

暢由聯盟集團有限公司

CHANGYOU ALLIANCE GROUP LIMITED

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號：1039



Environmental, Social and Governance Report

環境、社會及管治報告 2019

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環境、社會及管治報告



I. Group Information

Changyou Alliance Group Limited (the “Company” and, together with its subsidiaries, collectively the “Group”), together with CCB International, UnionPay Merchant, China Mobile, Bank of China and China Eastern Airlines formed a joint venture to develop a global “Digital Point Business Ecosystem Alliance” (the “Changyou Platform”) and to create a new blue ocean of a brand new, sustainable and recyclable digital-points ecosystem by applying digital points as financial assets.

II. Chairman’s Statement

China’s consumer market grows with continuous economic development and steady improvement in the living standards of residents in China. On 17 January 2020, the National Bureau of Statistics of China announced the national economic data for 2019, which indicates that China’s gross domestic product amounted to RMB99,086.5 billion in 2019, representing a year-on-year increase of 6.1% at constant prices. China’s economic activities remained within a reasonable range, and its consumer market recorded steady growth. Final consumption expenses growth contributed to 57.8% of the overall economic growth. Consumption has become the main driving force of economic growth. The vast consumer market will directly drive the points market and stimulate the vigorous growth of the digital points market into a market worth trillions of RMB in value.

As a “new economy” company, in addition to focusing on the development of digital point business, advanced blockchain technology and big data, the Group has continued to actively fulfill its environmental and social responsibilities in the previous year.

The Group developed its sustainability strategy with aims to create sustainable values to its stakeholders and brought positive impacts to the environment and society. In order to carry out the sustainability strategy from top to bottom, the Board of Directors of the Group has ultimate responsibility for ensuring the effectiveness of the Group’s environmental, social and governance policies. The Board has established dedicated teams to manage ESG issues within each business division in the Group. Designated staff has been assigned to enforce and supervise the implementation of the relevant ESG policies. The Group is also committed to constantly reviewing and adjusting the Group’s sustainability policies to satisfy the ever-changing needs of its stakeholders. Details of its management approach in environmental and social aspects can be found in the different sections of this ESG Report. The Group believes that sustainability is essential to the long-term development of the Group.

I. 集團資料

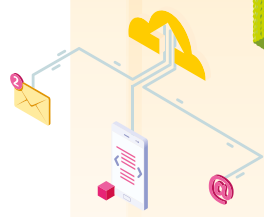
暢由聯盟集團有限公司(「本公司」，連同其附屬公司統稱「本集團」)聯合建銀國際、銀聯商務共同發起，特邀中國移動、中國銀行以及東方航空共同參與的合營企業，正在全力打造面向全球的「數字積分商業生態聯盟」(簡稱「暢由平台」)，將通過積分撬動金融資產新藍海，打造一個全新的、可持續的、可循環的數字積分生態系統。

II. 主席報告

隨著中國經濟建設不斷發展，居民生活水準穩步提高，中國消費市場正在日益壯大。於二零二零年一月十七日，國家統計局公佈了二零一九年國民經濟數據，數據顯示，二零一九年，國內生產總值達人民幣990,865億元，按可比價格計算，同比增長6.1%。中國經濟運行繼續保持在合理區間，其中消費市場穩中有升。最終消費支出增長對經濟增長的貢獻率為57.8%。消費成為經濟增長的主要驅動力。龐大的消費市場對積分市場將起著直接推動作用，也將刺激萬億積分市場的蓬勃發展。

作為一間「新經濟」公司，本集團在過去一年除專注於數字積分業務、開發先進的區塊鏈技術及大數據外，仍持續積極履行其環境和社會責任。

本集團已建立可持續發展策略，旨在為持份者創造可持續的價值及於營運過程中盡可能減低對環境的影響。為了由上至下貫徹實行可持續性發展策略，董事會確保本集團所出台的環境、社會及管治政策的效力，並對其負全部責任。本集團已在各部門建立專門負責環境、社會及管治的小組管理相關事項。有關工作人員被任命強制執行相關政策並加以監督。本集團經常性地回顧與調整集團的可持續性政策以滿足不斷變化的持份者要求。本集團環境及社會方面的管理細節已在本環境、社會及管治報告中詳細說明。本集團堅信可持續性對集團的長久性發展至關重要。



II. Chairman's Statement (Continued)

The Group expects to continue to establish and improve our ESG management structure, and adopt highly transparent operating structure, including but not limited to:

- Continuously identify sustainability issues arising from external trends in the industry and timely revise the corresponding policies;
- Review and monitor sustainability policies to ensure their continuous effectiveness;
- Continually improve the annual ESG reports, set policy objectives, key performance indicators and measures in line with the Group's operations, and monitor the effectiveness of environmental, social and governance risk control and internal control mechanisms;
- Enhance the disclosure of the Group's work and performance in the relevant areas with reference to the views of the various stakeholders of the Group.

On behalf of the Board, I would like to express my gratitude to our management and staff for their dedication and contribution to the Group throughout the year ended 31 December 2019.

By order of the board
Changyou Alliance Group Limited
Cheng Jerome
Chairman
27 July 2020

II. 主席報告 (續)

本集團期望在將來能持續建立和不斷完善環境、社會及管治管理結構，實行高透明度的營運架構。包括但不限於：

- 持續識別行業內因外部趨勢而產生的可持續發展相關事宜，及時修改相應政策；
- 檢討及監察可持續發展政策，確保其持續有效；
- 不斷完善年度環境、社會及管治報告，設定符合本集團營運情況的政策目標、主要績效指標及措施，並監督環境、社會及管治風險控制及內部控制機制的成效；
- 參考集團各持份者的意見相應地加強披露本集團在有關方面的工作及表現。

截至二零一九年十二月三十一日止年度期間，本集團的管理層及員工專心致志，貢獻良多，本人謹代表董事會向他們致以衷心謝意。

承董事會命
暢由聯盟集團有限公司
主席
Cheng Jerome
二零二零年七月二十七日

Environmental, Social and Governance Report

環境、社會及管治報告



III. About the Report

This environmental, social and governance report (the "Report") summarises the environmental, social and governance initiatives, and performance of the Group during the financial year ended 31 December 2019, and shows the economic, social and environmental sustainability of our business activities.

1. Reporting Period and Scope of the Report

The Report covers the environmental and social performance within the operational boundaries of the Group on digital point business in all operating regions. The gross merchandise volume of the Digital Point business amounted to approximately RMB330.0 million for the year ended 31 December 2019 (FY2018: approximately RMB174.0 million), representing an increase of approximately RMB156.0 million (approximately 89.7%) over the same period of last year.

The reporting period of this ESG Report is from 1 January 2019 to 31 December 2019 (FY2019), unless specifically stated otherwise. This ESG Report will be issued on an annual basis.

Unless otherwise stated, our key ESG performance indicator data were collected from the operational control system of the Group and its subsidiaries. We will continue to extend the scope of disclosure in the future and deepen our work and philosophy of sustainable development. This report is prepared in both English and Chinese and has been uploaded to the Group's website at <http://www.fortunetecomm.com>.

2. Standards of the Report

This ESG Report is prepared pursuant to the Environmental, Social and Governance Reporting Guide set out in Appendix 27 of the Main Board Listing Rules of the Stock Exchange of Hong Kong Limited (the "Reporting Guide") and on the basis of its four reporting principles – Materiality, Quantitative, Balance and Consistency.

3. Reporting Scope

The Group has also reported on key social performance indicators set out in the "Recommended Disclosures", including the KPIs in Aspect B1 - B7, under the Guide in hopes of enhancing stakeholders' understanding of the Group's environmental, social and governance performance, except for the key environmental performance indicators disclosed under the "Comply or Explain" provisions. For the corporate governance practices and more information on the Group, please refer to our 2019 Annual Report.

III. 關於本報告

本環境、社會及管治報告(「本報告」)總結本集團於截至二零一九年十二月三十一日止財政年度在環境、社會及管治上的倡議、計劃及績效，並展示我們業務活動對經濟、社會和環境方面的可持續性。

1. 報告涵蓋時期及內容

本報告所涵蓋的內容包括本集團各地區數字積分業務的環境及社會表現。截至二零一九年十二月三十一日止年度，數字積分業務線上線下交易總額達約人民幣330.0百萬元(二零一八財年：約人民幣174.0百萬元)，較去年同期增加約人民幣156.0百萬元(約89.7%)。

本環境、社會及管治報告涵蓋時期如無特別說明乃由二零一九年一月一日起至二零一九年十二月三十一日止(二零一九財年)。本環境、社會及管治報告以年為單位進行發佈。

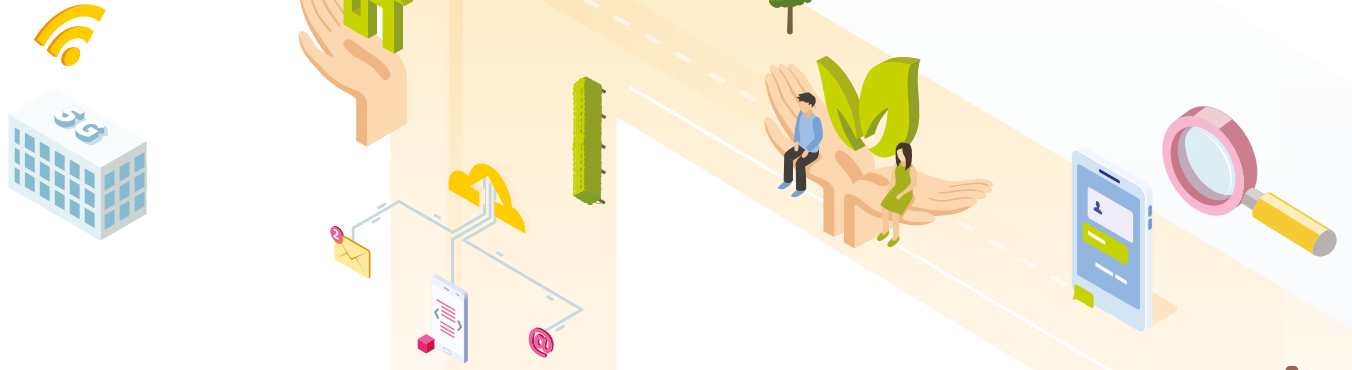
除了特別列明以外，我們通過本集團及其附屬公司的營運控制機制取得環境、社會及管治關鍵績效指標資料。我們將於未來繼續擴大披露範圍，深化可持續發展工作與理念。本報告以中英雙語編製，並發佈於本集團網頁<http://www.fortunetecomm.com>上。

2. 報告準則

本環境、社會及管治報告依據香港聯合交易所有限公司主板上市規則附錄二十七所載的環境、社會及管治報告指引(「報告指引」)並基於其重要性、量化、平衡及一致性四項報告原則所編製。

3. 報告範圍

本集團亦報告了指引「建議披露」中載述的關鍵社會績效指標，包括層面B1-B7的關鍵績效指標，以期增強持份者對本集團環境、社會及管治績效的了解，惟根據「不遵守就解釋」條文披露的關鍵環境績效指標除外。有關本集團的企業管治常規及更多資料，請參閱我們的二零一九年年度報告。



IV. Communication with Stakeholders

1. Stakeholder Engagement

We believe that stakeholder participation is an integral part of the Group's continuous improvement of the sustainable development performance. Therefore, the Group places emphasis on the opinions of both its internal and external stakeholders. Through diversified and effective communication channels, we will incorporate the expectations of stakeholders into our operational and environmental, social and governance strategies. The Group actively collects feedback from its stakeholders in order to maintain a high standard of sustainability within the group while also building a trustful and supporting relationship with them. The Group connects with its stakeholders through their preferred communication channels as listed in Table 1.

