



EXPERT

EXPERT SYSTEMS HOLDINGS LIMITED

思博系統控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 8319

# 2025

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

# Environmental, Social and Governance Report 2025

## INTRODUCTION

Expert Systems Holdings Limited (the “Company”), and its subsidiaries (collectively, the “Group”, or “we”) is one of the regional leading technology and innovation companies. We are principally engaged in the provision of information technology (“IT”) infrastructure solutions, IT infrastructure management services and artificial intelligent (“AI”) products and AI solutions for corporate and institutional customers in the Asia-Pacific region.

This Environmental, Social and Governance (“ESG”) Report (the “ESG Report”) summarises the Group’s ESG initiatives, plans and performance, and demonstrates its commitment to sustainable development. The Group adheres to the ESG management principles of sustainable development and is committed to effectively and responsibly handling the ESG affairs of the Group. We take ESG as the core part of our business strategies because we believe this is the key to our continued success in the future. With the aim to align with the goal of carbon neutralisation set by governments in the Group’s operating locations and to fulfil the Group’s commitment to environmental protection, the Group has set targets to enhance its performance on greenhouse gas (“GHG”) emissions, energy efficiency, water consumption and waste management. The Group believes setting ESG-related targets can strengthen its commitment to corporate social responsibility and allow its stakeholders to have a clearer understanding of its ESG performance. Different measures and initiatives are implemented to achieve these targets.

## ESG Governance Structure

To develop a systematic management of the ESG issues, the Group has established an ESG Taskforce (the “Taskforce”), consisting of personnel from various departments. The board of directors (“Board”) of the Company holds overall responsibility for the Group’s ESG issues as well as for ensuring the effectiveness of the Group’s risk management and internal control systems. With the assistance of ESG professionals, the Board is equipped with the skills, experience and knowledge needed for overseeing the ESG strategies of the Group. The Board discusses the Group’s ESG-related matters at least annually. In particular, the Board is accountable for establishing ESG management approaches, strategies, policies, and objectives, prioritising ESG issues, reviewing the Group’s ESG performance, and approving disclosures in the Group’s ESG reports with the assistance of the Taskforce.

The Taskforce, possessing ESG-related knowledge, is responsible for facilitating the Board’s oversight of ESG issues. The Taskforce has the responsibility for collecting and analysing ESG data, monitoring and evaluating the Group’s ESG performance, tracking and reviewing the progress against the Group’s ESG-related targets, ensuring compliance with ESG-related laws and regulations, assisting in conducting materiality assessment to prioritise ESG issues and preparing ESG reports. The Taskforce also reviews the ESG-related targets and their progress at least annually and reports the result of review to the Board. The Taskforce arranges meetings at least annually to evaluate the effectiveness of current policies and procedures, and formulates appropriate solutions to improve the overall performance of ESG policies. In addition, the Taskforce reports ESG-related matters to the Board at least annually for the evaluation and subsequent implementation or revision of the Group’s ESG strategies and management approaches, and to ensure appropriate risk management on ESG issues.



# Environmental, Social and Governance Report 2025

## ABOUT THE REPORT

### Reporting Scope

This ESG Report covers the Group's business operations at offices and warehouses in China (including Mainland China, Hong Kong, Macau and Taiwan) and other parts of the Asia-Pacific region (including Singapore, Malaysia, Thailand, Japan, Korea and Australia), which is in line with the Company's 2025 annual report. The reporting scope for the financial year ended 31 March 2025 (the "Reporting Year" or "FY2025") has been expanded due to the Group's business growth, which includes the new office established in Thailand, compared with the financial year ended 31 March 2024 ("FY2024"). The Group will continue to assess the major ESG aspects of different businesses and extend the scope of disclosure when and where applicable.

### Reporting Framework

This ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") as set out in Appendix C2 of the Rules Governing the Listing of Securities on GEM (the "GEM Listing Rules") of The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). Information relating to the corporate governance practices of the Group has been set out in the Corporate Governance Report in the Company's 2025 annual report.

### Reporting Period

This ESG Report describes the ESG initiatives, plans and performance during FY2025.

### Reporting Principles

During the preparation of this ESG Report, the Group has applied the reporting principles in the ESG Reporting Guide as follows:

**Materiality:** Materiality assessment was conducted to identify material ESG issues during the Reporting Year, thereby adopting the confirmed material ESG issues as the focus for the preparation of the ESG Report. The materiality of ESG issues was reviewed and confirmed by the Board and the Taskforce. For further details, please refer to the sections headed "STAKEHOLDER ENGAGEMENT" and "MATERIALITY ASSESSMENT".

**Quantitative:** The standards, methodologies and applicable assumptions used in the calculation of key performance indicators ("KPIs") data were supplemented by explanatory notes.

**Balance:** This ESG Report is prepared under an unbiased reporting approach, which discloses the Group's ESG achievements, the challenges it has focused as well as the Group's response to address them in a fair and transparent manner.

**Consistency:** Unless otherwise stated, the preparation approaches of this ESG Report are consistent with the previous year for meaningful comparison. The decimal places in the social data for FY2024 have been updated to two digits to ensure the accuracy and comparability of the data. If there are any changes in the calculation methodologies in this ESG Report that may affect the comparison with previous reports, explanations will be provided to the corresponding data.

# Environmental, Social and Governance Report 2025

## OUR SUSTAINABILITY GOALS

The announcement of the United Nations Sustainable Development Goals ("SDGs") in 2015 had inspired us, as a corporate citizen to support the development priorities by integrating related goals into our business strategies. To demonstrate our commitment to the SDGs, we have identified three specific SDGs that connect mostly with our business nature and vision during the Reporting Year. The following are the three potential areas that we believe we can support and contribute to the SDGs and the realisation of sustainable development.



### **SDG8 Build a safe, healthy, fair and inclusive working environment**

The Group is dedicated to protecting labour rights and promoting safe and secure working environments for all workers, in alignment with SDG8. We are committed to abolishing child labour and eliminating all forms of forced or compulsory labour. We strive to maintain a safe workplace for all employees, promote economic growth and create job opportunities for the younger generations. Related policies such as the Employment Policy and the Health and Safety Policy ("HS Policy") have been implemented and are periodically reviewed with reference to the industry best practices. With relevant measures and policies, we are not aware of any material non-compliance with related laws and regulations and our employees enjoy work-life balance in a safe, fair and inclusive working environment. Please refer to the sections headed "Employment" and "Health and Safety" for further details.



### **SDG9 Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation**

We strive to contribute to the overall improvement and enhancement of cyber security by designing cyber security solutions which tailor to the needs and priorities of our corporate and institutional customers. Our Cyber Security Team continuously provides support to safeguarding customers from different cyber security concerns such as hacker attack and data loss in order to protect their IT properties such as network, systems, and cloud services. This does not only contribute to the growth of the overall IT ecosystem, but also improves the economic performance. We believe that by enhancing the growth of the overall IT ecosystem, we can dedicate to the target to increase access to information and communications technology of SDG9.



### **SDG13 Take urgent action to combat climate change and its impact**

The undeniable impacts of climate change are increasingly felt by communities worldwide, affecting communities and creating both risks and opportunities for the Group's operations. To fulfil the objectives of SDG13, we actively participate in Earth Hour, encouraging colleagues to turn off lights and reduce energy consumption as part of a collective awareness initiative. The Group has set environmental targets to organise at least one activity each year focused on GHG emissions reduction and energy conservation. These initiatives aim to build knowledge and capacity among our employees, fostering a culture of sustainability within the Group. By engaging our team in these efforts, we aim to make a significant contribution to the global response to climate change.

# Environmental, Social and Governance Report 2025

## STAKEHOLDER ENGAGEMENT

The Group places great emphasis on stakeholders and their opinions on the business and ESG issues of the Group. To understand and respond to stakeholders' concerns, the Group stays in close communication with key stakeholders including customers and business partners, shareholders and investors, staff, suppliers, regulatory bodies and government authorities, media, non-governmental organisations and the public. We will continue to increase the involvement of stakeholders via constructive conversation to chart a course for long-term prosperity. The Group's communication channels with the key stakeholders and their respective concerns are summarised as follows:

