



GET HOLDINGS LIMITED 智易控股有限公司*

(Incorporated in the Cayman Islands and continued in Bermuda with limited liability)
(於開曼群島註冊成立及於百慕達存續之有限公司)

Stock code 股份代號 : 8100

2017

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

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THIS ESG REPORT

GET Holdings Limited (the “Company”) is pleased to present the Environmental, Social, and Governance (“ESG”) Report (the “ESG Report”) for the year ended 31 December 2017 (the “Reporting Period”). This ESG Report describes the policies and activities of the Company and its subsidiaries (collectively known as the “Group”) in relation to two subject areas, namely Environmental and Social, during the Reporting Period as required by the “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide”) in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited (the “GEM Listing Rules”) and Rule 17.103 under Chapter 17 of the GEM Listing Rules. For more information on our corporate governance, please refer to the “Corporate Governance Report” on pages 33 to 52 of the annual report of the Company for the year ended 31 December 2017.

SCOPE OF THIS ESG REPORT

The principal activity of the Company is investment holding. The Group is principally engaged in (i) research, development and distribution of personal computer performance software, anti-virus software, mobile phone applications and toolbar advertisements, (ii) securities investment, (iii) money lending, and (iv) provision of corporate management solutions and information technology (“I.T.”) contract services (collectively known as the “Core Business”) during the Reporting Period. Meanwhile, the operation in relation to the provision of insurance and mandatory provident fund schemes brokerage services was discontinued during the Reporting Period. During the Reporting Period, our principal place of business is in Hong Kong. This ESG Report mainly covers the Core Business in Hong Kong during the Reporting Period.

OUR SUSTAINABILITY VALUES

As a good corporate citizen, we are committed to creating sustained value for stakeholders by incorporating environmental, social and governance considerations into our operation with an aim to be a positive force to our environment and the community. The Group believes that sustainable development of the Group not only encapsulates our environmental performance but is also rooted in the Core Business practices and our relationship with our shareholders, employees, users and suppliers. Details of our management approach in environmental and social aspects of the Core Business can be found in the different sections of this ESG Report.

關於本環境、社會及管治報告

智易控股有限公司(「本公司」)欣然呈列截至二零一七年十二月三十一日止年度(「報告期間」)之環境、社會及管治(「環境、社會及管治」)報告(「環境、社會及管治報告」)。本環境、社會及管治報告根據香港聯合交易所有限公司GEM證券上市規則(「GEM上市規則」)附錄20「環境、社會及管治報告指引」(「環境、社會及管治報告指引」)及GEM上市規則第17章第17.103條之規定說明本公司及其附屬公司(統稱「本集團」)於報告期間關於環境及社會兩個主要範疇之政策及活動。有關我們企業管治之更多資料，請參閱本公司截至二零一七年十二月三十一日止年度之年報第33至52頁之「企業管治報告」。

本環境、社會及管治報告範疇

本公司之主要業務活動是投資控股。本集團於報告期間主要從事(i)研究、開發及分銷個人電腦性能軟件、防毒軟件、流動電話應用程式及工具欄廣告；(ii)證券投資；(iii)借貸；及(iv)提供企業管理解決方案及資訊科技(「資訊科技」)合約服務(統稱為「核心業務」)。同時，提供保險及強制性公積金計劃經紀服務的相關業務已於報告期間終止經營。於報告期間，我們的主要營業地點為香港。本環境、社會及管治報告主要涵蓋於報告期間在香港的核心業務。

可持續發展價值

作為良好的企業公民，我們致力於營運過程中納入環境、社會及管治考慮因素，為持份者締造可持續價值，藉此為環境以至社區作出正面貢獻。本集團相信本集團的可持續發展不只包括我們的環境表現，亦植根於核心業務常規及我們與股東、僱員、用戶及供應商的關係。我們在核心業務的環境及社會方面的管理方針詳情載於本環境、社會及管治報告的各個章節。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

STAKEHOLDERS' ENGAGEMENT

持份者參與

We believe that understanding the views of our stakeholders lays a solid foundation for the long-term growth and success of the Group. We have identified our employees, customers, investors and shareholders, suppliers and business partners and community at large as our key stakeholder groups. In daily business activities, we communicate with different stakeholders through multiple channels as below:

我們深信了解持份者的意見為本集團的長期增長及成功鋪奠穩固基石。我們將僱員、客戶、投資者及股東、供應商及業務夥伴及廣大社區識別作我們的主要持份者群組。在日常業務活動中，我們透過各種渠道與不同持份者溝通，詳情如下：

