” according to ISO9001:2015, which standardizes the quality management of each department in terms of business processes such as product quality, production process, materials procurement, customer complaints, and warehouse management, in order to continue to provide excellent, cost-effective and quality products and services to customers around the world.

QUALITY PRODUCTS

Product Innovation

As the products and platforms for electronic payment become more and more extensive, as a national high-tech enterprise, we actively promote innovations and R&D. Approximately 50% of our employees are R&D engineers. With their professional skills and forward-thinking ideas and creativity, we conduct research on the latest products and technologies and constantly launch new products, in order to bring convenient and innovative payment experience to the public unceasingly. In addition to our own R&D, we will also develop products according to customer requirements to enhance their experience. Our staff will communicate with customers to understand their needs, allowing the project management team to carry out R&D and production. During the Reporting Period, we have developed different new products, mainly covering the E series, QR series and IM series. For details, please refer to the section headed “Products Highlights” in the 2018 annual report.

遵循「質量第一·顧客至上」的原則，我們按ISO9001:2015的標準建立了《質量手冊》，規範各部門對產品品質、生產過程、採購物料、客戶投訴、倉儲管理等業務流程的質量管理，以持續為全球各地的客戶提供卓越、高性價比及優質的產品和服務。

優質產品

產品創新

面對電子支付的產品和平台越趨廣泛，作為國家高新技術企業，我們積極推動創新研發工作。我們有接近50%員工屬於研究及開發工程人員，以專業技術配合前瞻性的思維和創意，研究最新的產品和技術，不斷推陳出新，務求為大眾帶來便捷和創新的支付體驗。除了自行研發，我們亦會按照客戶要求開發產品，提升客戶體驗。業務人員會透過與客戶溝通以了解他們的需求，再交由項目管理部開展研發和生產工作。於報告期間，我們開發了不同新產品，主要涵蓋E系列、QR系列及IM系列，詳情可參閱2018年報中的《部分公司產品》章節。



Striving for Excellence and Innovation 精益求精 • 成就創新



Case sharing – Innovative payment plan: the new IM series 個案分享 – 創新支付方案：全新IM系列

With the craze of unmanned shops all over the world, we successfully developed and launched the epoch-making IM series of POS terminals during the Reporting Period, which are applicable to self-service payment services at petrol stations, vending machines, snack kiosks, parking lots, ticket vending machines, etc., bringing an innovative payment experience to the public.

The IM series has passed the certifications of PCI (Payment Card Industry Security Standards Council), EMV (the international financial industry standard for POS terminals that can use chip cards) and other industry certifications to ensure its security.

隨著無人商店的熱潮於世界各地掘起，我們於報告期間成功研發並推出劃時代的IM系列POS終端，適用於油站、販賣機、小食亭、停車場、售票機等採用無人自助付款服務的銷售點，為大眾帶來創新的支付體驗。

IM系列已通過PCI（支付卡產業聯盟安全標準委員會，Payment Card Industry Security Standards Council）、EMV（國際金融業界對於可使用晶片卡的POS終端機的標準）及其他行業認證，保障其安全性。

Striving for Excellence and Innovation 精益求精 • 成就創新

During the Reporting Period, with the unremitting efforts of the R&D team, our R&D results are as follows:

於報告期間，憑藉研發團隊的不懈努力，我們的研發成果如下：

	Quantity 數量	Examples 例子
Invention patents 發明專利	34	Tablet POS terminal 平板式POS終端 Blind touch component and blind touch device 盲人觸控組件及盲人用觸控設備 HTML 5 security protection method, system and terminal device HTML5文件安全保護方法、系統及終端設備
Utility model patents 實用新型專利	14	Tablet POS terminal 平板式POS終端 Handheld card reader 手持式刷卡器 Scanning speed test device 掃碼速度測試裝置
Design patents 外觀設計專利	33	Scanning code box (QR50) 掃碼盒子(QR50) Self-service food ordering terminal (T7) 自助點餐終端(T7) Multimedia self-service terminal (D800WP) 多媒體自助終端(D800WP)
Software copyrights 軟件著作權	86	Camera scan code tool software for PAX POS terminal V1.01 百富POS機攝像頭掃碼工具軟件V1.01 Signature system software for PAX POS terminal V1.0.0 百富POS終端應用簽名系統軟件V1.0.0 Take-away platform system software for PAX POS terminal V1.0.1 百富外賣聚合平台系統軟件V1.0.1 PAX intelligent POS terminal management platform software V1.0.1 百富智能POS終端管理平台軟件V1.0.1 PAX intelligent POS terminal application security protection software V1.0 百富智能終端應用安全防護軟件V1.0

In order to protect the interests of the Group's R&D efforts, we will apply for patents and software copyright certification for various R&D results in a timely manner in accordance with the Patent Law of the PRC (《中華人民共和國專利法》), the Detailed Rules for the Implementation of the Patent Law of the PRC (《中華人民共和國專利法實施細則》), the Copyright Law of the PRC (《中華人民共和國著作權法》) and the Regulations on the Protection of Computer Software (《計算機軟件保護條例》) and other applicable laws and regulations. In addition, we have also established the "Confidentiality and Intellectual Property Agreement" and asked employees to sign to strengthen the protection of the Group's intellectual property interests.

