



# 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



Environmental, Social and Governance Report  
環境、社會及管治報告 **2021**

# Content 目錄

ABOUT THIS REPORT	關於本報告	2
Reporting Purpose, Period and Scope	報告目的、期間及範圍	2
Reporting Standards	報告準則	2
Reporting Principles	報告原則	2
Data Collection Method	資料收集方式	3
Feedback	意見反饋	3
About the Group	關於本集團	4
Awards, Honours and Certifications	獎項、榮譽及認證	5
SUSTAINABILITY STRATEGY	可持續發展策略	6
Sustainability Overview	可持續發展概覽	6
Sustainability Governance	可持續發展管治	6
Sustainability Vision	可持續發展願景	7
Stakeholder Engagement	持份者參與	8
Materiality Assessment	重要性評估	9
List of Material Sustainability Issues	重大可持續發展議題列表	10
STRIVING FOR EXCELLENCE AND INNOVATION	精益求精 • 成就創新	12
Strategy	策略	12
Supply Chain Management	供應鏈管理	13
Product Safety Management	產品安全管理	14
E-payment Terminals Products	電子支付終端產品	14
PAXSTORE Application Platform	PAXSTORE應用平台	15
Quality Control	質量監控	16
Excellent Service	優質服務	17
Anti-corruption	廉潔辦公	19
Striving for Innovation	引領創新	20
Intellectual Property Rights	知識產權	21
Privacy Protection	私隱保障	21
Advertising and Labelling	廣告標籤	21
PEOPLE-ORIENTED APPROACH FOR ACHIEVING FULL POTENTIAL	以人為本 • 人盡其才	22
Strategy	策略	22
Employee Overview	員工概覽	23
Health and Safety Management	健康安全管治	24
Employment Rights	僱傭權益	26
Recruiting Talents	招賢納士	28
Nurturing Talents	人才培養	28
SHOULDERING ENVIRONMENTAL RESPONSIBILITY	保護環境 • 百富有責	31
Strategy	策略	31
Response to Climate Change	應對氣候變化	32
Waste	廢棄物	33
Energy, Air and Greenhouse Gas Emissions	能源、廢氣及溫室氣體排放	34
Water	用水	36
Sustainable Product Lifecycle	可持續產品生命週期	36
Environmental Footprint	環境足印	38
CONTRIBUTING TO SOCIETY AND BRINGING LOVE TO THE COMMUNITY	貢獻社區 • 惠澤社群	41
Strategy	策略	41
Youth Development	青少年發展	41
Support for Elderly	長者支援	41
Helping the Disadvantaged	幫助弱勢社群	41
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX	環境、社會及管治報告索引	42



## About This Report 關於本報告

### REPORTING PURPOSE, PERIOD AND SCOPE

PAX Global Technology Limited (“PAX” or the “Company”, together with its subsidiaries the “Group” or “we”) is pleased to release our sixth Environmental, Social and Governance (“ESG”) Report (this “Report”). In line with the principles of openness, transparency, comprehensiveness and objectivity, this Report discloses the sustainability performance and commitment of the Group on environmental management, social responsibility and corporate governance for the period from 1 January 2021 to 31 December 2021 (the “Reporting Period”). Meanwhile, we have detailed the performance of the Group in relevant areas through data disclosure, to improve our sustainability approach, policies and management system continuously.

Based on the materiality principles, the reporting scope of this Report covers the Group's core operations in the People's Republic of China (excluding Hong Kong) (the “PRC”) and Hong Kong, which account for over 74% of the total revenue of the Group in 2021, including the following subsidiaries of the Company:

- Pax Technology Limited;
- Pax Computer Technology (Shenzhen) Co., Ltd.; and
- Wonder Pax Technology (Shenzhen) Co., Ltd.

### REPORTING STANDARDS

This Report is prepared in accordance with the requirements set out in 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 (the “HKEx”). Corporate governance of the Group is addressed in the “Corporate Governance Report” section in the 2021 Annual Report of the Company.

### REPORTING PRINCIPLES

This Report applies the reporting principles outlined in the ESG Guide namely materiality, quantitative, balance and consistency to ensure that this Report clearly presents those sustainability issues concerned by the stakeholders. This Report is one of our important channels to connect and communicate with our stakeholders, and we believe that ensuring the relevance and importance of sustainability information delivered is of paramount importance to the Group and our stakeholders.

### 報告目的、期間及範圍

百富環球科技有限公司（「百富」或「本公司」，連同其附屬公司統稱「本集團」或「我們」）欣然發佈我們第六份環境、社會及管治（「ESG」）報告（「本報告」）。本著公開、透明、全面而客觀的原則，本報告匯報本集團於二零二一年一月一日至二零二一年十二月三十一日期間（「報告期間」）在環境管理、社會責任及企業管治議題上的可持續發展表現和承諾，同時通過數據披露詳細展示本集團在相關範圍的績效表現，以持續改善本集團的可持續發展方針、政策及管理系統。

基於重要性匯報原則，本報告的報告範圍涵蓋本集團於中華人民共和國（香港除外）（「中國」）及香港的核心業務，其業務佔本集團二零二一年度總營業額超過74%，包括以下本公司附屬公司：

- 百富科技有限公司；
- 百富計算機技術（深圳）有限公司；及
- 萬達百匯科技（深圳）有限公司。

### 報告準則

本報告根據香港聯合交易所有限公司（「聯交所」）《主板上市規則》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」）進行編製。有關本集團的企業管治詳情，請參見本公司二零二一年年報內的《企業管治報告》章節。

### 報告原則

本報告應用聯交所的環境、社會及管治報告指引編製，秉承重要性、量化、平衡性及一致性的原則，確保本報告清晰呈現持份者所關注的可持續發展議題。本報告為我們與持份者聯繫及溝通的重要渠道之一，我們深信確保可持續發展資料的相關性及重要性，對集團及持份者而言至關重要。

# About This Report

## 關於本報告



Principle 原則	Meaning 意思	Responses from the Group 本集團的回應
Materiality	The issues covered in this Report should reflect the material impact on the Group and its stakeholders in the aspects of environment, social and corporate governance, and report on the materiality of the material issue to investors and other stakeholders.	We maintain good communication with stakeholders through different channels to understand their expectations on the sustainability performance of the Group. At the same time, we make reference to the results of the annual materiality assessment, industry characteristics, and the business strategic plan of the Group to identify and report on material sustainability issues.
重要性	本報告所涵蓋的議題應反映對本集團及持份者而言，環境、社會及企業管治相關範疇的重大影響，並且匯報該重大議題對投資者及其他持份者的重要性。	我們透過不同渠道與持份者保持良好溝通，從而了解持份者對本集團在可持續發展表現的期望，同時參考年度重要性評估的結果、行業特點，並考慮本集團的業務策略計劃，以識別及匯報重大可持續發展議題。
Quantitative	This Report should adopt measurable methods to disclose the data of the historical key performance indicators (“KPI”) or comparable data of the Group, and calculate the relevant data.	Quantified environmental and social KPIs and their historical data are set out in this Report for stakeholders’ better understanding on the Group’s sustainability performance
量化	本報告應採用可計量的方式，披露本集團過往關鍵績效指標的數據或比較數據，並計算相關數據。	我們在本報告內列出已量化的環境及社會方面的關鍵績效指標以及過往的數據，以便持份者更了解本集團的可持續發展表現。
Balance	This Report should objectively and fairly describe the performance of the Group and the challenges it faces, in order to reflect the overall sustainability performance of the Group.	The Group’s sustainability performance, challenges and opportunities are fully and impartially disclosed in this Report.
平衡性	本報告應客觀持平描述本集團的表現以及面臨的挑戰，以反映本集團整體的可持續發展表現。	本集團已在報告中全面並不偏不倚地披露了本集團可持續發展的相關績效、面臨的挑戰及機遇。
Consistency	The Group should consistently prepare this Report in accordance with the HKEx ESG Guide and the same set of data calculation methods, so that meaningful comparisons can be made in the next year’s report.	Consistent reporting methods and data calculation methods are adopted and year-on-year comparative KPIs are disclosed in this Report.
一致性	本集團應持續依照聯交所《環境、社會及管治報告指引》以及同一套的數據計算方法編製本報告，以便於來年的報告作出有意義的比較。	我們採用一致的匯報方法和數據計算方法，亦在本報告內披露逐年比較的關鍵績效數據。

### DATA COLLECTION METHOD

The data and information in this Report are cited from the official documents and statistical data of the Group, and were approved by the board of directors of the Company (the “Board”) in April 2022.

### FEEDBACK

The Group attaches great importance to the opinion of various stakeholders and endeavors to respond where practicable. Your valuable opinion is the driving force for our continuous improvement. The Board would take this opportunity to thank all of our stakeholders who have participated and provided valuable comments in this year’s stakeholder engagement exercise. If you have any questions or comments about this Report or the sustainability performance of the Group, please contact us at [ir@pax.com.hk](mailto:ir@pax.com.hk).

### 資料收集方式

本報告引用的數據及資料來自本集團的正式文件及統計數據，並於二零二二年四月獲本集團董事會（「董事會」）通過。

### 意見反饋

本集團高度重視各持份者的意見，並在切實可行的情況下盡力作出回應。閣下發表的寶貴意見是持續進步的動力。董事會藉此機會感謝所有於本年度參與持份者參與活動並提供寶貴意見的持份者。如閣下對本報告或本集團的可持續發展表現有任何疑問或意見，歡迎透過 [ir@pax.com.hk](mailto:ir@pax.com.hk) 與我們聯絡。



# About This Report

## 關於本報告

### ABOUT THE GROUP

The Group was established in 2000 and listed on the Main Board of the HKEx in December 2010. As one of the leading electronic payment point-of-sale ("POS") terminals ("E-payment Terminals") solutions providers in the world, the Group is dedicated to providing innovative and outstanding smart, desktop, wireless and mobile e-payment terminals and consumer-operated equipment, contactless card readers and E-payment Terminals software and related services. Having situated its headquarters in Hong Kong and a research and development ("R&D") and operation centre in Shenzhen, the PRC, the Group is also actively expanding its business to the globe. Currently, our influence in the international payment terminals market keeps increasing, with offices located in the United States, Italy, South Korea, Japan and India, etc.. Our sales network covers more than 120 countries around the world, and the total accumulated shipment volume of our E-payment Terminals products has reached over 68 million units.

Founded in 2000  
二零零零年成立

Listed on the HKEx in 2010  
二零一零年於聯交所上市

Business covering 120+ countries  
業務覆蓋120+個國家

Total Cumulative Shipments of  
POS reached 68M+ globally  
全球總累積出貨量超過68百萬+台

Focus on the research and development  
of Android smart terminals for product  
innovation  
重點研發安卓(「Android」)智能終端，  
推動產品創新



### 關於本集團

本集團於二零零零年成立，並於二零一零年十二月於聯交所主板上市。身為全球其中一間領先的電子支付終端(「POS」)解決方案供應商，本集團致力為客戶提供創新及優質的智能、臺式、無線及移動電子支付終端和消費者操作設備、非接觸式讀卡設備及電子支付終端軟件以及相關服務。本集團於香港設立總部，於中國深圳設有研發中心，並積極將業務拓展至全球各地。目前，本集團在國際支付終端市場的影響力持續提升，分公司遍佈美國、意大利、南韓、日本及印度等地，銷售網路遍佈全球120多個國家，全球總累積出貨量超過68百萬台。

Focus on Software as a Service ("SaaS") solutions that delivers intelligent business operations for merchants  
專注軟件即服務(「SaaS」)解決方案，為商戶打造更智能的業務營運

Actively explore promising markets in Southeast Asia, the Middle East, Africa, etc.  
積極開拓東南亞、中東及非洲等具增長潛力的市場

Work closely with global sales partners, acquiring banks, payment service providers and merchants to provide innovative electronic payment solutions  
緊密地與全球銷售渠道合作夥伴、收單銀行、支付服務供應商及商戶合作，提供創新的電子支付解決方案

# About This Report

## 關於本報告



### AWARDS, HONOURS AND CERTIFICATIONS

#### 獎項、榮譽及認證

Cybersecurity 網絡安全	Environmental Management 環境管理	Technical Certification 技術認證	Business and Quality 業務及質素
<p>ISO/IEC 27001:2013 Information Security Management Systems Certification ISO/IEC 27001:2013 信息安全管理系統 認證</p>	<p>ISO 14001: 2015 Environmental Management System Standard Certification ISO 14001:2015環境 管理體系標準認證</p>	<p>China Software Industry Association Certificate of Enterprise Credit Grade – AAA grade 中國軟件行業協會 企業信用等級證書 – AAA級</p> <p>Hong Kong Retail Technology Industry Association – Best Retail Innovation (Product) Award For Technology Vendors in 2021 香港零售科技商會 2021年度科技供應 商組別最佳零售創新 產品大獎</p>	<p>2021 Top 100 Enterprises for Taxpayers in Nanshan District 2021年度南山區納 稅百強企業</p> <p>2021 Top 100 Enterprises for Revenue of the Shenzhen's Software Business 2021年度深圳市軟體 業務收入前百家企業</p>



# Sustainability Strategy

## 可持續發展策略

### SUSTAINABILITY OVERVIEW

- Over 130 invention patents obtained
- Over 160 design patents obtained
- Over 120 utility model patents obtained
- Over 460 software copyrights obtained
- Over 2,300 valid product certificates obtained
- Over 850 research and development personnel
- Over 30 quality management personnel
- Overall customer satisfaction rate reached over 97% for 3 consecutive years
- Maintaining “zero work-related injury”
- Ensuring employees’ wellbeing through our internal COVID-19 pandemic prevention leading group and working group
- Actively responding to climate change and setting environmental targets

### SUSTAINABILITY GOVERNANCE

To strengthen the sustainability governance of the Group, the Board is responsible for overseeing the sustainability strategies, policies and the implementation of the Group. Facilitated by an independent third-party professional consultant, the Audit Committee identifies and evaluates material ESG risks to ensure that appropriate and effective ESG risk management and internal control systems are established within the Group, while the Board monitors the Group's sustainability performance through regular review and evaluation of the ESG risks, goals and the implementation progress of related measures in board meetings.

Through conducting annual materiality assessment to collect the opinions from different stakeholders on sustainability issues, the Group identifies the material sustainability issues as one of the references for the Board to formulate, prioritise and manage its sustainability work plans. For details on the identification of the material sustainability issues, please refer to the “Materiality Assessment” section of this Report.