Stakeholders 持份者	Concerns 關注事項	Communication mechanisms 溝通機制
Employees 僱員	<ul style="list-style-type: none"> - Providing safe and suitable working environment for staff 為員工提供安全及合適的工作環境 - Career development 事業發展 - Democratic communication 民主溝通 - Rights and interests of employees 僱員的權利及權益 - Remuneration and welfare 薪酬及福利 	<ul style="list-style-type: none"> - Email 電郵 - Staff performance evaluation 員工表現評估 - Staff recreational activities 員工康樂活動 - Staff training 員工培訓
Customers 客戶	<ul style="list-style-type: none"> - Product and service quality 產品及服務質素 - Technological innovation 技術創新 - Complying with applicable laws and being responsible for product and service liability 遵守適用法例，履行產品及服務責任 - Respecting customer privacy and information security 尊重客戶私隱及保障資料安全 	<ul style="list-style-type: none"> - Customer service hotline 客戶服務熱線 - Email 電郵 - Social media platforms 社交媒體平台 - Company website 公司網站

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Stakeholders 持份者	Concerns 關注事項	Communication mechanisms 溝通機制
Investors and shareholders 投資者及股東	<ul style="list-style-type: none"> - Corporate governance 企業管治 - Financial performance 財務表現 - Information disclosure 資料披露 - Protection of investors' and shareholders' interests 保障投資者及股東權益 - Improving operating efficiency to generate stable returns in the long run 提升經營效率，長遠創造穩健回報 	<ul style="list-style-type: none"> - Email 電郵 - Annual general meetings 股東週年大會 - Company website 公司網站 - Reports, announcements and other publications 報告、公告及其他刊物
Suppliers and business partners 供應商及業務夥伴	<ul style="list-style-type: none"> - Complying with applicable laws and eradicating corruption behaviour 遵守適用法例，杜絕貪污行為 - Maintaining sound cooperation relationship for mutual growth 保持良好合作關係，共同成長 - Formulating stringent procurement system and controlling risks 制定嚴謹的採購制度，控制風險 - Sunshine purchase 陽光採購 	<ul style="list-style-type: none"> - Email 電郵 - Business negotiations 業務磋商 - Contracts and agreements 合約及協議
Community 社區	<ul style="list-style-type: none"> - Community development support 支持社區發展 - Enhancing the environmental protection consciousness of staff and encouraging them to make commitment to the society 增強員工環保意識，鼓勵員工貢獻社會 - Developing innovative products to bring convenience to the society 開發創新產品為社會帶來便利 	<ul style="list-style-type: none"> - Email 電郵 - Company website 公司網站 - Social media platforms 社交媒體平台

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STAKEHOLDERS' FEEDBACK

We value and pay active attention to the expectations and demands of stakeholders for the ESG performance of the Group. We welcome stakeholders' feedback on our ESG approach and performance. Suggestions can be sent to us via the following:

Address: 21/F, China Hong Kong Tower, 8-12 Hennessy Road,
Wan Chai, Hong Kong
Phone number: (852) 2110 8100
Website: <http://www.geth.com.hk>
Email: info@geth.com.hk

ENVIRONMENTAL

We recognise the importance of maintaining environmental sustainability in our daily operation and act in compliance with the laws and regulations relating to environmental protection and pollution control, such as Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong), Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong) and Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong). The Group is a service-oriented enterprise mainly with office operations, the daily business of which does not generate material direct emissions, industrial pollutants, sewage and hazardous waste. Nevertheless, we pay high attention to environmental protection in establishing a green corporation.

(a) Energy

We recognised that consumption of our purchased electricity at the workplaces accounts for our major indirect greenhouse gas ("GHG") emissions. Total electricity consumption from two of our leased offices in Wan Chai and North Point for the Reporting Period was approximately 49,930 kWh and energy consumption intensity was approximately 12.89 kWh per square feet of gross floor area, producing CO₂ equivalent emission of approximately 39.44 tonnes. The intensity of CO₂ equivalent emission was approximately 0.01 tonnes per square feet of gross floor area.

To reduce the energy consumption and the amount of carbon emission, we encourage the employees to set the computers to automatic standby or sleep mode and switch off all idle electrical devices or lights before leaving office. We set the temperature of air-conditioners to an energy-efficient level, best at 24-26 °C. In addition, when buying new electronic office equipment, preference will be given to those with Grade 1 energy label. We also encourage the use of telephone and video conference to minimise the travelling of directors and staff.