Table 1 Stakeholder Engagement

Stakeholders 持份者類別	Expectations and concerns 期望和關切	Communication Channels 溝通管道
Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none"> Compliance with laws and regulations Support economic development Proper tax payment 遵守法律和法規 支持經濟發展 納稅 	<ul style="list-style-type: none"> Complying with local laws and regulations Routing reports and taxes paid 遵守當地法律及法規 例行報告及支付稅款
Shareholders 股東	<ul style="list-style-type: none"> Return on investments Corporate governance Business compliance 投資回報 企業管治 業務合規 	<ul style="list-style-type: none"> Corporate reports and announcements General meetings Official website 企業報告及公告 股東大會 官方網站

IV. 與持份者溝通

1. 持份者參與

我們深信持份者參與是本集團持續提升可持續發展表現不可或缺的一環，因此本集團高度重視內部和外部持份者的意見。通過多元化有效溝通渠道，我們將持份者的期望帶入我們的營運及環境、社會及管治戰略當中。本集團積極收集持份者的回饋意見，以於本集團維持高水平的可持續發展，同時亦與各持份者建立相互信任和相互支持的關係。本集團通過表一所列出的溝通管道與其持份者建立聯繫。

表一、持份者參與

Environmental, Social and Governance Report

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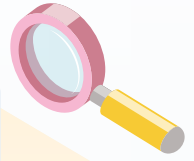
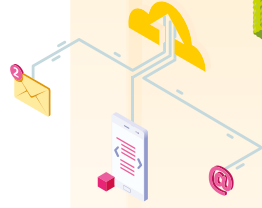
IV. Communication with Stakeholders (Continued)

IV. 與持份者溝通(續)

1. Stakeholder Engagement (Continued)

1. 持份者參與(續)

Stakeholders 持份者類別	Expectations and concerns 期望和關切	Communication Channels 溝通管道
Employees 僱員	<ul style="list-style-type: none"> Employees' compensation and benefits Career development Healthy and safe working environment 	<ul style="list-style-type: none"> Performance reviews Meetings and trainings Emails, notice boards, hotline, caring activities with management
Customers 顧客	<ul style="list-style-type: none"> High quality products and services Protect the rights of customers 	<ul style="list-style-type: none"> Open voting Customer satisfaction survey Face-to-face meetings and on-site visits Customer service hotline and email Industry seminar 公開投票 顧客滿意度調查 面對面的會面和現場的訪問 客戶服務熱線和電子郵件 行業研討會
Suppliers 供應商	<ul style="list-style-type: none"> Fair and open procurement Win-win cooperation 	<ul style="list-style-type: none"> Suppliers' satisfactory assessment Face-to-face meetings and on-site visits
General public 大眾	<ul style="list-style-type: none"> Involvement in communities Business compliance Environmental protection awareness 	<ul style="list-style-type: none"> Media conferences and responses to enquiries Public welfare activities Face-to-face interview 媒體會議和回應查詢 公共福利活動 面對面訪談



IV. Communication with Stakeholders (Continued)

2. Materiality Assessment

The management and staff of the Group's respective major functions have participated in the preparation of the ESG Report to assist the Group in reviewing its operations and identifying relevant ESG issues and assess the importance of related matters to our business and each stakeholder.

Annual review was undertaken on the materiality assessment to study and understand its stakeholder's main concerns and material interests for the ESG report. Based on the results of the review, the Group considers that the priority of ESG issues during the year is consistent with that of the previous year. Customer's satisfaction, product quality assurance and recall percentage, protection of customer information and privacy, preventing bribery, extortion, fraud and money laundering, and anti-corruption policies and whistle blowing procedures are the issues of the highest importance to its stakeholders and the Group.

Based on the significant ESG issues, information were collected from relevant departments and business units of the Group.

During the year ended 31 December 2019, the Group confirmed that it has established appropriate and effective management policies and control systems for ESG issues and confirmed that the disclosed contents are in compliance with the requirements of the ESG Reporting Guide.

3. Confirmation and Approval

The Group has established an internal supervision, examination and risk management system to ensure that all information presented in this Report is accurate and reliable. The Report was confirmed and approved by the Board of Directors of the Company on 27 July 2020.

4. Stakeholders Feedback

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG Report or our performance in sustainable development and contact us by email: ir@fortunet.com.hk.

IV. 與持份者溝通(續)

2. 重要範疇評估

本集團各主要職能的管理層與員工均有參與編製環境、社會及管治報告，以協助本集團檢討其運作情況及鑒別相關環境、社會及管治事宜，並評估相關事宜對我們的業務以及各持份者的重要性。

已對重要範疇評估進行年度審閱，以研究及瞭解其持份者對環境、社會及管治報告的主要關切及重大利益。根據審閱結果，本集團認為本年度環境、社會及管治事項的優先次序與去年一致。客戶滿意度、產品質量保證及召回百分比、保護客戶資料及私隱、防止賄賂、勒索、欺詐及洗黑錢以及反貪污政策和舉報程序是對其持份者及本集團最重要的事項。

根據重要環境、社會及管治事項，向本集團相關部門及業務單位收集資料。

於截至二零一九年十二月三十一日止年度，本集團確認已就環境、社會及管治事宜設立合適及有效的管理政策及監控系統，並確認所披露內容符合環境、社會及管治報告指引的要求。

3. 確認及批准

本集團已建立內部監督、檢查和風險管理體系，以確保本報告中呈報的所有資料準確可靠。本報告已於二零二零年七月二十七日經本公司董事會確認及批准。

4. 持份者回饋

我們歡迎持份者提供意見及建議。閣下可就環境、社會及管治報告或我們在可持續發展方面的表現提供寶貴意見，請通過以下方式聯繫我們：ir@fortunet.com.hk。

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V. Environmental Sustainability

The Group actively fulfills its social responsibility to protect the environment and build a sustainable future together with other stakeholders. The Group has formulated relevant policies on environmental management and stringently controls its emissions and consumption of resources. The Group also complies with all relevant environmental laws and regulations in Hong Kong and the PRC in its daily operation. All operating regions of the Group have implemented effective energy conservation measures to reduce emissions and resource consumption.

This section primarily discloses the policies and practices of the Group on emissions, use of resources, the environment and natural resources during FY2019.

1. Emissions

The Group's emissions include air emission and Greenhouse Gases ("GHGs") emissions, domestic wastewater and solid wastes. The Group strictly adheres to emission related laws and regulations in Hong Kong and the PRC, including but not limited to the Environmental Protection Law of the PRC (中華人民共和國環境保護法), the Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution (中華人民共和國大氣污染防治法) and Waste Disposal Ordinance. During the year under review, the Group was not in violation of any relevant laws and regulations, which have a significant impact on the Group, related to emissions.

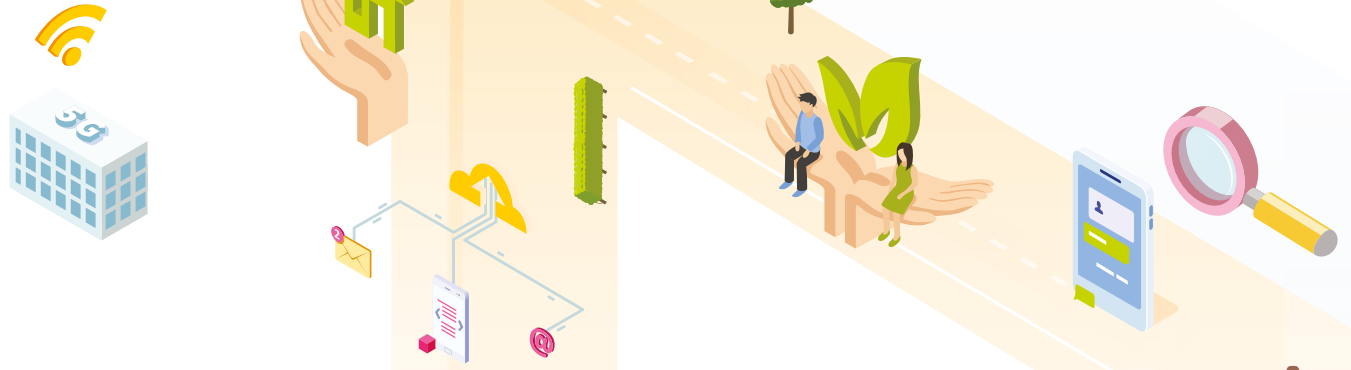
V. 環境可持續發展

本集團連同其他持份者積極履行保護環境和構建可持續未來的社會責任。本集團已制定有關環境管理的相關政策，一直嚴格控制資源的排放和消耗。本集團亦在日常營運中遵守中國香港及中國大陸的所有相關環境法律及法規。本集團所有營運地區已實施有效的節能措施，以減少排放及資源消耗。

本章節主要披露本集團於二零一九財年的排放物、資源使用和環境及天然資源的政策及慣例。

1. 排放物

本集團的排放物包括空氣排放和溫室氣體排放、生活廢水及固體廢棄物。本集團嚴格遵守中國香港和中國大陸排放物相關的法律法規，包括但不限於《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》和《廢棄物處置條例》。於回顧年度，本集團並未違反任何對本集團有重大影響的與排放物有關的相關法律及法規。



V. Environmental Sustainability (Continued)

1. Emissions (Continued)

Table 2. Total Emission of the Group by category from FY2017 to FY2019

Key Environmental Performance Indicator	關鍵環境績效指標	2019 二零一九年	2018 二零一八年	2017 二零一七年	Unit 單位
Air emission	空氣排放				
Sulphur oxides (SO _x)	硫氧化物(SO _x)	0.3	0.4	0.1	kg 千克
Nitrogen oxides (NO _x)	氮氧化物(NO _x)	6.9	7.1	4.1	kg 千克
Particulate matters (PM)	固體顆粒(PM)	0.5	–	–	kg 千克
Greenhouse gas emission	溫室氣體排放				
Direct greenhouse gas emissions (Scope 1)	直接溫室氣體排放(範圍1)	39.4	35.7	18.6	tonnes CO ₂ e 噸二氧化碳當量
Direct greenhouse gas emissions (Scope 1) per employee*	每名僱員直接溫室氣體排放(範圍1)*	0.2	–	–	tonnes CO ₂ e/employee 噸二氧化碳當量/人
Indirect greenhouse gas emissions (Scope 2)	間接溫室氣體排放(範圍2)	157.4	76.9	74.9	tonnes CO ₂ e 噸二氧化碳當量
Indirect greenhouse gas emissions (Scope 2) per employee	每名僱員間接溫室氣體排放(範圍2)	0.7	0.3	0.3	tonnes CO ₂ e/employee 噸二氧化碳當量/人
Other indirect greenhouse gas emission (Scope 3)	其他間接溫室氣體排放(範圍3)	98.0	85	66	tonnes CO ₂ e 噸二氧化碳當量
Other indirect greenhouse gas emission (Scope 3) per employee	每名僱員其他間接溫室氣體排放(範圍3)	0.5	0.3	0.2	tonnes CO ₂ e/employee 噸二氧化碳當量/人
Total greenhouse gas emission	溫室氣體排放總量	294.8	197.6	159.6	tonnes CO ₂ e 噸二氧化碳當量
Total greenhouse gas emission per employee	每名僱員溫室氣體排放總量	1.3	0.7	0.5	tonnes CO ₂ e/employee 噸二氧化碳當量/人
Total hazardous waste produced	所產生有害廢棄物總量	negligible 可忽略不計	0	0	kg 千克
Total non-hazardous waste produced	所產生無害廢棄物總量	19.1	3.5	1.8	tonnes 噸
Total non-hazardous waste produced by employee	每名僱員所產生無害廢棄物總量	84.9	12.1	5.8	kg/employee 千克/人

* Direct greenhouse gas emissions (Scope 1) per employee was not illustrated in FY2017 and FY2018.

* 於二零一七財年及二零一八財年的每名僱員直接溫室氣體排放(範圍1)未予說明。

V. 環境可持續發展(續)

1. 排放物(續)

表二、二零一七財年至二零一九財年本集團按類別劃分的總排放量

Environmental, Social and Governance Report

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V. Environmental Sustainability (Continued)

1. Emissions (Continued)

Air Emissions

During the reporting period, the use of vehicles is the major source of the air emissions. The key air pollutants generated from the combustion process of vehicles are mainly sulphur oxides ("SO_x"), nitrogen oxides ("NO_x") and particulate matter ("PM"). No hazardous exhaust is generated. Due to the nature of the Group's business, there is no emission from the gaseous fuel consumption and thus the total amount of air emission is insignificant compared to other industries. In FY2019, the emissions of sulphur oxides, nitrogen oxides and particulate matter are 0.3 kg, 6.9 kg and 0.5 kg respectively. The relevant amounts of each air emission from FY2017 to FY2019 are shown in Table 2.