### 可持續發展概覽

- 總共持有超過130項發明專利
- 總共持有超過160項外觀專利
- 總共持有超過120項實用新型專利
- 總共持有超過460項軟件著作權
- 總共持有超過2,300個有效產品認證證書
- 超過850位研發人員
- 超過30位質量管理人員
- 連續三年客戶整體滿意度達97%以上
- 繼續保持「零工傷事故」
- 透過內部的新冠肺炎防控領導小組及工作組，保障員工健康
- 積極應對氣候變化，訂立環境目標

### 可持續發展管治

為加強本集團的可持續發展管治，董事會負責監督本集團的可持續發展策略、政策和其執行方法。審核委員會透過獨立第三方專業顧問識別ESG主要風險並進行評估，確保本集團設立合適及有效的ESG風險管理及內部監控系統；而董事會則定期於董事會會議中審閱及評估ESG風險、目標及相關措施執行進度，以監察本集團可持續發展的表現。

為識別重大可持續發展議題，本集團每年均進行重要性評估，收集不同持份者對各可持續發展議題的意見，以作為制定、排序和管理其可持續發展工作規劃的參考之一。有關識別重大可持續發展議題的詳情，請參閱本報告中《重要性評估》章節。

# Sustainability Strategy 可持續發展策略

## SUSTAINABILITY VISION

The Group is dedicated to incorporating the principles of sustainability into our development strategies, policies and business plans. We manage our business in a responsible manner to promote sustainable development, while achieving long-term business success and bringing value to stakeholders and our next generations. The Group's "Environmental, Social and Governance Policy" demonstrates our commitment for sustainability, guiding business departments and teams to incorporate sustainability elements into operational management. With our continuous business growth around the globe, this policy promotes sustainable development of the Group as it enables us to follow and practice the sustainability strategies among employees of different roles across different departments and locations.

## 可持續發展願景

本集團致力把可持續發展的理念與我們的整體發展策略、政策及業務計劃結合，一直以負責任的方式管理自身的業務，推動可持續發展，同時為我們的業務取得長遠成功，為持份者和下一代創造價值。本集團的《環境、社會及管治政策》展示我們對可持續發展的承諾，並帶領業務部門和團隊將可持續發展元素融入營運管理中。隨著本集團的業務於全球持續拓展，這份政策有助不同職位、部門和業務地點員工遵循並實踐可持續發展策略，促進企業的可持續發展。



### Striving for Excellence and Innovation

精益求精·成就創新

Focusing on R&D and strengthening global sales network  
專注產品研發及創新，強化全球銷售網絡



### People-Oriented Approach for Achieving Full Potential

以人為本·人盡其才

Actively providing various employee benefits and training opportunities to build a talent development platform  
積極為員工提供多項福利及培訓機會，  
打造人才發展平台



### Shouldering Environmental Responsibility

保護環境·百富有責

Formulating environmental targets to tackle potential climate change risks  
訂立環保目標，抵禦潛在氣候變化風險



### Contributing to Society and Bringing Love to the Community

貢獻社區·惠澤社群

Sincerely shouldering corporate social responsibility and contributing to societal development altogether  
摯誠履行企業社會責任，共同助力社會發展





# Sustainability Strategy

## 可持續發展策略

### STAKEHOLDER ENGAGEMENT

Stakeholders' opinion facilitates the Group to identify material sustainability topics, leading to the stable development of our business in the long run. Therefore, we frequently communicate with different groups of stakeholders, such as employees, customers, distributors, suppliers, business partners, etc. through various channels to understand their expectations on the sustainability performance and development of the Group. We also strive to incorporate their opinions when formulating our sustainability strategy. During the Reporting Period, we maintained effective communication with our stakeholders through the following communication channels:

- The Group's websites and social media platforms
- Annual report and interim report
- Email and fax
- Shareholders' meetings
- Physical or virtual meetings
- Face-to face communications with employees
- Site visits or evaluations for suppliers
- Supplier quality meetings
- Supplier assessment
- Customer service hotline
- Customer satisfaction surveys
- Online stakeholder questionnaires

### 持份者參與

持份者的意見有助本集團識別重大的可持續發展議題，進一步帶領本集團業務能長遠穩定地發展。因此，我們透過各個渠道，恆常與不同組別的持份者交流，例如員工、客戶、分銷商、供應商、業務合作夥伴等，以了解他們對本集團於可持續表現及發展方面的期望，並儘可能將持份者的聲音納入本集團的可持續發展策略的制訂當中。我們於報告期間透過以下溝通渠道，與持份者保持有效聯繫：

- 本集團網站及社交媒體平台
- 年報及中期業績報告
- 電郵及傳真
- 股東大會
- 實體或虛擬會議
- 員工面談
- 供應商現場考察或評鑑
- 供應商品質會議
- 供應商評價
- 客戶服務熱線
- 顧客滿意度調查
- 持份者網上問卷調查

# Sustainability Strategy 可持續發展策略

## MATERIALITY ASSESSMENT

The Group conducts materiality assessment annually to identify the sustainability issues that are most concerned by stakeholders and most significant to our business operations, thereby allowing us to timely adjust our sustainability strategies and objectives. Stakeholders are invited to rate on the identified sustainability issues through online questionnaire, in order to identify the issues that are material to us.

The four stages of the materiality assessment include:

## 重要性評估

本集團每年均進行重要性評估，以識別對業務營運最重要及持份者最為關切的可持續發展議題，讓我們可適時及針對性地調整我們的可持續展方向及策略。我們邀請持份者透過填寫網上問卷形式，就已識別的可持續發展議題進行重要性評分，以識別對我們而言較為重大的議題。

重要性分析的四個階段包括：





# Sustainability Strategy

## 可持續發展策略

### LIST OF MATERIAL SUSTAINABILITY ISSUES

### 重大可持續發展議題列表

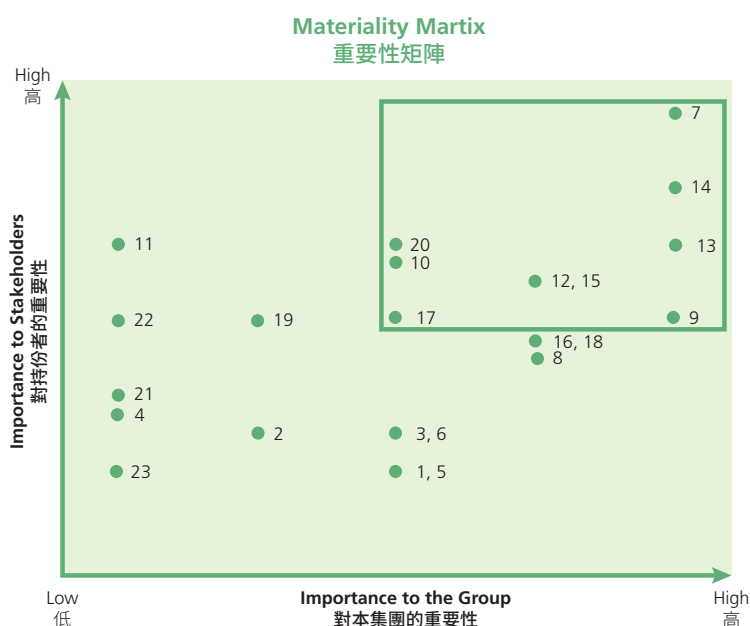
Environmental Protection and Green Operation 環境保護和綠色運營	Operating Practices 營運常規	Product and Service Responsibility 產品與服務責任	Working Environment Quality 工作環境質素	Community Contributions 社區貢獻
1 Emissions management 排放管理	7 Suppliers' management 供應商管理	12 Capabilities in R&D and innovation 研發及創新能力	18. Diversification and equal opportunity 多元化及平等機會	23. Community contributions 社區貢獻
2 Resources management such as fuel, electricity and water 資源管理，如燃料、電力及水資源	8 Assessment of suppliers' environmental and social performance 供應商環境及社會表現評估	13 Product and service quality 產品及服務質素	19. Employment relationship 僱傭關係	
3 Waste handling 廢物處理	9 Anti-fraud and anti-corruption 反舞弊及反貪污	14 Product safety 產品安全	20. Occupational health and safety 職業安全及健康	
4 Green procurement 綠色採購	10 Emergency plan 應急預案	15 Intellectual property management 知識產權管理	21. Training and development 培訓及發展	
5 Packaging consumption 包裝物消耗	11 Pandemic prevention 疫情預防	16 Authenticity of marketing materials 營銷材料的真實性	22. Employee benefits 員工福利	
6 Climate change 氣候變化		17 Privacy protection 私隱保障		

# Sustainability Strategy

## 可持續發展策略

The materiality analysis results of the above issues are shown in the following materiality matrix. Indices on the top right-hand corner indicate the most significant sustainability issues identified and will be highlighted in this Report.

以上議題的重要性分析結果載於下列的重要性矩陣，當中右上角部分為是次分析得出最為關鍵的可持續發展議題，將於本報告中重點披露。



### Highlighted ESG Issues

#### 重點披露議題

### Sections

#### 披露章節

### Pages

#### 頁數

Highlighted ESG Issues 重點披露議題	Sections 披露章節	Pages 頁數
7. Suppliers' management 供應商管理	Supply Chain Management 供應鏈管理	P. 13-14
9. Anti-fraud and anti-corruption 反舞弊及反貪污	Anti-corruption 廉潔辦公	P. 19
10. Emergency plan 應急預案	Product Safety Management 產品安全管理 Health and Safety Management 健康安全	P. 14-15 P. 24-25
12. Capabilities in R&D and innovation 研發及創新能力	Striving for Innovation 引領創新	P. 20
13. Product and service quality 產品及服務質素	Quality Control 質量監控 Excellent Service 優質服務	P. 16 P. 17-18
14. Product safety 產品安全	Product Safety Management 產品安全管理	P. 14-15
15. Intellectual property management 知識產權管理	Intellectual Property Rights 知識產權	P. 21
17. Privacy protection 私隱保障	Privacy Protection 私隱保障	P. 21
20. Occupational health and safety 職業安全及健康	Health and Safety Management 健康安全	P. 24-25



## Striving for Excellence and Innovation 精益求精·成就創新

### STRATEGY

The Group endeavours to provide E-payment Terminals products which meet international standards and excellent services to merchants and customers. To achieve this, we have formulated policies and procedures such as the “Quality Manual”, “Management Procedures for Substandard Products”, “Standard for Quality Inspection of Maintenance Machines” and “Management Procedure of Customer Complaints”. Meanwhile, the Group’s design and delivery activities of electronic payment system, including E-payment Terminals products, smart card readers and PIN password keyboards, have obtained the internationally-recognised ISO 9001:2015 Quality Management System Certification and ISO/IEC 27001:2013 Information Security Management System Certification, striving to provide customers with high-quality products, improve customer experience, and continue to create more innovative and secure payment experience.

We strictly manage product safety and service stability, and abide by the local laws, regulations and industry standards, including but not limited to the “Patent Law of the PRC” (《中華人民共和國專利法》), the “Rules for 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》), the “Regulation on Computers Software Protection” (《計算機軟件保護條例》), the “Personal Data (Privacy) Ordinance” of Hong Kong (香港《個人資料(私隱)條例》), the “Advertising Law of the PRC” (《中華人民共和國廣告法》) and the “Law of the PRC on Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》), to ensure compliance of the Group’s business operation. During the Reporting Period, the Group did not encounter any violations or lawsuits related to product health and safety, intellectual property, customer privacy, advertising and labelling, etc.

### 策略

本集團堅持為商戶及消費者提供達到國際級水平的電子支付終端產品以及卓越服務。為此，我們制定《質量手冊》、《不合格品管理程序》、《維修機具質量檢驗規範》、《客戶投訴管理程序》等多個政策和制度。同時，本集團的電子支付系統，包括電子支付終端產品、智能卡讀寫器及PIN密碼鍵盤的設計及生產活動，獲得國際認可ISO 9001:2015質量管理體系認證以及ISO/IEC 27001:2013信息安全管理系統認證，務求為客戶提供優質的產品，持續地創造更創新及安全的支付體驗。

我們嚴格管理產品安全及服務的穩定性，亦遵循當地法律、規例以及行業標準的規定，包括但不限於《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》、香港《個人資料(私隱)條例》、《中華人民共和國廣告法》和《中華人民共和國消費者權益保護法》等，以確保本集團業務運營的合規性。於報告期間，本集團概無任何與產品健康及安全、知識產權、客戶私隱、廣告及標籤等相關的違規訴訟。

# Striving for Excellence and Innovation

## 精益求精·成就創新



### SUPPLY CHAIN MANAGEMENT

The Group values long-term relationships with suppliers and believes that stable supplier relationships can improve the quality control of our products and services to promote sustainable business. To effectively identify the environment and social risks in supply chain, we have established a comprehensive supplier management system, through the “Quality Agreement”, “Outsourcing Processing Manufacturers Agreement”, “Suppliers Management Policy”, on-site evaluation and other means, to reduce potential environmental and social risks in the supply chain.

We put ethical sourcing into practice and encourage suppliers to explore and implement sustainability practices in their business operation. Suppliers are required to sign the “Quality Agreement” which, in addition to requirements on product quality and reliability provides guidelines on ethical standards, employment rights, occupational health and safety, promoting social harmony, etc.. This has further integrated sustainability requirements into the procurement process and also ensured suppliers engaged share the same value and vision for sustainability.

In addition, we also place emphasis on the supplier’s environmental performance and require suppliers to meet the environmental requirements set out by the Group, to reduce the potential environmental risks in the supply chain. We require new suppliers to sign the “Unused of Hazardous Substances Declaration”, guaranteeing that their products have complied with the European Union’s Restriction of Hazardous Substances (“RoHS”) standard and the “Measures for the Control of Pollution from Electronic Information Products” (《電子信息產品污染控制管理辦法》) of the PRC during the process of manufacturing, production, packaging, storage, which ensure the products do not contain regulated hazardous substances and so as to protect customers’ health and safety. To ensure our procurement does not constitute material environmental impact, we have incorporated environmental considerations into the procurement processes, and prioritised local sourcing to reduce the carbon footprint. A total of 349 suppliers were used in our core business in the PRC and Hong Kong during the reporting period, all of which are from the PRC. The Group has also implemented the above engagement practices for all suppliers.

To continuously monitor environmental and social risks in the supply chain, we evaluate the existing suppliers in terms of cost, punctuality, product quality and other sustainability performance through regular evaluations and quality meetings with the suppliers. Only suppliers meeting our criteria will continue to be in our authorised suppliers list.

