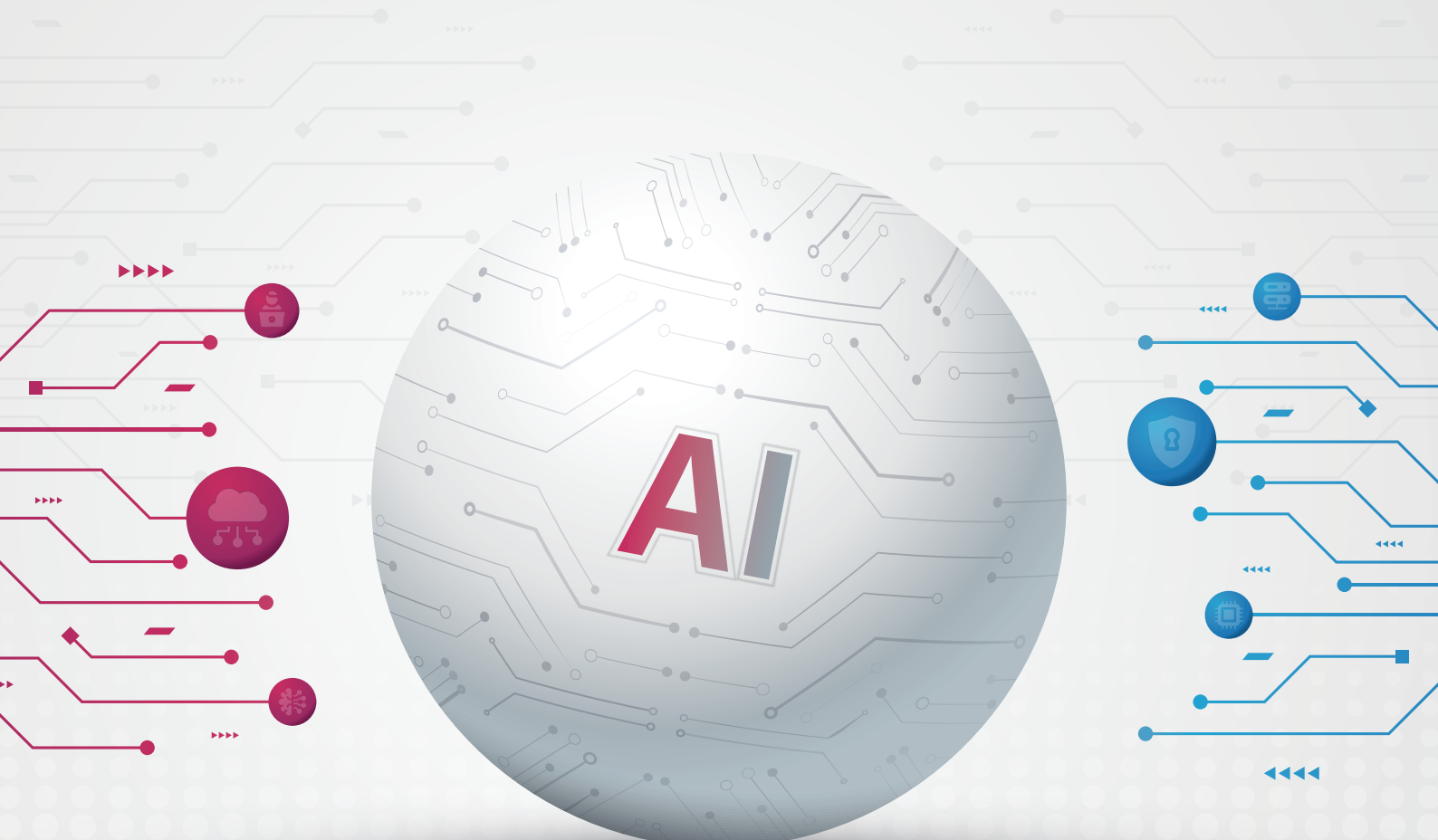




Microware Group Limited
美高域集團有限公司

(incorporated in the Cayman Islands with limited liability)
Stock Code: 1985



2025

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Environmental, Social and Governance Report

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SCOPE AND REPORTING PERIOD

Microware Group Limited (hereinafter referred as the “**Company**”, and together with its subsidiaries referred as the “**Group**”) is pleased to publish the Environmental, Social, and Governance (the “**ESG**”) report, highlighting its ESG performance, with disclosure reference made to the ESG Reporting Guide as described in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”). The disclosure in this report complies with the mandatory disclosure requirements and the “comply or explain” provisions as set out in the ESG Reporting Guide.

The principal activity of the Group is the provision of IT infrastructure solution services and IT managed services in Hong Kong. It advises clients on their IT systems, delivers, and/or installs and implements IT infrastructure solutions with the hardware and software purchased from several manufacturers or authorised distributors for its clients.

This ESG report covers the Group’s environmental and social performance for its business operations in Hong Kong from 1 April 2024 to 31 March 2025 (the “**Reporting Period**”), unless stated otherwise. During the Reporting Period, its operations were divided into the Head Office and a Service Centre & Warehouse, both located in Kwun Tong, Hong Kong. The total floor area of the office is 4,256.63 m². Other operations that did not have significant environmental or social impacts have been excluded from the reporting scope.

STAKEHOLDER ENGAGEMENT AND MATERIALITY

The Group recognises the importance of considering its people, the environment, and the community in its business operations to achieve sustainable development. We uphold high ethical standards and are dedicated to engaging our stakeholders while conducting business fairly, responsibly, and transparently.

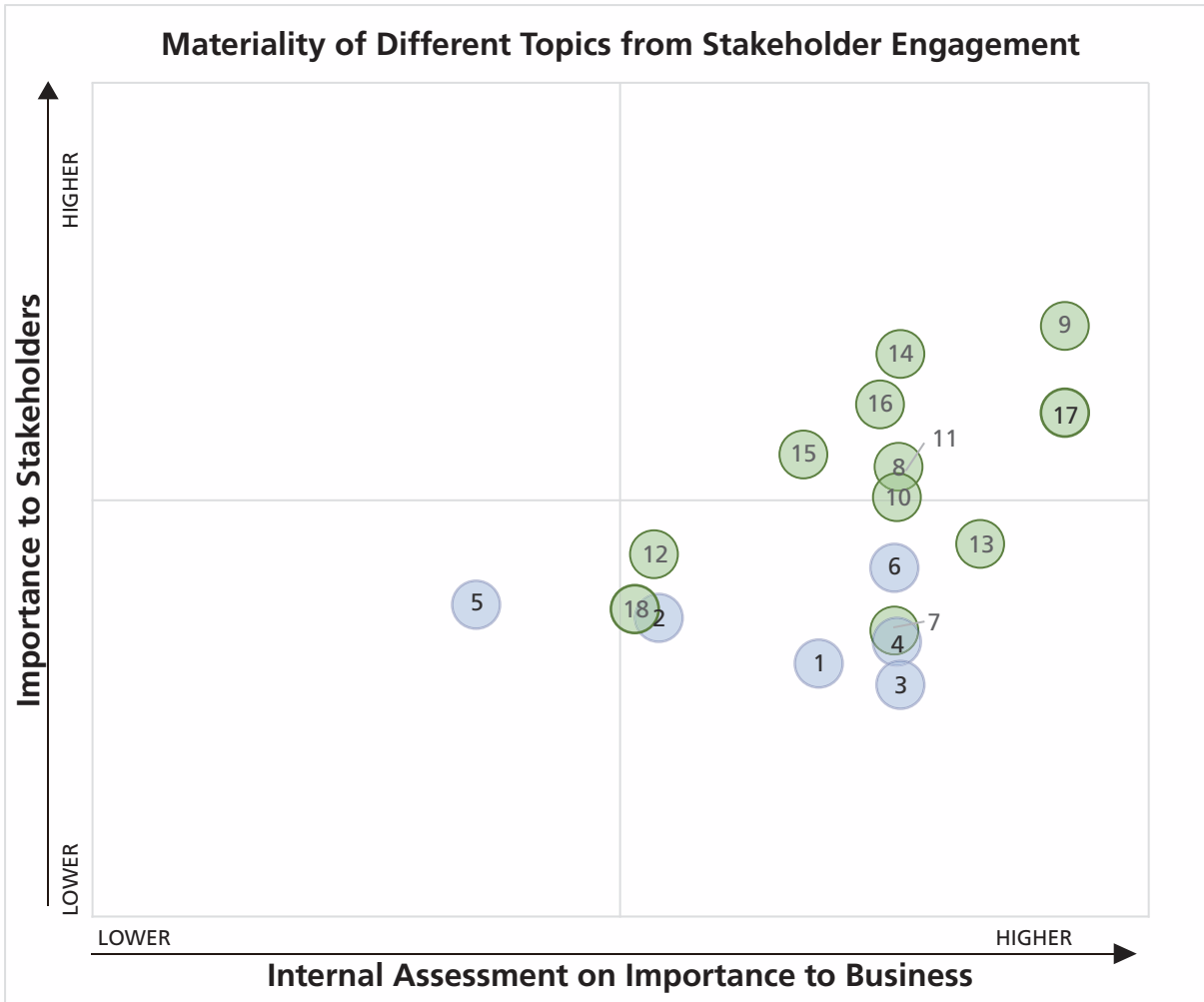
To manage stakeholder satisfaction, the Group holds regular meetings and maintains a comprehensive list of stakeholders, including customers, suppliers, and regulatory bodies, which is reviewed semi-annually.

- Quarterly Interim Service Meetings: These meetings focus on service performance, business environment discussions, new or changed service requirements, and other service-related issues.
- Annual Service Review Meetings: These meetings address any changes to service scope and stakeholders’ evolving business needs.

During the Reporting Period, the Group conducted a survey among stakeholders, including Directors, senior management, frontline employees, shareholders, suppliers, and customers. This survey aimed to gather insights into their concerns regarding the Group’s operations.