Along with the effective implementation of the corresponding policies and measures by employees, the Group believed that the staff awareness on saving energy has been increased and expected that our carbon emission could be reduced effectively.

持份者之反饋意見

我們重視及密切關注持份者對本集團環境、社會及管治表現的期望及要求。我們歡迎持份者對我們的環境、社會及管治方針及表現發表反饋意見，並透過下列渠道向我們寄發建議：

地址：香港灣仔軒尼詩道8-12號
中港大廈21樓
電話號碼：(852) 2110 8100
網站：<http://www.geth.com.hk>
電郵：info@geth.com.hk

環境

我們深明維持日常業務的環境可持續性的重要性，並按照有關環境保護及污染管制的法律及規例行事，例如香港法例第358章《水污染管制條例》、香港法例第311章《空氣污染管制條例》及香港法例第354章《廢物處置條例》。本集團是以服務為本的企業，主要涉及辦公室營運，日常業務並無產生重大直接排放物、工業污染物、污水及有害廢棄物。儘管如此，我們高度重視環境保護以成為綠色企業。

(a) 能源

我們確認於辦公場所消耗購買電力是我們主要的間接溫室氣體（「溫室氣體」）排放來源。我們於灣仔及北角的兩間租賃辦公室於報告期間的總耗電量約為49,930千瓦時及能源消耗密度約為每平方呎建築面積約12.89千瓦時，產生約39.44噸二氧化碳當量。二氧化碳當量排放密度為每平方呎建築面積約0.01噸。

為減少能源消耗及碳排放量，我們鼓勵僱員將電腦設定成自動待機或睡眠模式，並於下班時關閉所有閒置電器設備或電燈。我們將空調溫度設定於節能水平，24-26°C最為適宜。此外，購置新辦公電器設備時，首選貼有一級能源標籤者。我們亦鼓勵使用電話及視像會議，以盡量減少董事及員工的差旅。

隨著僱員有效實施相應政策及措施，本集團相信員工節約能源的意識已得到加強，預計我們的碳排放有望有效減少。

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(b) Water

As the Group does not conduct any business relating to manufacturing, it does not encounter any issue in sourcing water that is fit for purpose. Our key water usage arises from consumption in offices, including toilet flushing, water tap and drinking water. We operate in leased office premises of which water supply and discharge are controlled by building management who considered provision of water usage data to individual occupant not feasible. In order to promote better utilisation and conservation of water resources, we have executed the following measures during our daily operation:

- Remind staff to turn off water taps after use
- Place posters related to saving water resource in prominent places to encourage water conservation

(c) Non-hazardous waste

As the operations of the Core Business mainly focus on financial services and provision of software products and I.T. related services, we do not involve any handling of the hazardous wastes or packaging material. The Group believes that our business activities do not have significant impacts on the environment and natural resources. The non-hazardous waste of the Group are mainly paper waste and waste generated from the daily operating activities in office.

During the Reporting Period, non-hazardous waste generated from print paper was approximately 560 kg, representing intensity of approximately 9 kg per employee. To minimise production of non-hazardous waste, the following key procedures have been implemented:

- Place boxes and trays beside photocopiers as containers to collect single-sided paper for reuse and used paper for recycling
- Encourage the use of digital document and double-sided printing and copying
- Recycling areas have been provided in offices to promote paper recycling
- Encourage employees to use e-mails or notice board for internal communication

(b) 水資源

由於本集團並無進行任何製造業相關業務，故在獲取適用水資源時並無遇到任何問題。我們的用水主要源於辦公室消耗，包括沖廁、水龍頭及飲用水。我們於租賃辦公室場所經營業務，其水供應及排放均由大廈管理處控制，而大廈管理處認為向個別租戶提供用水數據並不可行。為宣傳有效使用及節約水資源，我們已於日常營運中執行下列措施：

- 提醒員工使用後關閉水龍頭
- 在當眼位置張貼有關「節約水資源」的海報，以鼓勵節約用水

(c) 無害廢棄物

由於核心業務的營運主要集中於金融服務及提供軟件產品和資訊科技相關服務，故我們並無涉及有害廢棄物或包裝材料的處理。本集團相信我們的業務活動並無對環境及天然資源造成重大影響。本集團的無害廢棄物主要為辦公室日常經營活動中產生的廢紙及垃圾。