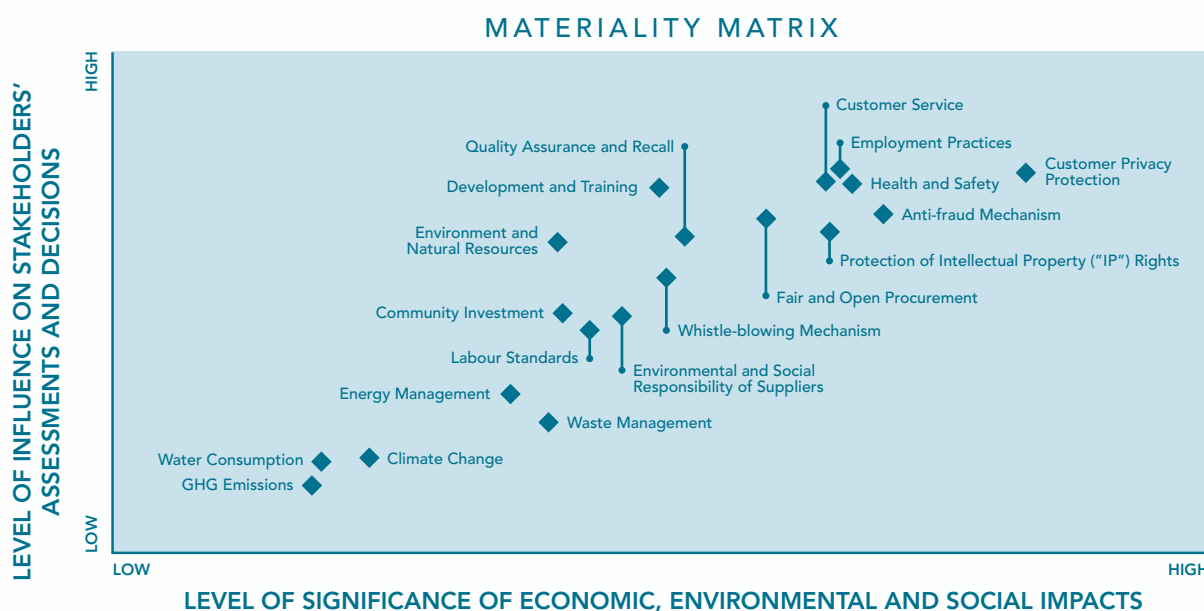
Stakeholders	Communication Channels	Concerns
Customers and business partners	<ul style="list-style-type: none"> <li>Customer support hotline and email</li> <li>Sales team</li> <li>Workshops and webinars</li> <li>Customer satisfaction survey</li> </ul>	<ul style="list-style-type: none"> <li>Privacy protection</li> <li>Business integrity and ethics</li> <li>Workplace effectiveness and efficiency</li> </ul>
Shareholders and investors	<ul style="list-style-type: none"> <li>Annual general meeting and other shareholder meetings</li> <li>Financial reports</li> <li>Announcements and circulars</li> <li>Company website and email</li> </ul>	<ul style="list-style-type: none"> <li>Corporate governance system</li> <li>Business strategies and performance</li> <li>Financial results</li> <li>Investment returns</li> <li>Sustainable business development</li> </ul>
Staff	<ul style="list-style-type: none"> <li>Channels for staff to express opinions (e.g. internal meetings and emails)</li> <li>Regular performance reviews</li> <li>Training, seminars and briefing sessions</li> </ul>	<ul style="list-style-type: none"> <li>Career development</li> <li>Occupational health and safety</li> <li>Working environment</li> <li>Remuneration and benefits</li> <li>Equal opportunities</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>Procurement team</li> <li>Supplier management meetings and events</li> </ul>	<ul style="list-style-type: none"> <li>Fair tendering</li> <li>Business ethics and reputation</li> </ul>
Regulatory bodies and government authorities	<ul style="list-style-type: none"> <li>Compliance officer</li> <li>Statutory filings and notification</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with rules and laws</li> <li>Implementation of policies</li> </ul>
Media, non-governmental organisations and the public	<ul style="list-style-type: none"> <li>Community activities</li> <li>ESG reports</li> <li>Media</li> <li>External public relations company</li> </ul>	<ul style="list-style-type: none"> <li>Giving back to society</li> <li>Environmental protection</li> <li>Social welfare</li> <li>Occupational health and safety</li> </ul>

We aim to collaborate with our stakeholders to improve our ESG performance and create greater value for the wider community continuously.

# Environmental, Social and Governance Report 2025

## MATERIALITY ASSESSMENT

In accordance with the results of internal review and industry standard, the Group has identified ESG issues that are material to the Group. The Group comprehensively assessed the importance of each issue based on the level of influence on stakeholders' assessments and decisions as well as the level of significance of economic, environmental, and social impacts by conducting the survey and collecting the feedback from the stakeholders. The materiality assessment result was used to determine the focus of disclosure in the ESG Report and formulate the Group's ESG strategies. The Group will continue to conduct the materiality assessment in order to analyse its business risks, enhance the relevance of the ESG reports and respond to stakeholders' expectations. The following matrix is a summary of the Group's material ESG issues.



The most concerned material ESG issues of the Group are customer privacy protection, employment practices, health and safety, customer service, anti-fraud mechanism, and protection of IP rights.

We regard the result of the materiality assessment as an important indicator for our future planning and policy design in the ESG aspects. We aim to enhance the Group's ESG strategies and strive to drive continuous improvement in sustainable development.

During the Reporting Year, the Group confirmed that it has established appropriate and effective management policies and internal control systems for ESG issues and confirmed that the information disclosed in the ESG Report complies with all mandatory disclosure requirements and the "comply or explain" provision of the ESG Reporting Guide.

## CONTACT US

We welcome comments and suggestions from our stakeholders. We are pleased to receive your valuable feedback on the ESG Report and/or our sustainability performance. Please feel free to share your feedback by email at [enquiry@expertsystems.com.hk](mailto:enquiry@expertsystems.com.hk).

# Environmental, Social and Governance Report 2025

## A. ENVIRONMENTAL

### A1. Emissions

The Group strives to protect the environment through the implementation of relevant policies and measures in its business activities and workplace. We are prudent in controlling our emissions and consumption of resources, therefore we have implemented energy-saving and waste reduction measures, and other green initiatives across the life cycles of our products and services. We are also committed to educating our employees to raise their awareness of environmental protection and complying with the relevant environmental laws and regulations.

To better govern our environmental practices and mitigate the environmental impacts resulting from the Group's operations, we have adopted the Environmental Policy and have communicated such policy to our employees. The policy upholds the waste management principle of "Reduce, Reuse, Recycle and Replace" as well as the emission mitigation principle, to minimise the adverse environmental impacts. The policy also ensures the waste disposal or emissions are managed in an environmentally responsible manner. Within our policy framework, we continually look for different opportunities to pursue environmentally friendly initiatives, and enhance our environmental performance by reducing energy consumption and the use of other resources.

The Group has identified key laws and regulations that are applicable to the Group and maintained a legal register (the "Legal Register"). The management of the Group reviews regularly to ensure that the Group complies with applicable laws and regulations. During the Reporting Year, the Group was not aware of any material non-compliance with any applicable environment-related laws and regulations in the Group's operations locations, that would have a significant impact on the Group, including but not limited to the key laws and regulations in the Legal Register.

#### *Exhaust Gas Emissions*

Due to its business nature, the Group has neither owned vehicles nor any stationary sources that require fuel consumption, hence the Group does not generate a significant amount of exhaust gas emissions during its operations.

#### *GHG Emissions*

The Group has neither owned vehicles nor any stationary sources that require fuel consumption, hence there were no direct GHG emissions (Scope 1). The major source of the Group's GHG emissions was generated from purchased electricity, classified as energy indirect GHG emissions (Scope 2). During FY2024, the Group has set a target to conduct annual activity to raise awareness of GHG emissions reduction among employees in FY2025. During the Reporting Year, the Group conducted "light-off" activities to turn off lights in the offices during lunch hours on 22 April 2024 (Earth Day), 5 June 2024 (World Environment Day) and 22 March 2025 (Earth Hour 2025) in order to raise employees' awareness of energy saving and reducing GHG emissions from energy consumption. The Group has achieved its aforementioned target and will strive to achieve the target of conducting at least one activity related to GHG emissions reduction in the financial year ending 31 March 2026 ("FY2026"). Also, we have actively adopted energy conservation measures and initiatives which are described in the section headed "Energy Management", in order to reduce GHG emissions during operations.

# Environmental, Social and Governance Report 2025

During the Reporting Year, the Group's total GHG emissions decreased compared to FY2024, primarily due to changes in national GHG emission factors, despite increased purchased electricity consumption driven by expanded AI research efforts in Hong Kong and higher air conditioning use due to warmer weather in Mainland China. The Group's total GHG emissions intensity was approximately 0.33 tCO<sub>2</sub>e per million HK\$ revenue, maintaining a similar level compared to FY2024. The Group will continue to minimise its GHG emissions and its impact on the environment.

The Group's GHG emissions performance was as follows:

Indicator <sup>1</sup>	Unit	FY2025	FY2024
Energy indirect GHG emissions (Scope 2)	tCO <sub>2</sub> e	293.02	324.13
Total GHG emissions	tCO <sub>2</sub> e	293.02	324.13
Intensity			
Per employee <sup>2</sup>	tCO <sub>2</sub> e/employee	0.29	0.31
Per total floor area <sup>3</sup>	tCO <sub>2</sub> e/m <sup>2</sup>	0.05	0.06
Per million HK\$ revenue <sup>4</sup>	tCO <sub>2</sub> e/million HK\$ revenue	0.33	0.33

Note(s):

- GHG emission data are presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard" issued by the World Resources Institute and the World Business Council for Sustainable Development, the ESG Data Hub created by CLP Holdings Limited, "Sustainability Report 2024" published by HK Electric Investments and HK Electric Investments Limited, "2023 Sustainability Report" published by Companhia de Electricidade de Macau, the "Notice on the Release of the 2022 Electricity Carbon Dioxide Emission Factor" and the "Notice on the Management of GHG Emissions Reporting for Power Generation Sector from 2023 to 2025" issued by the Ministry of Ecology and Environment of the People's Republic of China, "How to prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, and "Sustainability Report 2024" published by Tenaga Nasional Berhad.
- The Group had 1,006 employees as at 31 March 2025 (as at 31 March 2024: 1,033). The data will be used for calculating other intensity data.
- The Group's total floor area in FY2025 was approximately 5,523.68 m<sup>2</sup> (FY2024: 5,509.68 m<sup>2</sup>). The data will also be used for calculating other intensity data.
- The Group's revenue was approximately HK\$900.7 million for FY2025 (FY2024: HK\$991.0 million). The data will also be used for calculating other intensity data.

## Wastewater Discharge

We do not consume a significant volume of water in our daily operations; therefore, our business activities do not generate a material portion of discharge into water. The majority of water supply and discharge facilities are provided and managed by the property management company. The amount of water consumed and corresponding water-saving initiatives and targets will be described in the section headed "Water Consumption".