The results, highlighting the topics of concern and their respective levels of materiality, are presented in the matrix below.

Environmental, Social and Governance Report



Environmental

- 1 Energy
- 2 Water
- 3 Air Emission
- 4 Waste and Effluent
- 5 Other Raw Materials Consumption
- 6 Environmental Protection Measures
- 7 Climate Change

Social

- 8 Employment
- 9 Occupational Health and Safety
- 10 Development and Training
- 11 Labour Standards
- 12 Supply Chain Management
- 13 Intellectual Property Rights
- 14 Data Protection
- 15 Customer Service
- 16 Product/Service Quality
- 17 Advertising and Claims
- 18 Anti-corruption
- 19 Community Investment

Environmental, Social and Governance Report

As indicated by the materiality assessment, topics on the social aspects are viewed as of higher importance in stakeholders' perspectives. The top 6 material topics are:

1. Employment
2. Occupational Health and Safety
3. Labour Standards
4. Data Protection
5. Product/Service Quality
6. Anti-corruption

In this Reporting Period, the material topics of the Group reflect a continued commitment to social responsibility, with a notable focus on Employment, Occupational Health and Safety, and Labour Standards. Compared to 2023/24 (the “**Last Reporting Period**”), where the primary topics included Anti-corruption, Intellectual Property Rights, and Customer Service, the current year emphasises Employment as a key concern, indicating a shift towards prioritising workforce-related issues. While Occupational Health and Safety, Labour Standards, Data Protection, and Product/Service Quality remain consistently relevant across both periods, the repositioning of Anti-corruption from the top of the list to the last position suggests a strategic refinement in addressing social impacts. Overall, the transition highlights the Group's responsiveness to evolving stakeholder expectations and a deeper focus on fostering a supportive and safe work environment.

The Group has established policies to address these issues, which will be discussed in this report. We remain committed to engaging our stakeholders and will continuously review our policies to mitigate any potential challenges to the Group's sustained development.

STAKEHOLDERS' FEEDBACK

The report can be accessed and downloaded from the Company's website at <https://www.microware1985.com/> or on the website of the Stock Exchange at www.hkexnews.hk. The Group welcomes stakeholders' feedback on its environmental, social and governance approach and performance. Please give your suggestions or share your views with the Group via email at ir@microware1985.com.hk or by phone at (852)2565 3088.

THE GROUP'S ESG COMMITMENT

Board Oversight: The board (the “**Board**”) of directors (the “**Directors**”) of the Company has overall responsibility for the Group's sustainability strategy and reporting. They guide management in developing and implementing effective sustainability policies, track progress, and review sustainability matters quarterly. An independent consultant provides expert counsel.

Key Performance Indicators: The Board identifies key environmental and social performance indicators, sets targets based on business conditions, and reviews ESG progress to facilitate business growth and create long-term stakeholder value. ESG issues are regularly discussed at Board meetings and communicated to stakeholders in the annual sustainability report. We continuously monitor and strive to improve our ESG performance, focusing on reducing energy and water consumption, minimising waste, and enhancing social performance.

ESG Commitment: The Group is dedicated to achieving a green vision and raising employee environmental awareness for carbon reduction. We integrate environmental management into business processes and continuously improve environmental performance in line with local regulations and industry guidelines.

Environmental, Social and Governance Report

Environmental Strategies:

1. Comply strictly with all applicable environmental laws and regulations.
2. Conserve resources through reuse and recycling.
3. Minimise waste generation and dispose of waste responsibly.
4. Reduce energy consumption and improve energy efficiency.
5. Prevent and control environmental pollution, encouraging suppliers and contractors to adopt similar measures.
6. Communicate environmental best practices.
7. Encourage employee participation in environmental initiatives.

Social Strategies:

1. Organise end-user seminars to share expertise and promote solutions, boosting sales.
2. Sponsor and participate in industry exhibitions to demonstrate leadership and corporate responsibility.
3. Attend overseas training and summits to enhance vendor relationships.

Recognitions, Certifications, and Memberships

The Group's commitment to providing high-quality services and products, coupled with its industry leadership, has been recognised through the following awards and accolades received during the Reporting Period.

Year of Receiving	Presented by	Awards Name
2024	Adobe	2024 Top Acquisition Reseller of the Year
2024	Alibaba Cloud	2024 Database Partner of the Year
2025	APC	2024 Outstanding GOV Segment Partner Award
2024	Blackpanda	2024 Best Public-Sector Partner Hong Kong
2025	F5	Silver Jubilee
2025	H3C	2024 Cloud Elite Partner
2025	H3C	2024 Valuable Partner
2025	Hewlett Packard Enterprise	FY24 Best Performer Award – Compute Business
2025	Hewlett Packard Enterprise	FY24 Best Performer Award – Renewal and Professional Services
2025	Hewlett Packard Enterprise	FY24 Best Performer Award – Storage Business
2024	HUAWEI	FY23 Excellent Partner Award – IT Solutions (HK & Macau)
2024	HUAWEI ekit	Outstanding Contribution Partner in Distribution Market Award
2024	Lenovo	FY24 Top ISG Partner Champion
2025	NetApp	FY25 Best Partner (Commercial)
2025	Sangfor	Gold Partner 2025

Environmental, Social and Governance Report

Certifications

As evidence of our commitment to accountability and continuous improvement, the Group has earned and maintains the following certifications, which are subject to annual review:

- **ISO/IEC 20000-1:2018** for the IT Service Management System that supports the provision of hardware maintenance services to its external customers by Microware Limited.
- **ISO/IEC 27001:2013** for the Information Security Management Systems supports the provision of hardware maintenance services, assessed following Statement of Applicability v2.2.



Membership

The Group holds corporate memberships of the Hong Kong Computer Society and Hong Kong General Chamber of Commerce. The Group is also a highly trusted partner for various multinational corporations, such as Adobe Systems, DellEMC, HP Inc, Lenovo, Microsoft, Nutanix, VMWare etc., having qualified for a range of professional specialism. They include network security, wireless LAN, storage solutions, cloud solutions, data analytics, management operations, sales, post-sales services, etc.

Environmental, Social and Governance Report

A. ENVIRONMENTAL

The Group is committed to promoting long-term sustainability for both the environment and the surrounding community. To achieve this, it ensures compliance with environmental protection laws and regulations, including the Environmental Impact Assessment Ordinance and the Waste Disposal Ordinance.

During the Reporting Period, no instances of non-compliance with relevant laws and regulations were identified that significantly impact the Group concerning air and greenhouse gas (GHG) emissions, discharges into water and land, or the generation of hazardous and non-hazardous waste.

The Group is committed to environmental stewardship through the implementation of Environmental Protection Policies that promote carbon and waste reduction awareness among employees. We actively foster an environmentally friendly workplace and a recycling culture based on the principles of Reduce, Reuse, and Recycle.

Given the nature of our business (IT Infrastructure Solutions), our operations are not considered a major source of environmental pollution, and our environmental impact is deemed minimal. Furthermore, as discussed in the "Stakeholder Engagement and Materiality" section of this report, environmental aspects were not identified as material concerns by our stakeholders.

The Group has established targets to limit increases in intensities of greenhouse gases (GHG) emissions, energy consumption, water consumption, and waste production to no more than 5%, using 2021/22 as the baseline year.

Overview of the Environmental Targets Progress

Aspect	Baseline 2021/22	Performance 2024/25	Progress
GHG emissions	<ul style="list-style-type: none"> 1.18 tCO₂e/m² 0.07 tCO₂e/employee 	<ul style="list-style-type: none"> 1.04 tCO₂e/m² 0.06 tonne CO₂e/employee 	<ul style="list-style-type: none"> Decreased 12% for the intensity in tCO₂e/m² No significant change in intensity in tCO₂e/employee
Non-hazardous Waste	<ul style="list-style-type: none"> 0.58 kg/m² 10.4 kg/employee 	<ul style="list-style-type: none"> 0.36 kg/m² 6.33 kg/employee 	<ul style="list-style-type: none"> Decreased by 38% for the intensity in kg/m² Decreased by 39% for the intensity in kg/employee
Energy consumption	<ul style="list-style-type: none"> 164.33 kWh/m² 2,962.27 kWh/employee 	<ul style="list-style-type: none"> 141.69 kWh/m² 2,492.29 kWh/employee 	<ul style="list-style-type: none"> Decreased by 14% for the intensity in kWh/m² Decreased by 16% for the intensity in kWh/employee
Water	<ul style="list-style-type: none"> 0.52 m³/m² 9.34 m³/employee 	<ul style="list-style-type: none"> 0.11 m³/m² 1.90 m³/employee 	<ul style="list-style-type: none"> Decreased by 79% for the intensity in m³/m² Decreased by 80% for the intensity in m³/employee

Environmental, Social and Governance Report

A1. Emissions

A1.1 Air Emissions

The Group has not involved in the consumption of fuel that contributes to significant emissions of non-GHG air emissions.

A1.2 GHG Emissions

During the Reporting Period, a total of 250.68 tonnes of carbon dioxide equivalent (tCO₂e) GHG, mainly carbon dioxide, methane, and nitrous oxide, were emitted due to the Group's operation. The annual emission intensity was 0.06 tCO₂e/m² and 1.04 tCO₂e/employee. See the following table for the breakdown of GHG emissions during the Reporting Period and Figure 1 for a three-year comparison of the emissions.

