

# 鑫網易商集團有限公司

FORTUNET E-COMMERCE 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)



# 2018

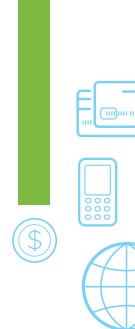
**Environmental, Social and Governance Report**

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



### I. Preamble

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. This environmental, social and governance report (the “Report”) summarises the environmental, social and governance initiatives, plans and performance of Fortunet e-Commerce Group Limited (the “Company”) and its subsidiaries (collectively, the “Group”) during the financial year ended 31 December 2018 (“FY2018”), and shows the economic, social and environmental sustainability of our business activities.

The Group developed its sustainability strategy with aims to create sustainable values to its stakeholders and brought positive impact to the environment and society. In order to carry out the sustainability strategy from top to bottom, the Board of Directors (the “Board”) of the Group has ultimate responsibility for ensuring the effectiveness of the Group’s environmental, social and governance (“ESG”) 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.

We expect 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.

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”).

For the corporate governance practices and more information on the Group, please refer to our 2018 Annual Report.

### I. 引言

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。本環境、社會及管治報告（「本報告」）總結鑫網易商集團有限公司（簡稱「公司」）及其子公司（統稱「本集團」）於二零一八財政年度（截至二零一八年十二月三十一日）（「二零一八財年」）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。

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局的環境、社會及管治（「ESG」）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。

我們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。

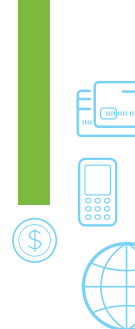
本環境、社會及管治報告依據香港聯合交易所有限公司主板上市規則附錄二十七所載的環境、社會及管治報告指引（「報告指引」）所編製。

有關本集團的企業管治常規及更多資訊，請參閱我們的二零一八年度報告。



# Environmental, Social and Governance Report

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### II. Reporting Period and Scope of the Report

This ESG Report covers the environmental and social performance within the operational boundaries of the Group on digital point business in all operating regions. The reporting period of this ESG Report is FY2018 (from 1 January 2018 to 31 December 2018), unless specifically stated otherwise. This ESG Report will be issued on an annual basis.

### III. Reporting Scope

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>.

### IV. 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 the table below.

### II. 報告涵蓋時期及內容

本ESG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。本ESG報告涵蓋時期如無特別說明為二零一八財年，即由二零一八年一月一日起至二零一八年十二月三十一日止。本報告以年為單位進行發佈。

### III. 報告範圍

除了特別列明以外，我們通過集團及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，並發佈於集團網頁<http://www.fortunetecomm.com>上。

### IV. 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，我們會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，並與各持份者建立和保持相互信任和相互支持的關係。本集團通過下表所列出的溝通管道與利益相關方建立聯繫。

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

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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"> <li>– Employees' compensation and benefits 僱員薪酬和福利</li> <li>– Career development 職業發展</li> <li>– Healthy and safe working environment 健康和安全工作環境</li> </ul>	<ul style="list-style-type: none"> <li>– Performance reviews 僱員表現評估</li> <li>– Meetings and trainings 會議和培訓</li> <li>– Emails, notice boards, hotline, caring activities with management 電子郵件，告示板，熱線，關心管理活動</li> </ul>
Customers 顧客	<ul style="list-style-type: none"> <li>– High quality products and services 高品質的產品和服務</li> <li>– Protect the rights of customers 保障客戶的權利</li> </ul>	<ul style="list-style-type: none"> <li>– Open voting 公開投票</li> <li>– Customer satisfaction survey 顧客滿意度調查</li> <li>– Face-to-face meetings and on-site visits 面對面的會面和現場的訪問</li> <li>– Customer service hotline and email 客戶服務熱線和電子郵件</li> <li>– Industry seminar 工業研討會</li> </ul>
Suppliers 供應商	<ul style="list-style-type: none"> <li>– Fair and open procurement 公平公開的採購</li> <li>– Win-win cooperation 雙贏合作</li> </ul>	<ul style="list-style-type: none"> <li>– Suppliers' satisfactory assessment 支持者的滿意度評估</li> <li>– Face-to-face meetings and on-site visits 面對面的會面和現場的訪問</li> </ul>
General public 大眾	<ul style="list-style-type: none"> <li>– Involvement in communities 參與社區</li> <li>– Business compliance 業務合規</li> <li>– Environmental protection awareness 環境保護意識</li> </ul>	<ul style="list-style-type: none"> <li>– Media conferences and responses to enquiries 媒體會議和回應查詢</li> <li>– Public welfare activities 公共福利活動</li> <li>– Face-to-face interview 面對面訪談</li> </ul>

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

During the year ended 31 December 2018, 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.