### 供應鏈管理

本集團重視與供應商的長期關係，並相信穩定的供應商關係可提高我們產品及服務的質量控制，以促進可持續的業務。為有效辨認供應鏈中的環境及社會風險，我們已成立全面的供應商管理制度，透過《品質協議》、《外協廠加工協議》、《供應商管理辦法》、現場評鑑等途徑，以降低供應鏈過程中潛在的環境及社會風險。

我們積極實踐道德採購，並鼓勵供應商在業務中探究及推行可持續發展的實務。我們要求供應商簽署的《品質協議》中不僅訂明供應商交付產品品質及可靠程度相關要求，亦加入了道德標準、僱傭權益、職業健康和 safety、促進社會和諧發展等指引，進一步將可持續發展要求納入採購過程，並確保能委聘與我們價值觀相同、以實現可持續發展為願景的供應商。

除此以外，我們亦關注供應商的環境表現，要求供應商符合本集團制定的環境規範，務求減低供應鏈中潛在的環境風險。新供應商須簽署《不使用有害物質承諾保證書》，向我們承諾所供給的產品在生產、製造、包裝、儲存、交付等過程均符合歐盟RoHS標準和中國《電子信息產品污染控制管理辦法》的規定，確保產品不含受限制的有害物質，保障客戶健康及安全，亦減少其對環境的影響。為確保進行的採購並不引致嚴重環境影響，我們於採購過程中納入環境考量，優先選擇本地採購以減少採購造成的碳足跡。於報告期間，本集團於中國及香港的核心業務所使用的349家主要供應商全部均來自中國。本集團亦已對所有供應商執行上述聘用慣例。

為持續監測供應鏈中的環境及社會風險，我們透過定期評價、品質會議等途徑，對現有供應商的 cost、守時性、產品質素及其他可持續發展表現進行評核。只有能符合我們所設標準的供應商才可持續收錄於獲認可供應商名單內。



## Striving for Excellence and Innovation 精益求精·成就創新

If any problem is identified, we will arrange meeting with the suppliers and require them to conduct corrective measures promptly. If any supplier is found to be unqualified, have serious delay in delivery or have material quality problem, we will notify, propose an improvement plan, and monitor the improvement process. If the suppliers fail to correct and improve their performance within a prescribed timeline, we will remove them from the approved suppliers list to ensure the suppliers maintained on such list are performing well and hence reduce the supply chain risk.

### PRODUCT SAFETY MANAGEMENT

Ensuring product safety is the our first priority. To this end, we actively obtain international or industry-specific certificates for product safety. In addition to obtaining the ISO/IEC 27001:2013 Information Security Management System certification, compliance with applicable standards such as the European Union's Restriction of Hazardous Substances ("RoHS"), "China UnionPay UnionPay Card Acceptance Terminal Application Specification" (《中國銀聯銀聯卡受理終端應用規範》) and "China UnionPay Smart Point of Sales Terminal Technical Specifications" (《中國銀聯智慧銷售點終端技術規範》), etc. has also been assured. Our products support a variety of payment channels and conforms with the specifications there, including but not limited to MasterCard Contactless (formerly known as "PayPass"), Visa Contactless Payments ("Visa PayWave") and EMV standards launched by international financial institutions for E-payment Terminals products accepting chip cards, etc.. As at 31 December 2021, the Group has obtained over 2,300 valid product certifications.

### E-payment Terminals Products

Our E-payment Terminals products complies with the Payment Card Industry Security Standards Council ("PCI SSC") security standards. In addition to hardware protection, data security and cybersecurity on devices are also our concern. We have adopted various data security functions such as safety processors and data tampering detection and response, in furtherance of safeguarding user information and transaction data security. Our terminals safety team is composed of experienced security management personnel. Specific review procedures are adopted throughout the product development lifecycles to ensure effective safety management measures are in place and compliance with industry-specific standards in respect of (i) physical security, (ii) logical security, (iii) product lifecycle management and (iv) vulnerability management security, etc.. As a participating organisation in the PCI SSC, we enhance our product security management by keeping abreast of the policy trend of the card payment industry.

如當中發現任何問題，我們會與供應商進行會議，要求彼等即時作出更正。一旦發現不合格、交期嚴重延誤或發生重大品質問題的供應商，我們將作通知、提出改善計劃並監督整個改善過程。倘若供應商未能於指定期限糾正及改善其表現，我們則會將其剔除獲認可供應商名單外，確保該名單上的供應商表現良好，以減低對整個供應鏈的風險。

### 產品安全管理

確保產品安全是本集團的首要任務。為此，我們積極獲取國際或行業適用的產品安全證書，不但取得ISO/IEC 27001:2013資訊安全管理系統認證，也確保產品符合多個適用標準，如《中國國家強制性產品認證證書》(簡稱《3C認證》)、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」)、《中國銀聯銀聯卡受理終端應用規範》、《中國銀聯智慧銷售點終端技術規範》等。產品亦支援多種付款管道及符合不同付款管道的規範，包括但不限於萬事達卡感應式技術(Mastercard Contactless, 前稱「PayPass」)、Visa非接觸式支付(「Visa PayWave」)、由國際金融業界對於可使用晶片卡的電子支付終端產品的EMV標準等。截至二零二一年十二月三十一日，本集團共持有超過2,300個有效產品認證證書。

### 電子支付終端產品

我們的電子支付終端產品遵循支付卡行業安全標準委員會(Payment Card Industry Security Standards Council, 「PCI SSC」)的安全標準。除在硬體上的保護，我們亦關注設備上的數據及網絡安全，如使用安全處理器及篡改偵查與回應等多種數據安全功能，旨在進一步保護用戶資料與交易數據安全。我們的終端安全團隊由富經驗的安全管理人員組成，產品開發生命週期中的程式亦設有專門的審查程式，在(i)物理安全性、(ii)邏輯安全性、(iii)產品生命週期管理、(iv)漏洞管理計劃等方面均採取有效的安全管理措施及符合行業適用的安全標準。同時，作為PCI SSC的參與組織，我們緊貼支付卡行業政策動向，以完善對產品的安全管理。

# Striving for Excellence and Innovation

## 精益求精·成就創新



### PAXSTORE Application Platform

Our PAXSTORE application platform complies with Payment Card Industry Data Security Standard ("PCI DSS"), at the same time runs on cloud services of service providers selected for reliability. Security features such as setting up data access restrictions, offered two-factor authentication and encryption of merchant information are in place to safeguard the data security of merchants and users. Our PAXSTORE information security team, comprised of personnel across departments and functions, is responsible for managing security issues on various aspects, including product design security, technical research and development security, technical operation and maintenance security and physical security of personnel to continuously strengthens our security response capability and system maintenance security. In addition, we conduct regular assessments and penetration security testing to ensure that product vulnerabilities are identified in a timely manner, remediated quickly, and improved accordingly.

On the other hand, in terms of procedure management, we have implemented a series of security measures to strengthen our incident response protocol, abnormality detection and malware defence, ranging from setting up firewalls, intrusion detection systems and regular backup of important data, etc.. In terms of personnel management, we not only have stringent requirements on employee conduct, but also provide regular training on data security to our staff, covering common network security incidents and vulnerability management in the industry, as well as industry security specifications and updates on a series of security-related safety codes, etc. to enhance staff's security awareness and skills in the field of data security and cybersecurity.

### PAXSTORE應用平台

我們的PAXSTORE應用平台符合支付卡行業數據安全標準(Payment Card Industry Data Security Standard, 「PCI DSS」), 同時亦選用提供穩健的雲端服務的服務商, 我們也設立數據訪問限制、提供雙重認證、加密商戶資料等多種安全功能, 保障商戶及用家的數據安全。我們PAXSTORE資訊安全小組集合不同部門及職能的人員, 負責管理產品設計安全、技術研發安全、技術運維安全、人員物理安全等多角度安全事宜, 持續加強平台安全的應對能力、維護系統的安全性。此外, 我們進行定期評估及安全滲透測試, 確保能及時發現產品漏洞、迅速修復, 及進行相應的改進。

另一方面, 在程序管理上, 為加強事故應對流程、異常事件偵測、針對惡意軟件的防禦, 我們已實施一系列安全措施, 包括使用安裝防火牆及入侵檢測系統、定期備份重要數據等。在人事管理上, 我們既對員工的操守有著嚴格的要求, 也定期向員工提供有關數據安全的培訓, 講解行業常見的網絡安全事件、漏洞管理、行業安全規範及更新等一系列安全相關規範和資訊, 以提升員工在數據及網絡安全領域的安全意識及技能。





# Striving for Excellence and Innovation

## 精益求精·成就創新

### QUALITY CONTROL

Maintaining excellent product quality is of paramount importance to the Group. With more than 30 quality management team members in our core business in the PRC and Hong Kong, we are dedicated to safeguarding the product quality, and ensuring product safety during the processes from R&D, production, testing, shipment, inspection to maintenance. To provide E-payment Terminals products of the highest quality standards, we comply with the highest health and safety standards internationally and locally, including the "Product Quality Law of the PRC" (《中華人民共和國產品質量法》), the "Sale of Goods Ordinance (Cap. 26)" of Hong Kong and the "Supply of Services (Implied Terms) Ordinance (Cap. 457)" of Hong Kong. In addition, we have established the "Quality Manual" in accordance with the ISO 9001: 2015 Quality Management System and applied stringent quality control system, to serve customers with the fastest, smoothest and safest product operation experience. During the Reporting Period, we did not recall any sold or shipped products for safety and health reasons. In respect of the 23 products and service-related complaints received, timely corrective and remediate actions and relevant documentations have been undertaken, in aspiration of continuously creating excellent product experience for our customers.

The following is the process of maintaining excellent product quality:

### 質量監控

維持卓越產品質量是本集團的一貫堅持。本集團於中國及香港核心業務的質量管理團隊擁有超過30位成員，我們一絲不苟地對機具的品質進行把關，從研發、生產、測試、出貨、巡檢以至維修等多方面保障產品安全性。我們亦遵從國際與營運當地最高健康與安全標準，包括《中華人民共和國產品質量法》、香港法例第26章《貨品售賣條例》和香港法例第457章《服務提供（隱含條款）條例》，以提供最高品質標準的電子支付終端產品。另外，我們按照ISO 9001: 2015質量管理體系，制定《質量手冊》並實施嚴格的質量控制系統，務求讓客戶得到最快捷、暢順及安全的產品操作體驗。於報告期間，我們沒有因安全與健康理由而須回收任何已售或已運送產品，而接獲關於產品及服務的投訴有23宗，我們已就此採取補救措施，紀錄相關個案以便及時糾正及改進，期望持續地為客戶創造優秀的產品體驗。

以下是我們控制高水平的產品質量的流程：



# Striving for Excellence and Innovation

## 精益求精·成就創新



### EXCELLENT SERVICE

Recognition and support from customers are crucial to our sustainable operations. The Group is customer-centred and establishes a comprehensive customer service mechanism to actively maintain communication with customers to understand their needs for the continuous enhancement of our quality of services. We have been keeping in touch with customers and collecting their opinions through numerous communication channels, including email, face-to-face meeting and fax etc.. In order to ensure customers' opinions are handled in a timely and effective manner, "Management Procedure for Customer Complaints" has been established to control the service quality and inquiries handling from our employees.

Our after-sales service network are widespread over the country to provide a quick and efficient after-sales service support to our customers. After delivering products to customers, we provide a series of after-sales services, ranging from product return, operation training, on-site maintenance and on-site inspection, to improve customer experience in all aspects.

### 優質服務

客戶的認可和支持對我們的可持續營運至關重要。本集團堅持以客戶為中心，建立建全的客戶服務機制，積極與客戶保持溝通，了解他們的需求，務求持續改善我們的服務質素。我們一直通過各種溝通渠道，包括電郵、面談和傳真等，與客戶保持聯繫以及收集他們的意見，亦制定《客戶投訴管理程序》，嚴格管控員工服務質量與回覆情況，確保客戶的意見得到及時和有效回應。

我們售後服務中心遍佈全國各地，能為客戶提供快捷、高效率的售後服務支援。當產品交付到客戶手上後，我們提供一系列售後服務，包括產品退換、操作培訓、現場維修及巡檢服務，提高各個環節的客戶體驗。

#### Return 退換

We offer different arrangements including free replacement if customers identify any unqualified products, as the case may be, to improve customer satisfaction.

客戶開箱後若發現有不合格品，我們可以按不同情況作出安排，包括安排免費退換，以提升客戶滿意度

#### Training 培訓

We arrange training for customers upon request to get them familiarised with the operations of machines and handling of errors.

我們會按照客戶需求安排培訓，讓客戶熟悉機具操作流程、機具故障時的處理等

#### Inspection 巡檢

We conduct regular on-site inspections and provide customers with necessary trainings on failure handling, machine maintenance, programme download, etc..

我們會定期前往客戶現場進行巡檢，並按需要提供簡單故障處理、機具維修、程序下載等培訓

#### Maintenance 維修

We provide on-site maintenance services for customers and formulate maintenance policy, which includes the work requirements for maintenance personnel, repair standards and timeframe, to safeguard the quality of maintenance.

為客戶提供現場維修服務，並就維修流程制定政策，當中包括對維修人員的工作要求、維修標準和時限，保障維修質量



## Striving for Excellence and Innovation 精益求精·成就創新

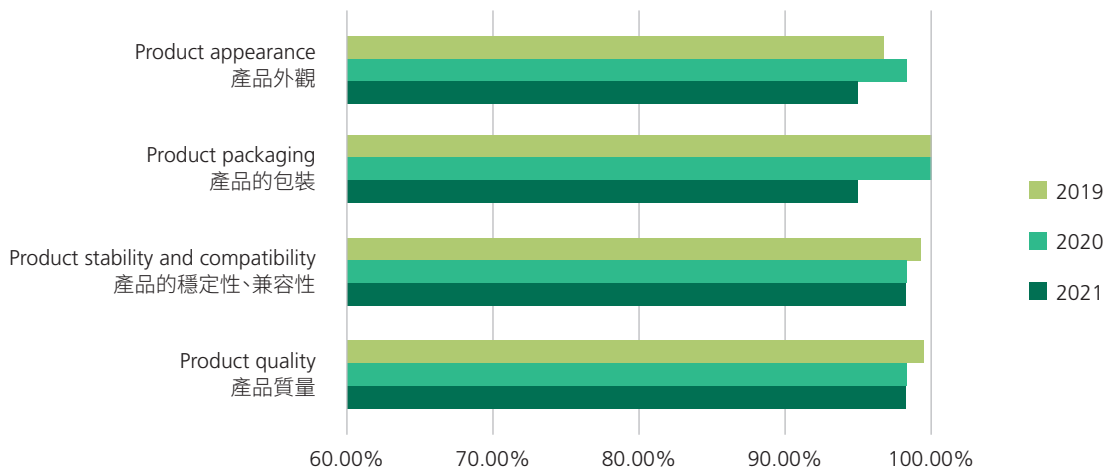
To promptly handle customer inquiries and complaints, we conduct customer satisfaction survey annually by inviting major PRC customers to provide comments on their satisfaction on the Group's products and services, aiming at improving customer satisfaction. The valuable opinions from customers allow us to review business deficiencies and make improvement. Our overall satisfaction rate of customers has exceeded 97% for three consecutive years.