Greenhouse Gases ("GHGs")

The Group The greenhouse gas emissions of the Group consist of direct emission (Scope 1) from the use of vehicles, indirect emission (Scope 2) from the consumption of electricity, and other indirect emission (Scope 3) from business trips and paper waste processing. In FY2019, the total amount of greenhouse gas emission is 294.8 tonnes CO₂e. The greenhouse gas emissions in Scope 1, 2 and 3 are 39.4, 157.4 and 98.0 tonnes CO₂e respectively. Compared to FY2018, the greenhouse gas emissions in FY2019 increased due to the rapid growth of business. The amount of emission of each scope from FY2017 to FY2019 is shown in Table 2. As GHG emissions are closely correlated to electricity and energy consumption, the Group endeavors to reduce the consumption of both aspects in its daily operation through specific measures, which are further explained in the subsection headed "Energy" under section "Use of Resources" of this ESG Report.

V. 環境可持續發展(續)

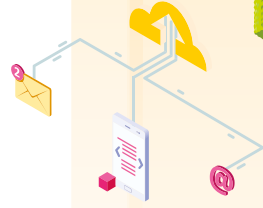
1. 排放物(續)

空氣排放

於報告期間，使用汽車是空氣排放的主要來源。汽車工作產生的主要空氣污染物主要有硫氧化物(「SO_x」)、氮氧化物(「NO_x」)和固體顆粒(「PM」)，且並無有害大氣排放產生。由於本集團的業務性質，並無排放物源自氣體燃料的消耗，因此與其他行業相比，空氣排放總量微不足道。於二零一九財年，硫氧化物、氮氧化物及固體顆粒的排放量分別為0.3千克、6.9千克及0.5千克。二零一七財年至二零一九財年的各種空氣排放的相關數量載於表二。

溫室氣體

本集團產生的溫室氣體主要分為汽車使用產生的直接排放(範圍1)、電力使用產生的間接排放(範圍2)和商務旅行及廢紙處理產生的其他間接排放(範圍3)。於二零一九財年，溫室氣體排放總量為294.8噸二氧化碳當量。範圍1、2及3的溫室氣體排放量分別為39.4噸、157.4噸及98.0噸二氧化碳當量。相較二零一八財年，二零一九財年的溫室氣體排放量因業務快速增長而增加。二零一七財年至二零一九財年各個範圍的排放量載於表二。由於溫室氣體的排放量與用電和能源消耗密切相關，本集團嘗試通過具體措施減少日常運營中這兩方面的消耗，具體措施請參照本環境、社會及管治報告「資源使用」中的「能源」一節。



V. Environmental Sustainability (Continued)

1. Emissions (Continued)

Water

Domestic wastewater produced by the Group is mainly generated from the daily water usage by its staff during working hours in office, which is further discharged to the municipal wastewater treatment. In FY2019, the Group has generated approximately 11,981.3m³ (FY2018: 70m³ and FY2017: 40.7m³) domestic wastewater. As there is no separate metering for water usage in offices, water usage was estimated by assuming the water consumption per day is 0.225m³/employee according to China Water Resources Bulletin 2018 published by Ministry of Water Resources People's Republic of China. No hazardous wastewater is generated from daily operation. The amount of wastewater from FY2017 to FY2019 is shown in Table 3. Since wastewater generation is closely correlated to the water consumption, the Group has adopted specific measures to reduce the water consumption, which are further explained in the subsection headed "Water" under section "Use of Resources" of this ESG Report.

Wastes

In FY2019, the Group has generated approximately 19.1 tonnes (FY2018: 3,496g and FY2017: 1,753g) of non-hazardous wastes. Wastes generated from offices in Mainland China were estimated by assuming the wastes generated per day is 0.359kg/employee. The main sources of non-hazardous waste are the construction waste and domestic waste from the daily operation of the offices. Hazardous waste generated from the Group was negligible throughout the years.

The Group has been continuously performing the separate collection method on the daily domestic wastes to ensure the reuse of the recyclable wastes. For example, plastic and cans were collected by the municipal sanitation department for further disposal. Apart from the daily domestic wastes, the Group has carefully collected the packaging materials by category, such as paper, cardboard and used boxes. To avoid unnecessary waste, the Group sells them to the recycle station for centralised recycle and reuse. The amount of waste from FY2017 to FY2019 is shown in Table 2.

V. 環境可持續發展(續)

1. 排放物(續)

用水

本集團產生的生活廢水主要產生於員工在工作時的日常用水，其進一步排入市政污水處理廠。於二零一九財年，本集團產生約11,981.3立方米(二零一八財年：70立方米及二零一七財年：40.7立方米)的生活廢水。由於未單獨計量辦公室的用水量，根據中華人民共和國水利部發佈的《中國水資源公報2018》，估算用水量時乃假設每日用水量為每人0.225立方米。日常運營過程中並無產生有害廢水。二零一七財年至二零一九財年的廢水數量載於表三。由於廢水的產生量與水資源的使用量密切相關，本集團採取了具體措施以減少水資源的消耗，具體措施請參照本環境、社會及管治報告「資源使用」中的「用水」一節。

廢棄物

於二零一九財年，本集團產生約19.1噸(二零一八財年：3,496克及二零一七財年：1,753克)無害廢棄物。估算中國大陸的辦公室產生的廢棄物時乃假設每日產生廢棄物為每人0.359千克。無害廢棄物的主要來源為辦公室日常運營中產生的建築垃圾和生活垃圾。本集團於該等年度產生的有害廢棄物可忽略不計。

本集團持續對日常生活垃圾進行分類收集以確保可回收廢棄物的重複使用。例如塑膠及易拉罐由市政衛生部門收集作進一步處理。除了日常生活垃圾，本集團還按照類別認真收集包裝材料，如紙張、紙板和舊箱子。為避免不必要的浪費，本集團將廢棄包裝材料出售給回收站進行集中回收和再利用。二零一七財年至二零一九財年的廢棄物數量載於表二。

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V. Environmental Sustainability (Continued)

2. Use of Resources

The rapid development of the Group in point business and the business transformation leads to an increasing number of users, more diversified products and services, as well as optimised business models and consumption scenarios. Due to the rapid growth of business during the year, some of the key performance indicators of the Group have relatively increased. The resource consumption by the Group from FY2017 to FY2019 is shown in Table 3.

The Group is committed to continue to strictly control the emission and consumption of resources to ensure that daily operations are able to comply with all relevant environmental laws and regulations in Hong Kong and the PRC, and strive to reduce emissions and resource consumption. In the near future, when the relevant businesses become stable and mature, the Group will expand the disclosure of relevant indicators and continue to improve this report.

The Group complied with the relevant laws and regulations in relation to its use of resources, including but not limited to Energy Conservation Law of the PRC (中華人民共和國節約能源法) and Provisions on the Management of Water Conservation in Cities (城市節約用水管理規定) during the year under review. Resources used by the Group mainly include electricity, water and gasoline.

Energy

The energy consumption of the Group in FY2019 is mainly unleaded petrol and gasoline used for powering the vehicles and electricity. The unleaded petrol consumed by the Group amounted to 2,809.6 litres, and the gasoline consumed by the Group amounted to 14,265.4 litres (FY2018: 13,143.2 litres and FY2017: 7,525.6 litres) during FY2019.

V. 環境可持續發展(續)

2. 資源使用

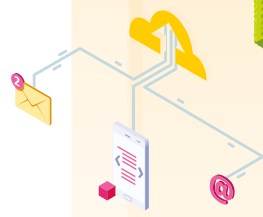
本集團積分業務的快速發展及業務轉型使得用戶數量增加、產品及服務更加多元化以及業務模式及消費場景得以優化。由於本年度業務快速增長，本集團的部份關鍵績效指標相應提高。二零一七財年至二零一九財年本集團的資源消耗量載於表三。

本集團承諾繼續嚴格控制資源的排放和消耗，確保日常營運能夠遵從中國香港及中國大陸的所有相關環境法律及法規，盡力減少排放及資源消耗。在不久將來，待有關業務轉趨穩定成熟時，本集團將擴大披露相關指數和持續完善本報告。

本集團於回顧年度內遵守資源使用相關法律法規，包括但不限於《中華人民共和國節約能源法》、《城市節約用水管理規定》等。所使用的資源主要為電力、水和汽油。

能源

本集團於二零一九年財年的能源消耗主要為汽車使用的無鉛柴油及汽油和電力。於二零一九財年，本集團使用2,809.6公升無鉛柴油及14,265.4公升(二零一八財年：13,143.2公升及二零一七財年：7,525.6公升)汽油。



V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Energy (Continued)

The total electricity consumption of the Group amounted to 385,605 kWh (FY2018: 239,718 kWh and FY2017: 97,354 kWh) in FY2019. All the electricity consumption by the Group comes directly from daily operation in offices. The Group has kept a detailed record of its electricity consumption and regularly reviewed energy targets and indicators through the establishment of an energy management system to continuously enhance the Group's energy performance. To ensure effective use of electricity, the Group has formulated the internal regulation. All subsidiaries of the Group stringently comply with the Group's policy on saving energy, including but not limited to the following:

- Turn off all lights and air conditioning whenever and wherever not in use;
- Modify the set temperature of air conditioners in the offices based on the season;
- Clean office equipment such as refrigerator, air conditioners and shredder regularly to ensure their efficiency;
- Present posters like "Saving Electricity, Turn off the Light when Leaving" in prominent places to encourage employees to save energy; and
- Replace high electricity consumption lamps with electricity saving lamps for office lighting.

V. 環境可持續發展(續)

2. 資源使用(續)

能源(續)

本集團於二零一九財年的總耗電量為385,605千瓦時(二零一八財年：239,718千瓦時及二零一七財年：97,354千瓦時)。本集團所有的電力使用來自於辦公室的日常營運。本集團已詳細記錄集團的電力使用，並通過建立能源管理系統定期檢討能源目標及指標，以不斷提升本集團的能源績效。為了保證電力的使用效率，本集團已制定內部政策。本集團所有分公司嚴格遵守節能政策。節能政策包括但不限於：

- 關掉不在使用的照明及空調系統；
- 根據季節調節辦公室的空調溫度；
- 定期清潔辦公室設備(如冰箱、空調、碎紙機等)以維持其有效運轉；
- 在顯眼位置張貼「節省用電，離開時請關燈」標識鼓勵僱員省電；及
- 改用節能電燈代替耗電量較高的傳統燈泡作為辦公室照明。

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V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Water

Water consumption by the Group is for domestic use by its staffs during the working hours. The total water consumption of the Group was 11,981.3m³ (FY2018: 70 m³ and FY2017: 54.7 m³) in FY2019. As there is no separate metering for water usage in offices, water usage was estimated by assuming the water consumption per day is 0.225m³/employee according to China Water Resources Bulletin 2018 published by Ministry of Water Resources People's Republic of China. The Group strives to minimize the water consumption and treat water to a standard for as far as practicable. To improve the utilization efficiency of water resources, the Group has formulated the internal regulation. The policy also requests the Group's employees to change their consumption behaviour, including but not limited to the following:

- Perform regular propaganda and education works on saving every drop of water among the staff;
- Strengthen the inspection and maintenance on water tap, water pipelines and water tanks;
- Present "Saving Water Resource" posters in prominent places to encourage water conservation; and
- Collect used water if possible for cooling, cleaning and yard washing purposes.