# Environmental, Social and Governance Report 2025

## Waste Management

### Hazardous Wastes

Due to the Group's business nature, it did not generate a significant amount of hazardous wastes during the Reporting Year, except for ink cartridges. Despite the Group not generating a significant amount of hazardous wastes, the Group has established guidelines in governing the management and disposal of hazardous wastes. In case there are any hazardous wastes produced, the Group must engage a qualified chemical waste collector to handle such waste and comply with relevant environmental rules and regulations.

The Group's operations in Hong Kong strictly adhere to the Product Eco-Responsibility (Regulated Electrical Equipment) Regulation which is set forth by the Hong Kong Government. To ensure compliance, we responsibly manage all unwanted electronics subject to the regulations, such as computer monitors, hard disks, and printers. These items are collected and handled by qualified third parties in accordance with the requirements of the Environmental Protection Department. The Group engaged recyclers who hold certificates for ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Occupational Health and Safety Management Systems.

During the Reporting Year, the Group's total hazardous waste disposal intensity was approximately 0.04 kg per million HK\$ revenue, maintaining a similar level compared to FY2024. The Group will continue to minimise its hazardous waste disposal and its impact on the environment.

The Group's hazardous waste disposal performance was as follows:

Indicator <sup>5</sup>	Unit	FY2025	FY2024
Ink cartridge	kg	31.77	41.78
Total hazardous waste	kg	31.77	41.78
Intensity			
Per employee	kg/employee	0.03	0.04
Per total floor area	kg/m <sup>2</sup>	0.01	0.01
Per million HK\$ revenue	kg/million HK\$ revenue	0.04	0.04

Note(s):

- The ink cartridge disposal data for FY2024 has been revised to ensure accuracy and comparability.

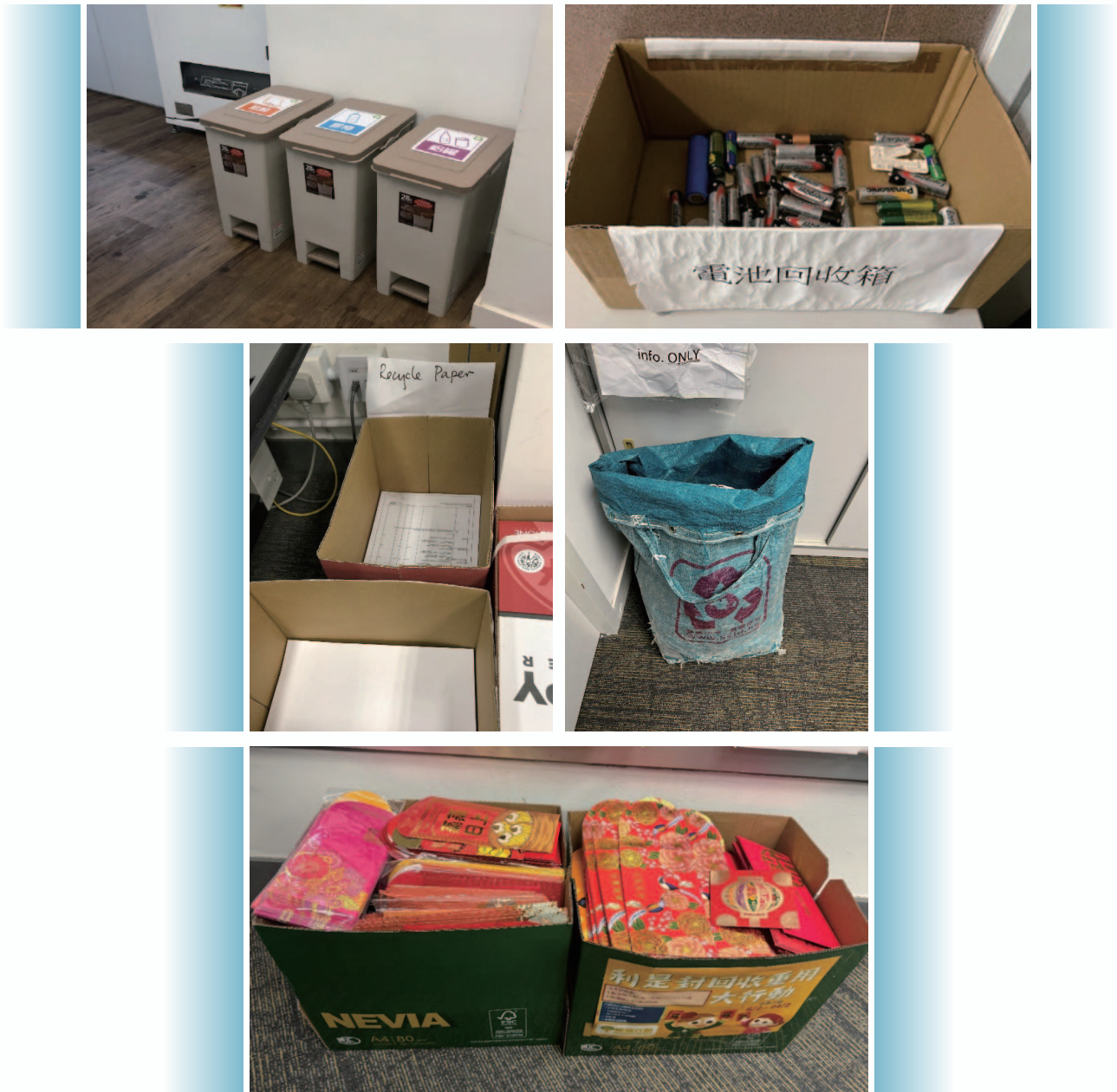
# Environmental, Social and Governance Report 2025

## *Non-hazardous Wastes*

The Group adopts the principle of “Reduce, Reuse, Recycle and Replace” for waste management and strives to promote better utilisation of resources. To minimise the environmental impacts of non-hazardous wastes generated from its business operations, the Group has implemented the Environmental Policy and adopted various wastes reduction measures and initiatives. With such waste management approaches, the Group hopes to embed an environmentally friendly mindset among its employees. Employees and designated administrative staff are required to adopt the following initiatives and assume the responsibility for overall waste management in our offices and warehouses. During FY2025, the Group has set a target to conduct annual activity to raise awareness of waste reduction among employees in FY2025. During the Reporting Year, the Group participated in the “Lai See Recycling and Reuse” activity organised by the Greeners Action. This two-week promotion, held after the Lunar New Year, encouraged the collection and recycling of red pockets to promote sustainable practices. Employees participated actively, donating numerous red pockets for recycling and reuse, demonstrating their commitment to reducing waste. Two boxes, originally for A4 paper, were filled with red packets for recycling. The Group has achieved its aforementioned target and will strive to achieve the target of conducting at least one activity related to waste reduction in FY2026. The Group has also implemented different measures in order to reduce waste production:

- Utilise electronic communication means where applicable such as e-leave system, e-cards for festival greetings, medical e-claims, and e-brochures;
- Encourage paper conservation by reducing printing and printing on both sides of office paper and deleting unnecessary blank space in documents;
- Promote the collection and use of recycled paper;
- Redeploy office furniture, computers, and notebooks where possible;
- Facilitate recycling by placing recycling bins in office areas;
- Place appropriate signage on walls and bins, stating what type of waste or recyclable should be placed in the bins; and
- Stop providing hard copies of meeting papers materials for all meetings unless upon request.

# Environmental, Social and Governance Report 2025



In addition to the above measures, the Group also promotes waste reduction knowledge to employees through bulletin boards, company newsletters, and office memos to raise awareness of waste reduction.

During the Reporting Year, the Group's total non-hazardous waste disposal increased compared to FY2024, primarily due to normal variations in waste disposal. The Group's total non-hazardous waste disposal intensity was approximately 17.92 kg per million HK\$ revenue, representing an increase of approximately 12.70% compared to FY2024. The Group will continue to minimise its non-hazardous waste disposal and its impact on the environment.

# Environmental, Social and Governance Report 2025

The Group's non-hazardous waste disposal performance was as follows:

Indicator <sup>6</sup>	Unit	FY2025	FY2024
Office paper	kg	2,639.50	2,761.74
General waste (including plastic and glass waste)	kg	7,066.48	6,839.93
Food waste	kg	6,434.45	6,150.90
Total non-hazardous waste	kg	16,140.43	15,752.57
Intensity			
Per employee	kg/employee	16.04	15.25
Per total floor area	kg/m <sup>2</sup>	2.92	2.86
Per million HK\$ revenue	kg/million HK\$ revenue	17.92	15.90

Note(s):

6. In FY2025, the Group collected and recycled 89.25 kg of waste paper and 8.00 kg of plastic through qualified recyclers (FY2024: 399.00 kg of waste paper). The office paper data for FY2024 has been revised to ensure accuracy and comparability.

## A2. Use of Resources

The Group upholds and promotes the principle of effective use of resources, and is committed to optimising the use of resources across business operations. We promote a green office and operation environment and continue with initiatives to introduce resource efficiency and eco-friendly measures to the Group's operations. The Group has established and implemented the Environmental Policy in governing the efficient use of resources regarding the objective of achieving higher energy efficiency and reducing the unnecessary use of materials.

### Energy Management

The Group aims to minimise environmental impacts in its operations by identifying and adopting appropriate energy-saving measures. We have developed related energy-saving measures and initiatives to enhance energy efficiency, and all of which have been formally documented in the Environmental Policy. All employees are required to adopt such measures and practices and assume responsibility for the Group's overall energy efficiency.

The Group has established an energy management system and regularly reviews its energy consumption targets to continuously enhance the energy consumption performance. Unexpected high energy consumption will be investigated for its root cause with corresponding preventive measures being taken when deemed necessary. Moreover, the Group aims to raise environmental awareness among its key stakeholders and suppliers. In the long run, the Group aims to enhance its energy-saving management by minimising the use of lighting, air conditioning, and electronic appliances and track its energy consumption regularly.