We are very pleased that our customers have continued to show high satisfaction of our service quality, product quality, usage and other performance aspects for the year, with an overall customer satisfaction rate of over 97% for 3 consecutive years. We will continue to provide customers with high-quality products and excellent services to enhance customer satisfaction. The following are some of the major aspects in the customer satisfaction:

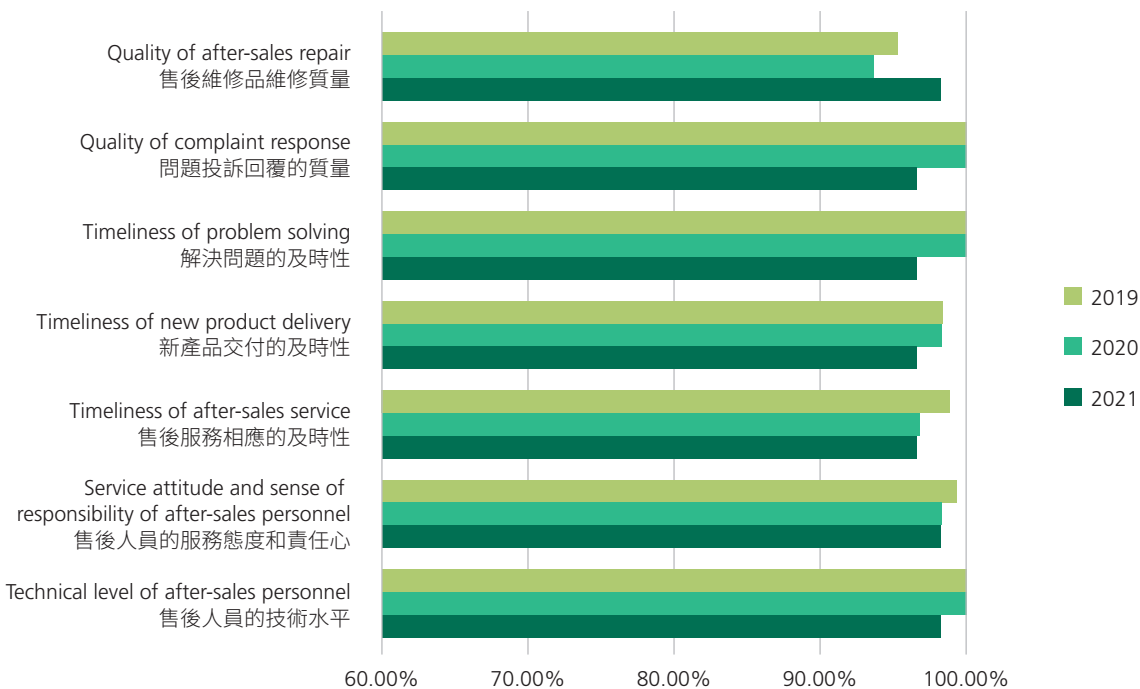
為更妥善處理客戶諮詢與投訴，我們每年會進行客戶滿意度調查，邀請國內主要銷售客戶就對本集團產品及服務的滿意度提供意見，以提升客戶滿意度。客戶寶貴的意見有助本集團檢討業務中不足的地方並作出改善，提升客戶使用產品的流暢度和體驗，而我們客戶的整體滿意度連續三年達到97%以上。

我們很高興今年度客戶繼續對於我們的服務質素、產品質量、使用情況和其他性能方面都感到極度滿意，整體滿意度連續三年達到97%。我們會繼續為客戶提供優質的產品及卓越的服務，提升客戶滿意度。以下為部分客戶滿意度主要評分範疇：

### Product Quality and Usage 產品質量及使用



### Service Quality 服務質素



# Striving for Excellence and Innovation

## 精益求精·成就創新



### ANTI-CORRUPTION

The Group is devoted to creating a working environment with integrity and transparency. We strictly abide by the laws and regulations such as the "Anti-Unfair Competition Law of the PRC" (《中華人民共和國反不正當競爭法》), the "Criminal Laws of the PRC" (《中華人民共和國刑法》) and the "Prevention of Bribery Ordinance (Cap. 201)" of Hong Kong for prudent business operation. The Group has formulated a scrupulous anti-corruption system, prohibiting employees from being engaged in any inappropriate transfer of benefits with third parties and resolutely forbidding any corruption acts such as bribery, fraud, extortion and money laundering. To maintain business ethics and integrity of the Group, we encourage employees to report suspected incidents of any violation or possible violation of business ethics to the management by providing them a safe and confidential whistleblowing channel. We will handle reported information with due care, conduct a fair and impartial investigation of the reported case, and take necessary corrective actions for any misconduct identified. The reporting and investigations procedure are also subject to regular review by the Audit Committee. During the Reporting Period, a professional third party was invited to provide anti-corruption training to the Board covering the anti-corruption laws and regulations, to ensure that the Board is fully aware of the fiduciary duties in leading the Group in maintaining integrity. We have also circulated the policies on inside information, anti-corruption training materials and the Code for Securities Transactions through email and online platforms among employees to ensure their compliance with the anti-corruption policies and measures. In addition, we have also provided anti-corruption policy to Shenzhen employees with internal communication platform to deepen the understanding of ethical work environment and strengthen anti-corruption work, thereby ensuring compliance of our business operations.

During the Reporting Period, we were not aware that the Group or employees were involved in any lawsuits or complaints related to corruption, extortion, bribery, fraud and money-laundering.

### 廉潔辦公

本集團致力創造一個廉潔、透明的工作環境，嚴守《中華人民共和國反不正當競爭法》、《中華人民共和國刑法》及香港法例第201章《防止賄賂條例》等法律法規，謹慎地經營業務。本集團亦建立嚴謹的反貪污體系，禁止任何員工與第三方的利益輸送，堅決杜絕任何賄賂、欺詐、勒索及洗黑錢等貪污腐敗行為。為維持本集團的商業道德和誠信，我們提供安全保密的舉報渠道，鼓勵員工向管理層舉報違反或涉嫌違反商業道德的事件。我們將慎重處理所得的信息，對舉報事件進行公平公正的調查，並會針對所發現的不當行為採取糾正措施。舉報和調查程序審亦須接受核委員會定期檢閱。我們於本報告期間邀請第三方專業機構向董事會提供反貪污培訓，闡述有關反貪污的法律法規，以確保董事會清楚知悉其職責並帶領本集團履行誠信責任，我們亦透過電郵及網上平台向員工發放有關內幕消息政策、及反貪污培訓資料及證券交易守則，確保員工遵守有關反貪污的政策及措施。此外，我們透過內部溝通平台為深圳員工發放反腐倡廉管理制度的文件，以加深員工對有關廉潔辦公的理解，並加強反腐工作，確保業務營運符合法規要求。

於報告期間，本集團並沒有知悉有關本集團或員工涉及任何與貪污、賄賂、勒索、欺詐及洗黑錢相關訴訟或投訴的情況。



# Striving for Excellence and Innovation

## 精益求精·成就創新

### STRIVING FOR INNOVATION

The Group has always believed that continuous innovation is the key to maintain our leadership in the industry. Therefore, we not only keep abreast of market trends and actively promote areas in product quality, R&D technology and after-sales service, etc., but also provide support and resources to cultivate our technology team and R&D team.

Currently, our R&D team consists of more than 850 employees, accounting for more than half of the number of employees in our core businesses in Hong Kong and Shenzhen. It demonstrated our persistence in product innovation continuously. We have also obtained a number of product and technology patents, including but not limited to:

- Smart Payment Terminal (Q25)
- Electronic Signing Board (SP125)
- Mobile Payment Cell Phone (M50)
- Mobile payment POS machine (D75)
- Payment POS machine (Q10)
- Mobile Payment Tablet (M8)
- Mobile Payment POS Terminal (Q95)
- Facial Recognition Payment Terminal (AF10)

Under the COVID-19 pandemic, consumers are increasingly aware of hygiene. They pay more attention to the health risks arising from using cash payment and tend to adopt contactless payment methods to reduce the use of cash payment. Meanwhile, the adoption of E-payment Terminals is accelerated among merchants to ensure hygiene and safety. With the rapid development of a cashless society, there will be more opportunities and demands for the E-payment Terminals solutions industry, further strengthening the leading industry position of the Group. In the future, the Group will adhere to the spirit of "pursuit of excellence and innovation". We will continue to keep abreast of market trends, strengthen cooperation with suppliers and merchants, and bring innovative and secure payment experience to global merchants and consumers.

### 引領創新

一直以來，本集團認為持續創新是維持我們於行業領導地位的關鍵。因此，我們不但緊貼市場趨勢，積極推動產品質量、研發技術及售後服務等範疇，並且投放支援及資源來栽培我們的技術及研發團隊。

現時，我們的研發團隊由超過850員工組成，佔深圳及香港的核心業務超過一半的員工人數，足見我們對持續引領產品創新的堅持，而我們亦獲取多個產品及技術專利，當中包括但不限於：

- 智慧支付終端(Q25)
- 電子簽名板(SP125)
- 移動支付手機(M50)
- 移動支付POS機(D75)
- 支付POS機(Q10)
- 移動支付平板(M8)
- 移動支付POS機(Q95)
- 刷臉支付終端(AF10)

在新型冠狀病毒疫情的影響下，消費者衛生意識日益提高，更關注使用現金支付帶來的健康風險，繼而減少使用現金，採用非接觸式支付方式付款。同時，商戶亦加快採用電子支付終端，以保障衛生及安全。隨著無現金社會的迅速發展，電子支付終端解決方案行業將迎來更多機遇和需求，進一步強化本集團在行業領先的地位。未來，本集團秉承「追求卓越創新」的精神，持續緊貼市場趨勢，加強與供應商及商戶的合作，為全球商戶及消費者帶來創新及安全的支付體驗。



Number of R&D personnel: Over **850**  
研發及技術人員人數：超過**850**位



With over **870** patents and software copyrights in **2021**  
**2021**年分別持有超過**870**項專利及軟件著作權

# Striving for Excellence and Innovation

## 精益求精·成就創新



### INTELLECTUAL PROPERTY RIGHTS

To promote technological innovation and protect R&D achievements from infringement, the Group abides by the “Patent Law of the PRC” (《中華人民共和國專利法》), the “Rules for 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 “Regulation on Computers Software Protection” (《計算機軟件保護條例》). In addition, we focus on cultivating employees’ awareness of protecting intellectual property rights. For example, we require Shenzhen staff to follow the guidance clearly set out in the Confidentiality and Intellectual Property Agreement and apply for patents and register software copyrights for the Group’s R&D achievements, such as invention patents, design patents, utility model patents, software copyrights, etc.. Employees are also required to obtain prior approval from the Group to disclose relevant intellectual property to external parties.

### PRIVACY PROTECTION

Protection of customers’ rights and interests has always been incorporated as a part of the Group’s the business development strategy, and effectively protect their rights such as privacy and the right-to-know. The Group is in compliance with the “Personal Data (Privacy) Ordinance” of Hong Kong, the “Personal Information Protection Law” (《個人信息保護法》) and other relevant laws and regulations, and carefully handles all confidential information including R&D projects, R&D techniques, financial information, customer personal information, software, etc.. In addition, to ensure that employees are aware of the responsibility of safeguarding customer’s data security and prevention of data leakage, employees are required to sign a Confidentiality and Intellectual Property Agreement, committing not to, among others, disclose customer information and the confidential information of the Group to third parties without prior consent.

### ADVERTISING AND LABELLING

We believed that accurate and complete promotion can help build mutual trust with customers. Therefore, the Group is in stringent compliance with the “Trade Descriptions Ordinance (Cap. 362)” of Hong Kong, the “Advertising Law of the PRC” (《中華人民共和國廣告法》), the “Law of the PRC on Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》) and other laws and regulations in relations to advertising and promotion, to effectively protect consumers’ right-to-know and interests. To ensure authenticity of the promotional content regarding our products and services, the content of label used in product manufacturing and sales shall be approved by the Group before printing, to avoid false and misleading information.

### 知識產權

為推動科技創新，保護各研發成果不受侵犯，本集團恪守《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》等相關法律及規例。另外，我們著力培養員工對保護知識產權的意識，例如要求深圳同事於保密及知識產權協議列載清晰的指引，指導要求員工就本集團的發明專利、外觀設計專利、實用新型專利、軟件著作權等研發成果申請專利和登記軟件著作權，員工亦需得到本集團允許才可向外展示相關知識產權。

### 私隱保障

我們一直將客戶權益保護融入本集團的經營發展策略中，並切實保護客戶私隱權、知情權等權益。本集團遵守於香港《個人資料(私隱)條例》、《個人信息保護法》及其他相關的法律及規例，並謹慎處理所有機密資料，包括研發項目、研發技術、財務資料、客戶個人資料、軟件等。除此之外，我們規定員工簽署保密及知識產權協議，承諾在未經同意的情況下，不得，其中包括，私自向第三方透露客戶的資料以及本集團的機密資訊，確保員工能履行客戶信息安全及私隱保護方面的責任與義務，保障客戶個人資料不會被洩漏。

### 廣告標籤

我們深信準確完整的營銷宣傳能與客戶建立互信關係，因此本集團嚴格遵守香港法例第362章《商品說明條例》、《中華人民共和國廣告法》、《中華人民共和國消費者權益保護法》及其他與廣告宣傳相關的法律及規例，切實保障消費者的知情權和權益。為確保宣傳內容所載有關產品及服務資料的真實性，涉及產品生產及銷售的標籤必須經過本集團審核通過之後方可印刷，以杜絕虛假、有誤導性的資訊。



# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才

### STRATEGY

Adhering to the “people-oriented” principle, the Group believes that employees can make great contributions to the continuous success of the business. The Group actively develops friendly, equal, diversified and inclusive corporate culture for employees. We offer employees with competitive and attractive welfare packages and provide training opportunities and support for them to reach potentials by improving their professional knowledge and skills so that we are altogether be prepared for the future development of the Group.

To protect employees’ rights, promote workplace harmony and ensure the employee understand our internal regulations, we have formulated the “Employee Handbook”, “Employee’s Code of Conduct” and other human resources-related policies for our employees, which detail the labour-related arrangements on remuneration, recruitment and promotion, dismissal, working hours, holidays, overtime, etc.

For the purpose of continuous compliance, we strictly abide by all relevant labour-related laws and regulations in the locations where we operate, including but not limited to the “Employment Ordinance (Cap. 57)” of Hong Kong, the “Labour Law of the PRC” (《中華人民共和國勞動法》), 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》), the “Labour Contract Law of the PRC” (《中華人民共和國勞動合同法》), the “Social Insurance Law of the PRC” (《中華人民共和國社會保險法》), “Law of the PRC on the Protection of Minors” (《中華人民共和國未成年人保護法》), and “Provisions on the Prohibition of Using Child Labour” (《禁止使用童工規定》), etc.. As far as the Group is aware of, we were not involved in any violations or complaints regarding labour-related laws and regulations during the Reporting Period.