為保障本集團的研發成果利益，我們會依據《中華人民共和國專利法》、《中華人民共和國專利法實施細則》、《中華人民共和國著作權法》及《計算機軟件保護條例》等適用法例法規為各研發成果及時申請專利或軟件著作權認證。此外，我們亦已制定《保密及知識產權協議》並要求員工簽署，加強保障本集團的知識產權利益。



Striving for Excellence and Innovation 精益求精 • 成就創新

As an E-payment Terminal supplier for the international market, we participated in different overseas roadshows and exhibitions during the Reporting Period to demonstrate our latest products to exhibitors and customers around the world. Meanwhile, through different exhibitions, we can enhance our communications with our peers and keep abreast of the latest market trends to ensure that our products can keep pace with the latest development. During the Reporting Period, the exhibitions we participated included:

- Paris Retail Week
巴黎Paris Retail Week
- Amsterdam Money 20/20 Europe
阿姆斯特丹Money 20/20 Europe
- Copenhagen ITS Transportation Show
哥本哈根ITS Transportation Show
- Cannes Trustech
康城Trustech
- NRF 2018
紐約NRF 2018
- Tokyo Retail Tech JAPAN
東京Retail Tech JAPAN
- Dubai Seamless Middle East
杜拜Seamless Middle East
- Las Vegas Transact 2018
拉斯維加斯Transact 2018
- Johannesburg Seamless Africa 2018
約翰內斯堡Seamless Africa 2018
- Cairo Seamless North Africa 2018
開羅Seamless North Africa 2018

我們作為面向國際市場的電子支付終端供應商，於報告期內參與了不同的海外路演和展覽會，向世界各地的參展商和客戶展示我們的最新產品。同時，透過不同的展覽會，我們能與同業增進交流，並掌握最新市場步伐，確保我們的產品能與時並進。於報告期間，我們曾參與的展覽會包括：





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Product Quality

Following the principle of “Quality First, Customer First”, we have formulated the “Code for Inspection of Finished Machines” to standardize the quality requirements and inspection procedures of products. We perform visual inspections or functional tests on our products to ensure that their appearance, function and packaging meet quality standards. For any products that fail to meet the inspection standards or are defective, we will make revisions and re-inspections promptly to ensure that the product quality meets the standard prior to delivery.

產品質量

遵循「質量第一，顧客至上」的原則，我們制定了《成品機檢驗規範》，使產品的質量要求和檢驗程序得以標準化。我們會對產品進行目測檢查或功能測試，確保其外觀、功能及包裝能符合質量標準。對於任何未能滿足檢驗標準或有瑕疵的產品，我們會及時修正並進行重新檢驗，確保產品質量達標方可對外發貨。

Case sharing – Product function test

個案分享 – 產品功能測試

In terms of product quality, its function is bound to be our most concerned category. To ensure smooth and safe operation of our products, we have established strict functional test procedures and standards in the “Finished Machine Inspection Specification”. The procedures include:

就產品質量而言，其功能必然是我們最為關注的範疇。為確保產品能夠順暢和安全運作，我們於《成品機檢驗規範》制定嚴格的功能測試程序及標準。程序包括：

Machine function test

整機功能測試

The inspector needs to test whether all functions of the product, such as screen display, buttons, magnetic card, telephone connection, lock, GPS, etc., can operate normally without any connection failure, insensitivity or abnormal operation. 檢驗人員需測試產品所有功能如屏幕顯示、按鍵、磁卡、電話連接、密鎖、GPS定位等是否能正常運作，並無任何連接失敗、不靈敏或操作異常等不良情況出現。

Accessory function test

附件功能測試

Inspectors are required to conduct power-on tests and check the battery life to avoid potential hazards due to power problems and to protect the user. 檢驗人員需進行通電測試和檢查電池有效期，以避免因電源問題而引發的潛在危險，保障用家安全。

If any customer complains about the quality of the product, we will take appropriate corrective actions in accordance with the “Management Procedures for Substandard Products”, such as: product repair, product upgrade or product replacement. During the Reporting Period, the Group was not aware of any material complaints about the products or cases that must be returned for safety and health reasons.

倘客戶就產品質量提出投訴，我們會按《不合格品管理程序》採取適當的糾正措施，例如：產品修復、產品升級或報廢替換。於報告期間，本集團並不知悉任何重大有關產品的投訴或因安全與健康理由而須回收的個案。



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Product Safety and Data Security

Product safety and data security are equally important. Our payment terminal products are accompanied by instruction manual that clearly indicates the procedures for safe installation and use, as well as the precautions for using lithium batteries in the product. In addition, we launched all products after obtaining the safety certification required by the relevant sales region or financial service providers, such as: China National Compulsory Product Certification (“3C Certification”), MasterCard Non-contact Card Reader Specifications, PCI certification, etc., to ensure product safety and data security of the payment system.