### 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](mailto:ir@fortunet.com.hk).

### 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。根據經評估的環境、社會及管治重要事項，向本集團相關部門及業務單位收集資料。

於截至二零一八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報告指引的要求。

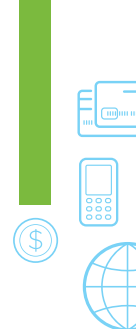
### 持份者回饋

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](mailto: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. The Group has formulated relevant policies on environmental management and stringently controls its emissions and consumption of resources, and 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 FY2018.

#### 1. Emissions

The Group's emissions include domestic wastewater, solid wastes, exhaust and Greenhouse Gases ("GHGs") emissions. 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.

##### Exhaust

Exhaust is mainly generated by the use of vehicles. Therefore, the exhaust gases generated from the combustion process are mainly sulphur oxides ("SO<sub>x</sub>"), nitrogen oxides ("NO<sub>x</sub>") and particulate matter ("PM"). No hazardous exhaust is generated. Due to the nature of the Group's business, the amount of air emission is insignificant. The relevant amount of each air emission is shown in Table 1.

##### Greenhouse Gases ("GHGs")

The GHG 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. The amount of emission of each scope is shown in Table 1. 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 A.2. "Use of Resources" of this ESG Report.

### V. 環境可持續發展

本集團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，並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。

本章節主要披露集團於二零一八財年的排放，資源使用和環境及自然資源的政策及慣例。

#### 1. 排放物

本集團的排放物包括生活廢水、固體廢棄物、廢氣和溫室氣體排放。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。

##### 廢氣

廢氣的排放主要來自於汽車的使用。因此，本集團燃燒產生的廢氣主要有硫氧化物（「SO<sub>x</sub>」）、氮氧化物（「NO<sub>x</sub>」）和固體顆粒（「PM」），且並無有害大氣排放產生。由於本集團的營運性質，空氣排放量可忽略不計。詳細資料請見表一。

##### 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（範圍一）、電力使用產生的間接排放（範圍二）和商務旅行及廢紙處理產生的其他間接排放（範圍三）。各範圍的溫室氣體排放量請參照表一。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營運中這兩方面的消耗，具體措施請參照本 ESG 報告中 A2 資源使用中的能源一節。



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### Wastewater

Domestic wastewater produced by the Group is mainly generated from the daily water usage by its staff during working hours in office, which is discharged to the municipal wastewater treatment plant through the sewage pipework. No hazardous wastewater is generated from daily operation. In FY2018, the Group has generated 70m<sup>3</sup> (FY2017: 40m<sup>3</sup>) domestic wastewater. 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 A.2. "Use of Resources" of this ESG Report.

### Solid Wastes

The main solid waste is the construction waste and domestic garbage from the daily operation. The Group has been continuously performing the separate collection method on the daily domestic garbage to ensure the reuse of the recyclable waste. For example, plastic and cans were collected by the municipal sanitation department for further disposal. Apart from the daily domestic garbage, 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. In FY2018, the Group has generated 3,496 kg (FY2017: 1,753kg) of domestic solid wastes and no hazardous solid waste was generated from the Group.

**Table 1. Total emissions of the Group by category in FY2018**

Scope	Indicator	Unit	Total emissions for 2018	Total emissions for 2017	Emission intensity for 2018 (per employee)	Emission intensity for 2017 (per employee)
			2018年度 排放總量	2017年度 排放總量	2018年度 排放密度 (單位/人)	2017年度 排放密度 (單位/人)
Exhaust emissions 廢氣排放	Sulphur oxides (SO <sub>x</sub> ) 硫氧化物(SO <sub>x</sub> )	kg 千克	0.4	0.1	-	-
	Nitrogen oxides (NO <sub>x</sub> ) 氮氧化物(NO <sub>x</sub> )	kg 千克	7.1	4.1	-	-
GHG emissions 溫室氣體排放	Scope 1 (Direct GHG emission) 範圍1(直接溫室氣體排放)	tonnes CO <sub>2</sub> e 噸二氧化碳當量	35.69	18.6	-	-
	Scope 2 (Indirect GHG emission from electricity consumption) 範圍2(能源產生的間接溫室氣體排放)	tonnes CO <sub>2</sub> e 噸二氧化碳當量	76.9	74.9	0.27	0.3
	Scope 3 (Other indirect GHG emission) 範圍3(其他間接溫室氣體排放)	tonnes CO <sub>2</sub> e 噸二氧化碳當量	85	66	0.29	0.2
	Scope 1, 2 & 3 (Total GHG emissions) 範圍1、2及3(總溫室氣體排放量)	tonnes CO <sub>2</sub> e 噸二氧化碳當量	197.59	159.6	0.68	0.5
	Non-hazardous waste 無害廢棄物	Solid Waste 固體廢物	kg 千克	3,496	1,753	12.1
	Wastewater 廢水	m <sup>3</sup> 立方米	70	40	0.2	0.1