### 策略

本集團秉持「以人為本」的信念，深信員工對業務持續成功有莫大貢獻。因此，本集團積極打造一個能讓員工享受友善平等、多元共融的企業文化，向員工提供具競爭力且吸引的福利配套及培訓機會，並且支持員工發揮所長，以提高他們的專業知識與職業技能，共同為本集團的未來發展做好準備。

我們為員工制定《員工手冊》、《員工守則》及其他人力資源相關制度，當中詳細列載有關薪酬、招聘及晉升、解僱、工作時數、假期、加班等僱傭安排，以保障員工的權益，了解相關規定，以促進職場和諧。

為使本集團能持續地合規營運，我們嚴格遵守業務營運當地與僱傭相關的法律及規例，包括但不限於：香港法例第57章《僱傭條例》、《中華人民共和國勞動法》、《中華人民共和國職業病防治法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國未成年人保護法》及《禁止使用童工規定》等。就本集團所知，我們在報告期間內並不涉及任何僱傭相關法律及規例的違規事件或投訴。

# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才



### EMPLOYEE OVERVIEW

As of 31 December 2021, the Group has a total of 1,376 employees (2020: 1,370) in our core business in Hong Kong and the PRC, all of which are full-time employees.

### 員工概覽

截止二零二一年十二月三十一日，本集團於香港及中國核心業務一共聘有1,376位員工(2020: 1,370)，全部為全職員工。

Total workforce by gender	按性別劃分的員工人數	2021	2020
Male	男	904	909
Female	女	472	461
Total workforce by employment type	按僱傭類別劃分的員工人數	2021	2020
Senior management	高級管理層	14	11
Middle management	中級管理層	57	55
Technical staff and general staff	技術員工及一般員工	1,305	1,304
Total workforce by age	按年齡劃分的員工人數	2021	2020
20 or below	20歲或以下	8	20
21-30	21-30歲	406	673
31-40	31-40歲	729	539
41-50	41-50歲	195	114
51 or above	51歲或以上	38	24
Total workforce by geographical region	按地區劃分的員工人數	2021	2020
Hong Kong	香港	31	26
PRC (excluding Hong Kong)	中國(香港除外)	1,345	1,344

As of 31 December 2021, the employee turnover rate by gender, age and geographical region in Hong Kong and the PRC for the core business are as follows.

截止二零二一年十二月三十一日，本集團於香港及中國核心業務的按性別、年齡和地區劃分的僱員流失比率如下：

Employee turnover rate by gender	按性別劃分的僱員流失比率	2021
Male	男	23%
Female	女	30%
Employee turnover rate by age group	按年齡劃分的僱員流失比率	2021
20 or below	20歲或以下	125%
21-30	21-30歲	39%
31-40	31-40歲	20%
41-50	41-50歲	14%
51 or above	51歲或以上	5%
Employee turnover rate by geographical region	按地區劃分的僱員流失比率	2021
Hong Kong	香港	3%
PRC (excluding Hong Kong)	中國(香港除外)	26%





# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才

### HEALTH AND SAFETY MANAGEMENT

As a people-oriented enterprise, we attach great importance to the health and safety of our employees. As such, a comprehensive occupational health and safety policy and related measures has been established to protect health and well-being of our employees effectively. To reduce health and safety risk at work, the Group has obtained the OHSAS18001:2007 Occupational Health and Safety Management System Certification for our electronic payment system, including the design and delivery activities of E-payment Terminals products, smart card readers, PIN password keyboards, to improve occupational health and safety performance. The Group strictly abides by the laws and regulations relating to occupational health and safety, including but not limited to the "Occupational Safety and Health Ordinance (Cap. 509)" of Hong Kong, 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》), the "Regulation on Work-Related Injury Insurances of the PRC" (《工傷保險條例》) and the "Food and Safety Law of the PRC" (《食品安全法》). During the Reporting Period, the Group was not involved in any material breaches of occupational health and safety-related laws and regulations. The Group has taken the following measures in respect of the health and safety management of the employees:

### 健康安全管理

作為以人為本的企業，我們十分注重員工的健康和安全，並建立全面的職業健康及安全制度以及相關措施，切實保障員工的健康及福祉。為減低員工工作時面對的健康及安全風險，本集團已在電子支付系統，包括設計與提供電子支付終端產品、智能卡讀寫器和PIN密碼鍵盤的方面，取得OHSAS18001:2007職業健康安全管理體系認證，有系統地改善職業健康及安全表現。本集團嚴格遵守與職業健康及安全相關的法例法規，包括但不限於香港法例第509章《職業安全及健康條例》、《中華人民共和國職業病防治法》、《工傷保險條例》及《食品安全法》。於報告期間，本集團並不涉及任何嚴重違反與職業安全相關法律及規例的情況。本集團已就員工健康及安全管理採取以下措施：

#### Taking care of employees' wellbeing

We provide health check to employees regularly. The working environment is cleaned regularly to protect the occupational health of employees. To further take care of employees' occupational health and safety and prevent employees from inhaling excessive exhaust gas when operating the equipment, we provide employees in Guangzhou's factory with protective masks and set up gas exhaustion collection pipelines in printing and welding equipment.

#### 照顧員工的健康

我們定期為員工提供醫療體檢服務，並恆常清潔工作環境，以保障員工的職業健康。為防止員工於操作設備時吸入有害的廢氣，本集團會為廣州工廠的員工提供防護面罩，並在印刷及焊接設備設置收集廢氣的管道，進一步照顧員工的健康及職業安全。

#### Implementation of safety supervision

To prevent employees from electric shock accidents, we provide anti-static bracelets, ankle bracelets and table mats for those employees repairing the machinery. We arrange fire inspections and fire safety training regularly to improve fire safety management and raise employee safety awareness continuously. In addition, a food hygiene system is established in Guangzhou's factory canteen where the procedures of canteen hygiene, food storage and transportation etc. could be improved and reduce occupational risk in the working environment.

#### 推行安全監督

為避免員工發生觸電意外，我們會為從事機具維修的員工提供具防靜電功用的手環、腳環以及桌墊。我們定期舉辦消防檢查和防火培訓，持續改善防火安全管理，並提高員工安全意識。此外，我們於廣州工廠食堂建立有關食物衛生的制度，有系統地改善員工食堂的衛生、食品儲存和運輸等程序，降低工作環境的安全風險。

#### Establishing safety emergency plans

We formulate corresponding emergency plans based on different incident categories, such as electric shock, falling from height, scalding, fire, etc., so that employees can effectively respond to emergencies in the workplace. Emergency rescue teams has also been established to facilitate the inspection and management of preventive measures and emergency rescue preparations to ensure employees' safety.

#### 設立安全應急計劃

我們按照不同事故類別，如觸電、高處墜落、灼燙、火災等，制定相應的應急計劃，使員工能有效應對工作場所的緊急情況。我們亦組織應急救援小組協助檢查及管理預防措施及應急救援準備工作，保障員工安全。

# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才



Work-related fatalities in the past 3 years: 0 (2020: 0)

過去3年因工亡故人數：0人（2020年：0人）

Work-related fatality rate in the past 3 years: 0% (2020: 0%)

過去3年因工亡故比率：0%（2020年：0%）

Working days lost due to work injury: 0 day (2020: 0 day)

因工傷損失工作日數：0日（2020年：0日）

Despite the challenge of COVID-19, we are in line with the pandemic prevention principle of "Prevention First, Safety in Priority" by implementing several pandemic prevention measures. In addition to requiring employees to check their body temperature daily before work, the following pandemic prevention measures have also been introduced to fight the pandemic together with employees:

儘管面臨新冠肺炎挑戰，我們貫徹「預防為主，安全第一」的抗疫方針，實施多項疫情防控措施。我們除了要求員工每天上班前檢測體溫，我們亦推出以下的防疫措施，與員工共同對抗疫情：

- Continuously implementing plans and measures to prevent the spread of pandemic, communicating health and safety information with employees through different communication channels, conducting regular inspections and purchasing necessary pandemic prevention supplies to reduce the infection risk among employees through the pandemic prevention leading group and working group
- Adhering to the pandemic policies of the government and allowing employees to work from home to minimise face-to-face contact
- Encouraging employees to maintain social distancing, such as the use of video conferencing and implementing flexible working hours to avoid group gatherings
- Educating employees to put used face masks at a designated place to prevent spread of virus
- Frequently disinfecting office areas to maintain hygiene, especially the office equipment in which employees frequently contact with, such as computers or work desks
- Purchasing personal protective equipment for employees, such as surgical masks, disinfection supplies, infrared thermometers, rapid antigen test kit, etc., to safeguard employees' health in multiple ways
- 新冠肺炎防控領導小組及工作組繼續負責執行預防疫情散播的方案和措施，並透過不同溝通渠道向員工傳遞健康及安全資訊，亦會定期進行巡查和採購有需要的防疫物資，以降低員工感染的風險
- 遵從政府防疫政策，允許員工在家工作，儘可能減少員工面對面接觸的機會
- 鼓勵員工保持社交距離，如使用視像會議及推行彈性工作時間以避免群組聚集
- 教導員工將用過的口罩放置於指定位置，避免病毒散播
- 定期於辦公範圍內消毒，尤其是員工經常接觸的辦公設備如電腦或工作桌，保持衛生
- 為員工採購個人防護裝備，如外科口罩、消毒用品、紅外線探熱器、快速抗原檢測試劑等，多方面保障員工健康



# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才

### EMPLOYMENT RIGHTS

As an equal opportunity employer, we are devoted to creating a workplace culture of diversity and mutual respect. Embracing the differences among employees, we take care of the rights and well-being of employees by adopting a “zero” tolerance approach towards any forms of workplace discrimination. To build a harmonious workplace culture, we listen carefully to the voices of our employees and provide them with opportunities to communicate and express their opinions with the management, aiming at maintaining the effectiveness of internal communication.

We are in line with the requirements of the “Employment Ordinance (Cap 57)” of Hong Kong, the “Law of the PRC on the Protection of Minors” (《中華人民共和國未成年人保護法》) and the “Provisions on the Prohibition of Using Child Labour of the PRC” (《禁止使用童工規定》) which prohibit the use of child and forced labour in our operations. During the recruitment process, the Group will ensure applicants are lawfully employable by adopting a comprehensive screening and recruitment process. Applicants’ identity documents will be examined and their information will be verified through interviews and, if necessary, government information channels. Our “Employee’s Code of Conduct” and other human resources-related policies clearly set out the relevant labour terms such as remunerations, working hours, overtime, holiday, dismissal and termination to ensure employees have sufficient rest time and avoid forced labour in business operations. During the recruitment process, our Human Resources Department will verify the applicants’ identity documents, age, work experience, education and other information to ensure lawful employment.

To attract and retain talents, apart from strictly complying with the relevant laws and regulations such as the “Labour Law of the PRC” (《中華人民共和國勞動法》), the “Labour Contract Law of the PRC” (《中華人民共和國勞動合同法》) and the “Social Insurance Law of the PRC” (《中華人民共和國社會保險法》), we also provide employees with attractive remunerations and welfare packages based on the internal remuneration and welfare management mechanism. We also review the remunerations and benefits to ensure our employees can enjoy competitive remunerations. Apart from the basic salary, social insurance, housing provident fund, statutory and public holidays, we also offer special paid leaves, subsidies and a series of caring benefits. A number of employees’ incentives, such as performance-based bonuses or share options, are provided for their excellent working performance or providing constructive recommendations in strengthening our corporate competitiveness for future development.

### 僱傭權益

我們作為平等機會僱主，致力打造多元和互相尊重的職場文化。我們接納員工之間的差異，照顧員工的權益和福祉，並對任何職場歧視行為採取「零」容忍原則。為建立和諧融洽的職場文化，我們用心聆聽員工的聲音，給予員工與管理層溝通和表達意見的機會，以保持內部溝通的有效性。

我們遵從香港法例第57章《僱傭條例》、《中華人民共和國未成年人保護法》及《禁止使用童工規定》的規定，嚴禁於營運中使用童工及強制勞工。在招聘過程中，人力資源部將通過採用全面的篩選及招聘流程來確保申請人能夠合法就業。申請人的身份證件將被審查，其資料將通過面談及必要時透過政府資訊渠道進行核實。我們的《員工守則》及其他人力資源相關制度清晰列明薪資、工時、加班、假期、解僱、解除等相關勞工規定，確保員工有充足休息時間，避免在業務營運中出現強制勞動的情況。在招聘過程中，我們的人力資源部門會查核求職者的身份證明文件、年齡、工作經驗、教育程度等資料，以確保其僱用屬合法。

為吸引和挽留人才，本集團不謹遵從《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國社會保險法》等相關法律及規例，亦會按照內部的薪酬福利管理機制，向員工提供吸引的薪酬及福利配套。我們亦會檢討薪酬福利，確保員工能享有具競爭力的待遇。除了向員工提供基本薪酬、社會保險、住房公積金、法定及公眾假期，我們亦提供有薪假期、額外補貼以及一系列的關懷待遇。我們亦推出多項激勵員工的措施，如透過績效獎金或股票期權，鼓勵員工持續展現優秀的工作表現，以及向我們提出有利於本集團未來發展的建議，強化企業競爭力。

# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才



Paid Leave 特別有薪假期	Subsidies 額外補貼	Caring Benefits 關懷待遇	Work Incentives 工作激勵
Casual leave 事假	Marriage gift 婚育賀禮	Appraisal bonus 績效獎金	Performance-based bonus 績效獎金
Sick leave 病假	Transportation subsidy 交通補貼	Compassionate pension 慰問金	Share options 股票期權
Annual leave 年休假	Lunch subsidy 午餐補貼	Medical subsidy 醫療輔助金	
Work injury leave 工傷假	Telephone subsidy 通訊補貼	Staff dormitory 員工宿舍	
Marriage leave 婚假		Fitness equipment in dormitory 宿舍健身設備	
Compassionate leave 喪假		Additional business insurance 額外商業保險	
Maternity leave 產假		Long-term service award 長期服務獎	
Paternity leave 侍產假		Festival benefits 節日福利	
		Shorten the working hours for breastfeeding employees 哺乳期間短時間工作制	

In addition, we place great emphasis on the work-life balance of our employees. Under the mandatory social distancing measures of the government, where appropriate, a series of recreational leisure activities, such as employee birthday parties, annual dinner and sports competitions, are organised to enhance employees' relationship and strengthen their sense of belonging to the Group.

此外，我們極度重視員工於工作和生活之間取得平衡。在政府規定的社交距離措施許可的情況下，我們舉辦一系列的文娛康樂活動，例如員工生日會、周年晚會和體育比賽等，藉此增進員工間的感情，加強他們對本集團的歸屬感。



# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才

### RECRUITING TALENTS

The Group fully respects and protects the rights and interests of employees, and is committed to establishing a fair, harmonious and inclusive career development. Therefore, we advocate for equal opportunities by paying attention to the work performance and personal quality of employees. We do not take age, gender, skin colour, race, nationality, religious belief, sexual orientation, family status and other factors that are irrelevant to employees' work ability and qualifications, to determine the package and opportunities for our current employees or job applicants.