產品及數據安全

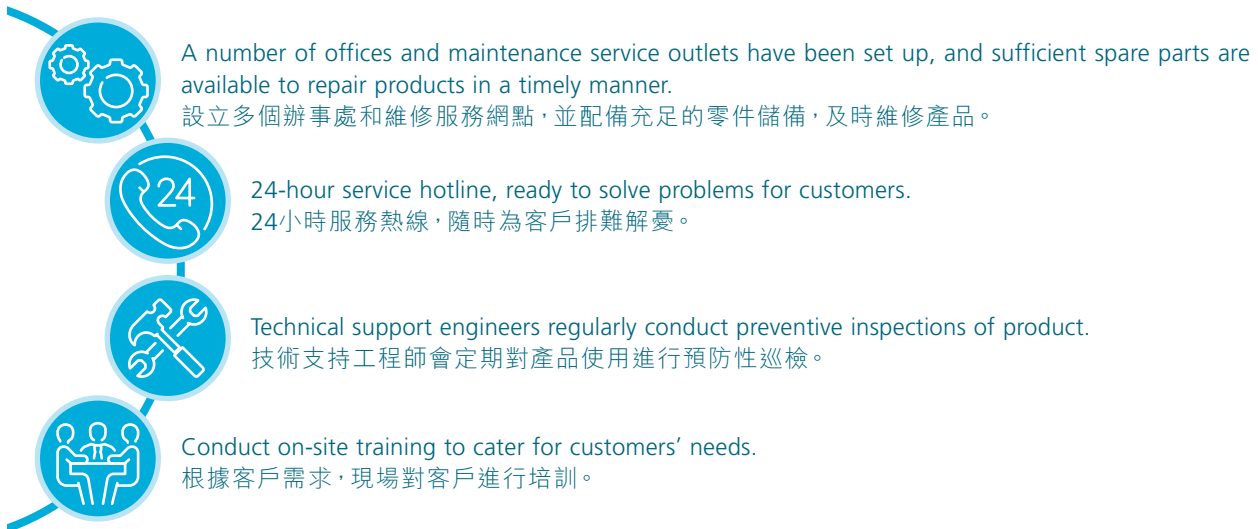
產品及數據安全我們同樣重視。我們的支付終端產品均附設說明書，清楚標示安全安裝和使用的程序，以及使用產品內的鋰電池需注意之事項。此外，所有產品均已通過於相關銷售地區或金融服務提供商所要求的安全認證方能推出市面，例如：《中國國家強制性產品認證證書》（簡稱《3C認證》）、萬事達卡非接觸式讀卡器規範、PCI認證等，以確保產品安全及支付系統的數據安全。

EXCELLENT SERVICE

Our overall quality goal is to achieve over 95% in customer satisfaction. For such sake, we have established a comprehensive service system and are equipped with a professional technical team to maintain close communication with customers, providing technical support, on-site maintenance, hardware maintenance, regular inspections, telephone call back and other services. Our after-sales service includes:

優質服務

我們的整體質量目標為：客戶滿意度達95%以上。為達至以上目標，我們已設立完善的服務體系和專業的技術團隊，與客戶保持緊密溝通，提供技術支持、現場維護、硬件維修、定期巡檢、電話回訪等服務。我們的售後服務包括：



In addition, any complaints from customers about our products or services can also be made through interviews, phone calls, emails or our official website. Our after-sales service and research and development team will immediately conduct investigations and provide feedbacks in accordance with the “Customer Complaint Management Procedures”, and reflect relevant cases to the annual management review to ensure improvement is made to enhance customer experience.

此外，如客戶對我們的產品或服務有任何投訴，亦可透過面談、電話、電郵或我們的官方網站提出。我們的售後服務和研發團隊會按照《客戶投訴管理程序》及時進行調查和反饋，並將相關個案反映至年度管理評審以確保情況得以改善，提升用戶體驗。

We conducted a customer satisfaction survey in June 2018, and our customers' overall satisfaction was 99.27%, higher than the 95% satisfaction target set by the “Quality Manual”.