### 廢水

本業務產生的生活污水主要產生於員工在工作時日常的水資源使用，並通過排水管道進入市政污水處理廠。日常運營過程中並無有害廢水的產生。在二零一八財年，本集團共產生70m<sup>3</sup>(二零一七財年為40m<sup>3</sup>)的生活廢水。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ESG報告中A2資源使用中的用水一節。

### 固體廢物

本業務產生的固體廢物分為日常運營中產生的建築垃圾和生活垃圾。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。例如塑膠盒罐頭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。在二零一八財年，本集團共產生了3,496公斤(二零一七財年為1,753公斤)生活垃圾，並沒有產生任何有害固體廢棄物。

**表一、本集團二零一八財年總排放量**



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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.

### 2. Use of Resources

Since some of the key performance indicators of the Group have increased this year due to the rapid development of Changyou point business and the business transformation, the number of employees increased from an average of 180 in 2017 to an average of 352 in 2018, representing an increase of 96%. The relevant performance indicators were within a reasonable range based on average number of employees. 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 FY2018 is mainly electricity and gasoline used for powering the vehicles. The gasoline consumed by the Group during FY2018 amounted to 13,143.2 litres (FY2017: 7,525.6 litres). All the electricity consumption by the Group comes directly from daily operation in offices. The Group keeps a detailed record of its electricity consumption. The total electricity consumption of the Group amounted to 239,718 kWh (FY2017: 97,354 kWh) in FY2018. 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.

在回顧年度內，本集團沒有違反任何對本集團有重大影響的排放相關的法律法規。

### 2. 資源使用

鑑於暢由積分業務的快速發展以及業務轉型而導致本集團本年度部分關鍵績效指標有上升趨勢，員工人數由2017年平均180人上升至2018年平均352人，上升96%，若相關績效指標按平均員工人數計算仍屬合理範圍。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。

#### 能源使用

本集團二零一八年財年使用的能源主要為電力和汽車使用的汽油。本集團在二零一八財年使用了13,143.2公升(二零一七財年為7,525.6公升)汽油。本集團所有的電力使用來自於辦公室的日常營運。本集團詳細記錄了集團的電力使用。本集團在二零一八財年總電力使用量為239,718 kWh(二零一七財年為97,354 kWh)。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；
- 在當眼位置張貼「節省用電，離開時請關燈」的海報鼓勵僱員省電；
- 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。



# Environmental, Social and Governance Report

## 環境、社會及管治報告



### 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 70m<sup>3</sup> (FY2017: 54.7m<sup>3</sup>) in FY2018. The amount of water consumed was minimal and need-based. 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.

### Paper

Paper is one of the major consumption of natural resources by the Group. In FY2018, the total amount of paper consumption of the Group was 1,008kg (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;

### 用水

本集團的用水主要來自於員工在工作時的日常用水。本集團於二零一八年財政年度的總用水量為70m<sup>3</sup> (二零一七財年為54.7m<sup>3</sup>)。消耗的水量很少，且基於需要。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；
- 在當眼位置地方張貼「節約水資源」標識以鼓勵節約用水；
- 盡可能收集已經使用過的水做冷卻、清潔和清洗庭院用途。

### 用紙

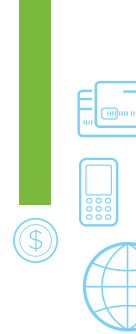
紙張是本集團天然資源的主要消耗之一。二零一八財年紙張的使用總量為1,008kg (二零一七財年為875.6kg)。紙張使用主要來自於辦公室，為了節約用紙，本集團採取了以下措施：

- 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；
- 將複印機旁邊的盒子和托盤放在容器內，以便收集單面紙張以便再利用，並使用廢紙回收利用；



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- Use the back of old documents for printing or as draft paper; and
- Reuse stationery whenever possible;
- Participate in paper recycling program and place recycling bags in the office to collect waste paper for recycling.
- 舊文件的背面可作打印和草稿用途；
- 盡可能重複使用文具；
- 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。