### NURTURING TALENTS

We recognise growing together with our employees as our development strategy. To facilitate employees' career development continuously, we provide learning opportunities for employees by investing resources in the training programmes to develop their strengths and enhance talent development.

Through regular performance appraisals, employees' performances will be evaluated in an objective and fair manner by considering different aspects, such as working performance, communication skills, teamwork, learning ability, etc. When planning the career development for our employees, we will not only ensure they are treated equally but also adjust their salaries and positions based on the performance appraisal results, when appropriate. We will also distribute performance-based bonus and share options to motivate continuous improvement and maintain excellent work performance and growth with the Group.

We believe that career development is of paramount importance in enhancing the Group's competitiveness. Therefore, we take into consideration the training needs suggested by departments and the Group's business development direction every year in formulating annual training plans. Different internal and external training courses are designed for employees. We also subsidise employees in continuing education and obtaining professional qualifications to help them fully demonstrate potentials, enhance professional knowledge and improve their skills in developing innovative products. Our on-job coaching culture also facilitates the employees for improving working performance.

### 招賢納士

本集團充分尊重與保障員工權益，並致力建立一個公平、和諧共融的職業發展空間。因此，我們提倡平等機會，重視員工的工作表現和個人素質，絕不以年齡、性別、膚色、種族、國籍、宗教信仰、性取向、家庭狀況等與員工工作能力及資歷無關的因素，影響現職員工或求職者所獲得的對待及機會。

### 人才培養

我們認同共同與員工成長的發展策略。為繼續支持員工的職業發展，我們積極投放資源於員工的培訓計劃，藉此為員工創造不斷學習的機會，協助他們發揮所長，為人才發展保駕護航。

我們會透過定期的績效考核，客觀而公平地評核員工各方面的表現，例如工作表現、溝通能力、團隊合作、學習能力等。我們規劃員工的職業發展時，不僅確保員工能獲得公平對待，亦會適時按照績效考核結果來調整員工的薪酬和職位，並透過發放績效獎金及股票期權來激勵員工不斷改進並維持優秀工作表現，共同與本集團進步。

我們相信，員工職業發展對加強本集團的競爭力尤為重要。因此，我們每年考慮部門提出的培訓需求以及本集團未來的業務發展方向，制定年度培訓計劃，為員工設計不同的內外部培訓課程及資助員工持續進修及考取專業資格，協助僱員充分展現潛力，提升他們專業知識及研發創新產品的技能。我們亦提供在職輔導文化，協助員工改善工作表現。



Total number of employees who received training in 2021: Over 690 employees  
2021年總培訓員工人數：超過690位



Total training hours in 2021: Over 4,000 hours  
2021年總培訓時數：超過4,000多小時

# People-Oriented Approach for Achieving Full Potential

## 以人為本·人盡其才



Training data by employment category <sup>1</sup> 按僱傭類別劃分培訓數據 <sup>1</sup>		Percentage of employees trained 培訓百分比	Average training hours 平均培訓時數
Senior management	高級管理層	0.6%	1.71
Middle management	中級管理層	3.2%	2.53
Technical staff and general staff	技術員工及一般員工	96.2%	2.44

Training data by gender <sup>1</sup> 按性別劃分培訓數據 <sup>1</sup>		Percentage of employees trained 培訓百分比	Average training hours 平均培訓時數
Male	男	61.5%	2.42
Female	女	38.5%	2.48

<sup>1</sup> The data included resigned employees. The percentage of employees trained is calculated based on the employees in the specified category who took part in training divided by the employees who took part in training. The average training hours is calculated based on the total number of training hours for employees in the specified category divided by the number of employees in the specified category.  
數據已包括離職員工。培訓百分比根據該類別的受訓員工人數除以總受訓僱員總數計算得出。平均時數計算根據該類別的僱員總受訓時數除以該類別的僱員總數計算得出。



## People-Oriented Approach for Achieving Full Potential 以人為本·人盡其才

During the Reporting Period, training topics of courses we offered to employees included but not limited to:

於報告期間，我們為員工提供的培訓內容包括但不限於：

### Orientation Training 入職培訓

- Corporate code of practices
- Introduction for product market
- 公司規章制度
- 產品市場介紹

### Business Training 業務培訓

- One-stop payment industry service and equipment management system
- POS security
- Security design for PIN code input equipment
- Case studies for overseas POS application
- 一站式支付行業服務和設備管理系統
- POS機行業安全
- PIN碼輸入設備安全設計
- 海外POS應用案例介紹

### R&D Training 研發培訓

- The impact of artificial intelligence on retail industry
- Theory of embedded software operation
- Android products and certification requirements
- 人工智能對零售業的影響
- 嵌入式軟件操作理論
- Android產品及認證要求

### After-sales Service Training 售後服務培訓

- Market feedback research and solutions
- 市場反饋研究及解決方案

### Personal Development and Culture 個人發展及文化

- Language
- Public speaking technique
- 語言
- 公開演講技巧

### Professional Training 專業培訓

- Laws and regulations
- Anti-corruption
- 法律與法規
- 反貪污

# Shouldering Environmental Responsibility

## 保護環境·百富有責



### STRATEGY

We actively integrate the concept of green operation into our daily operations, and encourage our employees, customers and suppliers to conserve natural resources and reduce carbon footprints in business operations, thereby combining efforts to combat climate change. To manage daily operations and production activities in a more systematic manner, the “Environmental Manual” is formulated with internal environmental monitoring measures to minimise the impacts of the operation processes on the environment. The delivery and design process of our electronic payment system has also obtained the internationally-recognised ISO 14001:2015 Environmental Management System, which systematically assists us in improving the environmental performance of our operations and continuously reducing the impacts of our daily operations on the environment.

In addition, the Group has established environmental targets and implemented corresponding emission reduction measures during the Reporting Period. We will also review the effectiveness of those measures regularly so as to improve our environmental performance continuously and strive to achieve the targets of reducing operational emissions and using natural resources efficiently, aiming at creating an environmentally-friendly and low-carbon future.

#### Environmental targets

##### 環境目標

#### Description

##### 描述

#### Target of reducing operational emissions

##### 減少營運排放的目標

The Group strive to reduce emissions during daily operations, and strive to gradually reduce air emissions, greenhouse gas emissions, waste and water consumption through a number of energy conservation and emission reduction measures.

本集團會努力減少日常營運時的排放量，力求透過多項內部節能減排措施，逐步減少廢氣排放、溫室氣體排放、廢棄物量、用水量等。

#### Target of using natural resources efficiently

##### 有效使用天然資源的目標

The Group attaches great importance to resource reuse and recycling, maximises the utilisation rate of resources, and makes efficient use of precious natural resources such as energy, water and raw materials during business operations.

本集團重視資源再利用和循環，最大限度地提高資源利用率，於業務營運過程中有效地使用能源、水資源、原材料等珍貴的天然資源。

The Group is dedicated to ensuring compliance of our operations by abiding by applicable environmental laws and regulations, including the “Environmental Protection Law of the PRC” (《中華人民共和國環境保護法》), the “Atmospheric Pollution Prevention and Control Law of the PRC” (《中華人民共和國大氣污染防治法》), 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》) etc. During the Reporting Period, we were not aware that the Group was involved in any material violation of environmental-related laws and regulations in the locations where our business operates.

### 策略

本集團積極將綠色辦工理念融入於日常營運之中，並鼓勵我們的員工、客戶和供應商在業務營運中節約天然資源並減少碳足印，合力應對氣候變化。為更有系統地管理日常營運和生產活動，我們制定了《環境手冊》，並且展開內部環保監督措施，盡可能降低營運過程對自然環境的影響。我們的電子支付系統生產及設計過程亦獲取國際認可的ISO 14001:2015環境管理體系，有系統地協助我們改善營運過程的環境表現，持續降低日常營運對天然環境的影響。

此外，本集團於報告期間訂立環境目標，推行相應的減排減量措施，亦會定期檢討措施的成效，務求持續地改善我們的環境表現，努力實現對減少營運排放以及有效使用天然資源的目標，以創造一個環保低碳的未來。

本集團致力確保業務的環境合規性，於營運中恪守適用的環保法律及規例，包括《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》等。於報告期間，我們並不知悉本集團涉及嚴重違反任何在業務營運地點與環境相關法律及規例的情況。





## Shouldering Environmental Responsibility 保護環境·百富有責

### RESPONSE TO CLIMATE CHANGE

The challenges arising from climate change are becoming more and more acute. Global warming, sea level rise, or more frequent extreme weather events may impact our daily business operations. For instance, the building structures or production equipment may be damaged by flooding, whereas super typhoons may disrupt our supply chain supply and business operations.

To cope with the climate change challenges, we continue to implement a series of green measures for emission reduction in our operations, to control and monitor greenhouse gas emissions, and minimise the impact of our business on climate change in mitigation of climate change. During the Reporting Period, apart from including the climate change issue in preparing the stakeholder engagement questionnaire to understand the views and suggestions from our stakeholders, we have also identified the risks and impacts of environment and climate change on the operations of the Group through an ESG risk assessment conducted by a third party. We will follow up and consider the ways of minimising climate change risks to continue with efficient operational services and also play the role of a corporate citizen responsibly.

The Group realises the importance of early identification of significant climate-related issues which could impact the Group's operation. The Board and the Audit Committee meet regularly to evaluate and assess the risks and/or emerging risks of climate changes identified and the possible resulting impacts on the Group's operations. In addition, we focus on business resilience against climate change. In our operations, we will study and review the response measures to cope with severe weather such as typhoons or rainstorms. We will continue to raise employees' environmental awareness and capability in response to climate-related emergencies. We will also pay attention to the latest global and regional policies and market trends on reducing carbon footprint to ensure the business will be resilient enough with relevant climate risks in the future.

### 應對氣候變化

環境氣候變化的挑戰日益嚴峻，不論是全球暖化、海平面上升、或更頻繁的極端天氣事件，均有機會影響我們日常的業務營運，例如洪水會破壞本集團建築物結構或生產設備、超級颱風有機會導致供應鏈供貨及業務中斷等。

為應對嚴峻的氣候挑戰，我們繼續於營運過程中推行一系列減排減量的綠色措施，控制及監察溫室氣體排放，將業務對氣候變化的影響控制至最低，以緩減氣候變化。於報告期間，我們不僅在編製持份者參與問卷時，加入關於氣候變化的議題，以了解持份者對該議題的看法及建議。同時，我們亦通過第三方進行的ESG風險評估，識別環境及氣候變化對本集團營運帶來的風險及影響，並會跟進及研究如何將氣候變化風險減到最低，以繼續提供高效率的營運服務之餘，亦能有責任地擔當企業公民的角色。

本集團意識到及早識別可能影響本集團營運的重大氣候相關問題的重要性。董事會和審核委員會定期開會，以評審和評估已識別的和／或新出現的氣候變化風險以及對本集團營運可能產生的影響。另外，我們重視應對氣候變化的適應力。在營運過程中，我們將會研究及檢視應對颱風或暴雨等惡劣天氣的應對措施，並且持續提高員工環保意識以及處理氣候突發事件的能力，亦會留意全球及業務營運地區有關減少碳足印的最新政策以及市場動向，確保業務未來有足夠能力抵禦相關的氣候風險。

# Shouldering Environmental Responsibility

## 保護環境·百富有責



### WASTE

Based on the Group's business nature, we do not dispose of a large amount of waste. However, we are dedicated to practising reuse and recycling of resources, and disposing of hazardous and non-hazardous waste in daily business operation in a responsible manner to reduce the negative impact on the environment.

We acknowledge the importance of managing waste at source, thus we advocate for the concept of waste reduction and recycling at the source. We actively promote "paperless operation" approach by encouraging employees to adopt double-sided printing, using electronic means for communication, recycling and reusing envelopes, paper, paper bags and other paper products, reducing the use of disposable paper cups where possible, etc.. We also place signs in office areas to remind our employees of reducing the use of paper to conserve valuable natural resources. In addition, we also use paper certified by the Forest Stewardship Council ("FSC") to print financial reports, ensuring the source of paper is sustainable.

To ensure that our waste emissions do not cause material burden to the environment, we will classify, store and handle non-hazardous waste, food waste generated from canteen of factory and hazardous waste properly. The non-hazardous waste generated mainly includes paper, food waste, plastic, other general refuse etc., which will be generally handled by the government department for collection and treatment. Food waste is handled in correspondence with laws and regulations such as the "Food Safety Law of the PRC" (《中華人民共和國食品安全法》), the "Regulation on the Implementation of the Food Safety Law of the PRC" (《食品安全法實施條例》) and 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》) to reduce its impact on the environment. Hazardous waste generated by the Group includes waste electronic equipment, waste activated carbon, waste drums, used oil and discarded printed circuit boards ("PCB") scraps, etc. Certified recyclers are engaged for handling and recycling the hazardous waste so that we can progressively achieve the target of reducing emissions in daily business operations and improving resource management.

POS machines recycling programmes are offered to our customers. In the programme, we will engage entrusted recyclers with "Guangdong Provincial Hazardous Waste Management License" (《廣東省危險廢物經營許可證》) for recycling and handling the machines' case and parts so that resources can be reused to the largest extent.

### 廢棄物

基於本集團業務性質，我們沒有棄置大量的廢棄物。然而，我們積極實踐資源再利用和循環，並負責任地處理業務過程中所產生的有害及無害的廢棄物，以減低本集團對環境的負面影響。

我們深明從源頭管理廢棄物的重要性，故我們積極提倡源頭減廢、回收重用的概念。我們積極推行「無紙辦公」方式，例如：鼓勵員工盡量採用雙面打印、使用電子化溝通渠道、回收重用信封、紙張、紙袋等紙製品、減少使用一次性紙杯等。我們亦於辦公範圍當眼處張貼標示，提醒員工減少用紙，以保護珍貴的天然資源。此外，我們在印刷財務報告時亦會選用獲森林管理委員會 (Forest Stewardship Council, 「FSC」) 認可的紙張，確保紙張來源是可持續的。

為確保廢棄物排放不會對環境構成重大負擔，我們將無害廢棄物、工廠食堂所產生的廚餘以及有害廢棄物，妥善地按廢棄物的分類存放和處理。我們所產生的無害廢棄物主要有：紙張、廚餘、塑膠、其他生活廢物等，一般會交到政府部門統一收集及處理。至於廚餘處理，我們會按照《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》等法律及規例處置，以減少其對環境的影響。本集團產生的有害廢棄物則包括廢電子設備、廢活性炭、廢包裝桶、廢機油和廢印刷電路板 (「PCB」) 邊角餘料等，我們會委託具備受認可資歷的回收商處理及回收該有害廢棄物，以逐步達到減低業務排放和改善資源管理表現的目標。

我們向客戶提供報廢POS機具回收計劃，委託《廣東省危險廢物經營許可證》認可的回收商進行回收，妥善地處理機具外殼及部件，盡可能將資源循環再用。



## Shouldering Environmental Responsibility 保護環境·百富有責

### ENERGY, AIR AND GREENHOUSE GAS EMISSIONS

The Group understands that addressing the climate change issue is of urgent need. To combat the impacts of climate change, we are devoted to reducing air emissions and greenhouse gas emissions by taking all possible steps to minimise the environmental impacts from our business.