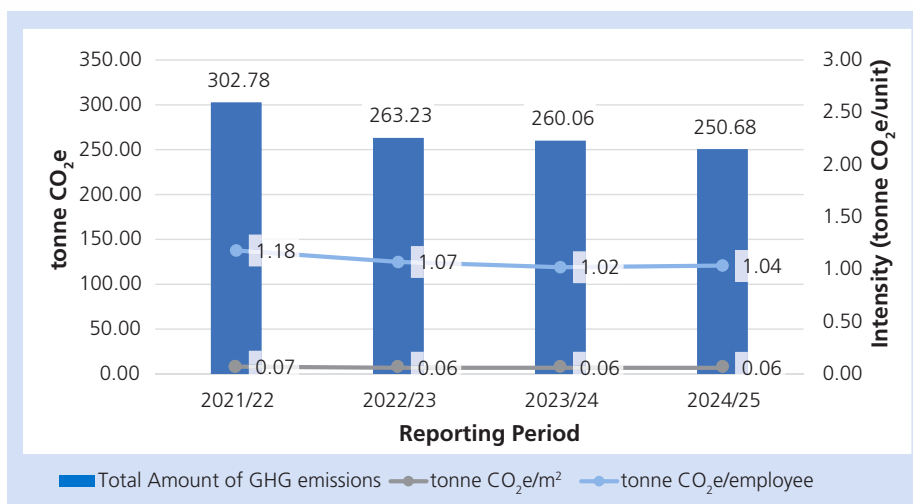
Greenhouse Gas Emissions 2024/25

Scope of GHG Emissions	Emission Sources	Emission (tCO ₂ e)	Total Emission Percentage
Scope 1 Direct Emission	N/A	N/A	N/A
Scope 2 Energy Indirect Emission	Purchased electricity	235.23	94%
Scope 3 Other Indirect Emission	Wastepaper disposal at landfills	7.35	6%
	Electricity used for freshwater processing	0.20	
	Electricity used for sewage processing	0.10	
	Business air travel by employees	7.80	
TOTAL		250.68	100%

Note: Emission factors were made by reference to Appendix C2 to the Listing Rules and their referred documentation as set out by the Stock Exchange unless stated otherwise.

Environmental, Social and Governance Report

Figure 1 Greenhouse Gas Emissions from 2021/22 to 2024/25



We are pleased to report a 12% decrease in GHG emissions intensity per employee compared to the 2021/22 reporting period. While the emissions intensity per square meter of the Group’s floor area remained relatively stable, we are committed to ongoing monitoring of our emissions levels and sources.

A1.3. Hazardous Waste

During the Reporting Period, a total of 2,781 kg of hazardous waste were generated by the Group, which included 844 kg of batteries and 1,937 kg of computer hardware including computers and printer cartridges. The intensity of hazardous waste generated was 0.65 kg/m², or 11.49 kg/employee. There was an increase in the overall hazardous waste of the Group due to the increase in sales of related products.

A1.4. Non-hazardous Waste

During the Reporting Period, paper was the Group’s major source of non-hazardous waste. A total of 1,532 kg of wastepaper, with an intensity of 0.36 kg/m², or 6.33 kg/employee, was generated during the Reporting Period.

Target	Baseline 2021/22	Performance 2024/25	Progress
No more than 5% increase in non-hazardous waste intensity	<ul style="list-style-type: none"> 0.58 kg/m² 10.4 kg/employee 	<ul style="list-style-type: none"> 0.36 kg/m² 6.33 kg/employee 	<ul style="list-style-type: none"> Decreased by 38% Decreased by 39%

Environmental, Social and Governance Report

A1.5. Measures to Mitigate Emissions

The overall emissions, energy and water consumption mainly come from the use of resources in the daily routine of offices. To reduce carbon emissions induced by the Group's operations, the Group implemented carbon reduction measures and initiatives to encourage employees to develop an environmentally friendly working routine:

- Employee utilising video conference calls, and recruitment interviews, online meetings and training sessions to avoid air travel needs;
- Working with suppliers who have implemented environmental policies such that its emissions induced indirectly can be controlled;
- Reducing waste generation for the reduction of emissions incurred from waste treatment; and
- Carrying out multiple energy-saving practices as described in Section A2.3.

A1.6. Waste Management

Waste Handling

The Group is committed to responsible waste management practices to minimize environmental risks associated with our operations. Our approach encompasses both hazardous and non-hazardous waste streams, with a focus on recycling and proper disposal.

Electronic Waste Recycling:

We actively facilitate the recycling of regulated electrical and electronic equipment from our customers, transforming waste into valuable resources. Our process adheres to the following steps:

1. **Customer Notification:** We inform customers in writing about the availability of statutory removal services and associated terms.
2. **Free Removal Service:** Upon request, we arrange for free statutory removal services to collect old equipment.
3. **Recycling Labeling:** We provide customers with appropriate recycling labels for the equipment.
4. **Receipt Provision:** Customers receive a receipt with the prescribed wording, informing them about the recycling levy payable by the registered supplier.
5. **Record Keeping:** We maintain records of all requests for statutory removal services for future review and auditing purposes.

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IT Equipment Processing:

IT equipment collected from customers undergoes a rigorous process:

1. **Sorting and Data Sanitization:** Equipment is categorized as either usable or unusable after being recorded. Data is securely erased and degaussed to protect sensitive information.
2. **Component Reuse and Repair:** Usable components are sent to our workshop for repair and refurbishment.
3. **Responsible Dismantling:** Unusable components are sent to subcontractors for dismantling. Functional parts are salvaged and integrated into computer equipment for reuse.
4. **Certified Disposal:** Unusable and unsalvageable parts are collected by licensed collectors holding ISO 14001 certification, ensuring proper and environmentally sound disposal.

Other Waste Streams:

- **Toner Cartridges:** Whenever feasible, used toner cartridges are sent to specialists for recycling.
- **Non-Hazardous Office Waste:** Non-hazardous waste generated from office operations is regularly collected by the property management companies of our respective office buildings.
- **Confidential Documents:** Documents and paperwork containing confidential information are collected by a licensed recycler for secure and careful treatment.

Waste Reduction Initiatives

The Group actively promotes waste reduction through a comprehensive “Reduce, Reuse, Recycle” program, designed to raise employee awareness and minimise the generation of both hazardous and non-hazardous waste. Our paperless office and waste reduction initiatives include:

- **Furniture Redeployment:** Prioritising the redeployment of usable office. Furniture is only disposed of when it is no longer functional or suitable for use.
- **Stationery Reuse Program:** Establishing an internal reuse area where employees can access and share used stationery items such as binders, punchers, and file folders.
- **E-Administration Implementation:** Deploying electronic platforms for various administrative processes, to significantly reduce paper consumption.
- **Double-Sided Printing & Paper Reuse:** Setting double-sided printing as the default mode and encouraging employees to reuse single-sided paper for drafting purposes.
- **Digital Greetings:** Utilizing e-cards for festival greetings to eliminate paper card usage.
- **Packaging Material Reuse:** Encouraging on-site engineers to reuse or recycle packaging materials for parts delivery after maintenance activities.

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- Paper-Saving Procurement: Implementing a new Purchase Order (PO) system in 2021 featuring electronic company chop and PO approval functions. This system enables electronic access to PDF documents, resulting in reduced paper printing and storage. The Group estimates a saving of approximately 11,000 pages of paper since the system's adoption.
- Recycling Programs: Partnering with licensed recyclers for the collection and recycling of paper and computer components (collected by a licensed collector with ISO 14001 certification).
- Toner Cartridge Recycling: Recycling used toner cartridges through specialized recycling programs.
- Reusable Tableware Promotion: Reminding staff to use their own cups and cutlery to minimize the use of disposable tableware.
- Food Waste Reduction: Actively promoting practices to reduce food waste.

The Group's commitment to reduce e-waste is recognised by the ALBA IWS, awarded with the Appreciation Award – "E-waste Management and Partnership".



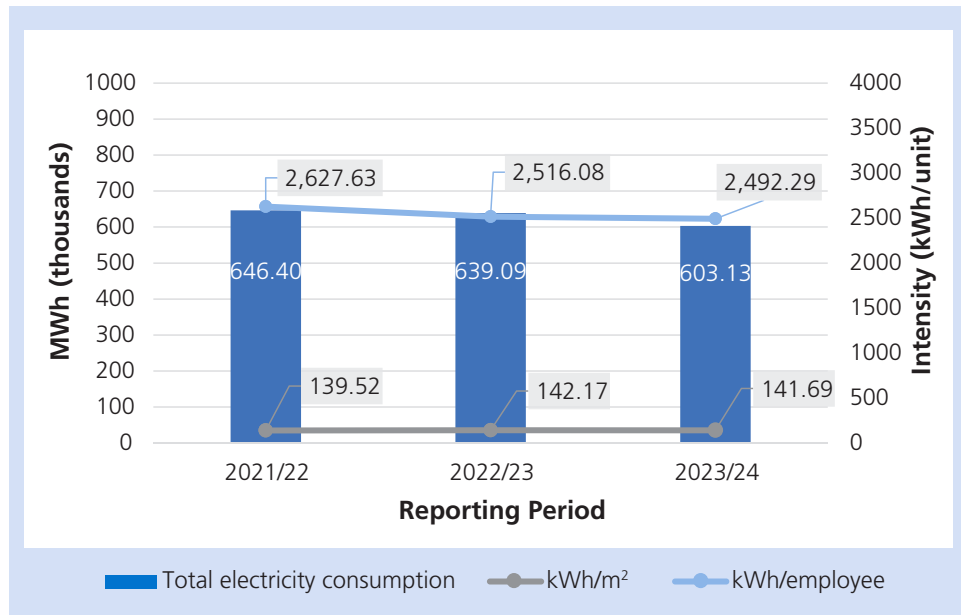
Environmental, Social and Governance Report

A2. Use of Resources

A2.1. Energy Consumption

The only source of energy for the Group was electricity during the Reporting Period. Consumption of energy was 603.13 MWh, with an energy intensity of 141.69 kWh/m² or 2,492.29 kWh/employee. Compared to 2021/22, the energy consumption intensity per m² and per employee were decreased by 14% and 16%, respectively.