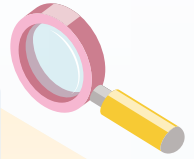
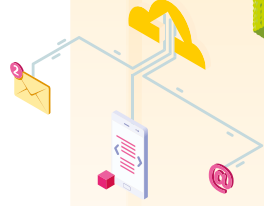
V. 環境可持續發展(續)

2. 資源使用(續)

用水

本集團的用水主要來自於員工在工作時的日常用水。本集團於二零一九財年的總用水量為11,981.3立方米(二零一八財年：70立方米及二零一七財年：54.7立方米)。由於未單獨計量辦公室的用水量，根據中華人民共和國水利部發佈的《中國水資源公報2018》，估算用水量時乃假設每日用水量為每人0.225立方米。本集團盡力將耗水量降至最低，並將水處理至切實可用的水準。為提高水資源的利用效率，本集團已建立內部管理政策。該政策要求本集團員工改變消費行為，包括但不限於：

- 定期向員工宣傳和教育珍惜食水；
- 加強對水龍頭、水管和水箱的檢查和維修；
- 在顯眼位置張貼「節約水資源」標識以鼓勵節約用水；及
- 盡可能收集已經使用過的水做冷卻、清潔和清洗庭院用途。



V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Water (Continued)

Table 3. Total resource consumption of the Group by category from FY2017 to FY2019

Key Environmental Performance Indicator	關鍵環境績效指標	2019 二零一九年	2018 二零一八年	2017 二零一七年	Unit 單位
Energy consumption	能源使用				
Non-renewable fuel consumption*	不可再生燃料消耗*	195.6	-	-	MWh 兆瓦時
Electricity purchased	購買電力	190.0	239.7	97.5	MWh/m ² 兆瓦時/平方米
Total energy consumption	能源消耗總量	385.6	-	-	MWh 兆瓦時
Total energy consumption per employee	每名僱員能源消耗總量	1.7	-	-	MWh/employee 兆瓦時/人
Water consumption	用水量	11,981.3	70	54.7	m ³ 立方米
Water consumption per employee	每名僱員用水量	53.3	0.2	0.2	m ³ /employee 立方米/人
Total paper consumption	紙張消耗總量	1,224	1,008	875.6	kg 千克
Total paper consumption per employee	每名僱員紙張消耗總量	5.4	3.5	2.9	kg/employee 千克/人

Remark:

* Amount of non-renewable fuel consumption was not illustrated in FY2017 and FY2018.

V. 環境可持續發展(續)

2. 資源使用(續)

用水(續)

表三、二零一七財年至二零一九財年本集團按類別劃分的總資源使用量

備註：

* 於二零一七財年及二零一八財年的不可再生燃料消耗數量未予說明。

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V. Environmental Sustainability (Continued)

2. Use of Resources (Continued)

Paper

Paper is one of the major consumptions of natural resources by the Group. In FY2019, the total amount of paper consumption of the Group was 1,224kg (FY2018: 1,008kg and FY2017: 875.6kg). Paper is mainly consumed by the Group in its offices, and the Group has adopted the following practices to reduce the consumption:

- Choose the more environmental friendly paper source as the supplier, through which to indirectly reduce the amount of trees loss while producing the same amount of paper;
- Disseminate information by electronic means (i.e. via email or e-bulletin boards) as much as possible;
- Set duplex printing as the default mode for most network printers;
- Use posters and stickers to remind staff to “Think before print” to avoid unnecessary printings;
- Place boxes and trays beside photocopiers as containers to collect single-sided paper for reuse and used paper for recycling;
- Use the back of old documents for printing or as draft paper;
- Reuse stationery whenever possible; and
- Participate in paper recycling program and place recycling bags in the office to collect waste paper for recycling.

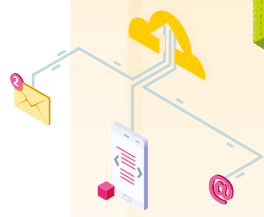
V. 環境可持續發展(續)

2. 資源使用(續)

用紙

紙張是本集團天然資源的主要消耗之一。本集團於二零一九財年的紙張使用總量為1,224千克(二零一八財年：1,008千克及二零一七財年：875.6千克)。紙張使用主要來自於辦公室，為了節約用紙，本集團採取了以下措施：

- 選擇更環保的紙張來源作為供應商，通過這種方式間接減少生產相同數量紙張時的樹木損失量；
- 盡可能以電子方式(如電子郵件或電子佈告欄)進行通訊；
- 將雙面打印設置為大多數打印機的默認模式；
- 「印前三思」，使用海報和貼紙作為辦公室工作人員的提醒，以避免不必要的印刷；
- 將盒子和托盤放在複印機旁邊作為容器，以便收集單面紙張再利用及收集廢紙回收利用；
- 舊文件的背面可作打印和草稿用途；
- 盡可能重複使用文具；及
- 參與紙張回收計劃，在辦公室放置回收袋以回收廢紙，循環再造。



V. Environmental Sustainability (Continued)

3. The Environment and Natural Resources

The Group has always adhered to the concept of safety, harmony and green development, and strictly abided by laws and regulations in relation to the environment and natural resources, including the Law of the PRC on Circular Economy Promotion (中華人民共和國循環經濟促進法) and the Environmental Impact Assessment Law of the PRC (中華人民共和國環境影響評價法). During the reporting period, no violation against local environmental laws and regulations with a significant impact on the Group was found.

The air emissions, wastewater, solid wastes and other environmental impacts generated by the Group are in conformity with the emission standards. We recognize the potential impact of our operations on the environment. To alleviate the environmental impact caused by the Group, the Group has taken various environmental protection-related measures and control mechanisms in the workplace and operational activities and strived to optimize the use of resources in all of its business operations, including using recyclable paper boxes and environmentally friendly ink.

Looking forward, the Group will continue to protect the environment and fulfil its social responsibilities, and strive to establish and maintain its resource-saving and environment-friendly corporate image.

VI. Social Sustainability

Employment And Labour Practices

1. Employment

The Group understands that employees are our core and most valuable assets, and we always hope that our employees can reach their full potential. We seek to provide a safe and sound working environment for employees and cultivating talents experienced in technology and management. The Group strives to provide its employees with a safe and suitable platform for developing their career, professionalism and advancement.

V. 環境可持續發展(續)

3. 環境及天然資源

本集團一直堅持安全、和諧、綠色發展的理念，嚴格遵守包括但不限於《中華人民共和國循環經濟促進法》和《中華人民共和國環境影響評價法》等環境及天然資源相關的法律法規。於報告期間，我們並未發現任何違反當地有關環保法律法規並對本集團造成重大影響的事宜。

本集團產生的大氣排放、廢水排放、固體廢棄物排放和其他環境影響符合排放標準。我們認識到營運活動對環境的潛在影響，為緩解本集團造成的環境影響，本集團已在工作場所及營運活動中建立了與環境保護相關的多項措施及控制機制，及致力於在其所有業務營運中優化資源的使用，包括使用可循環再造的紙箱及環保油墨。

展望未來，本集團將繼續保護環境和履行其社會責任，努力建立及維持其資源節約型、環境友好型的企業形象。

VI. 社會可持續發展

僱傭及勞工常規

1. 僱傭

本集團深知員工是我們最核心和最有價值的資產，我們一直希望讓我們的員工能夠發揮最大潛能，謀求為僱員提供安全可靠的工作環境並培養科技與管理方面經驗豐富的人才。本集團致力於為僱員提供安全及合適的發展職業、專業性和提升的平台。

Environmental, Social and Governance Report

環境、社會及管治報告



VI. Social Sustainability (Continued)

Employment And Labour Practices (Continued)

1. Employment (Continued)

Law compliance

The human resources policies of the Group strictly adhere to the employment laws and regulations in Hong Kong and the PRC, including the Employment Ordinance, Labour Law of the PRC (中華人民共和國勞動法), and Labour Contract Law of the PRC (中華人民共和國勞動合同法). The Group has also complied with the laws and regulations in respect to the employees' social security schemes that are enforced by the local governments in the PRC and Hong Kong in relation to employee benefits. The Group complies with the laws and regulations relating to social insurance to support employees' social security benefits, including the provision of pension, medical insurance, unemployment insurance, work-related injury insurance and maternity insurance. The human resources department of the Group and its subsidiaries review and update the relevant group policies regularly in accordance with the latest laws and regulations.

Recruitment and promotion

To attract and retain high-calibre staff, the Group offers fair and competitive remuneration and benefits based on the individuals' past performance, qualifications, job experiences and career aspiration. The Group also makes reference to market benchmarks in determining its remuneration and benefit policies. The Group takes various measures to attract candidates such as posting information on the Internet and engaging headhunting companies.

The Group sets periodic plans and budgets to conduct performance evaluation. The promotion report issued by the manager shall be based on the outstanding performance of the employee.

The compensation package of the Group is decided according to employees' capability, past performance and benchmark. In order to motivate and reward existing managers and employees, the Group conducts regular compensation review to ensure that its staff are recognised by the Group appropriately with regard to their working efforts and contributions. Key management staff benefit from share options for the year as a return sharing.

VI. 社會可持續發展 (續)

僱傭及勞工常規 (續)

1. 僱傭 (續)

遵守法律

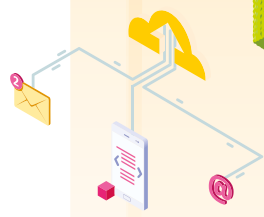
本集團的人力資源政策嚴格遵守中國香港和中國大陸的僱傭法律法規，主要法律法規為《僱傭條例》、《中華人民共和國勞動法》和《中華人民共和國勞動合同法》。本集團亦遵守中國大陸和中國香港的其他強制員工社會保障計劃相關的法律法規。本集團遵守社會保險相關法律法規，支持員工的社會保障福利，包括基本養老保險、醫療保險、失業保險、工傷保險和生育保險。本集團及其附屬集團的人力資源部門根據最新法律及規例定期審閱及更新有關集團政策。

招聘及晉升

為吸引及留聘高質量的員工，本集團按個人的過往表現、素質、工作經驗及事業抱負提供公平、具競爭力的薪酬及福利。本集團亦於釐定其薪酬及福利政策時以市場標準水平作為參考。本集團還採納了一系列措施促進人員招募，例如在網絡上張貼信息和僱用獵頭公司。

本集團設定週期計劃和預算進行績效評估。由管理層發佈的晉升報告需基於僱員的出色業績。

本集團根據應徵者個人素質、過往表現、市場標準水平等，商定僱員薪酬福利。為激勵和獎勵現有管理層和員工，本集團定期進行薪酬檢討以保證僱員的工作成果和貢獻得到本集團的適當認可。主要管理層人員從本年度的購股權中受益，共享回報。



VI. Social Sustainability (Continued)

Employment And Labour Practices (Continued)

1. Employment (Continued)

Recruitment and promotion (Continued)

Meanwhile, any appointment, promotion or termination of employment contract would be based on reasonable, lawful grounds and internal policies, such as staff handbook. The Group strictly prohibits any kinds of unfair or unreasonable dismissals.

Working hours and leave

The Group has formulated its own internal policies based on local employment laws for determining working hours and leave for employees. In addition to basic paid annual leave and statutory holidays stipulated by the employment laws of the local governments, employees may also be entitled to additional paid leave entitlements such as marriage leave, maternity leave, sick leave and birthday leave.

Equal opportunity and anti-discrimination

As an equal opportunity employer, the Group is committed to creating a fair, respectful and diversified working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. For instance, training and promotion opportunities, dismissals and retirement policies are based on factors irrespective of the employees' age, gender, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors. The equal opportunity policy allows zero tolerance in relation to any workplace discrimination, harassment or vilification in accordance with local ordinances and regulations, such as Disability Discrimination Ordinance and Sex Discrimination Ordinance. Employees are encouraged to report any incidents, involving discrimination to the human resources department of the Group. The Group will take responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to such incidents in strict compliance with national and local laws and regulations.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

1. 僱傭(續)

招聘及晉升(續)

同時，本集團任何聘用、晉升或終止勞動合同都必須符合當地法規，並有合理依據，例如參照僱員手冊上的內部規定。本集團嚴格禁止任何不正當或不合理的解僱。

工作時數及假期

本集團已制定內部政策，並根據地方就業法等法律制定僱員工作時數及假期政策。除地方政府就業法規定的基本帶薪年假和法定假期外，僱員還可以享有婚假、產假、病假和生日假等額外假期待遇。

平等機會及反歧視

作為平等機會僱主，本集團致力於在所有人力資源及就業決策中促進反歧視及創造平等機會，從而營造一個公平競爭、相互尊重及多元化的工作環境。例如，培訓及晉升機會、解僱及退休政策不以僱員的年齡、性別、婚姻狀況、懷孕狀況、家庭狀況、殘疾、種族、膚色、血統、民族、國籍、宗教信仰或任何其他非工作相關因素為依據。本集團的平等機會政策，根據當地條例及規例，如《殘疾歧視條例》和《性別歧視條例》，對任何工作場所的歧視、騷擾或受害行為實施零容忍。本集團鼓勵僱員向人力資源部門報告任何涉嫌歧視的事件。本集團將負責嚴格遵守國家及地方有關法律及規例對該等事件進行評估、處理、記錄及採取任何必要的紀律處分。

Environmental, Social and Governance Report

環境、社會及管治報告



VI. Social Sustainability (Continued)

Employment And Labour Practices (Continued)

1. Employment (Continued)

Other benefits and welfare

In terms of internal communication, effective two-way communication between the general staff and managerial staff is highly encouraged within the Group. The employees maintain timely and smooth communication with each other and with the management through means, such as emails, regular meetings and social networks. The interactive communication system plays a beneficial role in the decision-making process of the Group. Maintaining a barrier-free employer-employee relationship helps create a productive and pleasant working environment.