The major source of the Group's energy consumption was indirect energy from purchased electricity, with no direct energy consumption recorded. During FY2024, the Group has set a target to promote electricity conservation by participating in relevant activities in FY2025. During the Reporting Year, the Group conducted "light-off" activities to turn off the light in the offices during lunch hours on 22 April 2024 (Earth Day), 5 June 2024 (World Environment Day) and 22 March 2025 (Earth Hour 2025) in order to raise employees' awareness of energy saving. The Group has achieved its aforementioned target and will strive to achieve the target of conducting at least one activity related to energy conservation in FY2026.



# Environmental, Social and Governance Report 2025

We have introduced various measures and initiatives to achieve the goal of electricity savings and efficient consumption. Such measures and initiatives include but are not limited to the followings:

- Replace energy-inefficient light bulbs to energy-efficient light emitting diode (“LED”) lighting by phases;
- Utilise higher energy-efficiency office equipment in our workplace;
- Regularly publicise environmental protection messages to our staff via emails;
- Use high-performance multifunction printers which incorporate the functions of printing, scanning, copying, and share the printers among different departments to reduce energy consumption;
- Post reminders and posters next to power switches to encourage our staff to take initiatives in energy saving; and
- Encourage staff to participate in campaigns or activities relating to the promotion of a green environment.

During the Reporting Year, the Group’s total energy consumption intensity was approximately 722.02 kWh per million HK\$ revenue, representing an increase of approximately 14.41% compared to FY2024, due to expanded AI research efforts in Hong Kong and higher air conditioning use due to warmer weather in Mainland China. The Group will continue to minimise its energy consumption and its impact on the environment.

The Group’s energy consumption performance was as follows:

Indicator <sup>7</sup>	Unit	FY2025	FY2024
Indirect energy consumption — purchased electricity	kWh	650,321.00	625,387.00
Total energy consumption	kWh	650,321.00	625,387.00
Intensity			
Per employee	kWh/employee	646.44	605.41
Per total floor area	kWh/m <sup>2</sup>	117.73	113.51
Per million HK\$ revenue	kWh/million HK\$ revenue	722.02	631.07

Note(s):

7. The unit conversion method of energy consumption data is based on the “Energy Statistics Manual” issued by the International Energy Agency.

# Environmental, Social and Governance Report 2025

## Water Consumption

The Group's water consumption was mainly domestic water consumed in the offices, only limited to basic cleaning and sanitation. The Group is dedicated to promoting behavioural changes in water consumption at the offices and encouraging water conservation. We have strengthened water-saving promotion by posting water-saving slogans in prominent places and guiding employees to consume water reasonably. During FY2024, the Group has set a target to promote water conservation by participating in relevant activities in FY2025. During the Reporting Year, the Group shared water-saving tips with employees on Earth Day to raise awareness about water conservation. The Group has achieved its aforementioned target and will strive to achieve the target of conducting at least one activity related to water conservation in FY2026.

As the water consumption of the Group's other operation locations is included in property management fees or is not material, the total water consumption during the Reporting Year only includes the water consumption in the Hong Kong warehouse and the Malaysia office. Moreover, given the geographical location of the Group's operations, the Group does not encounter any significant issues in sourcing water that is fit for purpose.

During the Reporting Year, the Group's total water consumption intensity was approximately 0.39 m<sup>3</sup> per million HK\$ revenue, representing a decrease of approximately 17.02% compared to FY2024, due to improved water management and reduced usage. The Group will continue to minimise its water consumption and its impact on the environment.

The Group's water consumption performance was as follows:

Indicator <sup>8</sup>	Unit	FY2025	FY2024
Total water consumption	m <sup>3</sup>	347.58	463.20
Intensity			
Per employee	m <sup>3</sup> /employee	0.35	0.45
Per total floor area	m <sup>3</sup> /m <sup>2</sup>	0.06	0.08
Per million HK\$ revenue	m <sup>3</sup> /million HK\$ revenue	0.39	0.47

Note(s):

8. The data for FY2024 has been revised to ensure accuracy and comparability.

## Use of Packaging Materials

The packing material consumed by the Group was mainly paper cartons, bubble wrap, packing tape and stretch wrapping film used for packing hardware sent to customers. During the Reporting Period, the Group used more packing material compared to FY2024 due to the increase in delivery volume. Moving forward, the Group will continue to monitor packaging material usage and implement initiatives to enhance efficiency and reduce usage.

# Environmental, Social and Governance Report 2025

The Group's packaging material consumption performance was as follows:

Indicator	Unit	FY2025	FY2024
Paper carton	kg	49.60	33.60
Bubble wrap	kg	4.50	6.50
Packing tape	kg	1.12	1.12
Stretch wrapping film	kg	9.00	21.00
Total packaging material consumption	kg	64.22	62.22

## A3. The Environment and Natural Resources

Although the core business of the Group has remote impacts on the environment and natural resources, the Group endeavours to minimise the negative environmental impact of its business operations as an ongoing commitment to good corporate citizenship. The Group has implemented the Environmental Policy to manage its impact on the environment.

### *Working Environment*

To enhance working efficiency, the Group is committed to providing a pleasant working environment for its employees by maintaining environmental sanitation and keeping the offices clean and tidy at all times. Besides, we regularly monitor and measure the indoor air quality in the workplace. Proper lighting and ventilation are installed, and cleaning services for the air-conditioning system at the workplace are arranged regularly to filter pollutants and contaminants. We also conduct pest control on carpets and clean dust on the ceiling, lightboxes, and fan coils regularly.

## A4. Climate Change

Climate change poses escalating risks and challenges to the global economy, and such risks may negatively impact the Group's financial performance and business. As a result, the Group is aware of the importance of identifying and mitigating any major impacts caused by climate change and has established the Climate Change Policy to address them. The management of the Group holds meetings regularly to assess the impact of climate-related risks on the Group's business and explore potential opportunities. With reference to the risk categorisation based on recommendations from the Task Force on Climate-Related Financial Disclosures established by the Financial Stability Board, the identified climate-related risks of the Group and corresponding actions taken to manage them are as follows:

### *Physical Risks*

The increasing frequency and severity of extreme weather events associated with climate change such as extreme cold or extreme heat, rainstorms and typhoons, could lead to an increasing risk of power shortages, delays in delivery of some necessary IT hardware. These disruptions could potentially damage the Group's assets, interrupt office operations, reduce revenue, and increase the cost of repairing or restoring affected assets. These events could also disrupt the work of employees and even cause casualties.

# Environmental, Social and Governance Report 2025

As a countermeasure, the Group has backed up the IT system and stored job-related files on the server and offsite locations to minimise the potential impact of business interruption events. The Group will implement special work arrangements under extreme weather events in accordance with the governments' guidelines and relevant laws and regulations. At the same time, the Group has purchased insurance for employees and its related assets to protect related interests and reduce potential financial losses.

## *Transition Risks*

### *Policy and Legal Risk*

The Group expects that there will be more stringent climate legislation, regulations and policies. For example, the Stock Exchange has required listed companies to enhance climate-related disclosures in their ESG reports. In addition, the governments in the Group's operating locations have set their own carbon neutrality targets. Therefore, national or regional policy actions related to climate change and environmental protection will continue to develop. Under more stringent and aggressive policies and regulations, the Group may face higher operating and compliance costs to relevant laws and regulations. Failure to meet the climate change compliance requirements may expose the Group to risks of claims and lawsuits. The Group's corporate reputation may also decline consequently.

In response to such transition risk, the Group will regularly monitor existing and emerging climate-related trends, policies and regulations ensuring timely response to avoid reputational risks. In addition, in order to reduce the Group's environmental impact and to comply with the requirements of the Stock Exchange, the Group has set targets to promote awareness of energy conservation and GHG emissions reduction. The Group will continue to assess the effectiveness of the Group's actions to address climate change and enhance its resilience against climate-related issues.

### *Market Risk*

There is an increasing number of investors who are aware of climate-related issues and customers who seek low-carbon services providers. In the long-term, companies which integrate sustainability into their business strategies and daily operations will be more favoured by investors and customers. If the Group fails to implement effective measures to meet such expectations and market changes, the Group may lose potential investment and experience reduced demand for its services.

The Group will maintain a high level of transparency in the Group's ESG reports and related activities to build trust and confidence with investors and customers. Moreover, the Group will continue to explore potential ways to improve the sustainability of its operations.



# Environmental, Social and Governance Report 2025

## B. SOCIAL

### B1. Employment

Employees are fundamental to the continued success of the Group. Thus, the Group has adopted a people-oriented management philosophy to attract, develop and retain employees, fostering mutual trust and strengthening close relationships with its employees. Meanwhile, the Group respects and protects the rights of employees, safeguards employees' occupational health and safety, ensures sufficient resources for career development, and creates a comfortable and harmonious working environment. The Group has formally documented relevant employment policies covering aspects such as recruitment, compensation, promotion, working hours and rest periods, diversity and equal opportunity. We review, and if necessary, revise the Employment Policy and its employment practices at least annually to ensure continuous improvement in the Group's employment standards.

During the Reporting Year, the Group was not aware of any material non-compliance with any applicable employment-related laws and regulations in the Group's operation locations, that would have a significant impact on the Group, including but not limited to the key laws and regulations in the Legal Register.

#### *Employment Practices*

##### *Recruitment, Promotion, and Dismissal*

The Group hires employees through a robust and transparent recruitment process. We have standardised our hiring procedures and adhered to the principles of openness and fairness. Job applicants are assessed based on their morality, knowledge, ability, and experience for the positions and potential to fulfil the Group's current and future needs, regardless of their race, gender, religion, physical disability, marital status, sexual orientation, etc. We aim to continuously attract, employ, and develop the right talents with consistent yet flexible employment policies and practices.