我們於2018年6月份進行了客戶滿意度調查，客戶對我們的總體滿意度達99.27%，較《質量手冊》所訂立的95%滿意度目標為高。



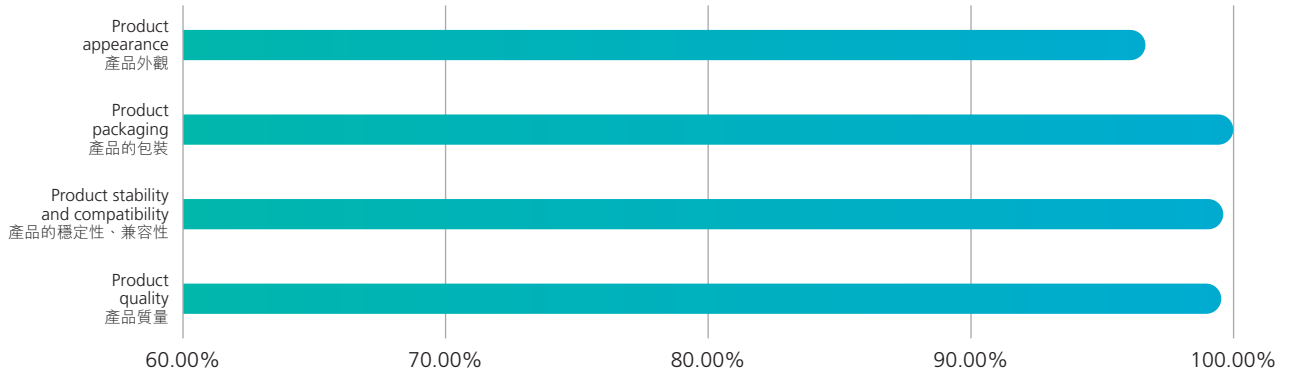
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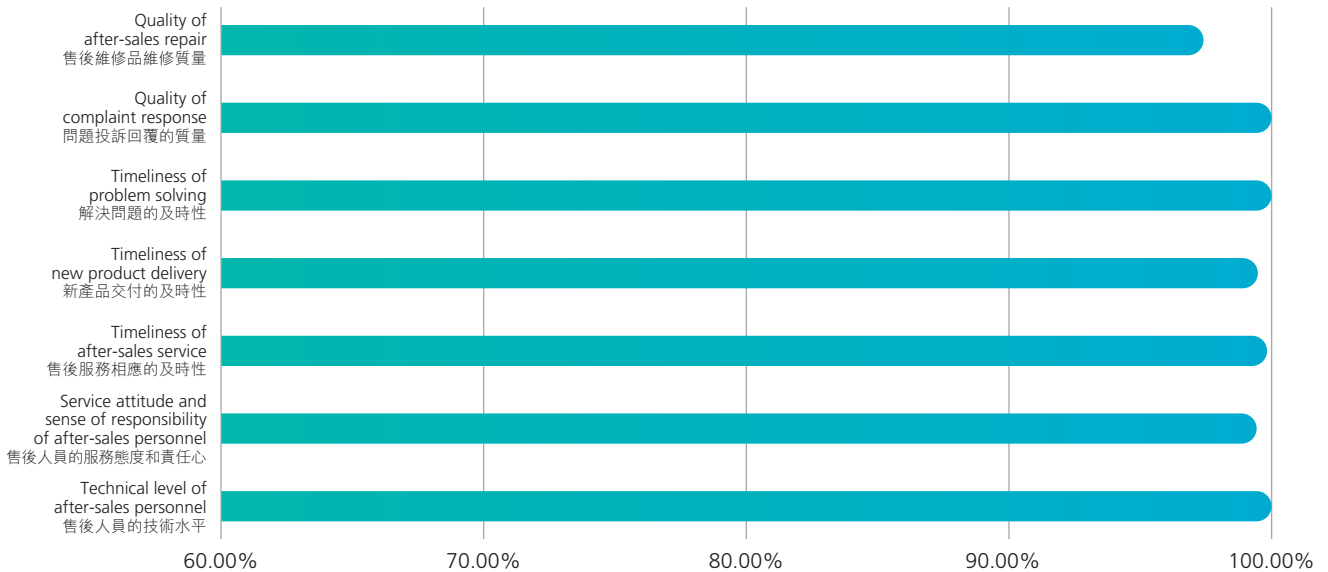
Analysis of Customer Satisfaction Survey 2018

2018年度客戶滿意度調查分析

Product Quality 產品質量



Service Quality 服務質素





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PRIVACY PROTECTION

The Group complies with all laws and regulations relating to privacy protection, including but not limited to the Personal Data (Privacy) Ordinance. To this end, we require new employees to sign the "Confidentiality and Intellectual Property Rights Agreement" when they join the company to ensure that they have clearly understood their confidentiality obligations and will not disseminate or disclose the Group's confidential information such as research and development technology, software, financial data and customer information to third parties, in order to protect the interests of the Group and its customers.

ADVERTISING AND LABELLING

We strictly abide by the Advertising Law of the PRC (《中華人民共和國廣告法》) and other applicable laws and regulations in promotion of products to ensure that the information released will not contain any content that is untrue or misleading. In addition, in terms of product labels, the label content must be printed after obtaining approval to ensure that the label content is true.

SUPPLIERS' MANAGEMENT

As of 31 December 2018, we had more than 250 suppliers.

In order to ensure the quality of our products at the source, we not only focus on our own quality management, but also on the quality of suppliers. To this end, in accordance with the "Supplier Management Measures" formulated by the Group, various departments will conduct inspection on the quality of suppliers' supplies by a number of measures, including:

Quality agreement

New suppliers are required to sign the "Quality Agreement" to ensure that the quality of the products supplied meets the requirements of the Group and that they must provide solutions in case of any quality problems and fix the problems or arrange product recall in a timely manner.

品質協議

要求新合作的供應商簽署《品質協議》，確保所供給的產品質量符合本集團要求，並承諾如出現任何質量問題時須制定解決方案，及時處理或回收。

Sampling inspections

We conduct sampling inspections on supplier products to ensure their quality is maintained, and record the inspection batch, purchase volume, and failure rate in the "Monthly Report of IQC Feed Inspection" for review with suppliers.

抽樣檢驗

就供應商產品進行抽樣檢驗，以確保其質量得以維持，並將檢查批次、進貨量、不合格率等情況紀錄於《IQC進料檢查月報》以便與供應商進行檢討。

私隱保護

本集團遵循所有與保障私隱相關的法例法規，包括但不限於《個人資料(私隱)條例》，為此，我們要求新員工於入職時須簽署《保密及知識產權協議》，確保他們清楚了解其保密責任，不會將本集團的保密信息如研發技術、軟件、財務數據等以及客戶資料向第三方傳播、公開或披露，以保障本集團和客戶利益。

廣告標籤

我們嚴格遵守《中華人民共和國廣告法》及其他適用的法律法規為產品進行廣告宣傳，確保向外發佈的訊息不會含有任何不實或誤導消費者的內容。另外，就產品標籤而言，標籤內容均需通過審批方能列印，從而確保標籤內容皆為真確。

供應商管理

截止2018年12月31日，我們有超過250家供應商。

為了讓產品品質能夠從源頭得到保證，我們不僅著眼於自身的質量管理，亦十分著重供應商的供貨質量。為此，按照本集團制定的《供應商管理辦法》，各部門會透過多項措施對供應商的供貨質量進行把關，包括：



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On-site evaluation

We conduct on-site evaluation of new suppliers, raw materials and major material suppliers, and score their quality management systems, production processes, quality controls, inventory, etc., and record the evaluation results in the “Supplier Site Evaluation Form” to determine whether the supplier needs quality improvement and review.