The Group also emphasizes the team spirit and care towards the employees. For daily welfare, RMB500 will be offered weekly to the technical department for purchasing food to the staffs in the technical department. Besides, nutritious congee is provided to executives during overtime work. In addition, the Group has hosted Executive Dinner 2019 and a series of holiday celebration activities for all employees in FY2019, such as Programmer's Day providing donuts to the technical staff, Changyou Dumpling Making Festival in April and Christmas Food Festival offering roast chicken and pizza. All employees in the Group were engaged to make mooncake together to celebrate the Mid-Autumn Festival.

During the year under review, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, leave, equal opportunity, diversity, anti-discrimination, other benefits and welfare that have a significant impact on the Group.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

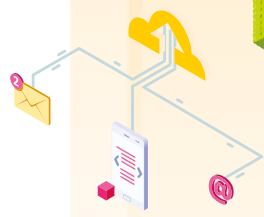
1. 僱傭(續)

其他待遇及福利

在內部交流方面，本集團相當鼓勵一般職員與管理人員之間進行有效的雙向溝通。僱員透過電郵、定期會議及社交網絡等各種途徑，在彼此及與管理層之間保持適時及順暢的溝通。互動式的通訊系統對本集團作出決策的過程起到有利作用，維繫毫無隔膜的勞資關係有助營造高效及愉快的工作環境。

本集團亦強調團隊精神及對員工的關懷。就日常福利而言，每星期向技術部門提供人民幣500元，用於為技術部門的員工購買食物。此外，加班期間會為主管人員提供營養粥。此外，本集團於二零一九財年舉辦了二零一九年主管晚宴，並為全體員工舉辦了一系列節日慶祝活動，例如為技術人員提供甜甜圈的程序員節、四月的暢由包餃子節以及提供烤雞及披薩的聖誕美食節。本集團全體員工共同參與製作月餅以慶祝中秋節。

於回顧年度內，本集團在薪酬及解僱、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方面，嚴格遵守對本集團有重大影響的相關法律及規例。



VI. Social Sustainability (Continued)

Employment And Labour Practices (Continued)

2. Health and Safety

To provide and maintain good working conditions and a safe and healthy working environment for its employees, the Group has established work safety and health policies that are in line with various laws and regulations stipulated by the HKSAR Government and the State Council of the PRC. The specific laws and regulations are Occupational Safety and Health Ordinance and Employees' Compensation Ordinance, Occupational Disease Prevention Law of the PRC (中華人民共和國職業病防治法) and Regulation on Work-Related Injury Insurance (工傷保險條例).

The Group has established internal policies and process and required employees to comply with the policies relating to occupational health and safety measures. The Administrative Department regularly inspects the effectiveness of the safety measures. During the year under review, the Group provided occupational safety training to employees including accident management and occupational health and safety. The Group prohibits smoking and drinking in working areas and runs regular cleaning on air-conditioning system and disinfection on the carpet. The Group has also installed air purifiers in office spaces to improve the air quality of workplaces.

In FY2019, no work-related fatalities and no lost days due to work injury had occurred in the Group's related activities. During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

2. 健康與安全

為了給僱員提供及維持良好的工作條件及安全健康的工作環境，本集團已制定符合香港政府和中國國務院訂立的各項法律及規定的工作安全與健康政策。健康與安全相關的主要法律及規例主要為《職業安全及健康條例》、《僱員補償條例》、《中華人民共和國職業病防治法》和《工傷保險條例》。

本集團已建立內部政策並要求員工遵守職業健康與安全有關的法律法規。行政部門定期檢查安全措施的有效性。在回顧年度內，本集團為僱員提供職業安全培訓，包括應急管理和職業健康與安全。本集團禁止在工作區域內抽煙和酗酒，並定期對空調系統進行清洗、對地毯進行消毒。本集團更於辦公室場所設置空氣清新機，以改善僱員工作場所的空氣質素。

於二零一九財年，本集團的相關活動未發生與工作有關的死亡事故和工傷造成的損失工作日。在回顧年度內，本集團並無違反任何對本集團有重大影響的與提供安全工作環境和保護僱員免受職業危害的相關法律及規例。

Environmental, Social and Governance Report

環境、社會及管治報告



VI. Social Sustainability (Continued)

Employment And Labour Practices (Continued)

3. Development and Training

The Group offers comprehensive training and development programmes to its staff in order to strengthen their work-related skills and knowledge. The purpose is to improve the Groups' overall operational efficiency through the internal platform. The Group emphasizes on personal development.

The Group provides integrated induction training for newly recruited staff to understand our corporate culture, business processes, work health and safety, management system and group development. For other employees, the Group prepares training materials annually and provides internal training, including specialists' lecture, through online platform.

The Group encourages outstanding employees to attend external trainings for enhancing their competitiveness and expanding their capacity through continuous learning. The Group may arrange external training organisations and trainers to provide job-related trainings to its employees.

The Group aims to foster a learning culture that could strengthen its employees' professional knowledge, so as to benefit the Group as employees are expected to achieve better working performance after receiving appropriate training.

4. Labour Standards

The Group strictly abides by the Employment Ordinance, Labour Law of the PRC (中華人民共和國勞動法), Labour Contract Law of the PRC (中華人民共和國勞動合同法) and other related labour laws and regulations in Hong Kong and the PRC to prohibit any child labour or forced labour employment.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

3. 發展及培訓

本集團向員工提供全面的培訓及發展計劃，以加強其工作技能和知識。目的是為了通過內部平台提升集團整體的運營效率。本集團強調個人發展。

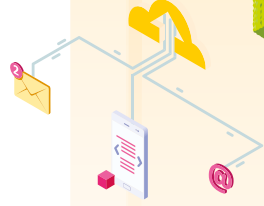
本集團為新入職的員工提供綜合入職培訓，以瞭解集團的企業文化、業務流程、工作健康與安全、管理體系及集團發展。對於其他員工，本集團每年編製培訓資料，並通過在線平台提供內部培訓，包括專家講座。

本集團也鼓勵優秀員工參加外部培訓，以提升自身競爭力並通過不斷學習提高個人能力。本集團可能安排外部培訓機構及導師為其僱員提供職業培訓。

本集團銳意培養學習文化，充實僱員的專業知識，期望僱員接受適當培訓後提升工作表現，使本集團受惠。

4. 勞工準則

本集團嚴格遵守中國香港和中國大陸的法律法規，如：《僱傭條例》、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等相關勞動法律法規，以禁止僱用任何童工及強制勞工。



VI. Social Sustainability (Continued)

Employment And Labour Practices (Continued)

4. Labour Standards (Continued)

To combat against illegal employment on child labour, underage workers and forced labour, the Group's human resources staff requires job applicants to provide valid identity documents before confirmation of employment to ensure that the applicants are lawfully employable. All the personal information provided during recruitment should be real and effective. If there is any mendacious information, the Group will terminate the employment according to relevant laws and regulations. The Human Resources Department of the Group is responsible to monitor and ensure compliance by the Group with the latest relevant laws and regulations that prohibit child labour and forced labour.

During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to the prevention of child and forced labour that have a significant impact on the Group.

Operating Practices

5. Supply Chain Management

As a socially responsible enterprise, it is critical for the Group to maintain and manage a sustainable and reliable supply chain that makes minimal negative impacts on the environment and society. The Group cooperates with a number of merchants in e-commerce business supplying affordable luxury, personal care, cosmetics and health care products. All suppliers that the Group employed during the year are from Mainland China. Each of the operating subsidiaries within the Group monitors the quality of its suppliers and their supply chain practice on a strict and continuous basis.

Suppliers should have brand authorisation and distribution license to guarantee no counterfeit or pirated products in the Group's supply chain. The Group's Legal Department and Audit Department supervise the supplier's selection process in a lawful, fair and transparent manner. Purchasing Management Department is responsible for establishment and maintaining the assessment records of suppliers. Furthermore, the Group conducts comprehensive evaluation of approved suppliers annually to enhance the effectiveness of the Group's risk management in terms of environmental and social aspects in supply chain management.

VI. 社會可持續發展(續)

僱傭及勞工常規(續)

4. 勞工準則(續)

為打擊童工、未成年人和強迫勞動力的非法就業，本集團人力資源部要求所有員工在確認就業之前提供有效的身份證明，確保申請人合法受僱。在招聘過程中，提供的個人資料必須真實有效。如果隱瞞事實，本集團有權依照有關法律、法規終止就業。本集團的人力資源部門亦須確保本集團遵守禁止童工及強制勞工的最新相關法律及規例。

於回顧年度內，本集團在防止童工或強制勞工方面，並無違反任何對本集團有重大影響的相關法律及規例。

營運慣例

5. 供應鏈管理

作為一個對社會負責的企業，維持和管理一個對環境和社會的負面影響極小的可持續發展的供應鏈對本集團至關重要。本集團與多家電子商務商家合作，提供輕奢品、護理、化妝品及保健品。本集團於本年度使用的所有供應商均來自中國大陸。本集團內各營運附屬公司嚴格持續地監察其供應商的品質及供應鏈慣例。

供應商應有品牌授權和分銷許可證，以保證本集團供應鏈中不存在假冒或盜版產品。本集團法律部門及審計部門監督供應商以合法、公平、透明的方式挑選產品。採購管理部門負責建立和維護供應商評估記錄。此外，本集團每年對合格供應商進行綜合評估，以提升本集團風險管理在供應鏈管理的環境及社會方面的有效性。

Environmental, Social and Governance Report

環境、社會及管治報告



VI. Social Sustainability (Continued)

Operating Practices (Continued)

5. Supply Chain Management (Continued)

The Group maintains a list of qualified suppliers based on its assessment on products' quality, price competitiveness, delivery track record, qualification, capability, product applicability and reputation. Also, the Group maintains close communication with various suppliers to ensure that the suppliers' businesses comply with local laws and regulations in their operating countries and regions, and operate in good faith by adhering to their business ethics such as prohibition on employing child and forcing labour and maintaining high levels of quality control and their respective environmental and social responsibilities. In order to lower the environmental impact, the Group conducted interview on environmental pollution and corresponding measures to deal with pollution.

The Sales Department collects the feedback from customers and market data to the Procurement Department for purchase planning. The Group monitors the market preferences and preforms the site inspection periodically to investigate the production facilities and warehouse environment of the supplier to ensure the reliability and safety of the supply chain. For those products which have received relatively more customers' complaints, the Group is responsible to replace and remove them from shelves.

6. Product Responsibility

Law compliance

In order to protect the legitimate rights and interests of end-users and consumers and to strengthen the supervision and control of the quality of products, the Group strictly abides by relevant laws and regulations on products safety and health, advertising and labelling including Law of the PRC on Product Quality (中華人民共和國產品質量法), Food Safety Law of the PRC (中華人民共和國食品安全法), Administrative Measures for Online Trading (網絡交易管理辦法), Anti-Unfair Competition Law of the PRC (中華人民共和國反不正當競爭法), Law of the PRC on the Protection of Consumer Rights and Interests (中華人民共和國消費者權益保護法) and Contract Law of the PRC (中華人民共和國合同法).