The Group offers promotion and development opportunities for outperforming employees to explore their capabilities, assist them in career development, and contribute to the Group's sustainable growth. The promotion of the Group's employees is subject to regular review, and the Group has established objective performance indicators for annual performance evaluations.

The Group offers two types of promotion paths, which are within the employees' department and across departments. The Group will also encourage employees to transfer to other departments when openings arise that better match their qualifications, experience, and skills.

# Environmental, Social and Governance Report 2025

The Group strictly prohibits any kind of unfair or unreasonable dismissal. Any termination of the employment contract must be based on reasonable and lawful grounds.

We care about employees' voices and believe that is the key to continuous improvement and success. During the Reporting Year, the Group collected employees' voices through a group townhall meeting and the stakeholder engagement survey.

## *Remuneration and Benefits*

The Group has established a fair, reasonable, and competitive remuneration system. Employees of the Group are remunerated according to their knowledge, experience, and skills that the job requires, the responsibilities that will be undertaken, and the quality of personal contribution. Remuneration packages include basic salary, variable income, holiday, annual leave, medical scheme, MPF (for employees in Hong Kong), state-managed retirement benefit scheme (for employees in Mainland China), discretionary bonuses and share options. To allow our Hong Kong employees to better understand their MPF scheme, we invited an MPF service provider to organise a seminar on MPF for our employees during the Reporting Year. In addition, staff remuneration is reviewed annually to ensure it is up-to-date and competitive enough to attract and retain talents. Individual performance, departmental performance, business performance as well as the general increment rate of the market will all be taken into consideration.

We value the rights of our employees and allow them to extend the validation period of the unused entitled annual leave of the financial year for 3 to 12 months. We will also send an email to employees by the end of the financial year to remind them to apply for extension.

ServiceOne Limited, a subsidiary of the Group, was recognised as Caring Company for its efforts in employee care in FY2025. ServiceOne Limited was also awarded the Good MPF Employer Award for providing retirement protection and supportive services for its employees to help them manage their MPF.

## *Work-life Balance*

We recognise the importance of maintaining a healthy lifestyle and work-life balance for our employees. We support a work-life balance through continuously improving employees' working environment and reviewing their working hours and rest periods. We also actively engage our employees through various networking, employee bonding, outing, volunteering, and charity activities.

During the Reporting Year, the Group organised a series of employee activities, including an annual dinner, barbecue party, and Chinese New Year lunch. These events provided opportunities for employees to relax and foster stronger relationships among themselves and with the Group. We also allowed employees to leave the office early on key festival days to celebrate the festival with their families earlier.

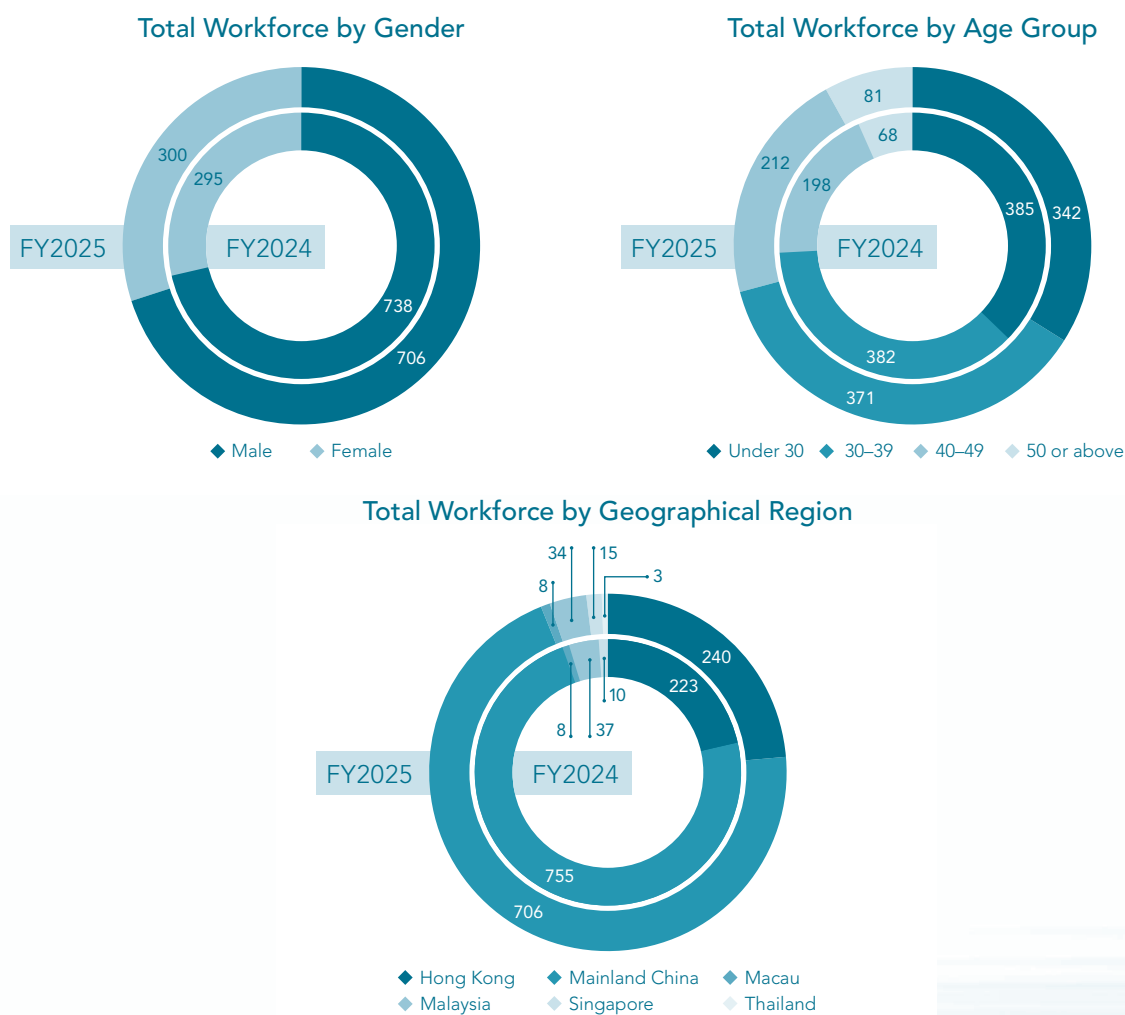
# Environmental, Social and Governance Report 2025

## Diversity, Equal Opportunity, and Anti-discrimination

We recognise the value of a diverse and skilled workforce and are committed to creating and maintaining an inclusive and collaborative workplace culture in which all can thrive. The Group is dedicated to providing equal opportunity in all aspects of employment and maintaining a workplace that is free from discrimination, physical or verbal harassment against any individual based on race, religion, colour, gender, physical or mental disability, age, place of origin, marital status, sexual orientation or any other characteristics protected by law.

Any employees with questions or concerns about any forms of discrimination and harassment at the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources and Administration ("HRA") Department. We strive to ensure that complaints, grievances, and concerns, including whistle-blowing, are dealt with in a prompt and confidential manner. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaged in any forms of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

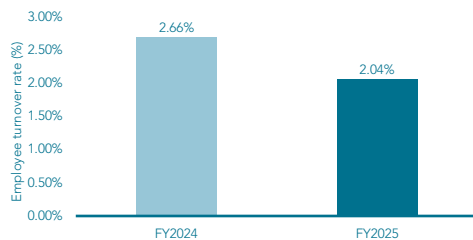
As at 31 March 2025, the Group had a total of 1,006 (as at 31 March 2024: 1,033) employees, comprising 1,003 full-time and 3 part-time employees (as at 31 March 2024: all were full-time employees). The employee demographic is shown as follows:



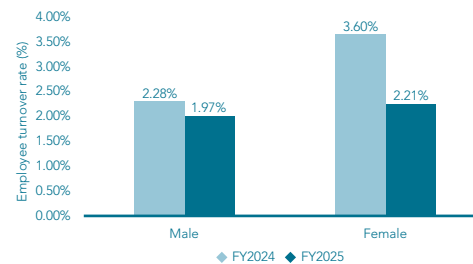
# Environmental, Social and Governance Report 2025

During the Reporting Year, there were 250 employees (FY2024: 322) who left the Group and the overall employee turnover rate<sup>9</sup> was approximately 2.04% (FY2024: approximately 2.66%). The employee turnover rates by category<sup>10</sup> are as follows:

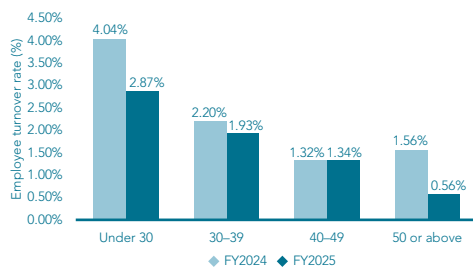
Overall Employee Turnover Rate



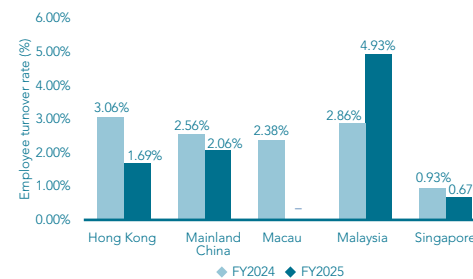
Employee Turnover Rate by Gender



Employee Turnover Rate by Age Group



Employee Turnover Rate by Geographical Region



Note(s):

9. The overall employee turnover rate = (Total number of employees who resigned during the financial year ÷ Average number of employees at the beginning and the end of the financial year) ÷ 12 × 100%. Due to an update in the calculation methodology, the overall employee turnover data for FY2024 have been revised to ensure accuracy and comparability.
10. The employee turnover rate by category = (Number of employees by category who resigned during the financial year ÷ Average number of employees by category at the beginning and the end of the financial year) ÷ 12 × 100%. In FY2025, there was no turnover in Thailand. Due to an update in the calculation methodology, the employee turnover data by category for FY2024 have been revised to ensure accuracy and comparability.