現場評鑑

對新供應商以及原材料和主要材料供應商等進行現場評鑑，就其質量管理體系、生產過程、品質控制、倉存情況等進行評分，並將評鑑結果於《供應商現場評鑑表》記錄在案，以決定該供應商是否需要進行品質改善和檢討。

Regular evaluation

We conduct semi-annual and annual evaluations for raw material suppliers and conduct annual evaluations of outsourced processing plants to evaluate their product quality, delivery status, etc., and classify them into excellent, good, general and failing grades based on the results. We will give priority to increasing purchases from excellent suppliers. 針對原材料供應商進行半年和年度評價，同時對外協加工廠進行年度評價，評價其產品品質、交貨狀況等，並根據結果界定優、良、一般和不及格級別的供應商。對於優級供應商，我們會優先考慮增加其採購量。

定期評價

Quality meeting

If there is any quality problem with the raw material suppliers, the Quality Management Department of the Group will hold a quality review meeting to communicate with the suppliers and request timely improvement measures. For the outsourcing processing plants, the Quality Management Department will also hold a quality review meeting every month to maintain close contact with the manufacturers to maintain product quality.

品質會議

如原材料供應商出現任何品質問題，本集團的質量管理部會召開品質檢討會議與供應商溝通並要求及時採取改善措施。對於外協加工廠，質量管理部亦會每月召開品質檢討會議，與廠商保持緊密聯繫，維持產品質量。

In addition to product quality, we also pay attention to the social responsibility of suppliers. Therefore, in the “Supplier Quality Agreement”, we also remind all suppliers to pay attention to social responsibility such as protecting employees’ rights and occupational safety. We sincerely hope that they can shoulder corporate social responsibility with us, pay attention to environmental protection, employee rights and build a harmonious society.

除產品質量外，我們亦關注供應商的社會責任建設。因此，在《供應商品質協議》內我們亦提醒各供應商需注重保護員工權益及職業安全等社會責任。我們懇切期望彼等能與我們一同肩負企業社會責任，關注環境保護、員工權益和建設和諧社會。



Shouldering Environmental Responsibility 保護環境 • 百富有責

We not only pay attention to the sustainable development of corporations and the society, but also to that of the environment, striving to protect precious resources on the earth to achieve a better future for the next generation. To this end, the Group is committed to complying with applicable environmental laws and regulations, such as the Environmental Protection Law of the PRC (《中華人民共和國環境保護法》) and the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》). We have taken into account the principles of environmental protection in the course of business operations and decision-making, including reducing natural resources and energy consumption, considering the environmental impact of products, disposing of waste in a safe and responsible manner, and raising the staff's awareness of environmental protection through education and training.

During the Reporting Period, our Design and Provision of Electronic Payment System (including POS Terminal, Smart Card Reader and PIN Password Keyboard) has obtained ISO14001:2015 Environmental Management System Certification. We have also developed the "Environment Manual" according to ISO14001:2015, aiming to strengthen environmental management and improve the environmental awareness of all employees based on the principle of "environmental health and pollution prevention".

GREEN OPERATIONS

The emissions and greenhouse gas emissions generated by our offices and factories in daily production and operations are mainly direct and indirect emissions derived from purchased electricity, fuel consumption of vehicles and Liquefied Petroleum Gas ("LPG") in canteens and dormitory, while the main resources consumed include electricity, unleaded petrol, LPG, domestic water, paper and packaging materials for products. Water consumed is mainly municipal water supplied by the local water supplier. We did not encounter any problems in terms of sourcing water that is fit for purpose during the Reporting Period.

我們不僅重視企業和社會的可持續發展，更關注環境的可持續發展，竭力保護珍貴的地球資源，為下一代成就更美好的將來。為此，本集團謹遵與環境相關的適用法例法規，例如：《中華人民共和國環境保護法》及《中華人民共和國固體廢物污染環境防治法》等。於業務營運及決策過程中充分考慮保護環境的原則，包括減少天然資源及能源消耗、考慮產品對環境的影響、以安全及負責任的方式棄置廢物、透過教育及培訓提升員工對環境保護的意識等。

於報告期間，我們的《電子支付系統（包括POS終端機、智能卡讀寫器和PIN密碼鍵盤）的設計與提供》已取得ISO14001:2015環境管理體系認證，我們亦按ISO14001:2015制定了《環境手冊》，以「環保健康，污染預防」為宗旨，旨在加強環境管理，提高全體員工的環保意識。

綠色營運

我們的辦公室及工廠於日常生產營運中產生的廢氣和溫室氣體排放主要源自外購電力、車輛的燃料使用和食堂及宿舍的液化石油氣消耗所產生的直接或間接排放，而主要的消耗資源則包括電力、無鉛汽油、液化石油氣、生活用水、紙張和產品的包裝物料等。我們的用水主要來自當地供水部門提供的市政供水。我們於求取適用水源上於本報告期間並沒有任何問題。