於報告期間，源自印刷紙的無害廢棄物約為560公斤，即密度為每名僱員約9公斤。為減少無害廢棄物的產生，我們已實施下列主要措施：

- 放置紙箱及紙盒於影印機旁，以便收集單面紙作循環再用及回收廢紙
- 鼓勵使用數碼文件及雙面打印及複印
- 於辦公室提供回收區以宣傳紙張回收
- 鼓勵僱員使用電郵或告示板作內部通訊

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- Promote a “think before you copy” attitude: sharing some documents with co-workers and print only the number of copies required
- Avoid using single-use disposable items

With the implementation of the measures above, we believe the objectives of saving energy, reducing waste and preserving the environment can be achieved.

EMPLOYMENT

As competition in labour market is intense, it is getting more and more difficult to retain talented employees. We are committed to retaining talented staffs through providing competitive salaries and benefits, offering employees continuous on-the-job training and development and creating a work environment in which work-life balance is supported. We have entered into individual employment contracts with our employees that comply with the relevant laws and regulations covering matters on working hours and rest periods.

During recruitment and staff promotion process, we provide equal opportunity for all people regardless of sex, marital status, family status or disability. Our judgment is based on their qualifications, experience, skills, potential and performance. Performance appraisal and counselling are offered to employees on annual basis. The purpose of our performance appraisal not solely evaluate their abilities to meet the Company's expectations. More importantly, it acts as an opportunity for us to reward those exceeds our expectations. It also provides the perfect chance for employees to discuss with management their concerns and ideas. We strive to retain employees; however, in case of voluntary resignation or dismissal, we follow all requirements regarding the termination of employment as stipulated in the Employment Ordinance (Chapter 57 of the Laws of Hong Kong).

The Group's remuneration policy is based on principle of equality, motivation, performance oriented and market-competitiveness, and in accordance with the statutory requirements of the respective jurisdictions where the employees are engaged. Remuneration packages are normally reviewed on an annual basis. Apart from salary payments, other staff benefits including provident fund contributions, medical insurance and performance-related bonus are provided to employees. A share option scheme is also established to reward and motivate the employees of the Group.

- 推廣「複印前要多三思」心態：與同事共用若干文件，僅打印所需數量的文件
- 避免使用一次性即棄物品

實施上述措施後，我們深信能夠實現節能、減廢及環保的目標。

僱傭

由於勞動市場競爭激烈，我們愈來愈難挽留精英僱員。我們致力透過提供具競爭力的薪金及福利、為僱員提供持續在職培訓及發展及締造一個支持工作與生活平衡的工作環境，來挽留精英員工。我們已與僱員訂立個別僱傭合約，其內容符合相關法律及規例並涵蓋工作時數及假期。

於招聘及員工晉升過程中，我們給予全體候選人公平的機會，不論性別、婚姻狀況、家庭狀況或殘障。我們根據彼等的資歷、經驗、技術、潛力及表現作出判斷。我們每年為僱員提供表現評核及輔導。表現評核的目的並非單單評估其能力是否符合本公司的期望，更重要的是我們可藉此機會嘉許該等超乎我們期望的員工，亦為僱員提供最適當的時機，與管理層討論其關注事項及意見。我們努力挽留僱員，然而，倘屬於自願辭職或遣散，我們會遵從香港法例第57章《僱傭條例》所訂明有關終止僱傭的所有規定。

本集團乃基於平等、激勵、以表現為導向及市場競爭力的原則，並根據聘用僱員所在司法權區各自的法例規定制定薪酬政策。薪酬待遇通常每年檢討。除薪金付款外，我們亦向員工提供其他員工福利，包括公積金供款、醫療保險及與表現掛鈎之花紅。本集團亦設有購股權計劃以獎勵及激勵僱員。