# Environmental, Social and Governance Report 2025

## B2. Health and Safety

The Group highly values employees' health and safety and is committed to providing employees with a healthy, safe, and comfortable working environment. To maintain a safe working environment, the Group has established the HS Policy on the prevention and remediation of safety accidents, and detection of potential safety hazards in the workplace. We review, and if necessary, revise the HS Policy and its health and safety practices at least annually to ensure continuous improvement in the Group's health and safety standards.

We follow the occupational health and safety guidelines recommended by the Labour Department and the Occupational Safety and Health Council and regularly encourage employees to attend related workshops or training courses. The HRA Department also takes responsibility for offices' occupational health and safety and relevant promotions and monitoring.

During the Reporting Year, the Group was not aware of any material non-compliance with any applicable health and safety-related laws and regulations in the Group's operation locations, that would have a significant impact on the Group, including but not limited to the key laws and regulations in the Legal Register. There were no work-related fatalities that occurred in each of the past three years (including the Reporting Year).

During the Reporting Year, there were no lost working days due to work-related injuries (FY2024: nil). The Group will continue to value occupational health and safety and strive to maintain zero work-related injuries.

### *Employee Health Management*

The HRA Department is responsible for monitoring and reviewing the safety and security management of the Group. It is also responsible for performing regular checks in both office and warehouse to ensure furniture, fixtures, fittings, and fire safety equipment are well-maintained. Moreover, first aid boxes are available at easily accessible locations in both offices and warehouses. The HRA Department is responsible for ensuring the supplies inside the first aid boxes are not expired and sufficient in amount.

The Group offers comprehensive healthcare coverage for its employees. Besides, the Group has continued to organise various activities to promote healthy living practices and work-life balance. We also communicate different health and safety information to our employees regularly to raise their awareness of occupational health and safety issues.

### *Safety Training and Education*

The Group offers various training courses and seminars relating to occupational safety, environmental control, and crises and emergencies for employees, who are obliged to attend such training organised by the Group. We have also established emergency and evacuation procedures to proactively respond to any major safety accidents in a timely and orderly manner. Moreover, fire exit route floor plans and exit signs were placed in prominent areas to ensure employees are aware of emergency routes in cases of emergencies.

In order to foster employees' sense of responsibility and participation in maintaining a safe working environment, employees are encouraged to provide feedback on improving workplace safety and to report any potential hazards that may lead to injury or danger.

# Environmental, Social and Governance Report 2025

## B3. Development and Training

The Group recognises the valuable contribution of its talents to the continuing success of the Group. We are committed to investing in our human capital in order to deliver excellent services and create an intellectually stimulating environment where employees not only develop basic skills and knowledge but also optimise their potential. This is achieved through developing training strategies that focus on creating values and serving the needs of the Group's customers, talents, and the society.

### *Training and Development Management*

The Group has established the Training and People Development Policy to govern the management of training strategies and procedures. All supervisors are responsible for working with their subordinates to identify training needs and implement development plans to enhance employees' performance and effectiveness while aligning the needs of the Group. For the development of IT staff, the Group encourages department heads to work closely in assessing areas of training and development for their subordinates to improve their capabilities in career advancement. Training sponsorships are also available to employees who have met certain conditions set by the Group.

We review, and if necessary, revise the Training and People Development Policy and its training and staff development activities at least annually to continuously improve relevant provisions.

### *Training Programmes*

The Group believes that successful training and staff development lead to the overall enhancement of organisational efficiency in delivering its vision. We are committed to providing relevant training opportunities and ensuring the availability of appropriate resources with the following focus areas:

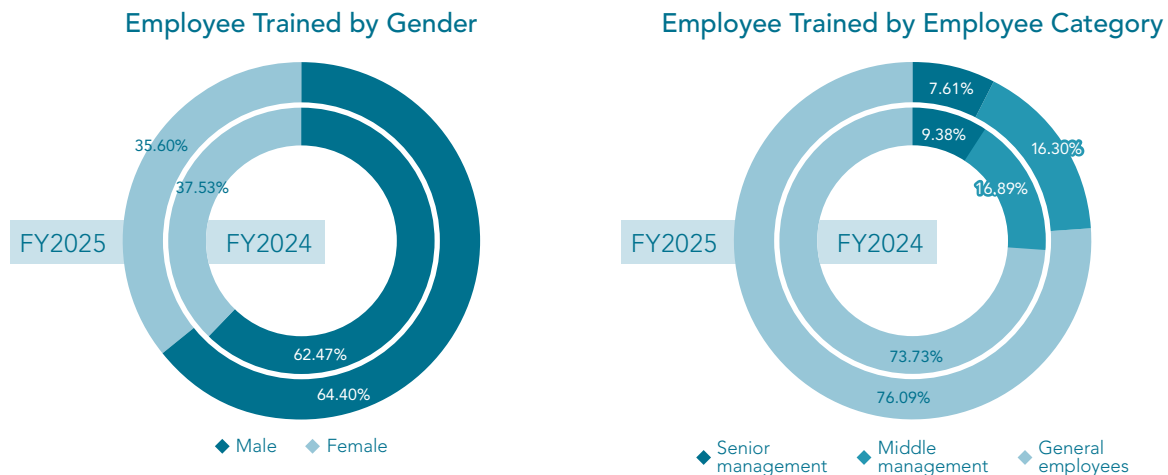
- Customer Centric: Equipping the Group's talents with the necessary skills and knowledge to discharge their duties effectively and efficiently so as to serve its customers;
- Talent Centric: Assisting and encouraging employees to identify, review and formulate their development plans through annual objective setting and performance review process, to strengthen their capabilities in areas including self-motivation, self-confidence, leadership, and teamwork;
- Teamwork and Collaboration: Fostering team and collaborative learning, such as buddy system, internal sharing, cross-department learning; and
- Social Responsibility: Ensuring the Group's talents uphold the interest of key stakeholders as part of their daily routine, such as safeguarding customer privacy, protecting the environment, and contributing to society.

With respect to the above focuses, the Group provides regular training and development programmes to improve employees' level of skills and knowledge while maximising their potential. The Group's training programmes include product knowledge training for the sales team, marketing training, and new IT solutions training for technical teams, etc. Training contents are regularly updated to ensure that the up-to-date materials can enhance the skills, knowledge, and competency of employees.

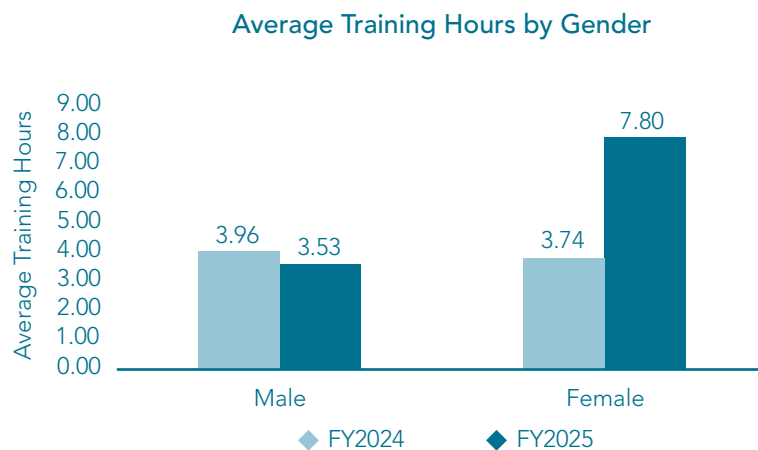
# Environmental, Social and Governance Report 2025

During the Reporting Year, the Group has provided a total of approximately 4,830.97 training hours (FY2024: 4,024.00 hours) to 368 employees (FY2024: 373 employees), which accounted for approximately 36.58% of the total employees<sup>11</sup> (FY2024: approximately 36.11%), while the average training hours completed per employee<sup>12</sup> was approximately 4.80 hours (FY2024: approximately 3.90 hours).

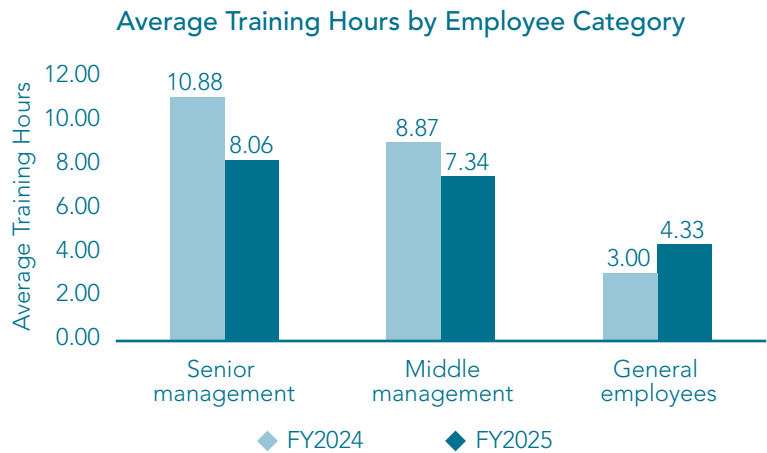
The following charts show the breakdown of employees trained by gender and employee category among all trained employees<sup>13</sup>.



The following charts show the average training hours completed per employee by gender and employee category<sup>14</sup>.