The Group's energy consumption, air and greenhouse gas emission mainly come from the purchased electricity that supports the daily operation of offices and factory, fuel consumption of company vehicles, and liquefied petroleum gas ("LPG") consumption in staff canteen and dormitory. Furthermore, the Group's production activities also generate a small amount of exhaust gas, including particulate matters, tin and its chemical compounds and volatile organic compounds ("VOCs"). We actively promote the concept of green operation and implement several energy-saving measures in the office areas, including the use of energy-efficient LED lights, prioritising the purchase of energy-saving electrical equipment, reminding employees of turning off unnecessary electrical appliances before leaving, arranging designated personnel to inspect if the power is turned off after work, setting air conditioners to a specified temperature, etc. Renewable energy is also promoted in staff dormitory where solar energy is adopted to heat up domestic water to reduce energy consumption.

To improve energy efficiency, employees are encouraged to make good use of resources, by measuring and recording energy consumption data regularly, and continue to look for improvement areas, hoping to reduce the negative impact on the environment during business operations gradually, to achieve the target of emission reduction and improvement on resource management.

### 能源、廢氣及溫室氣體排放

本集團明白應對氣候變化問題是刻不容緩。我們致力減少排放廢氣及溫室氣體，採取一切可行步驟將業務對環境的影響減至最低，以應對氣候變化的影響。

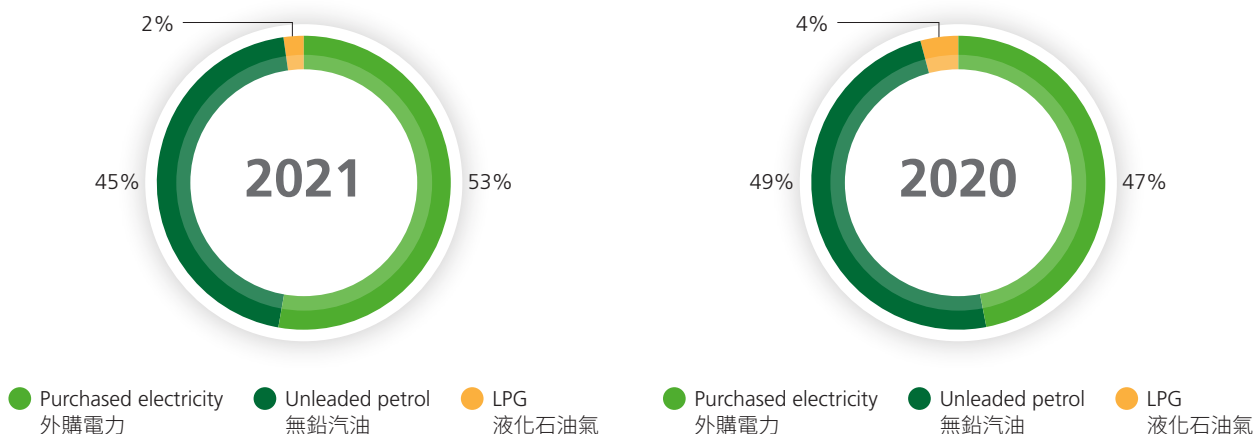
本集團的能源消耗、廢氣及溫室氣體的主要來源是：維持辦公室及工廠日常營運所使用的電力、公司車輛的燃油消耗以及用於員工食堂及宿舍的液化石油氣消耗。此外，本集團的生產業務亦會產生少量廢氣，包括顆粒物、錫及其化合物以及揮發性有機化合物(VOCs)。我們積極推廣綠色辦公的理念，並於辦公範圍實施多項節能措施，當中包括使用高能源效益的LED燈、優先選購節約能源的電器、提醒員工離開前關掉不必要的電器、安排專人下班時檢查電源是否已關閉、將冷氣設定在指定溫度等。我們亦於員工宿舍推廣可再生能源，利用太陽能將生活用水加熱，減少能源消耗。

為提高能源效益，我們鼓勵員工善用資源，定期量度及記錄能源消耗的相關數據，持續需求改善空間，逐步減少業務營運過程中為環境帶來的負面影響，達到減低業務排放和改善資源管理表現的目標。

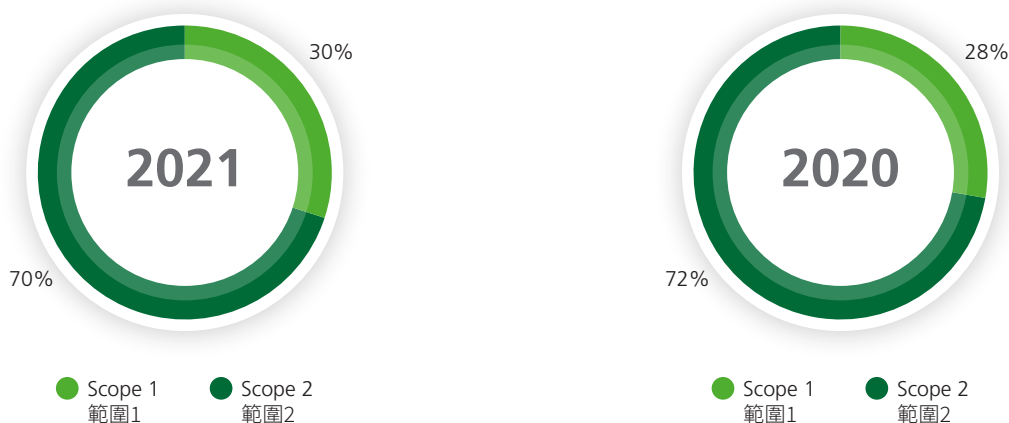
# Shouldering Environmental Responsibility

## 保護環境·百富有責

Energy consumption by type in ratio  
能源消耗來源比率



GHG emissions by scope in ratio<sup>2</sup>  
溫室氣體排放量比率<sup>2</sup>



Energy consumption by type in ratio	能源消耗來源比率	2021	2020
Purchased electricity	外購電力	53%	47%
Unleaded petrol	無鉛汽油	45%	49%
LPG	液化石油氣	2%	4%

GHG emissions by scope in ratio <sup>2</sup>	溫室氣體排放量比率 <sup>2</sup>	2021	2020
Scope 1	範圍一	30%	28%
Scope 2	範圍二	70%	72%

<sup>2</sup> 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。



## Shouldering Environmental Responsibility 保護環境·百富有責

### WATER

During the Reporting Period, there was no issue in water sourcing in locations where our business operates and we were not aware of significant discharges into water and land. Nevertheless, we concern water consumption and wastewater emissions arising from our operations. Apart from implementing a number of water-saving measures, we also strictly monitor the wastewater quality before disposal. For instance, our factory in Panyu, Guangzhou will generate wastewater during the manufacturing process. To ensure that the treated wastewater complies with emission standards of the “Discharge Limits of Water Pollutant” (《水污染物排放限值》) (DB44/26-2001) of Guangdong, in addition to the pre-treatment in three-tier septic tanks and three-tier oil and residue separation tanks, a sewerage and drainage system is set up for separate collection and treatment of wastewater and rainwater to reduce the negative impact of improper handling on the environment.

### SUSTAINABLE PRODUCT LIFECYCLE

The Group adhered to the principle of sustainability, and is dedicated to identifying the material impact imposed on the environment and natural resources of our products throughout the lifecycles. We have a strict control over the purchase, production and after-sales to minimise the potential impact.

### 用水

於報告期間，本集團的營運所在地在求取適用水源上不存在任何問題，亦不知悉重大的向水及土地的排污。然而，我們注重營運過程中的用水情況及污水排放。我們不僅推行多項節約用水的措施，亦嚴格監察排放污水的水質，例如：我們廣州番禺的工廠於生產過程中會產生污水，除了透過工廠內的三級化糞池及三級隔油池進行預先污水處理的程序，我們亦設置雨污分流制排水系統，將污水及雨水分開收集並處理，減少不妥善處理對環境造成負面影響，以確保經處理的污水排放符合廣東省《水污染物排放限值》(DB44/26-2001)的排放標準。

### 可持續產品生命週期

本集團始終貫徹可持續發展的原則，致力識別產品於整個生命週期對環境及天然資源造成的重大影響，並嚴格管理採購、生產以至售後整個產品生命週期，務求將影響降至最低。

# Shouldering Environmental Responsibility

## 保護環境·百富有責



### Purchase 採購

- The Group strictly controls the use of hazardous substances in raw materials. To minimise environmental pollution, we require raw material (including electronic components and equipment) suppliers to sign a RoHS-related agreement to guarantee their products will not contain prohibited hazardous substances, to ensure the safety of employees and customers.
- 本集團嚴格控制原材料內的有害物質含量。為減少對環境造成污染，我們會要求電子零件和設備的供應商簽署RoHS相關聲明，確保其原材料不含受禁止的有害物質，保障員工及客戶的安全。

### Production 生產

- Manufacturing processes, such as welding and solder paste printing will generate exhaust gas, smoke and noise. To ensure emissions do not exceed standard limits, we will engage certified third-party testing institutions to inspect and monitor the exhaust air and noise generated by the factories regularly. The Group also strictly abides by the relevant regulations of where we operate, including the "Emission Limit of Atmosphere Pollution Emissions" (《大氣污染物排放限值》) in Guangdong Province and the "Emission Standard for Industrial Enterprises Noise at Boundary" (《工業企業廠界環境噪聲排放標準》). Meanwhile, the following measures are adopted to reduce the impact of noise and air emissions on the environment:
- Seal equipment for solder paste printing and weld to collect dusts to improve air quality and protect employee health
- Install gas gathering pipelines or gas collectors to collect exhaust gas and treat exhaust gas through smoke purification equipment and activated carbon absorption devices before discharge, ensuring the exhaust air would not impose a negative impact on the surrounding environment
- Prioritise the use of low-noise equipment to protect employees' hearing and improve the efficiency
- Conduct shock absorption, hermetic shielding, sound insulation, noise reduction and other measures to reduce noise from disturbing the surroundings
- Prohibiting night time production to avoid noise and emissions affecting residents nearby
- 我們進行焊接或錫膏印刷等生產過程會產生廢氣、煙塵和噪音。為確保排放量不會超出標準限值，我們定期委託受認可的第三方檢測機構，檢測並監察工廠所排放的廢氣和噪音。本集團亦嚴格遵守廣東省《大氣污染物排放標準排放限值》、《工業企業廠界環境噪聲排放標準》等營運當地的相關監管條例。同時，我們會採用以下措施，以減低噪音及廢氣排放對環境的影響：
- 密封錫膏印刷和焊接設備來集中收集煙塵，以改善空氣質素及保障員工健康
- 設置管道或集氣罩收集廢氣，並透過煙霧淨化設備和活性炭吸附裝置預先處理廢氣後，方能對外排放，確保排出的廢氣不會對周遭環境造成負面影響
- 優先選用低噪音的設備，保護員工聽覺，並提升工作效率
- 採取減震、密封屏蔽、隔音和消音等措施，減低噪音對周邊環境造成的滋擾
- 禁止於夜間進行生產，避免噪音及排放對鄰近居民造成影響

### Disposal 報廢

- Our E-payment Terminals products would be disposed due to damage of components or aging. To prevent the electronic parts in the terminals from polluting the environment, we collect disposed machines, and arrange entrusted recyclers with "Guangdong Provincial Hazardous Waste Management License" (《廣東省危險廢物經營許可證》) to disintegrate, separate, crush parts and case and conduct harmless treatment on the machines before disposal.
- 我們的電子支付終端產品可能因機件老化或損壞而報廢。為免機具內電子零件污染環境，我們會向客戶提供收集報廢機具的服務，並安排《廣東省危險廢物經營許可證》認可的回收商統一收集該報廢機具，再而對機具部件及外殼進行解體、分拆、粉碎及無害化處理



# Shouldering Environmental Responsibility

## 保護環境·百富有責

### ENVIRONMENTAL FOOTPRINT<sup>3</sup>

The following table outlines the key environmental data of the Group during the Reporting Period and for the year ended 31 December 2020: Emissions

### 環境足印<sup>3</sup>

下表詳列本集團於報告期間及截至二零二零年十二月三十一日止年度的主要環境數據：

Emissions	排放物	2021 二零二一年	2020 二零二零年	Unit 單位
Nitrogen oxides (NO <sub>x</sub> )	氮氧化物(NO <sub>x</sub> )	314.87	208.53	kg 千克
Sulphur oxides (SO <sub>x</sub> )	硫氧化物(SO <sub>x</sub> )	6.70	5.06	kg 千克
Particulate matters (PM)	顆粒物(PM)	22.95	15.09	kg 千克
Total emissions (Scope 1 & 2) <sup>4</sup>	總排放量(範圍1及2) <sup>4</sup>	4,221.24	3,490.99	Tonnes CO <sub>2</sub> e 公噸二氧化碳 當量
Intensity	密度	3.07	2.55	Tonnes CO <sub>2</sub> e/ employee 公噸二氧化碳 當量/僱員
Scope 1 (Direct emissions)	範圍1(直接排放)	1,260.09	969.17	Tonnes CO <sub>2</sub> e 噸二氧化碳 當量
Scope 2 (Indirect emissions)	範圍2(間接排放)	2,961.15	2,521.82	Tonnes CO <sub>2</sub> e 噸二氧化碳 當量

<sup>3</sup> Figures in the table of this chapter are rounded to the nearest two decimal places for disclosures.  
此章節表格中的數字調整至最接近的小數點後兩位披露。

<sup>4</sup> 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直接排放涵蓋由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)電力所引致的「間接能源」溫室氣體排放。

# Shouldering Environmental Responsibility

## 保護環境·百富有責



Emissions	排放物	2021 二零二一年	2020 二零二零年	Unit 單位
<b>Hazardous waste<sup>5, 6</sup></b>	<b>有害廢棄物<sup>5, 6</sup></b>			
Total	總量	<b>0.23</b>	0.00	Tonnes 公噸
Intensity	密度	<b>0.00</b>	0.00	Tonnes/ employee 公噸／僱員
<b>Non-hazardous waste<sup>6</sup></b>	<b>無害廢棄物<sup>6</sup></b>			
Total	總量	<b>69.11</b>	58.12	Tonnes 公噸
Intensity	密度	<b>0.05</b>	0.04	Tonnes/ employee 公噸／僱員
Amount disposed	處置量	<b>60.01</b>	48.68	Tonnes 公噸
Paper	紙張	<b>0.36</b>	0.35	Tonnes 公噸
Other domestic waste and food waste	其他生活廢物及廚餘	<b>59.65</b>	48.33	Tonnes 公噸
Amount recycled	回收量	<b>9.10</b>	9.44	Tonnes 公噸
Paper	紙張	<b>9.10</b>	9.30	Tonnes 公噸
Plastic	塑膠	<b>0.00<sup>7</sup></b>	0.14	Tonnes 公噸