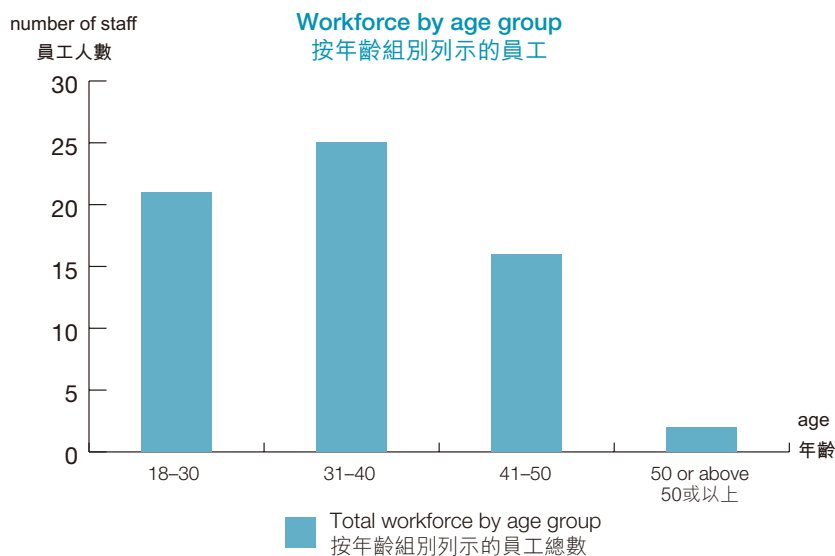
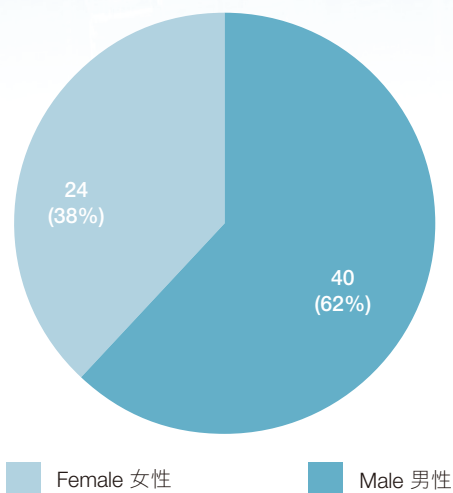
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As at 31 December 2017, we have a total 64 full-time staff of the Core Business. Our total workforce by gender and age as of 31 December 2017 are shown in the following charts:

於二零一七年十二月三十一日，我們的核心業務合共有64名全職員工。於二零一七年十二月三十一日，按性別及年齡列示的員工總數呈示於下圖：

Workforce by gender
按性別列示的員工



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The Group was not aware of any material non-compliance with any relevant laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, such as Employment Ordinance (Chapter 57 of the Laws of Hong Kong), Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong) and Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong), that have a significant impact on the Group for the Reporting Period.

(a) Health and safety

As a people-oriented organisation, we place the employees' health and safety in top priority and strive to provide them with a safe, healthy and well-protected work environment. We are committed to providing a safe and healthy working environment for the employees by implementing the following key measures:

- Ensuring all workplaces under the Group's control are safe and pose no threat to health
- Encouraging the staff to attend fire drill
- Providing sufficient first-aid kits at workplaces
- Carrying out inspection for any unsafe condition and fix it immediately
- Prohibiting smoking in all enclosed areas within the offices

With the above measures, no work-related fatalities or lost days due to work injury were recorded and the Group was not aware of any material non-compliance with the relevant laws and regulations such as Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong), that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards for the Reporting Period.

(b) Work-life balance

We attach great importance to the psychological and physical well-being of our people. For encouraging work-life balance and maintaining a harmonious relationship among employees, apart from providing five-day work arrangement, different social activities have been organised for employees during the Reporting Period. We reinforced team spirit and a stronger sense of belongings through these activities.

於報告期間，本集團並不知悉有任何嚴重違反涉及補償和解僱、招聘和晉升、工作時數、假期、平等機會、多元化、反歧視，及其他待遇和福利等方面任何相關法律及規例(如香港法例第57章《僱傭條例》、香港法例第608章《最低工資條例》及香港法例第485章《強制性公積金計劃條例》)而對本集團造成重大影響的情況。

(a) 健康及安全

作為一家以人為本的機構，我們將僱員的健康及安全視為重中之重，努力為彼等提供安全、健康及有妥善保障的工作環境。我們矢志為僱員提供安全及健康的工作環境，就此實行以下主要措施：

- 確保在本集團監管的所有工作場所均為安全及不存在健康威脅
- 鼓勵員工參與消防演習
- 於工作場所提供足夠的急救箱
- 檢查是否有任何不安全狀況並立即修正
- 在辦公室所有室內區域嚴禁吸煙

於報告期間，通過上述措施，並無錄得任何工作相關傷亡或因工傷而損失天數，本集團亦不知悉在涉及提供安全工作環境及保護僱員避免職業性危害方面存在任何嚴重違反相關法律及規例(例如香港法例第509章《職業安全及健康條例》)而對本集團造成重大影響的情況。

(b) 工作與生活平衡

我們非常重視員工的精神及身體健康。於報告期間，為鼓勵僱員的工作與生活平衡及維持和諧的工作關係，除每週五日工作安排外，我們亦為僱員組織各類社交聚會。我們透過該等活動加強團隊精神及培養更強歸屬感。

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(c) Training and development

Through providing development and training opportunities to our employees, we believe it not only helps the professional development of employees, but also, in return, supports the growth of our Group. Internal training courses have been provided to employees to ensure that they are equipped with relevant skills for their work. We also encourage our employees to participate external work-related seminars and workshops about regulatory compliance and corporate governance, etc. to enrich their knowledge in discharging their duties at work.