Figure 2 Electricity Consumption from 2021/22 to 2024/25

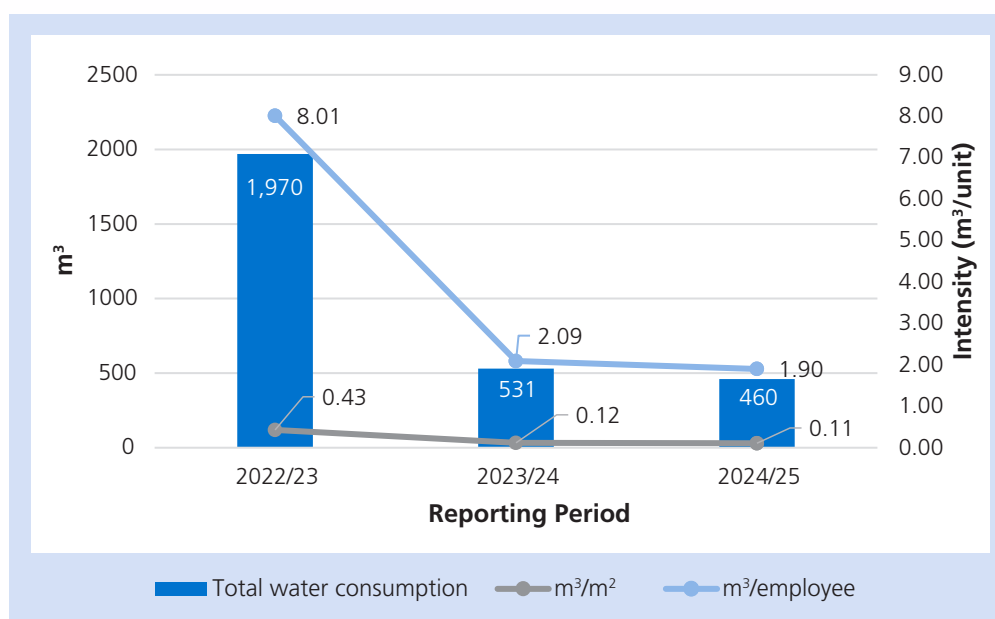


Environmental, Social and Governance Report

A2.2. Water Consumption

Water consumption of the Group during the Reporting Period was 460 m³ with water intensity of 0.11 m³/m² or 1.90 m³/employee. There were no issues in sourcing fresh water. Compared to 2021/22, the water consumption intensity per m² and per employee were decreased by 79% and 80%, respectively. The significant decreased was attributed to the removal of the Wanchai Office from the reporting scope after the Last Reporting Period.

Figure 3 Water Consumption from 2021/22 to 2024/25



A2.3. Energy Use Efficiency Initiatives

The Group encourages employees to reduce electricity consumption and has implemented the following initiatives:

- Using energy-efficient lighting (e.g. LED tubes, T5 fluorescent tubes and parabolic reflectors);
- Using electronic appliances with Grade 1 energy labels;
- Using all-in-one multi-functional devices that minimise power consumption and carbon footprint;
- Setting computer monitors to enter sleeping mode when idled over 5 minutes;
- Reminding employees to turn off unnecessary lighting, electronic appliances, and devices via sending messages before holidays and posting prompts next to light switches; and
- Turning off lights, air-conditioners, and other electronic equipment during non-office hours, and Prompts are posted next to light switches that remind people to turn off the lights when they exit a room.

Environmental, Social and Governance Report

A2.4. Water Use Efficiency Initiatives

The Group is committed to water conservation through the implementation of practical measures within our facilities. We have installed automatic urinal sensors and faucet water savers with Grade 1 water efficiency labels to minimise water wastage. We also encourage our staff on water conservation best practices, such as reporting leaks and using water responsibly.

A2.5. Packaging Materials

Due to the business nature of the Group as a service provider, it does not require any packaging materials for its products. While its services may often involve computer parts and items that are wrapped in protective materials, its engineers are reminded to reuse these materials for delivery or recycling.

A3. The Environment and Natural Resources

A3.1. Significant Impacts of Activities on the Environment

Our office-based operations primarily impact the environment through electricity consumption, freshwater processing, paper waste, and hazardous waste from computer hardware and batteries.

While we recognise that the IT infrastructure solutions industry has a relatively low environmental impact, the Group is committed to minimising our footprint. We adhere to an environmental protection policy emphasising “Reduce, Reuse, and Recycle” to optimize resource utilisation. We actively promote environmental awareness among employees, focusing on carbon and waste reduction.

A4. Climate Change

A4.1 Climate Change Governance

The Board focuses on managing the risks brought by climate change, integrating ESG, including climate-related issues into the corporate governance process, improving board-level supervision, and leading the management to cope with the climate risk in the existing business processes and the impact on the Group's overall strategy. The climate-related risks management has been integrated into the Group's risk management system. The Board has the responsibility to monitor the effectiveness of its climate-related risks management, discuss, report and formulate related measures within the risk management process, such as the Board meetings, and formulate emergency plans according to the risks identified in order to strengthen its ability to cope with the negative impacts brought from extreme weather emergency conditions. The Group strives to ensure normal production and operations, and maintain the safety of public security and employees' life and property. For detailed information about the ESG governance of the Group, please refer to “The Group's ESG Commitment” section.

Environmental, Social and Governance Report

A4.2 Climate Risk Identification

In alignment with the recommendations from the Task Force on Climate-related Financial Disclosures (TCFD), climate-related risks are classified into two primary categories: physical risks and transition risks. The Group has conducted a thorough analysis to identify various climate-related risks that could impact its business operations. These include acute physical risks, chronic physical risks, legal and policy risks, technology risks, and reputational risks.

To assess the potential effects of these climate-related risks on its value chain, the Group has evaluated the likelihood and severity of each risk. This assessment enables the Group to gauge the level of risk associated with each identified climate-related concern.

By proactively identifying and managing these climate-related risks, the Group seeks to protect its business operations and bolster its resilience against climate change. This strategy ensures that the Group is well-equipped to handle the challenges posed by climate-related disruptions, thereby supporting the long-term sustainability of its operations.

Time Span	Years	Definition
Short-term	1-5	Covers the period during which the Group faces severe and rapidly emerging climate risks. The focus of short-term strategies is to address the most urgent threats and implement gradual recovery measures.
Medium-term	5-10	During this period, the Group must organize and consolidate its short-term climate risk management, creating a deeper impact across its business operations and value chain.
Long-term	10 or more	This period extends to the long-term, systemic impacts of climate change that the Group must address. Structural changes can be made in the long run to mitigate and adapt to profound climate effects.

An ESG risk assessment was conducted based on assessing the possibility and impact of each identified risk into three levels: high, medium and low.

Risk levels	Definition of the overall risk levels
High	Risks at this level may have serious consequences. There will highly likely be some impacts on the Group and hindrances for the Group to achieve strategic goals.
Medium	Risks at this level may have serious consequences, but they are less likely to occur. Conversely, the consequences could be minor in nature, but the probability of occurrence is higher.
Low	Risks at this level have limited harm and consequences for the Group to achieve its strategic goals, and the probability of occurrence is low.

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Climate risk type	Time horizon	Potential Financial Impact	Risk level
Physical Risk			
Acute physical risk	Short term	Extreme weather events, such as typhoons, storm surges and rainstorms, may cause physical damage to infrastructure and operations, and failure of technology and equipment incur costs on recovery and repair. Recovery and repair can take months or even years.	High
Chronic physical risk	Medium to long term	Rising temperatures increase energy use and equipment maintenance costs.	High
Transition risk			
Technology risk	Long term	Increased operation cost from substitution of existing equipment and services.	Medium
Reputation risk	Long term	The change in customer or user preferences may increase the chance of receiving negative stakeholder feedback about the existing IT services. It may affect the reputation of the Group.	Low
Climate change opportunity			
Climate change opportunity	Time horizon	Potential Financial Impact	Impact level
Market Expansion			
Expansion of service offerings	Short term	<ul style="list-style-type: none"> With the progress of IT solution systems and infrastructure in the future, more jobs can be replaced by using electronic systems and electronic files instead of using paper. Also, it is believed that the progress of the new IT system and infrastructure designs can be more energy-efficient, so the Group can grasp this opportunity to become an environmentally friendly IT enterprise in the future. 	High

Environmental, Social and Governance Report

A4.3 Anticipated Financial Impacts

The Group recognises that climate-related risks may impact its financial position. Extreme heat events have affected operational consumption metrics and led to increased costs within the supply chain, diminishing production efficiency and cost control, which in turn lowered financial performance. Additionally, cash flow has decreased due to the need for increased investments to address climate risks and maintain business operations.

In light of the Group's strategies for managing climate-related risks and opportunities, we anticipate changes in financial performance over the short, medium, and long term. The Group plans to intensify its control measures and investments aimed at improving energy efficiency and reducing carbon emissions.

A4.4 Climate Change Scenarios

The Group has analysed the major impacts that the Information Technology (IT) industry may encounter under the climate scenarios suggested by the HKEX¹.

Climate Scenario	Global Average Temperature Increase	Major Impacts
Turquoise	Projected to rise approximately 1.7°C by 2060 and approximately 1.8°C by 2100	<ul style="list-style-type: none">– Increased demand for eco-friendly and low carbon services and products– Growth in the market for sustainable packaging solutions– Enhanced focus on circular economy practices
Brown	Projected to rise approximately 2.4°C by 2060 and approximately 4.4°C by 2100	<ul style="list-style-type: none">– Heightened risk of regulatory non-compliance leading to financial penalties– Disruption of supply chains due to extreme weather events– Increased operational costs associated with carbon pricing and regulatory compliance

¹ HKEX. (2021). Guidance on climate disclosures. Hong Kong Exchanges and Clearing Limited. https://www.hkex.com.hk/-/media/HKEX-Market/Listing/Rules-and-Guidance/Environmental-Social-and-Governance/Exchanges-guidance-materials-on-ESG/guidance_climate_disclosures_c.pdf

Environmental, Social and Governance Report

A4.5 Commitment to a Sustainable Transition

The Group's operations in Hong Kong support the goal of achieving carbon neutrality by 2050, in accordance with the "Hong Kong Climate Action Blueprint 2050." For more details, please refer to the section "Measures to Mitigate Emissions" of the report.