<sup>5</sup> The hazardous waste generated by the Group in 2020 and 2021 were not insignificant. 本集團於2020年及2021年內產生的有害廢棄物並不重大。

<sup>6</sup> A more sensitive methods was adopted to measure the waste generated by the Group during the Reporting Period, resulting in an increase in the amount of waste during the Reporting Period compared to that of 2020. 由於本集團於報告期間量度廢棄物採用更靈敏的方法，故報告期間的廢物數據較2020年增加。

<sup>7</sup> Since the Group upgraded the water dispensers during the Reporting Period, the amount of plastic bottles used and recycled during the operation was insignificant. 由於本集團於報告期間更新了食用水設備，在營運過程中塑膠瓶的使用及回收量並不重大。





## Shouldering Environmental Responsibility 保護環境·百富有責

Use of Resources	資源使用	2021 二零二一年	2020 二零二零年	Unit 單位
Total energy consumption <sup>8</sup>	總能源耗量 <sup>8</sup>	<b>9,213.75</b>	6,387.99	MWh 千個千瓦時
Intensity	密度	<b>6.70</b>	4.67	MWh/ employee 千個千瓦時/ 僱員
Purchased electricity	外購電力	<b>4,852.92</b>	3,016.96	MWh 千個千瓦時
Unleaded petrol	無鉛汽油	<b>4,141.20</b>	3,122.70	MWh 千個千瓦時
LPG	液化石油氣	<b>219.63</b>	248.33	MWh 千個千瓦時
Total water consumption <sup>9</sup>	總耗水量 <sup>9</sup>	<b>124,253.00</b>	114,040.00	m <sup>3</sup> 立方米
Intensity	密度	<b>90.30</b>	83.42	m <sup>3</sup> /employee 立方米/僱員
Total amount of packaging materials	包裝物料總量	<b>1,366.25</b>	1,297.00	Tonnes 公噸
Intensity	密度	<b>0.99</b>	0.95	Tonnes/ employee 公噸/僱員
Paper	紙	<b>1,268.00</b>	1,229.00	Tonnes 公噸
Plastic	塑膠	<b>98.25</b>	68.00	Tonnes 公噸

<sup>8</sup> The total energy consumption does not include the amount of solar energy consumed by the dormitory as the amount is considered insignificant.  
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。

<sup>9</sup> The total water consumption does not include the consumption by Pax Technology Limited as the water supply system is managed by the building management office which has failed to provide the relevant water consumption data.  
總耗水量不包括百富科技有限公司，由於其供水系統由大廈管業處自行管理，而其未能提供相關用水數據。

# Contributing to Society and Bringing Love to the Community

## 貢獻社區·惠澤社群



### STRATEGY

As a corporate shouldering social responsibility, the Group has been actively involved in community activities in response to the community needs. During the Reporting Period, we focused on the areas covering youth development, support for elderly and helping the disadvantaged, and donated a total of approximately HK\$174,000.

### YOUTH DEVELOPMENT

Young people are the pillars of the future society. The Group actively nurtures the young generations in support of their healthy development. During the Reporting Period, the Group donated to a non-profit organisation – Youth Global Network's "Coding and Life Ministry" (Project-C) to support its computer programming courses for the young people in need, aiming at strengthening their computer skills and career opportunities and promoting social inclusion. In addition to enhancing knowledge and skills for teenagers, we also focus on the mental health of teenagers and children. During the Reporting Period, we made donation to an international Christian organisation, "Hong Kong Young Life", helping the youth and children to build their faith and face challenges with positivity.

### SUPPORT FOR ELDERLY

To express care for the elderly, the Group donated to a non-profit-making elderly services organisation, Banyan Services Association during the Reporting Period, in support of its services for the elderly who live alone without family and relatives. Besides, the Group also donated to the Lok Sin Tong for supporting its services to distribute free meals to the elderly and the needy, aiming at giving a helping hand to the underprivileged people and building a harmonious society.

### HELPING THE DISADVANTAGED

In the face of poverty in society, the Group actively responds to the needs of the disadvantaged. During the Reporting Period, the Group participated in the donation activities on the Guangdong Poverty Alleviation Day. We donated to the charitable organisations in Zhongkai District in Huizhou City and Puding Town, Anlong County in Guizhou Province respectively to support the poverty alleviation projects in the local community, dedicating our love and assistance for the disadvantaged in support of the poverty alleviation work.

### 策略

作為一家肩負社會責任的企業，本集團一直積極投身公益事業，回應社區需要。在報告期間，我們專注於青少年發展、長者支援以及幫助弱勢社群的範疇，並合共捐出約174,000港元。

### 青少年發展

年輕人是社會未來的棟樑，本集團積極培育年輕一代，支持他們健康發展。本集團於報告期間向非牟利機構—青年全球網絡(Youth Global Network)轄下的「數碼成長創路計劃」(Project-C)捐款，支持其向有需要青少年提供電腦編程課程，以提升青少年的電腦技巧和就業機會，促進社區共融。除了提升青少年知識和技能，我們同時關注青少年及兒童的心理健康，於報告期間向國際基督教組織「Hong Kong Young Life」捐款，幫助青少年及兒童建立信仰，以積極正面的心態面對挑戰。

### 長者支援

為了對長者表示關愛，於報告期間本集團向非牟利長者服務組織榕光社作出捐款，支持其照顧無親無故的獨居長者服務。此外，本集團亦向九龍樂善堂作出捐款，支持其向長者及有需要人士派發免費膳食，助弱扶貧，共締和諧社會。

### 幫助弱勢社群

面對社會貧窮問題，本集團積極回應弱勢社群的需要，於報告期間參與廣東扶貧濟困日捐贈活動，向惠州市仲愷區的慈善組織提供捐款，亦向貴州省安龍縣普坪鎮提供捐款，支援當地扶貧工作，奉獻愛心，幫助貧困群體，為扶貧工作出一分力。



# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

### Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")

主要範疇、層面、一般披露及關鍵業績指標

Section  
章節／聲明

Page  
Number  
頁數

#### A. Environmental

#### A. 環境

Aspect A1: Emissions

層面A1：排放物

#### General Disclosure

#### 一般披露

Shouldering Environmental  
Responsibility  
保護環境 • 百富有責

P. 31

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的資料。

Note: Air emissions include NO<sub>x</sub>, SO<sub>x</sub>, 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.

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。

# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引



Subject Areas, aspects, general disclosure and key performance indicators ("KPIs") 主要範疇、層面、一般披露及關鍵業績指標		Section 章節／聲明	Page Number 頁數
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emission data. 排放物種類及相關排放數據。	Environmental Footprint 環境足印	P. 38
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)。	Environmental Footprint 環境足印	P. 38
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)。	Environmental Footprint 環境足印	P. 38
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)。	Environmental Footprint 環境足印	P. 38
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。	Shouldering Environmental Responsibility 保護環境 • 百富有責	P. 31
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。	Shouldering Environmental Responsibility 保護環境 • 百富有責	P. 31



# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

### Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")

主要範疇、層面、一般披露及關鍵業績指標

Section  
章節／聲明

Page  
Number  
頁數

Aspect A2: Use of Resources

層面A2：資源使用

#### General Disclosure

##### 一般披露

Policies on the efficient use of resources, including energy, water and other raw materials.

有效使用資源 (包括能源、水及其他原材料) 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。

Shouldering Environmental  
Responsibility  
保護環境 • 百富有責

P. 31

KPI A2.1 Total direct and/or indirect energy consumption (eg electricity, gas or oil) by type (in thousands of kWh) and intensity (eg per unit of production, per facility).  
關鍵績效指標 A2.1 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)。

Environmental Footprint  
環境足印

P. 38

KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).  
關鍵績效指標 A2.2 總耗水量及密度 (如以每產量單位、每項設施計算)。

Environmental Footprint  
環境足印

P. 38

KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.  
關鍵績效指標 A2.3 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。

Shouldering Environmental  
Responsibility  
保護環境 • 百富有責

P. 31

KPI 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.  
關鍵績效指標 A2.4 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。

Shouldering Environmental  
Responsibility  
保護環境 • 百富有責

P. 31

Water  
用水

P. 36

KPI A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.  
關鍵績效指標 A2.5 製成品所用包裝材料的總量 (以噸計算) 及 (如適用) 每生產單位佔量。

Environmental Footprint  
環境足印

P. 38

# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引



Subject Areas, aspects, general disclosure and key performance indicators ("KPIs") 主要範疇、層面、一般披露及關鍵業績指標		Section 章節／聲明	Page Number 頁數
<i>Aspect A3: The Environment and Natural Resources</i> 層面A3：環境及天然資源			
<b>General Disclosure</b> 一般披露		Sustainable Product Lifecycle 可持續產品生命週期	P. 36
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。			
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Sustainable Product Lifecycle 可持續產品生命週期	P. 36
關鍵績效指標 A3.1	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。		
<i>Aspect A4: Climate Change</i> 層面A4：氣候變化			
<b>General Disclosure</b> 一般披露		Response to Climate Change 應對氣候變化	P. 32
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。			
KPI 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.	Response to Climate Change 應對氣候變化	P. 32
關鍵績效指標 A4.1	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。		



# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

### Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")

主要範疇、層面、一般披露及關鍵業績指標

Section  
章節／聲明

Page  
Number  
頁數

#### B. Social B. 社會

#### Employment and Labour Practices

僱傭及勞工常規

*Aspect B1: Employment*

層面B1：僱傭

#### General Disclosure 一般披露

People-Oriented Approach  
for Achieving Full Potential  
以人為本 • 人盡其才

P. 22

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。

<p>KPI B1.1 關鍵績效指標 B1.1</p>	<p>Total workforce by gender, employment type (for example, 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。</p>	<p>Employee Overview 員工概覽</p>	<p>P. 23</p>
<p>KPI B1.2 關鍵績效指標 B1.2</p>	<p>Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。</p>	<p>Employee Overview 員工概覽</p>	<p>P. 23</p>

# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引



Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")	Section 章節／聲明	Page Number 頁數
主要範疇、層面、一般披露及關鍵業績指標		
<i>Aspect B2: Health and Safety</i> 層面B2：健康與安全		
<b>General Disclosure</b> 一般披露	Health and Safety Management 健康安全管理	P. 24
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。		
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。 Health and Safety Management 健康安全管理	P. 24
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。 Health and Safety Management 健康安全管理	P. 24
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。 Health and Safety Management 健康安全管理	P. 24





# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

### Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")

主要範疇、層面、一般披露及關鍵業績指標

Section  
章節／聲明

Page  
Number  
頁數

*Aspect B3: Development and Training*

層面B3：發展及培訓

#### General Disclosure

一般披露

Nurturing Talents  
人才培養

P. 28

Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.

有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。

Note: Training refers to vocational training. It may include internal and external courses paid by the employer.

註：培訓指職業培訓，可包括由僱主付費的內外部課程。

KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Nurturing Talents 人才培養	P. 28
關鍵績效指標 B3.1	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。		
KPI B3.2	The average training hours completed per employee by gender and employee category.	Nurturing Talents 人才培養	P. 28
關鍵績效指標 B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。		



# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")	Section 章節／聲明	Page Number 頁數
主要範疇、層面、一般披露及關鍵業績指標		
<i>Aspect B4: Labour Standards</i> 層面B4：勞工準則		
<b>General Disclosure</b> 一般披露	Employment Rights 僱傭權益	P. 26
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。		
KPI B4.1      Description of measures to review employment practices to avoid child and forced labour. 關鍵績效指標      描述檢討招聘慣例的措施以避免童工及強制勞工。 B4.1	Employment Rights 僱傭權益	P. 26
KPI B4.2      Describe the steps taken to eliminate a violation when it is discovered. 關鍵績效指標      描述在發現違規情況時消除有關情況所採取的步驟。 B4.2	Employment Rights 僱傭權益	P. 26



# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and key performance indicators ("KPIs") 主要範疇、層面、一般披露及關鍵業績指標		Section 章節／聲明	Page Number 頁數
<b>Operating Practices</b> 營運慣例			
<i>Aspect B5: Supply Chain Management</i> 層面B5：供應鏈管理			
<b>General Disclosure</b> 一般披露		Supply Chain Management 供應鏈管理	P. 13
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。			
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。	Supply Chain Management 供應鏈管理	P. 13
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、以及有關慣例的執行及監察方法。	Supply Chain Management 供應鏈管理	P. 13
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。	Supply Chain Management 供應鏈管理	P. 13
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。	Supply Chain Management 供應鏈管理	P. 13

# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

Page  
Number  
頁數

### Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")

主要範疇、層面、一般披露及關鍵業績指標

Section  
章節／聲明

Aspect B6: Product Responsibility

層面B6：產品責任

#### General Disclosure

一般披露

Striving for Excellence and  
Innovation

精益求精 • 成就創新

P. 12

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。

KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 關鍵績效指標 B6.1	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。	Quality Control 質量監控	P. 16
KPI B6.2	Number of products and service related complaints received and how they are dealt with. 關鍵績效指標 B6.2	接獲關於產品及服務的投訴數目以及應對方法。	Quality Control 質量監控	P. 16
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights. 關鍵績效指標 B6.3	描述與維護及保障知識產權有關的慣例。	Excellent Service 優質服務	P. 17
KPI B6.4	Description of quality assurance process and recall procedures. 關鍵績效指標 B6.4	描述質量檢定過程及產品回收程序。	Intellectual Property Rights 知識產權	P. 21
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 關鍵績效指標 B6.5	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。	Quality Control 質量監控	P. 16
			Privacy Protection 私隱保障	P. 21



# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

### Subject Areas, aspects, general disclosure and key performance indicators ("KPIs")

主要範疇、層面、一般披露及關鍵業績指標

Section  
章節／聲明

Page  
Number  
頁數

Aspect B7: Anti-corruption

層面B7：反貪污

#### General Disclosure

一般披露

Anti-corruption  
廉潔辦公

P. 19

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。

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。	Anti-corruption 廉潔辦公	P. 19
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式，以及相關執行及監察方法。	Anti-corruption 廉潔辦公	P. 19
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。	Anti-corruption 廉潔辦公	P. 19



# Environmental, Social and Governance Reporting Index

## 環境、社會及管治報告索引

Subject Areas, aspects, general disclosure and key performance indicators (“KPIs”)	Section 章節／聲明	Page Number 頁數
<b>Community</b> 社區		
<i>Aspect B8: Community Investment</i> 層面B8：社區投資		
<b>General Disclosure</b> 一般披露	Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群	P. 41
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。		
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)。	Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群
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)。	Contributing to Society and Bringing Love to the Community 貢獻社區 • 惠澤社群