VI. 社會可持續發展(續)

營運慣例(續)

5. 供應鏈管理(續)

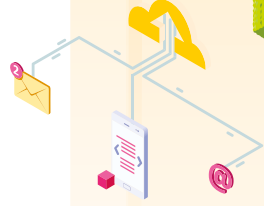
本集團根據對產品質量、價格競爭力、交付記錄、品質、功能、產品適用性和聲譽的評估，維持合格供應商名單。本集團還與各供應商保持緊密溝通，以確保供應商的業務遵守其營運國家和地區的法律法規，並通過遵守如嚴禁僱用童工和強制勞工、保持高水平的質量控制和其相應的環境與社會責任的道德規範誠信經營。為了降低環境影響，本集團進行了環境污染訪談和相應的污染處理措施。

銷售部門收集客戶的反饋和市場數據給採購部門進行採購規劃。本集團會監查市場偏好並定期進行現場檢查，調查供應商的生產設備及倉庫環境，以確保供應鏈的可靠性及安全性。對於客戶投訴率較高的產品，本集團有責任更換產品並將其下架。

6. 產品責任

遵守法律

為保護終端用戶和消費者的合法權益、加強對產品質量的監督管理，本集團嚴格遵守產品安全與健康、廣告和商標相關的法律法規，包括《中華人民共和國產品質量法》、《中華人民共和國食品安全法》、《網絡交易管理辦法》、《中華人民共和國反不正當競爭法》、《中華人民共和國消費者權益保護法》及《中華人民共和國合同法》。



VI. Social Sustainability (Continued)

Operating Practices (Continued)

6. Product Responsibility (Continued)

Law compliance (Continued)

To reduce the quality risk of bulk products, the Group is responsible for removing the questionable products from shelves, returning to the relevant suppliers and accepting for unconditional return from customers if there has a recall on products. Also, the Group believes that the pre-measures on product quality controls shall be sufficient to prevent the quality problems on bulk purchases.

Complaints

The Group has service hotline, Customer Service Department and APP to collect customer feedbacks. Generally, the Customer Service Department reply after receiving the complaint for the product and services in a short time frame. All of these measures strengthen the product offerings and service quality, and consequently enable the Group staying competitive in the market.

Advertising

To ensure all the sales materials are providing accurate and precise descriptions and information to customers which comply with the relevant laws and regulations for local operations such as Advertising Law of the PRC (中華人民共和國廣告法), the Group is required to strictly follow the relevant laws and regulations. Any misrepresentation or exaggeration advertisements are strictly prohibited. The Administrative Department has closely monitored released marketing materials and product labelling to prevent inappropriate or exaggerated advertisement. If there is any violation with the internal guidelines, the Group would carry out corrective action immediately. In addition, the latest regulations released by the government are regularly reviewed by the Group.

VI. 社會可持續發展(續)

營運慣例(續)

6. 產品責任(續)

遵守法律(續)

為降低散裝產品的質量風險，本集團負責將有問題的產品從貨架上移除，退回給相關供應商，並在產品召回時接受客戶的無條件退貨。此外，本集團認為，產品質量控制的預先措施能夠有效防止批量採購的質量問題。

投訴

本集團設有服務熱線、客戶服務部門及APP以收集顧客意見。一般情況下，客戶服務部門在收到產品及服務的投訴的短時間後作出回應。所有這些措施都加強了產品供應和服務質量，從而使本集團在市場上保持競爭力。

廣告

為確保所有銷售材料為客戶提供符合當地運營相關法律法規(如《中華人民共和國廣告法》)的精準描述及信息，本集團須嚴格遵守相關法律法規。任何虛假陳述或誇張廣告都是嚴格禁止的。行政部門密切監測發佈的營銷材料和產品標籤，以防止不恰當或誇大的廣告。如果有任何違反內部指引事件，本集團將立即採取糾正措施。此外，本集團定期檢視政府公佈的最新規定。

Environmental, Social and Governance Report

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VI. Social Sustainability (Continued)

Operating Practices (Continued)

6. Product Responsibility (Continued)

Customer Privacy

The Group undertakes to comply with the Personal Data (Privacy) Ordinance and the relevant PRC laws and regulations to ensure that the rights and interests of customers are strictly protected. Information collected by the Group from its customers would only be used for the purpose for which it has been collected. The Group prohibits the provision of customer information to a third party without authorisation of the customer. The employees are educated to enhance the awareness of the data release risks and sign the confidentiality agreement. The IT department sets obstruction between office and commercial net to prevent unauthorized data use, exportation and copy.

Intellectual Property Right

The Group is committed to protect and respect intellectual property rights by prohibiting any use of unauthorised or unlicensed software in our operations. The Group undertakes to comply with the Copyright Ordinance (版權條例), Trade Marks Ordinance (商標條例), Trademark Law of the PRC (中華人民共和國商標法), Copyright Law of the PRC (中華人民共和國著作權法) and Patent Law of the PRC (中華人民共和國專利法) to ensure that the intellectual property is strictly protected.

7. Anti-corruption

To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the local laws and regulations relating to anti-corruption and bribery, irrespective of the area or country where the Group conducts its business, such as Law of the PRC on Anti-money Laundering (中華人民共和國反洗錢法), Criminal Law of the PRC (中華人民共和國刑法) and the Prevention of Bribery Ordinance (防止賄賂條例).

VI. 社會可持續發展 (續)

營運慣例 (續)

6. 產品責任 (續)

客戶私隱

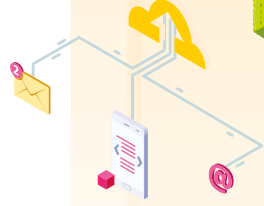
本集團承諾遵守《個人資料(私隱)條例》及有關中國法律法規，以確保客戶權益受到嚴格保護。本集團從客戶處收集的信息僅用於收集目的。未經客戶授權，本集團禁止向第三方提供客戶信息。員工接受教育以提高對數據洩漏的風險意識並簽署保密協議。IT部門設置辦公室和商業網絡之間的隔斷，以防止未經授權的數據使用、導出和複製。

知識產權

本集團致力保護及尊重知識產權，禁止在我們的營運中使用任何未經授權或未經許可的軟件。本集團承諾遵守《版權條例》、《商標條例》、《中華人民共和國商標法》、《中華人民共和國著作權法》及《中華人民共和國專利法》，以確保知識產權受到嚴格保護。

7. 反貪污

為了維持一個公平、道德和高效的商業和工作環境，不論本集團在哪個國家和地區開展業務，本集團嚴格遵守當地反貪污和賄賂的相關法律法規，如《中華人民共和國反洗錢法》、《中華人民共和國刑法》及《防止賄賂條例》。



VI. Social Sustainability (Continued)

Operating Practices (Continued)

7. Anti-corruption (Continued)

The Group has formulated staff handbooks based on the Group's anti-corruption, anti-fraud and anti-bribery policies, which set out that:

- Employees are prohibited from requiring, charging or accepting any form of benefits from persons, companies or organizations that have business dealings with the Group.
- Employees and all those who have business dealings with the Group, including customers and suppliers, are encouraged to proactively report suspected misconduct within the Group.

All employees are expected to discharge their duties with integrity and self-disciplined, and they are required to abstain from engaging in any activities related to bribery, extortion, fraud and money laundering which might affect their business decision or independent judgment during business operations which might exploit their positions against the Group's interests.

The Group has no tolerance to any corruption and set whistle-blowing policy to report any corruption. Relevant evaluation, consultation, investigation and punishment are written in the whistle-blowing policy. Whistle-blowers can report verbally or in writing to the department or the senior management of the Group for any suspected misconduct with full details and supporting evidence. The management will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group advocates a confidentiality mechanism to protect the whistle-blowers against unfair dismissal or victimisation through security regimes. Where criminality is suspected, a report is made to the relevant regulators or law enforcement authorities when the management considers necessary. During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

VI. 社會可持續發展(續)

營運慣例(續)

7. 反貪污(續)

本集團已根據本集團的反貪污、反欺詐及反賄賂政策制定員工手冊，其中包括：

- 禁止僱員向與本集團有業務來往之人士、公司或機構要求、收取或接受任何形式之利益。
- 鼓勵僱員及所有與本集團有業務往來之人士，包括客戶、供應商，主動舉報本集團內之懷疑屬不當行為。

所有僱員在履行其工作職責時須恪守誠信，自我約束，且不得參與任何於業務營運過程中可能影響其商業決策或獨立判斷並可能利用其職務之便進行任何損害本集團利益的賄賂、勒索、欺詐及洗黑錢相關活動。

本集團對任何貪污行為零容忍，並制定舉報政策舉報貪污行為。有關評估、諮詢、調查和處罰都寫在舉報政策中。舉報人可以口頭或書面形式向本集團的部門或高級管理層報告任何涉嫌不當行為，並提供全部細節和證據。管理層將對任何可疑或違法行為進行調查，以保護本集團的利益。本集團倡導建立保密機制，通過保安制度保護舉報人免遭不公平解僱和傷害。如果涉嫌犯罪，將於管理層認為必要時向相關監管機關或執法部門報告。於回顧年度內，本集團在防止賄賂、勒索、欺詐及洗黑錢方面，並無違反對本集團有重大影響的任何相關法律及規例。

Environmental, Social and Governance Report

環境、社會及管治報告



VI. Social Sustainability (Continued)

Community

8. Community Investment

The Group always adheres to the mission of giving back to the community to make various contributions to the community and sees the interests of the community as one of its social responsibilities.

The Group encourages our employees to actively participate in volunteering and public service to help people in need and to shoulder the responsibility of giving back to the community. In FY2019, the Group organized staff to conduct regular blood donation activities to the Hong Kong Red Cross.

Looking ahead, the Group will do its utmost to fulfill its social responsibilities and establish close and long-term relationships with the community and work together to build a harmonious society.

VI. 社會可持續發展(續)

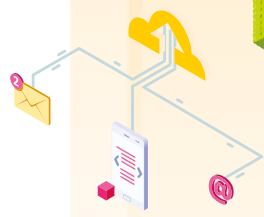
社區

8. 社區投資

本集團一直堅持回饋社會的使命，積極為社區作出貢獻，並將社區的利益視為其社會責任之一。

本集團鼓勵我們的員工積極參與志願行動及公益服務，幫助社會困難人群，肩負回饋社會的責任。本集團於二零一九財年組織員工向香港紅十字會進行例行捐血活動。

展望未來，本集團將竭盡所能履行應有的社會責任，並與社區建立密切長遠的聯繫，同心協力締造和諧社會。



VII. Appendix

1. Appendix 1 – Overview of Key Performance Indicator

Environmental Performance

Key Environmental Performance Indicators 關鍵環境績效指標

Aspect A1 Emission

層面A1排放物

KPI A1.1 Types of emissions and respective emission data

排放物種類及相關排放數據

Nitrogen oxides (NO_x)

氮氧化物(NO_x)

Sulphur oxides (SO_x)

硫氧化物(SO_x)

Particulate matters (PM)

固體顆粒(PM)

KPI A1.2 Greenhouse gas emissions

溫室氣體排放

Scope 1 Direct greenhouse gas emission

範圍1直接溫室氣體排放

Scope 2 Indirect greenhouse gas emission

範圍2間接溫室氣體排放

Scope 3 Other indirect greenhouse gas emission

範圍3其他間接溫室氣體排放

Total greenhouse gas emission

溫室氣體總排放量

KPI A1.3

Hazardous waste

有害廢棄物

Total hazardous Waste

有害廢棄物總量

Intensity per employee

每名僱員密度

KPI A1.4

Non-hazardous waste

無害廢棄物

Total non-hazardous waste

無害廢棄物總量

Intensity per employee

每名僱員密度

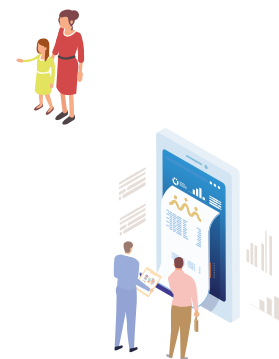
VII. 附錄

1. 附錄一—關鍵績效指標概覽

環境績效

	2019 二零一九年	2018 二零一八年	2017 二零一七年	Unit 單位
KPI A1.1 Types of emissions and respective emission data				
Nitrogen oxides (NO _x)	6.9	7.1	4.1	kg 千克
Sulphur oxides (SO _x)	0.3	0.4	0.1	kg 千克
Particulate matters (PM)	0.5	–	–	kg 千克
KPI A1.2 Greenhouse gas emissions				
Scope 1 Direct greenhouse gas emission	39.4	35.7	18.6	tonnes 噸
Scope 2 Indirect greenhouse gas emission	157.4	76.9	74.9	tonnes 噸
Scope 3 Other indirect greenhouse gas emission	98.0	85	66	tonnes 噸
Total greenhouse gas emission	294.8	197.6	159.5	tonnes 噸
KPI A1.3 Hazardous waste				
Total hazardous Waste	negligible 可忽略不計	0	0	tonnes 噸
Intensity per employee	negligible 可忽略不計	0	0	tonnes 噸
KPI A1.4 Non-hazardous waste				
Total non-hazardous waste	19.1	3.5	1.8	tonnes 噸
Intensity per employee	84.9	12.1	5.8	kg 千克