Due to the Group's office-based operation, we consider that our risk under climate change is relatively low. Currently, the Group does not utilize carbon credits or internal carbon pricing (ICP) or climate-related considerations into its remuneration policy. However, by continuing to invest in sustainable technologies and services, the Group aims to reduce long-term operational costs and enhance market competitiveness, gradually mitigate with the climate change related financial risks in the coming years.

B. SOCIAL

1. Employment and Labour Practices

B1. Employment

B1.1 Employment Figures

The Group had a total number of 242 employees as of 31 March 2025, all of which were from Hong Kong. In general, the distribution of the Group's workforce has remained similar throughout the years. See Figures 4-7 for the compositions of employees by categories.

Environmental, Social and Governance Report

Figure 4 Workforce by Employee Type from 2022/23 to 2024/25

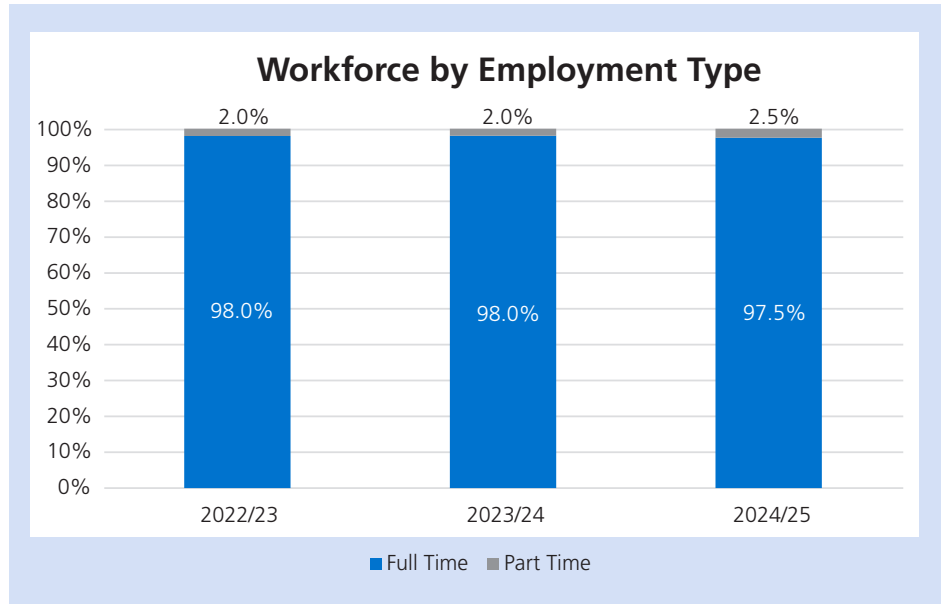
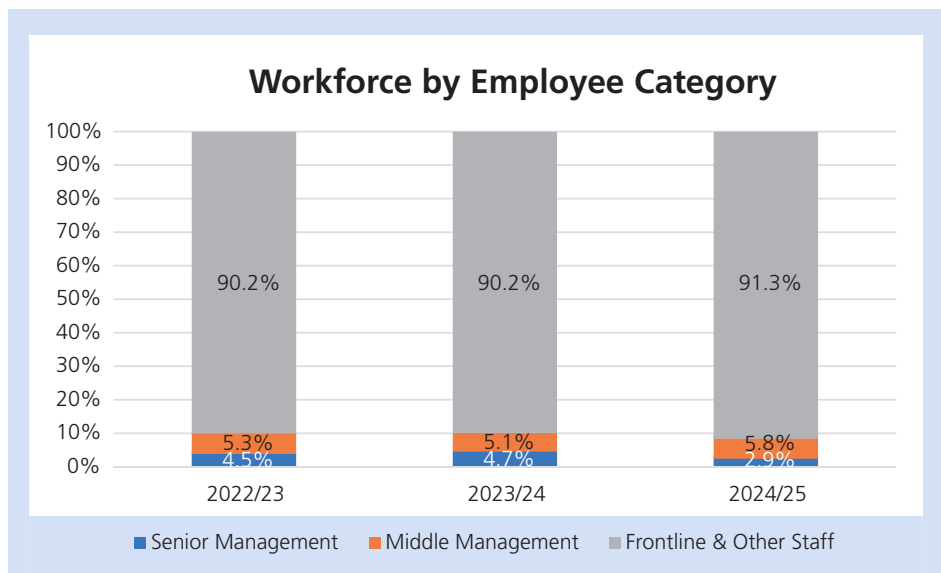


Figure 5 Workforce by Employee Category from 2022/23 to 2024/25



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Figure 6 Workforce by Age from 2022/23 to 2024/25

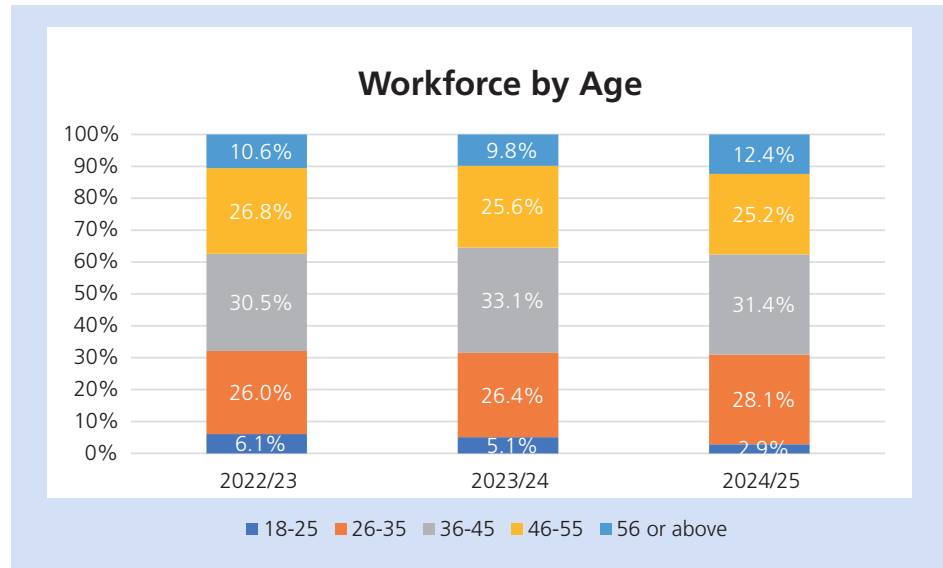
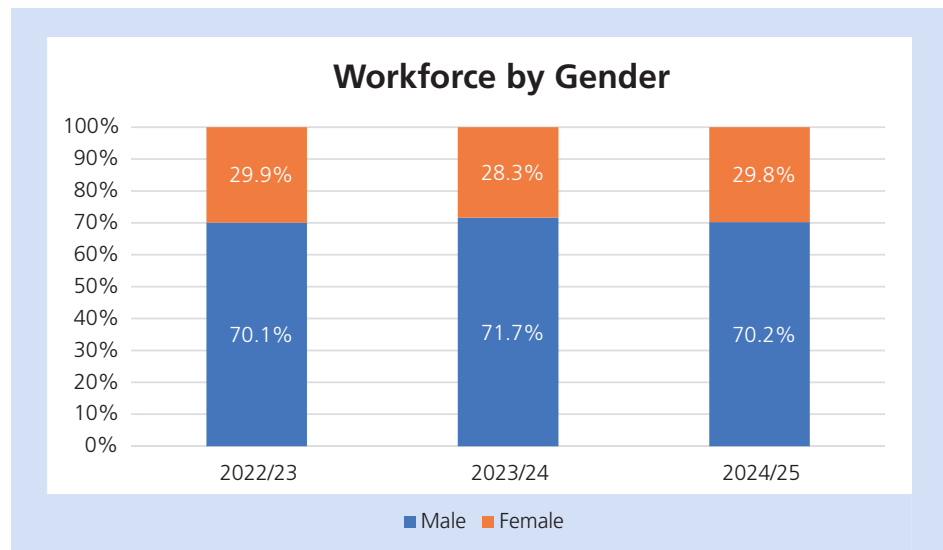


Figure 7 Workforce by Gender from 2022/23 to 2024/25



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B1.2 Turnover

During the Reporting Period, a total of 52 employees left the Group, contributing to a turnover rate of 22%. In general, the proportion of employees who left the Group during the Reporting Period was similar with that of the Last Reporting Period.