LABOUR STANDARDS

The Group fully understands that the exploitation of child and forced labour are universally prohibited, and therefore takes the responsibility against child and forced labour very seriously. To combat against illegal employment on child labour, underage workers and forced labour, prior to confirmation of employment, the human resources department of the Group requires job applicants to provide valid identity documents to ensure that the applicants are lawfully employable. The human resources department is responsible for monitoring and ensuring compliance of all relevant laws and regulations that prohibit child labour and forced labour. If the Group discovers such case, the employment will be immediately terminated.

The Group will not work with any suppliers which are known to have engaged employee who is younger than the minimum employment age of the relevant country or the maximum age of compulsory education.

The Group was not aware of any non-compliance with the relevant laws and regulations relating to prevention of use of child or forced labour, such as Employment of Children Regulations (Chapter 57B of the Laws of Hong Kong), that have a significant impact on the Group for the Reporting Period.

SUPPLY CHAIN MANAGEMENT

The Group's major business suppliers include providers of I.T., premises, legal, professional and other business services. They are not considered to pose significant environmental and social risks to the Group's business operations.

The Group has maintained high level of ethical standards for choosing the right supplier through careful selection and continuous measurement. In selecting our suppliers, we will take into account various factors, such as (i) quality of services; (ii) costs; (iii) safety management; and (iv) relevant qualifications (if applicable). We require our suppliers to maintain a high standard of quality for the services provided, and to comply with and have in place adequate occupational health and safety and environmental protection procedures (if applicable) in accordance with all applicable laws and regulations.

(c) 培訓及發展

我們認為，向僱員提供發展及培訓機會不僅有助僱員的專業發展，亦支持本集團發展壯大。我們亦向僱員提供內部培訓課程，確保彼等具備相關工作技能。我們亦鼓勵僱員參加與工作相關的外部講座及有關監管合規及企業管治等的工作坊，豐富其知識，助彼等履行工作職責。

勞工準則

本集團深明利用童工及強制勞工乃普遍禁止的情況，因此認真對待杜絕童工及強制勞工的責任。為打擊非法僱傭童工、未成年工人及強制勞工現象，於確認僱傭關係前，本集團人力資源部要求應聘者提供有效身份文件以確保申請人可合法受聘。人力資源部負責監控和確保遵守禁止童工及強制勞工的所有相關法律及規例。倘本集團發現有關情況，則僱傭關係將立即終止。

本集團將不會與聘用年齡低於相關國家最低僱傭年齡或最高強制教育年齡員工的供應商合作。

於報告期間，本集團並不知悉有任何違反涉及避免使用童工或強制勞工的相關法律及規例（例如香港法例第57B章《僱用兒童規例》）而對本集團造成重大影響的情況。

供應鏈管理

本集團的主要業務供應商包括資訊技術、物業、法律、專業及其他業務服務供應商。彼等對於本集團的業務營運不構成重大環境及社會風險。

本集團已維持高水準的道德標準，以透過審慎甄選及持續計量，挑選正確的供應商。於甄選供應商時，我們將考慮多項因素，如(i)服務質素；(ii)成本；(iii)安全管理；及(iv)相關資格（如適用）。我們要求供應商就所提供服務維持高標準的質量，並根據所有適用法律及規例遵守和設有足夠的職業健康及安全以及環保程序（如適用）。

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PRODUCT RESPONSIBILITY

We provide technical support to the customers of our software products on an as-needed basis to enhance our product performance. This typically comes in the form of ongoing maintenance, updates, upgrades as well as debugging exercises. Before launching a new product in the market, development team of the Group will generate a demo version for testing, internal review and optimisation.