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We advocate green office and are committed to implementing various environmental protection measures for energy conservation and emission reduction in our operations, in the hope of contributing to the protection of the environment. During the Reporting Period, we have taken the following measures in our offices or factory:

- Printing financial reports using naturally degradable soy inks and paper certified by the Forest Stewardship Council (FSC)
- Prioritizing the use of energy-saving LED light tubes instead of traditional light tubes
- Keeping the air conditioner of our office at 25 Celsius degrees to save electricity
- Giving priority to energy-saving appliances in case of purchasing
- Using discarded cardboard boxes to store office supplies to reduce the generation of non-hazardous waste
- Installing solar energy plus air source heat pump central heating system in staff dormitory
- 利用可自然降解的大豆油墨和通過森林管理委員會(Forest Stewardship Council, FSC)認證的紙張印刷財務報告
- 優先使用節能LED光管取代傳統光管
- 將辦公室空調保持在攝氏25度，節省用電
- 需要採購時優先選購節能電器
- 利用廢棄的紙箱存放辦公用品，減少無害廢棄物的產生
- 員工宿舍安裝太陽能加空氣源熱泵中央加熱系統

Case sharing – Solar heating system

個案分享 – 太陽能加熱系統



In May 2018, we installed a solar energy plus air source heat pump central heating system in our staff dormitory in Guangzhou. This facility makes full use of solar energy to heat domestic water for employees' use. This can lower the amount of purchased electricity, reducing the dependence on non-renewable energy and saving resources.

於2018年5月份，我們在廣州的員工宿舍安裝了太陽能加空氣源熱泵中央加熱系統，這項設施充分利用太陽能以加熱生活用水供員工使用，此舉能降低外購電量，減少對非再生能源的依賴，節省資源。

For the waste management of Guangzhou factory canteen, we have formulated "Waste Disposal System" to classify kitchen wastes and properly manage their storage and transportation in order to comply with the requirements of the Food Safety Law of the PRC (《食品安全法》), the Regulation on the Implementation of the Food Safety Law of the PRC (《食品安全法實施條例》), the Measures for the Supervision and Administration of Food Safety in Catering Services (《餐飲服務食品安全監督管理辦法》) and other relevant laws and regulations. As for other general refuse generated by the Group, it is collected and disposed of by the government sanitation department.

針對廣州工廠食堂的廢棄物管理，我們已制定《廢棄物處置制度》，將餐廚廢棄物分類放置，並妥善管理其儲存和運輸，以符合《食品安全法》、《食品安全法實施條例》及《餐飲服務食品安全監督管理辦法》等相關法例法規的要求。至於本集團產生的其他一般生活垃圾，則由政府環衛部門負責收集及處置。



Shouldering Environmental Responsibility

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GREEN PRODUCTS

We actively consider the principles of environmental protection throughout the life cycle of our E-payment Terminal products and have developed the “Environmental Management Substance Control Measures” to ensure that our products comply with Restriction of Hazardous Substances (RoHS) in the European Union and the Waste Electrical and Electronic Equipment Directive (WEEE) and other laws and regulations to reduce the environmental impact of products.

During the procurement stage, we will require our raw material suppliers to sign the “Pledge and Declaration of Non-Use of Hazardous Substances” to ensure the concentrations of heavy metals (such as lead, cadmium, mercury, etc.) and organic bromides contained in products such as electronic ceramic parts, fluorescent tubes, servers, etc. are lower than the standards set out by RoHS or the Group’s environmental management substance standards. Meanwhile, such products should pass the RoHS environmental protection standards test and comply with China’s Measures for the Control of Pollution from Electronic Information Products (《電子信息產品污染控制管理辦法》) to prevent our products from containing excessive regulated hazardous substances. Meanwhile, suppliers are required to provide third-party RoHS test reports, material substance composition sheets, and “Material Safety Data Sheet” (MSDS) for record.

We produce hazardous and non-hazardous waste during the production and packaging processes, such as scraps of printed circuit board (PCB), plastic films, cartons, plastic boxes and tapes. In order to avoid harm to the environment caused by harmful substances, we have entrusted qualified recyclers to recycle and destroy the discarded PCB scraps. For discarded packaging, we also commissioned a third party to conduct classified recycling to reduce waste emissions.

During the Reporting Period, the Group produced a total of 123.80 tonnes of non-hazardous waste with an intensity of 0.08 tons per employee, of which 33.45 tonnes (including 0.11 tonnes of paper and 33.34 tonnes of other general refuse and food waste) were disposed, while 90.36 tonnes (including 12.35 tonnes of paper, 0.17 tonnes of plastics, 14.50 tonnes of other general refuse and food waste and 63.34 tonnes of electronic waste) were recycled. The total amount of hazardous waste generated by the Group was 0.082 tonnes and its intensity was 0.0001 tonnes per employee. As for packaging materials of finished products, the total consumption of the Group during the Reporting Period is 749.87 tonnes, in which paper accounts for 701.50 tonnes, while plastic accounts for 48.37 tonnes.