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VII. Appendix (Continued)

VII. 附錄(續)

1. Appendix 1 – Overview of Key Performance Indicator (Continued)

1. 附錄一—關鍵績效指標概覽(續)

Environmental Performance (Continued)

環境績效(續)

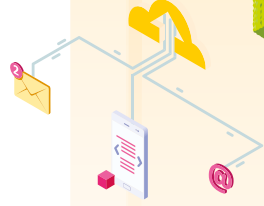
Key Environmental Performance Indicators 關鍵環境績效指標

	2019 二零一九年	2018 二零一八年	2017 二零一七年	Unit 單位
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Aspect A2 Use of resources

層面A2資源使用

KPI A2.1	Energy consumption 能源消耗				
	Non-renewable energy consumption 不可再生能源消耗	195.6	–	–	MWh 兆瓦時
	Energy purchased 購買電力	190.0	239.7	97.5	MWh 兆瓦時
	Total energy consumption 能源總耗量	385.6	–	–	MWh 兆瓦時
	Intensity per employee 每名僱員密度	1.7	–	–	MWh 兆瓦時
KPI A2.2	Water consumption 耗水量				
	Total Consumption 總耗水量	11,981.3	70	54.7	m ³ 立方米
	Intensity per employee 每名僱員密度	53.3	0.2	0.2	m ³ 立方米
KPI A2.3	Total packaging materials 包裝材料總量				
	Plastic 塑料	negligible 可忽略不計	–	–	tonnes 噸
	Paper 紙張	negligible 可忽略不計	–	–	tonnes 噸
	Metal 金屬	negligible 可忽略不計	–	–	tonnes 噸
	Total packaging materials 包裝材料總量	negligible 可忽略不計	–	–	tonnes 噸
	Packaging material intensity 包裝材料密度	negligible 可忽略不計	–	–	tonnes per m ³ 噸每立方米



VII. Appendix (Continued)

1. Appendix 1 – Overview of Key Performance Indicator (Continued)

Social Performance

Key Social Performance Indicators 關鍵社會績效指標

Aspect B1 Employment

層面B1僱傭

KPI B1.1 Total workforce

僱員總數

Gender

性別

Employment type

僱傭類型

Age group

年齡組別

Geographical Region

地區

Female

女

Male

男

General manager or above

總經理或更高層級

Senior manager

高級經理

Officer, clerk

高級職員、職員

General staff

普通員工

19 or below

19歲或以下

20-29

20至29歲

30-39

30至39歲

40-49

40至49歲

50 or above

50歲或以上

Hong Kong

香港

Mainland China

中國大陸

France

法國

社會績效

2019
二零一九年

2018
二零一八年

2017
二零一七年

91

–

–

134

–

–

8

–

–

51

–

–

143

–

–

23

–

–

0

–

–

69

–

–

121

–

–

27

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8

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10

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214

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VII. 附錄 (續)

1. 附錄一 – 關鍵績效指標概覽 (續)

社會績效

2019
二零一九年

2018
二零一八年

2017
二零一七年

91

–

–

134

–

–

8

–

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51

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143

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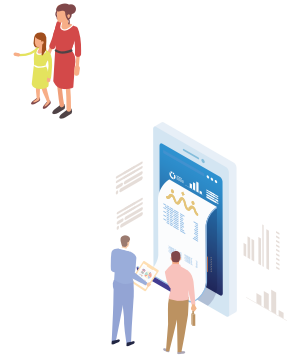
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Environmental, Social and Governance Report 環境、社會及管治報告



VII. Appendix (Continued)

VII. 附錄(續)

1. Appendix 1 – Overview of Key Performance Indicator (Continued)

1. 附錄一—關鍵績效指標概覽(續)

Social Performance (Continued)

社會績效(續)

Key Social Performance Indicators 關鍵社會績效指標

2019 二零一九年	2018 二零一八年	2017 二零一七年
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KPI B1.2 Employee turnover rate 僱員流失比率

Gender 性別

Female
女

47

—

—

Male
男

89

—

—

Age group 年齡組別

19 or below
19歲或以下

0

—

—

20-29

53

—

—

20至29歲

30-39

71

—

—

30至39歲

40-49

12

—

—

40至49歲

50 or above
50歲或以上

0

—

—

Geographical Region 地區

Hong Kong
香港

1

—

—

Mainland China
中國大陸

135

—

—

France
法國

0

—

—

Aspect B2 Health and safety

層面B2健康與安全

KPI B2.1 Work-related Fatalities 因工作關係而死亡

0

—

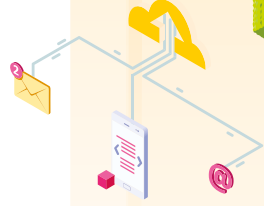
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KPI B2.2 Lost days due to work injury 因工傷損失工作日數

0

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VII. Appendix (Continued)

1. Appendix 1 – Overview of Key Performance Indicator (Continued)

Social Performance (Continued)

Key Social Performance Indicators 關鍵社會績效指標

Aspect B3 Development and Training

層面B3發展及培訓

KPI B3.1 Number of trained employees
受訓僱員人數

Gender
性別

Female
女

Male
男

Employee category
僱員類別

General Manager or Above
總經理或更高層級

Senior Manager
高級經理

Officer, Clerk
高級職員、職員

General Staff
普通員工

KPI B3.2 Average training hours completed
完成受訓的平均時數

Gender
性別

Male
女

Female
男

Employee category
僱員類別

General Manager or Above
總經理或更高層級

Senior Manager
高級經理

Officer, Clerk
高級職員、職員

General Staff
普通員工

VII. 附錄(續)

1. 附錄一—關鍵績效指標概覽(續)

社會績效(續)

	2019 二零一九年	2018 二零一八年	2017 二零一七年
--	---------------	---------------	---------------

Aspect B3 Development and Training 層面B3發展及培訓			
KPI B3.1 Number of trained employees 受訓僱員人數			
Gender 性別			
Female 女	109	—	—
Male 男	176	—	—
Employee category 僱員類別			
General Manager or Above 總經理或更高層級	6	—	—
Senior Manager 高級經理	71	—	—
Officer, Clerk 高級職員、職員	183	—	—
General Staff 普通員工	25	—	—
KPI B3.2 Average training hours completed 完成受訓的平均時數			
Gender 性別			
Male 女	3.2	—	—
Female 男	3.4	—	—
Employee category 僱員類別			
General Manager or Above 總經理或更高層級	1	—	—
Senior Manager 高級經理	5.9	—	—
Officer, Clerk 高級職員、職員	2.5	—	—
General Staff 普通員工	2.5	—	—

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VII. Appendix (Continued)

VII. 附錄(續)

1. Appendix 1 – Overview of Key Performance Indicator

1. 附錄一—關鍵績效指標概覽(續)

(Continued)

Social Performance (Continued)

社會績效(續)

Key Social Performance Indicators

2019

2018

2017

關鍵社會績效指標

二零一九年

二零一八年

二零一七年

Aspect B6 Product Responsibility

層面B6產品責任

KPI B6.1 Total products sold or shipped subject to recalls
已售或已運送產品總數中須回收

0

-

-

KPI B6.2 Number of Complaints
投訴數目

2,922

-

-

Aspect B7 Anti-corruption

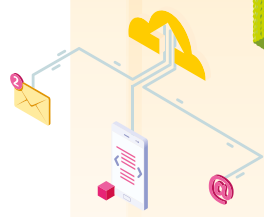
層面B7反貪污

KPI B7.1 Number of legal cases
訴訟案件的數目

0

-

-



VII. Appendix (Continued)

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Aspect A1: Emission

層面A1：排放物

General
Disclosure
一般披露

Information on:
(a) The policies; and
(b) Compliance with relevant laws and regulations that have a significant impact on the issuer

Comply

8

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：

遵守

(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 A1.1 The types of emissions and respective emissions data
排放物種類及相關排放數據

Comply
遵守

9-10, 29

KPI A1.2 Greenhouse gas emissions in total and, where appropriate, intensity
溫室氣體總排放量及(如適用)密度

Comply
遵守

9-10, 29

KPI A1.3 Total hazardous waste produced and, where appropriate, intensity
所產生有害廢棄物總量及(如適用)密度

Comply
遵守

9-11, 29

KPI A1.4 Total non-hazardous waste produced and, where appropriate, intensity
所產生無害廢棄物總量及(如適用)密度

Comply
遵守

9-11, 29

KPI A1.5 Description of measures to mitigate emissions and results achieved
描述減低排放量的措施及所得成果

Comply
遵守

13

KPI A1.6 Description of how hazardous and non-hazardous wastes are handles, reduction initiatives and results achieved
描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果

Comply

11

遵守

Aspect A2: Use of Resources

層面A2：資源使用

VII. 附錄(續)

2. 附錄二 – 索引

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Aspect A1: Emission

層面A1：排放物

General
Disclosure
一般披露

Information on:
(a) The policies; and
(b) Compliance with relevant laws and regulations that have a significant impact on the issuer

Comply

8

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：

遵守

(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 A1.1 The types of emissions and respective emissions data
排放物種類及相關排放數據

Comply
遵守

9-10, 29

KPI A1.2 Greenhouse gas emissions in total and, where appropriate, intensity
溫室氣體總排放量及(如適用)密度

Comply
遵守

9-10, 29

KPI A1.3 Total hazardous waste produced and, where appropriate, intensity
所產生有害廢棄物總量及(如適用)密度

Comply
遵守

9-11, 29

KPI A1.4 Total non-hazardous waste produced and, where appropriate, intensity
所產生無害廢棄物總量及(如適用)密度

Comply
遵守

9-11, 29

KPI A1.5 Description of measures to mitigate emissions and results achieved
描述減低排放量的措施及所得成果

Comply
遵守

13

KPI A1.6 Description of how hazardous and non-hazardous wastes are handles, reduction initiatives and results achieved
描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果

Comply

11

遵守

Aspect A2: Use of Resources

層面A2：資源使用

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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	Comply 遵守	12
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及/或間接能源總耗量及密度	Comply 遵守	12-13, 15, 30
KPI A2.2	Water consumption in total and intensity 總耗水量及密度	Comply 遵守	11, 14-15, 30
KPI A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	Comply 遵守	13
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題, 以及提升用水效益計劃及所得成果	Comply 遵守	14
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)每生產單位佔量	Comply 遵守	30

Aspect A3: The Environment and Natural Resources

層面A3: 環境及天然資源

General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	Comply 遵守	17
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	Comply 遵守	17

Aspect B1: Employment

層面B1: 僱傭

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2. 附錄二 – 索引(續)

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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	Comply 遵守	12
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及/或間接能源總耗量及密度	Comply 遵守	12-13, 15, 30
KPI A2.2	Water consumption in total and intensity 總耗水量及密度	Comply 遵守	11, 14-15, 30
KPI A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	Comply 遵守	13
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題, 以及提升用水效益計劃及所得成果	Comply 遵守	14
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)每生產單位佔量	Comply 遵守	30

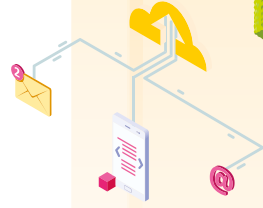
Aspect A3: The Environment and Natural Resources