We value every customer and always work hard to provide customers with satisfactory products and services. Refund policy is in place for most of our software products, such as Advanced SystemCare, Advanced SystemCare Ultimate, IObit Malware Fighter and Driver Booster. In order to ensure that all customers have enough time to evaluate whether the purchased software product and service meet their needs, a 60-day money-back guarantee has also been provided.

In addition, in order to provide good after-sales services to our customers of software business, besides responding to customers' requests via email, technical support acquired from a third party is also available to all of them. If there are complaints from users, we will work out specific solutions and make prompt reply to the users. We concern about complaint from customers as it can improve product and service quality, which in turn helps our business to maintain the competitiveness in the market.

Due to our business nature, the Group has easier access to customers' personal or corporate sensitive information. We emphasise the importance of protecting the privacy of the customers and are committed to abiding by Hong Kong's Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) and other relevant laws and regulations at all times in collection, use and handling of client information. The Group prohibits the provision of consumer information to a third party without authorisation from the clients. During the Reporting Period, the Group did not suffer any loss of customer arising from leakage of customer privacy or other service/product problems, nor received any material complaints and claims from customers due to inferior product/service quality.

產品責任

我們按需要為客戶提供軟件產品的技術支援，以增強我們的產品表現，一般以持續維護、更新、升級以及除錯工作等形式進行。於市場上推出新產品前，本集團開發團隊將製作演示版以作測試、內部審閱及優化。

我們重視每名客戶，一直致力為客戶提供令人滿意的產品及服務。我們大部份軟件產品（如Advanced SystemCare、Advanced SystemCare Ultimate、IObit Malware Fighter和Driver Booster）設有退貨政策。為確保所有客戶均有足夠時間評估所購買的軟件產品和服務是否滿足其需求，我們亦提供60日退款保證。

此外，為了向軟件業務的客戶提供優質的售後服務，除用郵件回覆客戶外，從第三方購入的技術支援亦為客戶提供服務。倘用戶提出投訴，我們將制定具體解決方案，並且盡快回覆用戶。我們重視客戶的投訴，因為投訴可改善產品及服務質素，而有助維持我們的業務在市場上的競爭力。

由於我們的業務性質，本集團可輕易查閱客戶個人或企業的敏感資料。我們著重保護客戶隱私的重要性，務求無論何時就收集、使用及處理客戶資料遵循香港法例第486章香港《個人資料(私隱)條例》及其他相關本地法律及規例。本集團嚴禁未經客戶授權向第三方提供客戶資料。於報告期間，本集團並無因洩露客戶隱私或其他服務／產品問題而流失任何客戶，亦無因劣質產品／欠佳服務質素而收到客戶的任何重大投訴及索償。

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Advertisements of the Group do not include any statement, promise or forecast which is false, misleading or deceptive to our customers, in order to comply with the relevant laws and regulations for local operations. Prior to public release of advertisement, the materials are reviewed by senior management for final approval to ensure that there are no erroneous statements. The Group is committed to providing information which is true, accurate and not misleading and making disclosure of all relevant and material information on a timely basis in order to comply with the relevant laws and regulations.

The Group was not aware of any non-compliance with relevant laws and regulations relating to health and safety, advertising, labeling and privacy matters relating to products and services provided that have a significant impact on the Group during the Reporting Period.

ANTI-CORRUPTION

When doing business, we always follow a set of ethical standards to ensure integrity in our business. Whistle-blowing channels are set up for employees to report anonymously any violation on the ethical standards our Group pursues.

Any form of corruption is prohibited within the Group. We strictly monitor the conduct of the Group to ensure compliance with the related laws and regulations. In addition, code of conduct is stipulated in the employee handbook with rules on how employees should behave when conducting business, in particular, to prohibit employees from receiving gifts or benefits and to prevent any conflict of interest and bribery in the daily work of employees.

The Group was not aware of any material non-compliance with the relevant laws and regulations relating to bribery, extortion, fraud and money laundering such as the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong), that have significant impact on the Group during the Reporting Period.

COMMUNITY INVESTMENT

Community investment is one crucial element in fulfilling our corporate social responsibility. We encourage and support our staff to participate in the volunteer services at leisure times. During the Reporting Period, our staff have joined Po Leung Kuk Charity Run, aiming to promote healthy lifestyle among the Group while supporting charity organisations in Hong Kong. The Group is committed to conducting business by taking into consideration the communities' interests and performing its work in an environmental friendly and sustainable way.