綠色產品

我們在電子支付終端產品的整個生命週期均積極考慮環境保護的原則，並制定了《環境管理物質管制辦法》，確保產品符合歐盟《關於限制在電子電器設備中使用某些有害成分的指令》(Restriction of Hazardous Substances, RoHS)及《電子電氣設備廢棄物指令》(Waste Electrical and Electronic Equipment Directive, WEEE)等法例及規則，並減低產品對環境所造成的影響。

於採購階段，我們會要求原材料供應商簽署《不使用有害物質承諾保證、聲明書》，確認其提供的產品如電子陶瓷部件、螢光管、服務器等所含有的重金屬（如鉛、鎘、汞等）及有機溴化物等有害物質的濃度均低於RoHS或本集團的環境管理物質標準，同時通過歐盟RoHS環保標準測試並遵守中國《電子信息產品污染控制管理辦法》，以免我們的產品含有過量受管制的有害物質。與此同時，供應商亦需提供第三方的RoHS測試報告、材料物質成分表及物質安全資料表(MSDS)作為記錄。

我們於產品的生產及包裝階段均會產生有害和無害廢棄物，如印刷電路板(Printed circuit board, PCB)邊角料和塑膠膜、紙箱、膠盒和膠帶等。為免有害物質對環境造成傷害，我們已委託合資格回收商將廢棄的PCB邊角料統一回收及銷毀。而對於廢棄的包裝物，我們亦委託了第三方進行分類回收，減輕廢棄物的排放。

於報告期間，集團所產生的無害廢棄物總量為123.80噸，密度為每僱員0.08噸，當中的處置量佔33.45噸（包括0.11噸的紙張及33.34噸的其他生活廢物及廚餘），而回收量則佔90.36噸（包括紙張12.35噸、塑膠0.17噸、其他生活廢物及廚餘14.50噸以及廢電子設備63.34噸）。至於集團所產生的有害廢棄物總量有0.082噸，其密度為每僱員0.0001噸。對於產品的包裝物料，集團於報告期間的總消耗量為749.87噸，當中紙佔701.50噸，而塑膠則佔48.37噸。

Shouldering Environmental Responsibility

保護環境 • 百富有責

As for the retirement of electronic devices such as terminals, we will handle in accordance with the "Recycling and Destruction System for Machines". As the products contain metal and plastic components, we have complied with the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》) and engaged third-party recyclers with the "Guangdong Provincial Hazardous Waste Management License" to conduct recycling, separation, crushing and harmless treatment, striving to minimize the impact of product retirement on the environment.

至於終端機等電子設備報廢，我們會按《機具報廢及銷毀制度》進行處理。由於產品含有金屬和塑膠物料組件，我們謹遵《中華人民共和國固體廢物污染環境防治法》等法例法規，委託具備《廣東省危險廢物經營許可證》的第三方回收商進行回收、分拆、粉碎及無害化處理，盡量減低因產品報廢對環境產生的影響。

ENVIRONMENTAL FOOTPRINT

The following are the major environmental data of the Group during the Reporting Period:

環境足印

以下為本集團於報告期內的主要環境數據：

Emissions	排放物	2018 二零一八年	2017 二零一七年	Unit 單位
Air emissions	廢氣排放			
Nitrogen oxides (NO _x)	氮氧化物(NO _x)	672.11	560.14	kg 千克
Sulfur oxides (SO _x)	硫氧化物(SO _x)	11.01	9.19	kg 千克
Particulate matter (PM)	顆粒物(PM)	49.42	41.24	kg 千克
Greenhouse Gas ("GHG") emissions	溫室氣體排放			
Total emissions (Scope 1 and 2) ²	總排放量(範圍1及2) ²	3,406.57³	2,511.42	tonnes CO ₂ e 噸二氧化碳 當量
Intensity	密度	2.26³	1.73	tonnes CO ₂ e/ employee 噸二氧化碳 當量/僱員
Scope 1 (Direct emission)	範圍1(直接排放)	2,006.20	1,662.11	tonnes CO ₂ e 噸二氧化碳 當量
Scope 2 (Indirect emission)	範圍2(間接排放)	1,400.37³	849.31	tonnes CO ₂ e 噸二氧化碳 當量

² In accordance with The Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition) published by World Business Council for Sustainable Development and World Resources Institute, Scope 1 direct emissions are resulted from operations that are owned or controlled by the Group, while Scope 2 indirect emissions are resulted from the generation of purchased or acquired electricity, heating, cooling and steam consumed within the Group.

根據由世界企業永續發展協會及世界資源研究所所發行的溫室氣體盤查議定書－企業會計與報告標則(修訂版)，範圍1直接排放涵蓋有本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍2間接排放則涵蓋來自本集團內部消耗(購回來的或取得的)電力、熱能、冷凍及蒸氣所引致的「間接能源」溫室氣體排放。

³ During the Reporting Period, the factory in Guangzhou has been put into operation, contributing to an increase in the total GHG emissions and its intensity, Scope 2 (indirect emission), total energy consumption and total water consumption with corresponding intensities on 2018 as compared to the data in 2017.