層面A3: 環境及天然資源

General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	Comply 遵守	17
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	Comply 遵守	17

Aspect B1: Employment

層面B1: 僱傭



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General
Disclosure
一般披露

Information on:
(a) the policies; and
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare

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

(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

Comply

17-20

遵守

KPI B1.1

Total workforce by gender, employment type, age group and geographical region

按性別、僱傭類型、年齡組別及地區劃分的僱員總數

Comply

31

遵守

KPI B1.2

Employee turnover rate by gender, employment type, age group and geographical region

按性別、年齡組別及地區劃分的僱員流失比率

Comply

32

遵守

Aspect B2: Health and Safety

層面B2：健康與安全

General
Disclosure
一般披露

Information on:
(a) the policies; and
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards

有關提供安全工作環境及保障僱員避免職業性危害的：

(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

Comply

21

遵守

KPI B2.1

Number and rate of work-related fatalities

因工作關係而死亡的人數及比率

Comply

21, 32

遵守

KPI B2.2

Lost days due to work injury

因工傷損失工作日數

Comply

21, 32

遵守

KPI B2.3

Description of occupational health and safety measures adopted, 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

Comply

21

遵守

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Comply

17-20

遵守

Comply

31

遵守

Comply

32

遵守

Comply

21

遵守

Comply

21, 32

遵守

Comply

21, 32

遵守

Comply

21

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Aspect B3: Development and Training

層面B3：發展及培訓

General

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

Comply

22

Disclosure

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

遵守

KPI B3.1

The percentage of employees trained by gender and employee category (e.g. senior management, middle management)

Comply

33

按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比

遵守

KPI B3.2

The average training hours completed per employee by gender and employee category

Comply

33

按性別及僱員類別劃分，每名僱員完成受訓的平均時數

遵守

Aspect B4: Labour Standards

層面B4：勞工準則

General

Information on:

Comply

22-23

Disclosure

(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

遵守

一般披露

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

遵守

KPI B4.1

Description of measures to review employment practices to avoid child and forced labour

Comply

22-23

描述檢討招聘慣例的措施以避免童工及強制勞工

遵守

KPI B4.2

Description of steps taken to eliminate such practices when discovered

Comply

22-23

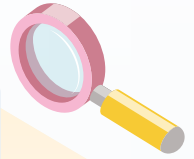
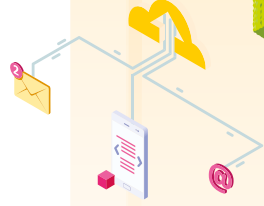
描述在發現違規情況時消除有關情況所採取的步驟

遵守

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2. 附錄二—索引(續)

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Aspect B5: Supply Chain Management

層面B5：供應鏈管理

General

Policies on managing environmental and social risks of the supply chain

Comply

23-24

Disclosure

管理供應鏈的環境及社會風險政策

遵守

一般披露

KPI B5.1

Number of suppliers by geographical region

Comply

23

按地區劃分的供應商數目

遵守

KPI B5.2

Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored

Comply

23-24

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

遵守

Aspect B6: Product Responsibility

層面B6：產品責任

General

Information on:

Comply

24-26

Disclosure

(a) the policies; and

一般披露

(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：

遵守

(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

Comply

34

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

遵守

KPI B6.2

Number of products and service related complaints received and how they are dealt with

Comply

34

接獲關於產品及服務的投訴數目以及應對方法

遵守

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KPI B6.3	Description of practices relating to observing and protecting intellectual property rights 描述與維護及保障知識產權有關的慣例	Comply 遵守	26
KPI B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序	Comply 遵守	24-25
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	Comply 遵守	26
Aspect B7: Anti-corruption			
層面B7：反貪污			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料	Comply 遵守	26-27
KPI 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	Comply 遵守	34
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	Comply 遵守	26-27
Aspect B8: Community Investment			
層面B8：社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策	Comply 遵守	28

VIII. Verification Statement



Scope and Objective

Hong Kong Quality Assurance Agency (“HKQAA”) conducted an independent verification for the Environmental, Social and Governance Report 2019 (“the Report”) of Changyou Alliance Group Limited (“Changyou Alliance”). The Report states the sustainability performance of Changyou Alliance for the period of 1st January 2019 to 31st December 2019.

The objective of this verification was to provide a reasonable assurance on the reliability of the contents stated in the Report. The Report has been prepared in accordance with the Appendix 27 “Environmental, Social and Governance Reporting Guide (“ESG Guide”)” of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited.

Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion. The extent of this verification process undertaken covered the criteria set in the ESG Guide.

HKQAA’s verification process included verifying the mechanisms for collecting, calculating and reporting the sustainability performance information, reviewing relevant documented information, interviewing responsible personnel with accountability for preparing the Report and verifying selected representative samples of data and information. Raw data and supporting evidence of the selected samples were thoroughly examined during the verification process.

Independence

Changyou Alliance was responsible for the collection and preparation of the information presented. HKQAA did not involve in the collection and calculation of data or the compilation of the reporting contents. Our verification activities were entirely independent from Changyou Alliance.

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環境、社會及管治報告



Conclusion

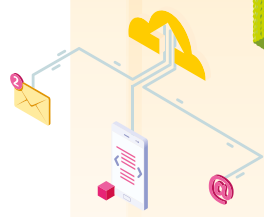
Based on the verification results, HKQAA has obtained reasonable assurance and concluded that:

- The Report has been prepared in accordance with the requirements of the ESG Guide;
- The Report covers the sustainability performance of Changyou Alliance in a balanced, clear, comparable, and timely manner including description of material sustainability aspects; and
- The data and information disclosed in the Report are reliable and complete.

Nothing has come to HKQAA's attention that the selected sustainability performance information and data stated in the Report has not been prepared and presented fairly and honestly, in all material aspects, in accordance with the verification criteria. Overall, the Report reflects truthfully the sustainability performance of Changyou Alliance and is commensurate with its sustainability context and materiality of Changyou Alliance.

Signed on behalf of Hong Kong Quality Assurance Agency

KT Ting
Director, Strategic Services Development
July 2020



VIII.核實聲明



範圍及目的

香港品質保證局已對暢由聯盟集團有限公司(「暢由聯盟」)《二零一九年環境、社會及管治報告》(「報告」)的全部內容進行獨立驗證。報告陳述了暢由聯盟於二零一九年一月一日至二零一九年十二月三十一日期間有關可持續發展方面工作的表現。

此核實聲明的目的是對報告所記載內容之可靠性提供合理保證。報告是根據香港聯合交易所有限公司主板上市規則附錄二十七《環境、社會及管治報告指引》的要求編製。

保證程度和核實方法

此次驗證工作是依據國際審計與核證準則委員會發佈的國際核證聘用準則第3000號(修訂版)「歷史財務資料審計或審閱以外的核證聘用」執行。我們制定的證據收集過程旨在獲得該準則中所訂定的合理水平的保證，以確保能擬定核實結論。核實的內容是按照《環境、社會及管治報告指引》所載標準而定。

香港品質保證局核實過程包括驗證了可持續發展表現資料收集、計算和彙報的機制，檢閱相關文件資料，與負責編製報告的代表面談，選取具有代表性的數據和資料樣本進行查核。相關樣本的原始數據和支援證據亦於核實過程中經過詳細審閱。

獨立性

暢由聯盟負責收集和準備所有在報告內陳述的資料。香港品質保證局不涉及收集和計算此報告內的數據或參與編撰此報告。香港品質保證局的核實過程完全獨立於暢由聯盟。

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



結論

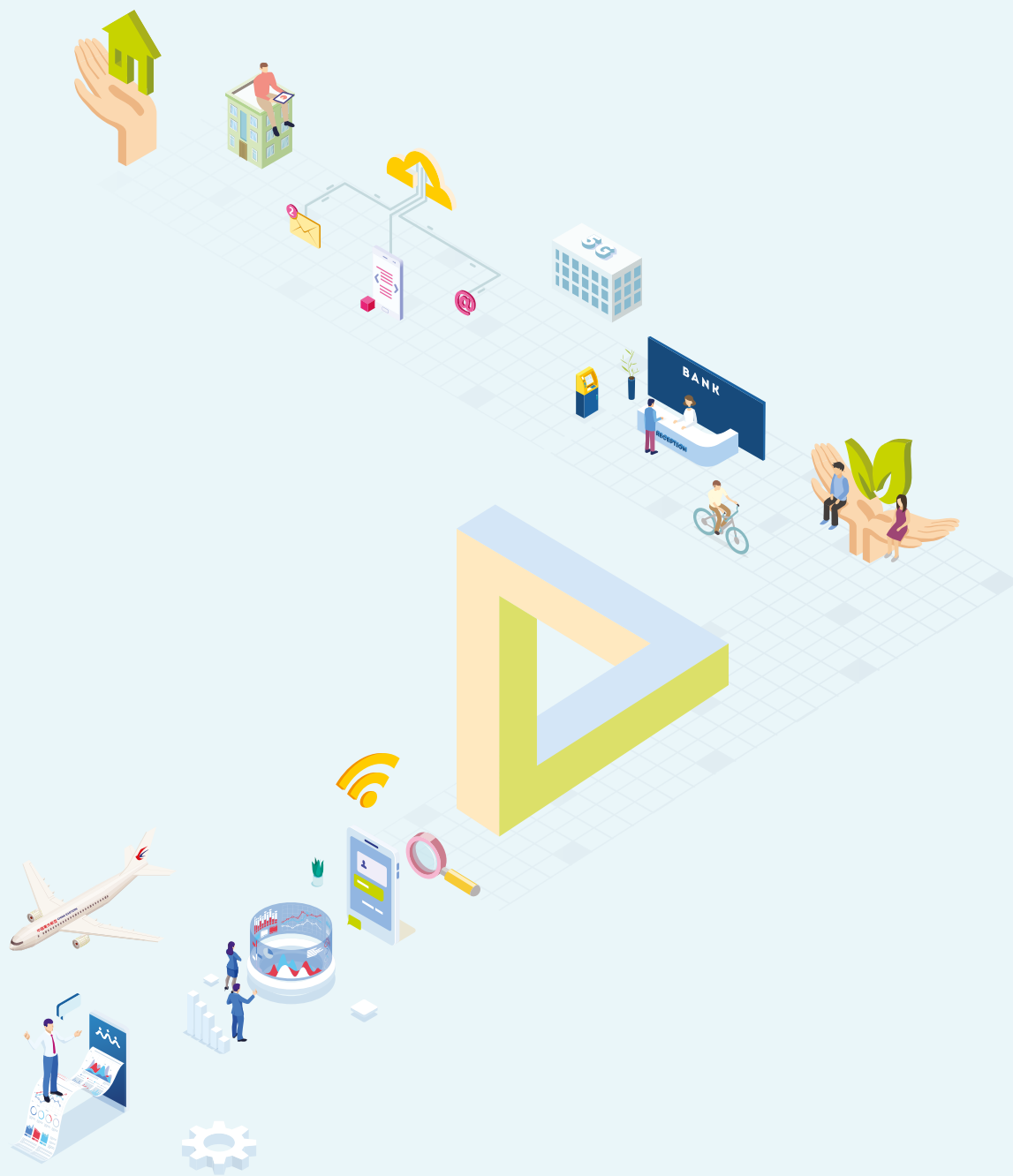
基於是次的核實結果，香港品質保證局對報告作出合理保證並總結：

- 報告是按照《環境、社會及管治報告指引》的要求編製；
- 報告平衡、清晰、具比較性和及時地載述暢由聯盟的可持續發展表現，包括重要的可持續發展範疇闡述；及
- 報告內披露的數據和資料可靠完整。

根據驗證準則，香港品質保證局沒有發現在報告內闡述的可持續發展表現資料和數據在所有重要方面未公平和如實地作出編製及呈報。總體而言，報告能如實地反映暢由聯盟的可持續發展表現並與其具體的可持續發展情況和重要性相稱。

香港品質保證局代表簽署

丁國滔
策略服務發展總監
二零二零年七月



暢由聯盟集團有限公司
CHANGYOU ALLIANCE GROUP LIMITED