本集團的廣告並未包含任何錯誤、誤導或對客戶有欺騙性質的陳述、承諾或預測，以符合當地營運的相關法律及規例。於公開發佈廣告前，有關素材會由高級管理層審閱以作最終批准，確保不存在錯誤陳述。本集團致力提供真實、準確及並無誤導的資料，適時作出一切有關及重大資料披露，以符合相關法律及規例。

於報告期間，本集團並不知悉在涉及所提供的產品與服務的健康和安全、廣告、標籤及隱私問題方面違反任何相關法律及規例，並對本集團造成重大影響的情況。

反貪污

於業務過程中，我們一直遵守一套道德準則，以確保我們業務的誠信。我們為僱員設有舉報渠道，供其以匿名形式舉報任何違反本集團所貫徹的道德準則情況。

本集團杜絕一切形式的貪腐。我們嚴格監控本集團行為，保證遵從相關法律及規例。另外，行為守則亦於僱員手冊內訂明，並載列僱員於進行業務過程中應該如何行事等規則，特別是禁止僱員收取禮物或利益及避免僱員於日常工作中發生任何利益衝突及賄賂情況。

於報告期間，本集團並不知悉在涉及賄賂、勒索、欺詐及洗黑錢等方面存在任何嚴重違反相關法律及規例(例如香港法例第201章《防止賄賂條例》)而對本集團造成重大影響的情況。

社區投資

社區投資是達成我們企業社會責任的一大關鍵元素。我們鼓勵並支持我們的員工業餘時間投身志願者服務。於報告期間，我們的員工參與保良局慈善跑，旨在提倡本集團上下推廣的健康生活方式，同時支持香港慈善機構。本集團務求於進行業務時衡量社會利益，且以環保及可持續方法履行工作。

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REFERENCES TO THE ESG REPORTING GUIDE

環境、社會及管治報告指引內容索引

Subject areas, aspects, general disclosure and key performance indicators (“KPI”) 主要範疇、方面、一般披露及關鍵績效指標(「關鍵績效指標」)	Chapter/Disclosure 章節／披露	Page 頁碼	
A. Environmental A. 環境			
Aspect A1: Emissions 層面A1：排放物			
General Disclosure 一般披露	Information on: 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) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental 環境	5-7
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Environmental 環境	5
KPI A1.2 關鍵績效指標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。	Environmental – (a) Energy 環境 – (a)能源	5
KPI A1.3 關鍵績效指標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。	No material hazardous waste produced during the Reporting Period 報告期間內並未產生重大有害廢物	6
KPI A1.4 關鍵績效指標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。	Environmental – (c) Non-hazardous waste 環境 – (c)無害廢棄物	6
KPI A1.5 關鍵績效指標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。	Environmental 環境	5-7
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, 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。	Environmental – (c) Non-hazardous waste 環境 – (c)無害廢棄物	6-7

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Subject areas, aspects, general disclosure and key performance indicators (“KPI”) 主要範疇、方面、一般披露及關鍵績效指標(「關鍵績效指標」)	Chapter/Disclosure 章節／披露	Page 頁碼
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：資源可能用於生產、儲藏、運輸、建築物內、電子儀器等。	Environmental 環境 5-7
KPI A2.1 關鍵績效指標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。	Environmental – (a) Energy 環境 – (a)能源 5
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	Environmental – (b) Water 環境 – (b)水資源 6
KPI A2.3 關鍵績效指標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。	Environmental – (a) Energy 環境 – (a)能源 5
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency 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。	Environmental – (b) Water 環境 – (b)水資源 6
KPI A2.5 關鍵績效指標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)每生產單位估量。	No packaging material was produced during the Reporting Period 報告期間內並未有產生包裝材料 6
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。	Environmental 環境 5-7
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Environmental 環境 5-7

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Subject areas, aspects and general disclosure 主要範疇、方面及一般披露	Chapter/Disclosure 章節／披露	Page 頁碼
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to preventing child and forced labour.	Labour standards 勞工準則
Operating Practices 營運常規		
Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply chain management 供應鏈管理
Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露	Information on: 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) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer (b) 遵守對發行人有重大影響的相關法律及規例的資料。 relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product responsibility 產品責任

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Subject areas, aspects and general disclosure 主要範疇、方面及一般披露	Chapter/Disclosure 章節／披露	Page 頁碼	
Aspect B7: Anti-corruption 層面B7：反貪污			
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： <ul style="list-style-type: none"> (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. (b) 遵守對發行人有重大影響的相關法律及規例的資料。 	Anti-corruption 反貪污	12
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。	Community investment 社區投資	12