# Environmental, Social and Governance Report 2025



Note(s):

11. Total percentage of employees trained = Total number of employees trained during the financial year ÷ Total number of employees at the end of the financial year × 100%.
12. Average training hours completed per employee = Total training hours during the financial year ÷ Total number of employees at the end of the financial year.
13. The breakdown of employees trained by category = Number of employees trained during the financial year by category ÷ Total number of employees trained during the financial year × 100%.
14. Average training hours completed per employee by category = Training hours during the financial year by category ÷ Number of employees at the end of the financial year by category.



# Environmental, Social and Governance Report 2025

## B4. Labour Standards

### *Prevention of Child Labour and Forced Labour*

The Group strictly complies with local laws and prohibits any employment of child and forced labour. The HRA Department is responsible for monitoring and ensuring compliance with the latest and relevant laws and regulations that prohibit child labour and forced labour.

Child labour is strictly prohibited during the recruitment process as defined by laws and regulations, personal data is collected during the recruitment process to assist in the selection of the suitable candidate, and the HRA Department will take responsibility for checking the provided identity document to ensure that the candidate is legally entitled to work.

Forced labour is strictly prohibited in the Group. Office hours are clearly regulated in the Employee Handbook, it may vary according to different job functions and natures, and employees may be assigned work schedules other than normal office hours or which are appropriate to fulfil their employment responsibilities effectively and properly. Working overtime by employees is strictly on a voluntary basis.

If there is any suspected violation case regarding child and forced labour, the Group will conduct an investigation. When the violation case of child labour is confirmed, the Group would terminate the employment contract in real time and might take disciplinary actions against any staff members who are responsible for the cause of the incident. For forced labour cases, the Group would terminate the employment contract in real time and might take disciplinary actions against staff members who are responsible for the case.

During the Reporting Year, the Group was not aware of any material non-compliance with any applicable child and forced labour-related laws and regulations in the Group's operation locations, that would have a significant impact on the Group, including but not limited to the key laws and regulations in the Legal Register.

## B5. Supply Chain Management

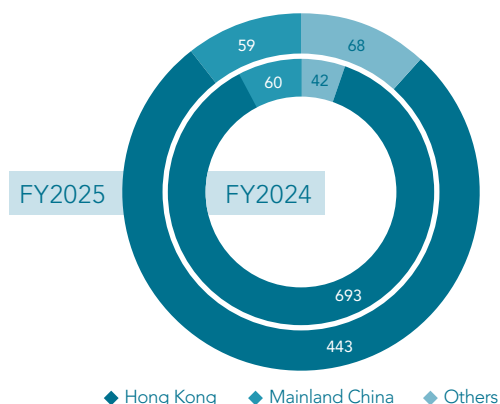
The IT infrastructure solutions the Group provides to its customers include the procurement of hardware and software from its third-party suppliers (including subcontractors). The Group's suppliers and subcontractors are prominent international and local hardware and/or software manufacturers and distributors, and we normally procure our products from the manufacturer suppliers directly or through their authorised distributors.

The Group has formulated the Purchase and Payment Policy to regulate procurement practices and indicate the responsible department, which is subjected to review annually. We have also established a stringent and standardised procurement system in which all suppliers are evaluated carefully and subjected to regular monitoring and assessments. The Group has maintained the Approved List of Suppliers/Subcontractors. Suppliers are subjected to annual performance evaluations and may be suspended or removed from the approved list if they fail to fulfil our standards. The termination of a supplier relationship may also be incurred by any substantial violation of related laws and regulations.

# Environmental, Social and Governance Report 2025

During the Reporting Year, the Group had a total of 570 major suppliers (FY2024: 795) and all such suppliers are subject to the supplier engagement practices. Approximately 88.95% (FY2024: 94.47%) of the purchases by value were sourced locally. The regional distributions of the Group's suppliers were as follows:

Regional Distributions of the Group's Suppliers



## Environmental and Social Responsibility of Suppliers

In view of the increasing environmental concerns in the society, the Group is aware of the importance of managing environmental and social risks of its supply chain. We actively share green practices with our suppliers and propagate the importance of sustainable operations with them. The Group also gives priorities to the local suppliers, in order to minimise GHG emissions during the logistics, and suppliers who provide or promote environmental products or services in the selection process. During the supplier selection process, suppliers' environmental and social performance is considered as a selection criterion for establishing a long-term relationship. We aim to maintain a good relationship with suppliers which have remarkable records in environmental and social performance. Suppliers should not violate relevant environmental and labour laws, and substantial violations may incur the termination of the supplier relationship. The Group will continue to monitor its supply chain in regards to environmental and social standards and regularly review the effectiveness of relevant procedures.

## Fair and Open Procurement

We have also formulated rules to ensure suppliers can participate in the Group's procurement in an open and fair manner. Subject to priorities being given to the local suppliers and suppliers who provide or promote environmental products or services, the Group does not differentiate or discriminate against any suppliers; and we do not allow any forms of corruption or bribery. Employees or other individuals having any interests in the supplier will not be allowed to participate in the relevant procurement activities. The Group only selects suppliers with a good track record in the past and no serious violations of business ethics.

# Environmental, Social and Governance Report 2025

## B6. Product Responsibility

Customer satisfaction serves as the cornerstone of the Group's sustainable development. We are convinced that the satisfaction of our customers means the success of the Group and have been emphasising a customer-centric business philosophy in our operations at all levels. Therefore, we strive to optimise and improve the quality of products and services according to the requests of customers.

During the Reporting Year, the Group was not aware of any material non-compliance with any applicable laws and regulations relating to health and safety, advertising, labelling, and privacy matters relating to products and services provided and methods of redress in the Group's operation locations, that would have a significant impact on the Group, including but not limited to the key laws and regulations in the Legal Register.

The Group's services and products have won unanimous recognition and support from customers and suppliers. During the Reporting Year, we have received the following awards:

- Huawei Best Original Innovation Award
- Net App FY24 Rising Star
- Hitachi Vantara Rising Star Partner of the Year FY23
- Dell Greater China Rising Star
- Palo Alto Networks Hong Kong Excellence in Cortex
- Dell 2024 Hong Kong Partner of the Year
- HPI FY24 Best Performing Reseller – Higher Education
- HPE FY24 Best Performer Award – HPC & AI Business
- Akamai Deal Champion Award
- H3C 2024 Rising Star Partner
- Schneider Electric APC Outstanding Achievement Award 2024
- Schneider Electric APC Outstanding GOV Segment Partner Award 2024
- NetApp FY25 Strategic Partner Award (Best Growth)

# Environmental, Social and Governance Report 2025

Upholding high standards on product and service quality, the Group's subsidiary, Expert Systems Limited, obtained certificates in ISO 27001:2022 Information Security Management Systems and ISO 9001:2015 Quality Management Systems. The quality of the Group's services is recognised by international standards.

## *Quality Assurance and Recall*

We recognise the importance of achieving and maintaining high product quality standards for the sustainable growth of the Group. To maintain high product quality, we attach great emphasis on quality management and have formulated the Quality Assurance and Recall Procedures to manage any potential recall procedures and define the roles of related personnel and departments during the recall procedure.

When a product quality issue is raised by any third-party, the management team promptly conducts the risk assessment to determine the appropriate course of action. If a product recall is deemed necessary, announcements are disseminated to all related departments, and the sales operation managers, along with the sales administrators will ensure that affected customers are notified about the product recall programme. The Logistic Department is responsible for consolidating all recalled products and returning such products to suppliers or disposing of them properly.

During the Reporting Year, there were no products recalled for safety and health reasons (FY2024: nil).

## *Protection of IP Rights*

The Group registered trademarks in Hong Kong, Macau, Mainland China and Singapore. For any infringement of its IP, the Group will urge infringers to cease such infringement. The HRA Department of the Group will take further action if the infringement continues.

To protect third-party IP rights and comply with relevant licensing terms when the software is used, employees are prohibited from duplicating, installing, or using the software in violation of its copyright or licence terms, as part of the Group's IT General Control Policy. Prior authorisation is required to install any free software and installation of software is constantly monitored. Employees in violation of the policy will be subject to disciplinary actions. The Group will also notify the manufacturers if any illegal or unauthorised use of their hardware and/or software is noticed.

## *Customer Privacy Protection*

The Group respects the values and rights of customers' information assets while protecting and maintaining customers' privacy remains the top priority of the Group. The Group adheres to relevant laws and regulations in the Group's operation locations, and reiterates the confidentiality obligations in its Customer Database and Privacy Handling Policy. The Group will regularly review this policy to ensure its effectiveness.

# Environmental, Social and Governance Report 2025

Any sensitive information such as customer databases and personal information requires strict control and limited access. Electronic sensitive information is secured with passwords and stored in separate and restricted drives. Only authorised employees are granted access to particular drives according to their needs and rights. We also store printed sensitive information securely and access to such information is restricted to authorised employees. We require employees to properly dispose of, delete or destroy all electronic sensitive information. Besides, firewalls, anti-virus, and anti-spam solutions are installed for IT systems to prevent leakage of confidential information, and such systems will be upgraded regularly.

## *Customer Service*

Maintaining good communication with the Group's customers has been the Group's underlying principle for effective customer management. The Sales Operations Department is responsible for reviewing customers' feedback and complaints and providing action plans to address the problems by coordinating with relevant teams and departments. The feedback or complaints will also be reported to management if necessary.

During the Reporting Year, 9 services-related complaints (FY2024: 8 complaints) have been received, all complaints were handled with care in accordance with the internal policies. Records of the complaints were made for future reviews, mitigation measures were implemented to prevent future occurrence of the complained events.

## *Advertising and Labelling*

As the Group's operation process does not involve advertising and labelling practices, information relating to advertising and labelling is considered as non-material to the Group.