於報告期間，廣州工廠正式投產，因此2018年的溫室氣體總排放量及其密度、範圍2(間接排放)、總能源耗量和總耗水量及其密度較2017年的數據有所上升。



Shouldering Environmental Responsibility 保護環境 • 百富有責

Use of Resources	資源使用	2018 二零一八年	2017 二零一七年	Unit 單位
Energy	能源			
Total energy consumption ⁴	總能源耗量 ⁴	9,529.20³	7,292.58 ⁵	MWh 千個千瓦時
Intensity	密度	6.33³	5.02 ⁵	MWh/ employee 千個千瓦時/ 僱員
Purchased electricity	外購電力	2,647.48³	1,602.40	MWh 千個千瓦時
Unleaded petrol	無鉛汽油	6,818.32	5,690.18 ⁵	MWh 千個千瓦時
LPG	液化石油氣	63.40	N/A 不適用	MWh 千個千瓦時
Water	水			
Total water consumption ⁶	總耗水量 ⁶	97,476.67³	43,700.00	m ³ 立方米
Intensity	密度	64.77³	30.08	m ³ /employee 立方米/僱員
Paper consumption	紙張消耗			
Total consumption	總消耗量	271.82	456.78	kg 千克

⁴ The Group opines that the amount of solar energy consumed by the dormitory is not significant, so the total energy consumption does not cover the relevant amount.
本集團認為宿舍所耗用的太陽能數量並不重大，故總能源耗量沒有涵蓋相關用量。

⁵ The figures in the 2017 report have been adjusted to cover electricity and unleaded petrol consumption.
2017年報告所載數字已予調整，以涵蓋電力及無鉛汽油耗用量。

⁶ The total water consumption does not include that in the Hong Kong office as the water supply is controlled by the building management office and relevant management office has failed to provide water data to individual tenants.
總耗水量不包括香港辦公室，由於其供水為大廈管業處自行控制，相關管業處未能向個別租戶提供用水數據。



Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群

We always encourage our employees to take the initiative to assume social responsibility, actively participate in various social charity activities, and work together to create a better community.

我們一直鼓勵員工主動承擔社會責任，積極參與各項社會慈善活動，共襄善舉，攜手締造更美好的社區。



We are highly concerned about the problem of environmental pollution. In addition to strict environmental risk management in our daily business, we also organize employees to participate in green activities to contribute to the environment.

我們十分關注環境污染問題，除了於日常業務進行嚴格的環境風險管理，我們亦會組織員工參與綠色活動，為環境出一分力。



We work with Plastic Free Ocean, a non-government organization and arranged employees to volunteer in the beach cleaning campaign in Lung Kwu Tan to help clean up the rubbish on the beach. A total of 168 kilograms of garbage was collected in the campaign. As a Hong Kong environmental protection organization, Plastic Free Ocean is committed to alleviating the local marine plastic pollution through education and campaigns, advocating changes in the way society treats and uses plastics.

我們與非政府機構無塑海洋合作，由員工組成的義工團前往龍鼓灘參與海灘清潔行動，協助清理海灘上的垃圾。此次活動一共收集了168公斤垃圾。無塑海洋作為一家香港的環保機構，致力通過教育和行動，倡導改變社會看待與使用塑膠的方式，以紓緩本地的海洋塑膠污染問題。



Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群

During the Reporting Period, we also sent staff representatives to participate in the Rotary Hong Kong Ultramarathon 2018 jointly organized by Rotary District 3450 and Hong Kong Amateur Athletic Association. The event is held on Lung Wo Road in Central with a 50 kilometres long trail and is the only street running super marathon in Hong Kong, which is designed to test participants' endurance and sportsmanship.

我們報告期間亦派出了員工代表參與由國際扶輪3450地區和香港業餘田徑總會合辦的「扶輪香港超級馬拉松2018」，賽事圍繞中環龍和道，全長50公里，是全港唯一的街跑超級馬拉松，旨在考驗參加者的耐力和體育精神。



Apart from encouraging employees to participate in community activities, we also value the power of doing good deeds. We give back to the community through charitable donations. During the Reporting Period, the Group donated RMB850,000 to the Peking University Education Foundation to fund its Gaoyang Scholarship and academic research at the China and World Research Centre. The research centre was founded in Year 2005 and has devoted a large amount of resources for researchers to discuss and research on China's and international issues, as well as holding regular meetings, lectures and forums to promote academic exchanges.

除了鼓勵員工身體力行參與社區活動，我們亦深明樂善好施的道理，透過慈善捐款將本集團的成就回饋社會。本集團於報告期間向北京大學教育基金會合共捐贈人民幣85萬元，資助其高陽獎教金以及中國與世界研究中心的學術研究。該研究中心於2005年創辦，投放大量資源讓研究人員就中國以至國際議題進行探討和研究，並會定期召開會議、講座和論壇推動學術交流。

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A. 環境

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一般披露

Shouldering Environmental
Responsibility
保護環境 • 百富有責

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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.

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。



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Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。			
Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。			
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Employment and Labour Standards

僱傭及勞工常規

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General Disclosure

一般披露

People-oriented Approach
to Achieving Full Potential
以人為本 • 人盡其才

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Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer

relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料。



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Health and Safety
健康安全

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Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer

relating to providing a safe working environment and protecting employees from occupational hazards.

有關提供安全工作環境及保障僱員避免職業性危害的：

- (a) 政策；及
- (b) 遵守對發行人有重大影響的相關法律及規例的資料。

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Meritocracy
唯才是用

P. 11

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。



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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		
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Moral Integrity
道德誠信

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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。

Community

社區

Aspect B8: Community Investment

層面B8：社區投資

General Disclosure

一般披露

Contributing to Society
and Bringing Love to the
Community
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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.

有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。