Recycled paper  
循環再用紙



Waste paper recycling bag  
廢紙回收袋

**Table 2. Total resource consumption of the Group by category in FY2018**

表二、本集團二零一八財年總資源使用量

Types of Resources		Unit	Amount for 2018	Amount for 2017	Intensity for 2018 (per employee)	Intensity for 2017 (per employee)
資源類別		單位	2018 年度用量	2017 年度用量	2018 年度密度 (單位/人)	2017 年度密度 (單位/人)
Energy consumption	Gasoline	L	13,143.2	7,525.6	45.5	24.8
能源使用	汽油	公升				
Electricity		kWh	239,718	97,534	829.5	321.9
電力		千瓦時				
Water		m <sup>3</sup>	70	54.7	0.2	0.2
水		立方米				
Raw materials	Paper	kg	1,008	875.6	3.5	2.9
原材料	紙張	公斤				

# Environmental, Social and Governance Report

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### 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.

### 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，於本報告期間，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建立了環境保護相關的多項措施及控制機制，與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。

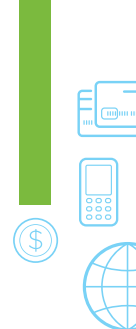
展望將來，本集團將繼續堅持保護環境和履行社會的使命，努力建立及維持其資源節約型、環境友好型的企業形象。





# Environmental, Social and Governance Report

## 環境、社會及管治報告



### 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.

##### 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.

### 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珍貴的資產，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合適的發展職業、專業性和提升的平台。

##### 遵守法律

本集團的人力資源政策嚴格遵守中國大陸和中國香港的僱傭法律法規，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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告



### Compensation and dismissal

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.

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.

### 薪酬及解僱

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集團的合理認證。主要管理層人員從本年度的購股權中受益，作為回報股權，認證其長期的服務。

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，根據有關政府法例，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，促進工作場所的多樣化環境。本集團的人力資源部門也將負責確保本集團嚴格遵守國家及地方有關法律及規例，並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。



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### 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. In addition, the Group has hosted a series of activities for its employees in FY2018, such as annual dinner and Chinese New Year party.

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.

## 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.



### 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。除此之外，本集團在二零一八財年舉行了一系列的活動，例如組織年度晚宴及農曆新年聚會等。

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。

## 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和 safety。本集團禁止在工作區域內抽煙和酗酒，並定期清潔對空調系統進行清洗、對地毯進行消毒。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。



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In FY2018, 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.

### 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.

於二零一八財年，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失去工作日。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。

### 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，期望僱員接受適當時培訓後提升工作表現，使本集團受惠。



# Environmental, Social and Governance Report

## 環境、社會及管治報告



### 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.

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. 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.

### 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。

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，提供的個人資訊必須真實有效。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集團來說是至關重要的。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，以保證集團供應鏈中不存在假冒或盜版產品。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

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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) and 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).

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計劃。本集團會檢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

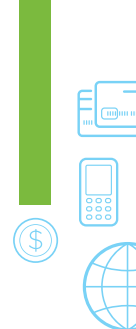
為保護終端用戶和消費者的合法權益、加強對產品質量的監督管理，本集團嚴格遵守產品健康安全、廣告和商標相關的法律法規，包括《中華人民共和國產品質量法》、《中華人民共和國食品安全法》、《網絡交易管理辦法》、《中華人民共和國反不正當競爭法》、《中華人民共和國消費者權益保護法》。





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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

The Group has issued internal guideline to ensure all the sales materials 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). 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 internal guidelines have been regularly updated with the latest regulations released by the government.

### Privacy matters

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.

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

本集團已為當地運營發佈符合相關法律法規的內部指引，如《中華人民共和國廣告法》，以確保所有銷售材料為客戶提供精準的描述及信息。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，內部指引也隨政府公佈的最新規定定期更新。

### 隱私問題

本集團承諾遵守《個人資料(隱私)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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告



### 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) and the Prevention of Bribery Ordinance.

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.

### 7. 反貪污

為了維持一個公平、道德和高效率的商業和工作環境，不論本集團在哪个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》及香港《防止賄賂條例》。

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，且不得參與任何可能影響其商業決策和獨立判斷有關的利用其職務之便進行任何損害本集團利益的活動。

本集團對任何腐敗行為為零容忍，並制定舉報政策來舉報腐敗行為。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。如果涉嫌犯罪的員工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



### 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 FY2018, the Group organized staff to conduct 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.

### 社區

#### 8. 社區活動投資

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。本集團於二零一八財年組織員工向香港紅十字會進行捐血活動。

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。



鑫網易商集團有限公司  
FORTUNET E-COMMERCE GROUP LIMITED