Figure 8 Turnover Rate by Employee Type from 2022/23 to 2024/25

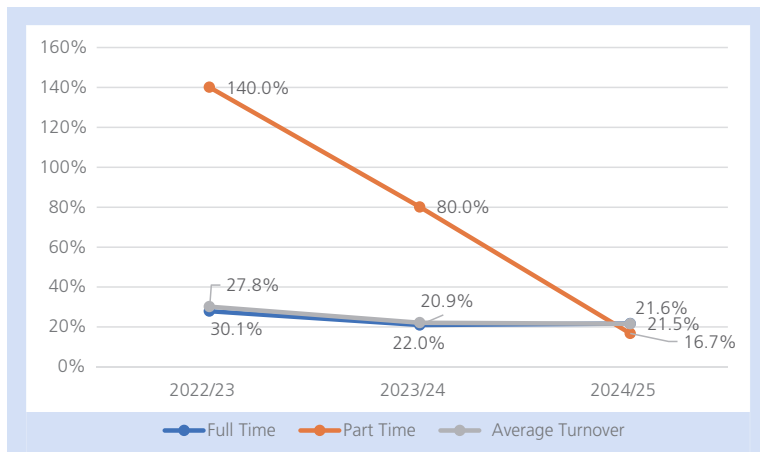
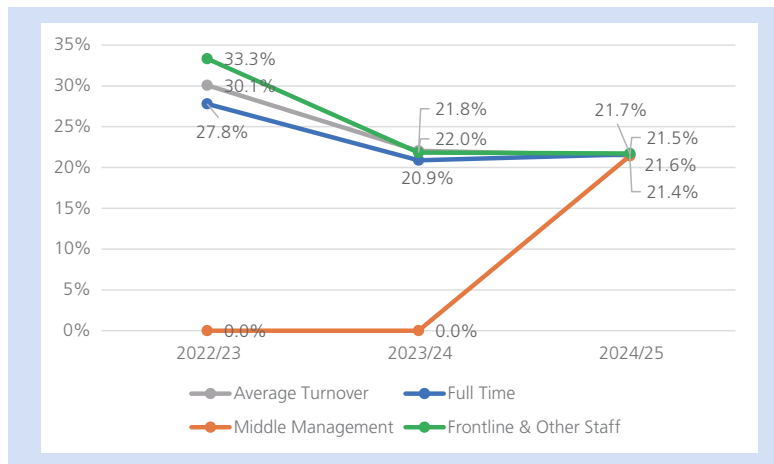


Figure 9 Turnover Rate by Employee Category from 2022/23 to 2024/25



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Figure 10 Turnover Rate by Employee Age from 2022/23 to 2024/25

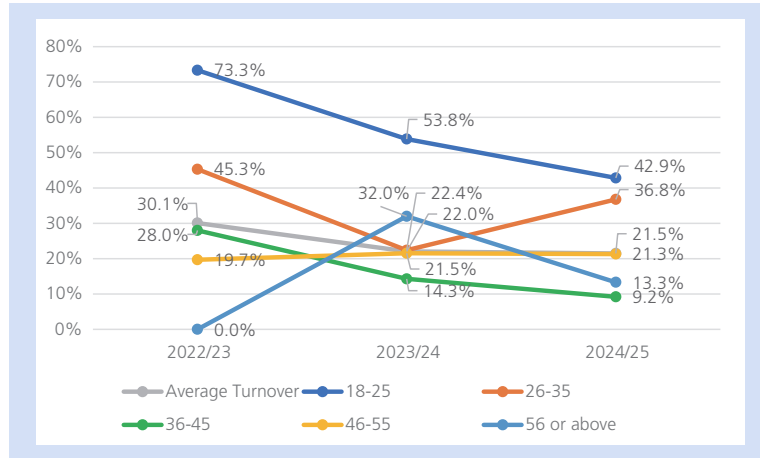
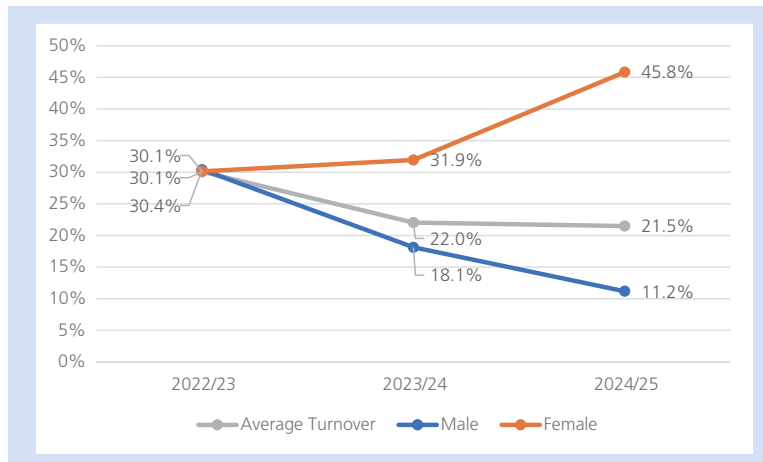


Figure 11 Turnover Rate by Gender from 2022/23 to 2024/25



Environmental, Social and Governance Report

B1.3 Employment Policies

The Group is committed to fostering a positive and equitable work environment for all employees. This commitment is reflected in its policies regarding employee benefits, equal opportunity, and employee relations.

Employee Benefits and Welfare

The Group recruits employees from the open market and establishes fair terms of employment, including standard working hours and termination procedures, within employment contracts. The Group offers competitive remuneration packages that include:

- Medical insurance
- Travel insurance
- Employees' compensation insurance
- Housing allowances (approved on a case-by-case basis by the Chief Executive Officer)
- Defined contribution to the Mandatory Provident Fund (MPF) as required under the Mandatory Provident Fund Schemes Ordinance (Cap. 485) for eligible employees
- Various types of leave including annual, sick, maternity, and paternity leave, in accordance with the Employment Ordinance (Cap. 57) and other relevant legislation
- Compassionate leave and two days of marriage leave
- Education subsidy program and children's education allowance
- Medical check program
- Opportunity to purchase the Group's products at special prices (upon approval)

Salary ranges for each employee grade are determined and approved by the Directors based on principles of fairness, ability, competitiveness, and timeliness. Overall employee salaries are reviewed annually based on performance evaluations approved by departmental directors and the Chief Executive Officer.

During the Reporting Period, the Group observed no material non-compliance with laws and regulations regarding compensation and dismissal, recruitment and promotion, working hours, rest periods, and other benefits and welfare.

Environmental, Social and Governance Report

Equal Opportunity and Fair Treatment

The Group is an equal opportunity employer and emphasises a fair, open, objective, and non-discriminatory selection process in its recruitment, promotion, transfer, and other business activities. Eligibility is assessed based on job-related attributes such as qualifications, knowledge, work experience, skills, and competency. The Group prohibits discrimination based on race, gender, religion, age, disability, nationality, family status, or any other protected characteristic.

The Group is committed to creating a safe work environment free from discrimination and sexual harassment, where all employees are treated with dignity, courtesy, and respect. The Group's Anti-Discrimination Policy, which applies to all employees and their work-related interactions, explicitly prohibits and condemns any acts of discrimination and sexual harassment. This policy is outlined in the Group's Staff Handbook. The Group complies with the Hong Kong Bill of Rights Ordinance (Cap. 383), the Sex Discrimination Ordinance (Cap. 480), Disability Discrimination Ordinance (Cap. 487), Family Status Discrimination Ordinance (Cap. 527), and the Race Discrimination Ordinance (Cap. 602).

Employees who believe they have been subjected to or witnessed actions that violate the Anti-discrimination Policy are required to report the matter promptly to management. Management will investigate all reports of alleged violations and take appropriate corrective action. Employees who feel sexually harassed are encouraged to report the incident to their supervisor and the Head of Personnel. The Company will evaluate the relevant facts and circumstances and provide appropriate advice. Harassment complaints are handled seriously and reported to the Equal Opportunities Commission immediately, as sexual harassment is a civil offense under the Sex Discrimination Ordinance.

Employee Relations

The Group fosters positive employee relations through performance appraisals, fair disciplinary procedures, and opportunities for career development.

Annual performance appraisals are conducted to evaluate employee performance and strengthen mutual understanding between employees and the Group. These appraisals provide a basis for personnel decisions, including confirmation of employment, salary adjustments, bonus allocation, promotion, transfer, job rotation, and training opportunities. Employee performance is assessed through self-assessment, supervisor assessment, and interactive communication.

A dismissal procedure is in place to ensure fair treatment for all employees who may be subject to disciplinary action. Except in cases of dismissal without notice for serious misconduct, employees receive a formal oral warning and three formal written warnings before formal dismissal.

The Group encourages employees to reach their full potential and enhances its soft skills and competitiveness by retaining talent through a comprehensive promotion mechanism and competitive remuneration packages.

To strengthen employees' sense of belonging and build workplace camaraderie, the Group organises various activities, including festival celebrations, early leave during festive seasons or special occasions, quarterly morale activities, interest classes, workshops, an annual dinner, and celebrations of employees' life events.

Environmental, Social and Governance Report

B2. Employee Health and Safety

The Group is committed to providing a healthy and safe working environment for its employees and subcontractors, and to exercising a duty of care towards its customers and the general public in all business activities. The Group takes proactive steps to prevent accidents and injuries arising from work-related activities.

The Group's Health and Safety Policy emphasises that management at all levels is responsible for ensuring compliance with the Occupational Safety and Health Ordinance (Cap. 509) and the policy itself. Key elements of the policy include:

- Identifying and minimising risks associated with all types of work activities.
- Preventing and investigating accidents, should they occur.
- Ensuring that contractors and business partners adhere to the Group's health and safety requirements.
- Providing comprehensive health and safety training for employees.

The Company's Office Administration Department periodically monitors and reviews health and safety performance. To maintain a healthy and safe working environment, the Group has implemented the following measures:

- Ensuring proper lighting and adequate ventilation in the office.
- Promoting employee awareness of health and safety through readily accessible information.
- Regularly checking and inspecting furniture, replacing items as needed to prevent physical injuries.
- Providing appropriate equipment, including comfortable chairs, hand tools, and light-duty working platforms.
- Offering a group medical scheme and body check claim reimbursement to employees.
- Providing e-training on health and safety for all employees.
- Sharing information about the building's fire safety facilities, equipment, and emergency evacuation plan with all employees to ensure preparedness for emergencies.

Environmental, Social and Governance Report

During the Reporting Period, the Group observed no material non-compliance with laws and regulations concerning the provision of a safe working environment and the protection of employees from occupational hazards.

Table 1 Occupational Health and Safety Data

Year	2024/25	2023/24	2022/23
Work-related fatality	0	0	0
Work-related fatality rate	0%	0%	0%
Work injury cases >3 days	0	0	1
Work injury cases ≤3 days	0	0	1
Lost days due to work injury	0 day	0 day	7 days

B3. Development and Training

The Group recognises the importance of continuous learning and development for its employees. To this end, the Group provides both internal training programs and encourages participation in external training, work-related education courses, and seminars through its education subsidy program. The Group believes that comprehensive training enhances productivity, builds employee confidence, and fosters a positive working environment. Employees are eligible to apply for tuition assistance, subject to management approval.