## **B7. Anti-corruption**

The Group values and upholds integrity, honesty, and fairness, and strives to achieve high standards of ethics in its business operations. To maintain a fair, ethical, and efficient business and working environment, the Group strictly adheres to the laws and regulations relating to anti-corruption and bribery as set out by the governments of the Group's operating locations.

As part of our commitment to ethical business practices, we have implemented several measures to strengthen our anti-corruption framework and foster a transparent and accountable organisational culture. To maintain the Group's high integrity corporate culture, the Group is committed to providing anti-corruption training or related training materials to its directors and employees at least once a year. During the Reporting Year, the Group has provided anti-corruption training sessions to the Group's directors and employees in the form of seminars (FY2024: provided anti-corruption training sessions to the Group's directors and employees). Such training could increase the employee's awareness and facilitate the implementation of the Anti-fraud Policy, the Whistle-blowing Policy, the Code of Conduct and relevant procedures of the Group.

During the Reporting Year, the Group was not aware of any material non-compliance with any applicable laws and regulations relating to bribery, extortion, fraud, and money laundering in the Group's operation locations, that would have a significant impact on the Group, including but not limited to the key laws and regulations in the Legal Register. During the Reporting Year, the Group had no concluded legal cases regarding corrupt practices brought against the Group or its employees (FY2024: nil).

# Environmental, Social and Governance Report 2025

## *Anti-fraud Mechanism*

We have established an Anti-fraud Policy which sets out methods in identifying and handling fraudulent behaviours including misstatement of expenses, kickback, offering and accepting bribery, embezzlement of the Group's assets in one's position, fraudulent financial statements, etc.

To reduce fraud risks, a formal fraud risk evaluation will be organised by the Board annually. The HRA Department will arrange training on professional ethics and fraudulent behaviours. All managers are also required to evaluate fraud risks within their scope of duty constantly and ensure adequate controls are in place. Material fraud risks must be reported to the Board.

The Group also requires all employees to decline any offer of advantage if acceptance of it could affect their objectivity in conducting the Group's business. Employees will be subjected to disciplinary actions if they are found to have violated the Anti-fraud Policy after investigation. Disciplinary actions include verbal or written warnings, demotion, and dismissal, and the case may be reported to law enforcement authorities for possible prosecution, depending on the situation.

## *Whistle-blowing Mechanism*

To further maintain and achieve the highest degree of openness, probity, and accountability, the Group has also formulated the Whistle-blowing Policy. This policy allows all employees of the Group as well as independent third parties (e.g. customers, suppliers, sub-contractors, creditors, and debtors) who have dealings with any employees, to report any possible improprieties, misconducts, malpractices, or irregularities in matters of financial reporting, internal control or other matters to the Board or the Audit Committee anonymously. Reports and complaints received will be handled in a prompt, fair, and confidential manner. The policy also aims at protecting whistle-blowers from unfair dismissal, victimisation, and unwarranted disciplinary actions. Any person who is found to have victimised or retaliated against those who have raised concerns under this policy will be subject to disciplinary sanctions. The Group will review relevant measures regularly to ensure its effectiveness.

We have appointed an independent internal control consultant to undertake a review of the adequacy and effectiveness of its internal control systems during the Reporting Year. The Board and the Audit Committee also supervise and review the implementation and effectiveness of the internal control systems regularly.



# Environmental, Social and Governance Report 2025

## B8. Community Investment

The Group is dedicated to actively engaging and supporting the public through various forms of social participation and contribution as part of its strategic development. We endeavour to foster a corporate culture and practices that embody responsible citizenship in our daily work life. With the deep sense of social responsibility, the Group has developed the Community Investment Policy and directed our community investment focus on helping the underprivileged groups in the society. We believe participating in activities that pay back to society can increase our employees' civic awareness while establishing positive value. During the Reporting Year, the Group has participated in 4 community activities.

### *Dress Casual Day 2024*



During the Reporting Year, the Group participated in the fund-raising event “Dress Casual Day 2024” organised by the Community Chest on 31 October 2024. The Group donated cash to the Community Chest and organised an in-house fund raising activity to raise funds from our employees. Our employees were enthusiastic about joining the fund-raising event and made donations to the charity. The money raised will benefit over 160 member social welfare agencies covering different groups of people-in-needs, including the elderly, children, teenagers, etc.

# Environmental, Social and Governance Report 2025

## *Family Discovery of Nature and Culture at Lamma Island*



During the Reporting Year, the Group organised the “Family Discovery of Nature and Culture at Lamma Island” event in collaboration with the Neighbourhood Advice-Action Council (“NAAC”) on 23 November 2024, aim at supporting single-parent families, low-income families, and newly arrived families in Hong Kong. The Group played a key role in planning and coordinating the event, as well as sponsoring lunch, tickets, snacks, and other necessities. A total of 30 participants, along with 15 employees from the Group and their family members, participated in the event. Participants enjoyed a relaxing and fun day, alleviating the stresses of daily life while deepening their understanding of Hong Kong’s fishing village culture.

# Environmental, Social and Governance Report 2025

## *Interacting with individuals with mild intellectual disabilities*



The Group visited the NAAC Wong Tai Sin Wellness Support Centre on 18 July 2024 and 16 January 2025 to interact with mild intellectual disabilities. On 16 January 2025, 15 employees and their family members celebrated the Lunar New Year with these individuals. Building on connections established during a previous visit, our employees experienced the joy and warmth of bonding with the participants, discovering their vibrant, kind, and talented nature through activities such as games, calligraphy, handicrafts, and distributing gift bags. This meaningful event brought happiness to everyone involved, spreading joy and festivity as the New Year approached.



# Environmental, Social and Governance Report 2025

## THE ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

Mandatory Disclosure Requirements	Sections
Governance Structure	ESG Governance Structure STAKEHOLDER ENGAGEMENT MATERIALITY ASSESSMENT
Reporting Principles	Reporting Principles
Reporting Boundary	Reporting Scope

### “Comply or explain” Provisions

Subject Areas, Aspects, General Disclosures and KPIs	Description	Sections/Remarks
<b>Aspect A1: Emissions</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	A1. Emissions
KPI A1.1	The types of emissions and respective emissions data.	A1. Emissions — Exhaust Gas Emissions (not applicable — explained)
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and intensity.	A1. Emissions — GHG Emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and intensity.	A1. Emissions — Waste Management (not applicable — explained)
KPI A1.4	Total non-hazardous waste produced (in tonnes) and intensity.	A1. Emissions — Waste Management
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	A1. Emissions — GHG Emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	A1. Emissions — Waste Management

# Environmental, Social and Governance Report 2025

Subject Areas, Aspects, General Disclosures and KPIs	Description	Sections/Remarks
<b>Aspect A2: Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	A2. Use of Resources
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	A2. Use of Resources — Energy Management
KPI A2.2	Water consumption in total and intensity.	A2. Use of Resources — Water Consumption
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	A2. Use of Resources — Energy Management
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	A2. Use of Resources — Water Consumption
KPI A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced.	A2. Use of Resources — Use of Packaging Materials
<b>Aspect A3: The Environment and Natural Resources</b>		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	A3. The Environment and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	A3. The Environment and Natural Resources — Working Environment
<b>Aspect A4: Climate Change</b>		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	A4. Climate Change
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	A4. Climate Change — Physical Risks, Transition Risks

# Environmental, Social and Governance Report 2025

Subject Areas, Aspects, General Disclosures and KPIs	Description	Sections/Remarks
<b>Aspect B1: Employment</b>		
General Disclosure	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.	B1. Employment
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	B1. Employment — Employment Practices
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	B1. Employment — Employment Practices
<b>Aspect B2: Health and Safety</b>		
General Disclosure	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.	B2. Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	B2. Health and Safety
KPI B2.2	Lost days due to work injury.	B2. Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	B2. Health and Safety — Employee Health Management, Safety Training and Education
<b>Aspect B3: Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	B3. Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category (e.g., senior management, middle management).	B3. Development and Training — Training Programmes
KPI B3.2	The average training hours completed per employee by gender and employee category.	B3. Development and Training — Training Programmes



# Environmental, Social and Governance Report 2025

Subject Areas, Aspects, General Disclosures and KPIs	Description	Sections/Remarks
<b>Aspect B4: Labour Standards</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	B4. Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	B4. Labour Standards — Prevention of Child Labour and Forced Labour
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	B4. Labour Standards — Prevention of Child Labour and Forced Labour
<b>Aspect B5: Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	B5. Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	B5. Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	B5. Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	B5. Supply Chain Management — Environmental and Social Responsibility of Suppliers
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	B5. Supply Chain Management — Environmental and Social Responsibility of Suppliers
<b>Aspect B6: Product Responsibility</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	B6. Product Responsibility

# Environmental, Social and Governance Report 2025

Subject Areas, Aspects, General Disclosures and KPIs	Description	Sections/Remarks
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	B6. Product Responsibility — Quality Assurance and Recall
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	B6. Product Responsibility — Customer Service
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	B6. Product Responsibility — Protection of IP Rights
KPI B6.4	Description of quality assurance process and recall procedures.	B6. Product Responsibility — Quality Assurance and Recall
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	B6. Product Responsibility — Customer Privacy Protection
<b>Aspect B7: Anti-corruption</b>		
General Disclosure	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.	B7. Anti-corruption
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.	B7. Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	B7. Anti-corruption — Anti-fraud Mechanism, Whistle-blowing Mechanism
KPI B7.3	Description of anti-corruption training provided to directors and staff.	B7. Anti-corruption
<b>Aspect B8: Community Investment</b>		
General Disclosure	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.	B8. Community Investment
KPI B8.1	Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport).	B8. Community Investment
KPI B8.2	Resources contributed (e.g., money or time) to the focus area.	B8. Community Investment