Internal training covers a wide range of topics, including:

- **Compliance & Ethics:** Ensuring adherence to legal and ethical standards.
 - o Anti-Bribery and Corruption
 - o Competition Ordinance
 - o The Personal Data (Privacy) Ordinance
- **Health & Safety:** Promoting a safe and healthy workplace.
 - o Occupational Health and Safety
 - o WEEE Scheme (Waste Electrical and Electronic Equipment)
- **Language & Communication:** Enhancing communication skills for effective collaboration.
 - o Mandarin Course
 - o Soft communication skills

Environmental, Social and Governance Report

- **Sales & Product Training:** Equipping employees with the knowledge and skills to excel in sales and product-related roles.
 - o New Salesman Training
 - o Operate Honeywell PC42t and HP LJ Pro 4003 Printer
- **Technical & IT Certifications:** Providing opportunities for employees to gain industry-recognised certifications and enhance their technical expertise.
 - o NetApp Certified Training
 - o Juniper Certified Training
 - o HPE Certified Training
 - o ITIL Certified Training
 - o Lenovo Certified Training
 - o Microsoft Certified Training
 - o Huawei Certified Training
 - o Veeam Certified Training

Table 2 Training and Development Data

Year	2024/25	2023/24	2022/23
Total number of employees	242	254	197
Total training hours	2,073	639	635
The percentage of trained employees	83%	37%	80%
The average hours per employee	8.6	2.5	2.6
Percentage of employees trained by gender (%)			
Male	86%	42%	85%
Female	75%	24%	71%
Percentage of employees trained by employment category (%)			
Senior management	43%	0%	45%
Middle management	100%	8%	92%
Frontline and other employees	83%	40%	81%
Average training hours completed per employee by gender (hours)			
Male	9.18	2.37	3.00
Female	7.13	2.88	1.67
Average training hours completed per employee by job grade (hours)			
Senior management	0.86	0	0.91
Middle management	14.00	1.85	2.23
Frontline and other employees	8.47	2.69	2.68

Environmental, Social and Governance Report

The Group is committed to upholding ethical labour practices and strictly adheres to the Employment Ordinance (Cap. 57). During the Reporting Period, there were no instances of child or forced labour within the Group's operations.

To ensure compliance with all applicable laws and labour standards, the Human Resources Department verifies job candidates' identity cards, working visas, relevant certificates, and references. The Group will take legal action if any instances of child or forced labour are discovered.

Furthermore, the Group is dedicated to maintaining a fair recruitment process and a coercive-free working environment. The recruitment process involves:

- Openly posting recruitment advertisements with clear job requirements and descriptions to attract applicants.
- Line managers and supervisors selecting suitable applicants for interviews.
- The Human Resources Department arranging interviews for selected applicants.
- The Human Resources Department extending offers to suitable candidates after their applications have been approved by the Chairman.
- Conducting background checks on all new employees prior to employment.

During the Reporting Period, there were no instances of non-compliance related to the prevention of child and forced labour reported within the Group.

2. Operating Practices

B5. Supply Chain Management

The Group's supply chain primarily consists of hardware and software manufacturers, authorised distributors, and IT service providers who often serve as subcontractors. Hardware and software are primarily sourced directly from manufacturers or through their authorised distributors.

The Group's approach to supply chain management is structured around the following key principles:

Health and Safety:

- Providing a healthy and safe working environment for employees and subcontractors is a paramount concern.
- The Group requires its business partners and suppliers to adhere to health standards set by the Group.
- These standards aim to protect all individuals working directly or indirectly for the Group from workplace hazards and prevent work-related injuries.

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Supplier Selection and Evaluation:

- The Group considers price, quality of work, and performance capability as major criteria when selecting and evaluating suppliers.
- A contract is executed with the chosen supplier, typically in the form of a purchase order or a contract covering the statement of work, schedule, service term, pricing and payment, acceptance of products, warranty, and termination.
- Suppliers are assessed and added to a supplier master file before engagement.
- Suppliers in the master file are periodically evaluated, with the frequency depending on the nature of the products or services they provide.
- Purchase orders are approved by the procurement manager.
- All personnel involved in the selection and evaluation processes are required to declare any potential conflicts of interest before these processes begin.
- These measures are taken to ensure the quality of products and services delivered by the Group.

The Group's Sustainable Development Policy reflects its commitment to upholding high standards in environmental protection, health and safety, human rights, labour practices, business ethics, and community engagement. This commitment extends to its supply chain, as the Group prioritises working with suppliers who share these values and actively promote sustainable development.

The Group actively seeks suppliers who not only comply with all applicable laws and regulations but also meet the elevated standards expected of industry leaders. A strong preference is given to suppliers who demonstrate a commitment to honesty and integrity, and who actively integrate principles of sustainable development across all facets of their business operations.

The Group's supplier management includes a Code of Conduct Self-Assessment, ensuring clear and accurate reporting on suppliers' progress toward sustainable development objectives. The Group also prioritises collaboration with suppliers offering environmentally preferable products, such as recycled paper.

Table 3 Geographical Region of Suppliers

Geographical Region of Suppliers	Number of Suppliers
Hong Kong	276
USA	2
Mainland China	2
Singapore	1
UK	3
Australia	1
Total	285

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B6. Product Responsibility

Product responsibility is one of the Group's priorities. There was no non-compliance about health and safety, advertising, labelling and privacy matters of products and services provided and methods of redress that have a significant impact on the Group during the Reporting Period.

B6.1 Advertising and Labelling

The Group mainly distributes promotional materials via sending electronic direct mails ("eDM") to its target database. When the marketing department sends out promotional messages, the Group's name and contact information are made visible to receivers such that to notify them of the sender of the e-mail. The Group also clearly states the terms and conditions of the promotional offers in case of any ambiguity. Such terms and conditions include valid dates and exceptions of the offer. It is also stated that the Group reserves the final rights if there are any disputes. If receivers no longer wish to be contacted by the Group for such promotional matters, there is also an unsubscribe button on every eDM that receivers are free to click on to opt-out from the mailing list.

B6.2 Product Recalls

Given the nature of its business, the Group's products are unlikely to be subject to safety and health issues. However, the Group maintains comprehensive recall procedures to address potential product defects. A recall may be initiated if a customer complaint indicates that a distributed product does not meet user expectations, or if a manufacturer of a distributed product informs the Group of a potential violation of local legislation, failure to meet appropriate safety standards, or health hazards. Under either circumstance, the Group will implement the following procedures as remedial follow-up:

1. File an incident report;
2. Evaluate the problem to determine any associated risks, and inform the product marketing department regarding the affected product and issue;
3. Determine the scope and extent of products affected, identify their batches, serial numbers, and list of affected customers, then inform relevant sales teams and individual salespersons;
4. Define actions to be taken within a specified timeframe, and assign responsibilities to relevant team members;
5. Product recall activities may, when necessary, include:
 - a. Replacing the distributed products;
 - b. Taking corrective actions to repair affected apparatuses and materials, or replace spare parts;
 - c. Notifying affected customers/users of recalls with instructions on ceasing the use and return method of the product;
 - d. Advising the customer on any other problem or aspect of the product;

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6. File a final report that analyses the causes of the recall and any relevant conclusions; and
7. Take necessary corrective measures to prevent recurrence of similar incidents.

The Group had no products sold or shipped subject to recalls for safety and health reasons during the Reporting Period.

B6.3 Intellectual Property (“IP”) Rights

The Group has registered several trademarks in Hong Kong and conducts its business under the brand name “Microware Limited”. Unauthorised use of the Group’s brand name or logo in any messages or promotional materials by staff or external parties is strictly prohibited. The Group will pursue legal action against any unauthorised use of its logo or trademark.

The Group manages the security of its assets, including financial information, intellectual property, and employee details entrusted to it by third parties, in compliance with the ISO/IEC 27001:2013 information security management system. In the event of any infringement of its intellectual property, the Group will demand that infringers cease such activity. The Human Resources Department will take further action if the infringement persists.

To protect third-party intellectual property rights and ensure compliance with relevant licensing terms, employees are prohibited from duplicating, installing, or using software in violation of its copyright or license terms, as stipulated in the Group’s Information Security Policy and Staff Handbook. The use of free software products is strictly controlled, the making of copies of copyrighted works (e.g., books, periodicals, computer software, etc.) is strictly prohibited, and permission must be obtained before bringing personal computers or software into the office.

The trademark “Microware” has been registered with corresponding domain names. The use of the “Microware” name or logos in any message or promotional material without the authorisation of the Group is strictly forbidden.

Employees found in violation of this policy will be subject to disciplinary action, and may face civil or criminal sanctions. The Group will notify manufacturers of any detected illegal or unauthorised use of their hardware and/or software. No material non-compliance with the following laws and regulations regarding intellectual property rights was noted during the Reporting Period:

- Trade Marks Ordinance (Cap. 559);
- Patents Ordinance (Cap. 514); and
- Copyright Ordinance (Cap. 528).

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B6.4 Information Security

The Group recognises the varying degrees of sensitivity and criticality of information and is committed to maintaining robust information security measures.

During the Reporting Period, the Group did not note any cases of material non-compliance regarding data protection and privacy as required by related laws and regulations.

Information Classification

- **Asset Management Policy:** The Group classifies information into three categories according to its asset management policy: public, internal use, and confidential.
- **Information Labeling:** Information is labeled and handled according to its sensitivity to ensure a sufficient level of protection.
- **Access Control:** Access to confidential information is restricted through password protection, encryption, or authorisation by management.

Compliance and Policies

- **Personal Data (Privacy) Ordinance Compliance:** The Group complies with the Personal Data (Privacy) Ordinance (Cap. 486), collecting and using data from job applicants, employees, and customers lawfully and fairly.
- **Staff Handbook:** The Staff Handbook clearly states the Group's management of confidential information, including data, databases, and customer lists.
- **Employment Contracts:** Employees are required to sign employment contracts with contractual obligations, including a code of conduct and confidentiality clauses that prohibit the disclosure of trade secrets, confidential information, and customer information without permission.
- **Cryptographic Key Management:** The Group has established procedures for the management of cryptographic keys, which maintain the confidentiality, integrity, authenticity, and non-repudiation of the Group's sensitive data.

IT System Security Measures

- **Dedicated Internet Access (DIA):** The Group utilises a Dedicated Internet Access ("DIA") internet line to provide stable internet access.
- **Firewall Protection:** Firewalls are installed on servers and devices to monitor and control incoming and outgoing network traffic.

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- **SSL Certificate:** The Group has added an SSL certificate (<https://>) to its website for data protection, ensuring information security when customers fill in information/data in the online inquiry form.
- **Privacy Policy:** A privacy policy has been launched on the Group's website, with Terms and Conditions indicated at the bottom of the webpage for customers to review and understand.

B6.5 Data Protection and Privacy Policies

The Group is committed to ensuring a high level of data protection and privacy for its existing and potential clients.

Policy and Procedures

- **Confidentiality Agreements:** Employees and subcontractors are subject to a duty of confidentiality to the Group and its clients, as outlined in their employment and subcontracting agreements.
- **Definition of Confidential Information:** Confidential information includes all tangible or intangible ideas, information, and materials generally not known to the public about the business or its customers, as detailed in the Staff Handbook.
- **Restrictions on Disclosure:** Employees and subcontractors are forbidden to disclose any confidential information obtained during or after the course of services regarding the Group's clients to any third party and shall not use such confidential information for their benefit.
- **Telemarketing Restrictions:** All telemarketing promotions must operate within the Group's office, and data is not allowed to be copied out of the working site.
- **Post-Employment Obligations:** Upon termination of employment, employees are not to use or retain any confidential information.
- **Privacy Policy on Website:** A privacy policy page has been added to the Group's website for its stakeholders' reference.

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Data Security Guidelines

The Group enforces the following “Dos and Don’ts” guidelines to ensure data security:

“Dos”	“Don’ts”
<ul style="list-style-type: none"> • Make sure all information is removed from the workplace at the end of the day and stored in a locked area • Confidential sensitive or classified information, when printed, should be cleared from printers immediately • Keep your drawers locked when you are not in your seat • Ensure doors of entrance/exits are closed • Shred your confidential and internal use document when it is not required at all times • Beware of social engineering methods • Report to MIS Manager immediately If you see anyone unknown on office premises • Share the folders/files only to intended users & for the specified time. Provide specific Read, Modify, Full Control etc. on a requirement basis only • Remove all unauthorised software • Lock your computers when away from the seat (Press Win key + L) 	<ul style="list-style-type: none"> • DO NOT display confidential and internal use documents on the board at your workstation • DO NOT clutter the work area with Post-It or other handwritten, notes displaying sensitive information such as user IDs, passwords, and personal information of teams including contact details, conference details etc. • DO NOT leave confidential and internal use documents in your rubbish bin • DO NOT leave your notepads unattended or being used as a mouse pad • DO NOT leave your RSA token unattended • DO NOT plug USB Drive/Device on your laptop/desktop • DO NOT tailgate and piggyback • DO NOT store any songs and videos on the desktop/laptop • DO NOT save passwords in a text file on your desktop • DO NOT let auditors touch/take/have access to your personal information/ data/objects

Data Management and Access Control

- **Customer Resources Management System:** The Group has adopted a customer resources management system to manage the database of customers.
- **Access Control:** Only authorised personnel are allowed to access the system, and all data is kept confidential.
- **Security Event Monitoring:** The Management Information Systems Department (“MIS”) is responsible for monitoring the security event log of the operation system and the event log of SQL server to prevent any unauthorised access to the system.

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Data Leakage Response

In case of information leakage, the MIS department will take the following steps:

- Meet with related department heads to review the cases.
- Evaluate the impact of the data leakage.
- Inform any internal or related parties about the data leakage issue.
- Take immediate actions to prevent further data leakage, e.g., scan for viruses, install security patches, block internet access in the firewall, etc.
- Review the progress with committee members.

B6.6 Customer Communication

The Group is committed to providing quality service to its customers, adhering to the ISO/IEC 20000-1:2011 service management system. We prioritise maintaining strong customer relationships through understanding their needs, regularly reviewing service level achievements, and promptly resolving complaints.

Customer Relationship Management

- **Business Relationship Management Procedure:** A business relationship management procedure is in place to ensure good relationships with customers.
- **Customer List Management:** The Group maintains and reviews a list of customers on a half-yearly basis.
- **Regular Meetings:** Interim meetings (quarterly) and annual meetings (yearly) are organised to discuss service performance and achievement.
- **Customer Surveys and Improvement Plans:** The Group analyses customer surveys and establishes service improvement plans after meetings to follow up with customers.
- **Inquiry Handling:** When customers call or email the Group for product inquiries, service calls, or maintenance, the marketing department passes the information to the sales team for follow-up.

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Complaint Handling Process

- **Information Recording:** Upon receipt of product or service-related inquiries or complaints, customers' information is recorded.
- **Case Transfer:** Cases are transferred to relevant departments for further handling.
- **Initial Assessment:** An initial assessment is conducted to determine the severity, safety implication, complexity, impact, and the need for immediate action.
- **Investigation and Communication:** Respective departments investigate all relevant circumstances and information surrounding the complaint, followed by communication with the complainant regarding the decision and action to be taken.
- **Escalation:** If the complaint cannot be resolved immediately, the case is escalated to higher management.
- **Action Plan Evaluation:** Action plans to address the complaints and customers' satisfaction are evaluated after the complaints are settled.

During the Reporting Period, there were no complaints regarding the Group's products and services, nor were there any products sold or shipped subject to recalls for safety and health reasons.

B7. Anti-corruption

The Group upholds honesty, integrity, and fair play as essential business values. Our Anti-corruption Policy, also detailed in the Staff Handbook (Index 5, Code of Conduct), ensures that the Group's reputation remains untarnished by dishonesty, disloyalty, or corruption. This policy sets standards of behavior and outlines proper procedures for various business dealings.

B7.1 Conflict of Interest

As outlined in the Staff Handbook, a conflict of interest arises when an employee's personal interests compete with or contradict the Group's interests. Employees must avoid situations, whether actual or potential, that could compromise their integrity or jeopardise the Group's interests and reputation. Employees are required to declare any direct or indirect financial interest held by themselves or their immediate family in any business or organisation that competes with the Group or has business dealings with it.

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B7.2 Anti-Corruption

In accordance with the Prevention of Bribery Ordinance and the guidelines within our Staff Handbook, any employee soliciting or accepting an “advantage” in connection with their work without employer permission commits an offense, as does the offeror. The term “advantage,” as defined in the Ordinance, includes gifts, loans, fees, rewards, office employment, contracts, services, and favors. Accepting an advantage that could affect an employee’s objectivity, induce them to act against the Company’s interests, or raise concerns about bias or impropriety is prohibited.

The Group adhered to the Prevention of Bribery Ordinance throughout the Reporting Period. There were no instances of non-compliance with anti-corruption regulations or concluded legal cases regarding corrupt practices brought against the Group or its employees during the Reporting Period.

B7.3 Whistle-blowing Policy

The Group is committed to the highest standards of openness, probity, and accountability. As detailed in the Staff Handbook, we encourage employees, customers, suppliers, and other stakeholders to report any suspected misconduct or malpractice within the Group. The whistleblower can make a report in person or in writing with full details and, where possible, supporting evidence by mail or email. Our whistle-blowing policy is readily accessible, as it is posted on the company website and intranet. The Group is committed to responding fairly and appropriately to all complaints and potential breaches.

Individuals who make appropriate complaints under this policy are protected against unfair dismissal, victimisation, or unwarranted disciplinary action, even if the concerns are unsubstantiated. Employees who retaliate against those who raise concerns under this policy will face disciplinary action.

B7.4 Anti-corruption Training

During the Reporting Period, the Group organised training on business ethics, competition ordinance, and anti-corruption seminars for all directors and staff. The training on “Anti-bribery and Corruption” and “Competition Ordinance” was provided to 83% and 71% of the Group’s staff, respectively, resulting a total of 371 training hours on anti-corruption related topics.

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B8. Community Investment

Apart from caring for its employees, the Group cares for its community and discharges its corporate social responsibilities by actively participating in voluntary services.

With its care for people and the environment, the Group has long been recognised by the Hong Kong Council of Social Service with the Caring Company Award for more than 17th consecutive years.



Also, the Group was awarded with the Tenth Top Donor of the Year Award and Distinguished Award by The Community Chest for its effort in community investment.



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During the Reporting Period, the Group collaborated with various charity organisations to carry out several social services to encourage employees to take care of the people in need in society. Details of our community investment activities are outlined below.

Area of Contribution	Activities	Beneficiary/ Collaborators/Partner Organisations	Detailed resources input
Community Care	Rice Dumpling Delivery	Yang Memorial Methodist Social Services	Donation: HK\$3,000
	Mooncake Delivery	Yang Memorial Methodist Social Services	Donation: HK\$3,000 & 11 employees participated in charity events.
Education	Donation	The Learning Support Services Association Ltd	Donation: HK\$50,000
	Simultaneous Translation for Multilingual Meetings	The Hong Kong Polytechnic University	Donation: HK\$672,000.00
	Multilingual Automatic Speech Recognition	The Hong Kong Polytechnic University	Donation: HK\$676,000.00