



GET NICE HOLDINGS LIMITED
結好控股有限公司

(Incorporated in the Cayman Islands with limited liability)

於開曼群島註冊成立之有限公司

Stock code 股份代號 : 64

Environmental, Social and Governance Report

2020 環境、社會及管治報告



環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

ABOUT THE ESG REPORT

The Environmental, Social and Governance Report (“ESG Report”) is issued by Get Nice Holdings Limited (“Company”) and its subsidiaries (collectively “Group”). We are pleased to present our annual update for the year ended 31 March 2020 (“Reporting Period”) on sustainability performance, accomplishments and challenges.

The board of directors (“Board”) of the Company is committed to contributing to the sustainable development of society and the environment, and is responsible for evaluating and determining the Group’s risks relating to environmental, social and governance (“ESG”) areas - ensuring that appropriate and effective ESG risk management and internal control systems are in place. Furthermore, the Board has established a clear vision and has implemented significant measures to ensure that the Company fulfilled said vision in its daily operations.

Amongst various ESG issues based on Appendix 27 – Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) to the Rules Governing the Listing of Securities (“Listing Rules”) on the Stock Exchange of Hong Kong Limited (“Stock Exchange”), we will discuss the areas considered material and relevant to the Group. Priorities are set based on management’s view and certain concerns from our stakeholders. We engage key stakeholders, including our customers, services providers, shareholders, employees and regulatory bodies, etc., in daily operations through meetings and interviews to understand their specific views on the relevance and materiality of various ESG aspects. It is recommended that the ESG Report is read in conjunction with the Company’s Annual Report 2019/2020, in particular the Corporate Governance Report and Directors’ Report sections therein.

ABOUT GET NICE HOLDINGS LIMITED

The Company is an investment holding company with our principal businesses divided into three areas:

1. Money lending
2. Property development, holding and investment in financial instruments
3. Provision of financial services, including securities and future dealing and broking, options broking, securities margin financing and corporate finance services.

關於本報告

本環境、社會及管治報告（「環境、社會及管治報告」）由結好控股有限公司（「本公司」）及其附屬公司（統稱「本集團」）刊發。我們欣然提呈我們於截至二零二零年三月三十一日止年度（「報告期」）的本年最新可持續性表現、成果以及所面對的挑戰之資料。

本公司董事會（「董事會」）致力為環境和社會的可持續發展作出貢獻。同時負責評估和釐定本集團與環境、社會及管治（「環境、社會及管治」）範疇相關的風險，從而確保備有適當有效的環境、社會及管治風險管理和內部監控制度。此外，董事會已制定明確的願景並已採取重大措施，以確保本公司在日常營運中實現上述願景。

在根據香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄27—環境、社會及管治報告指引（「環境、社會及管治報告指引」）的各種環境、社會及管治議題中，我們將討論視為重要且與本集團相關的範疇。優先次序是根據管理層的觀點和持份者的若干關注而定。我們通過會議和會面與關鍵持份者（包括日常營運中的客戶、服務供應商、股東、員工及監管機構等）溝通，以了解彼等對不同環境、社會及管治範疇的相關性和重要性的具體看法。建議閣下將本環境、社會及管治報告與本公司二零一九／二零年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

關於結好控股有限公司

本公司為投資控股公司，主要業務涉及以下三大範疇：

1. 放債
2. 物業發展及持有，以及投資於金融工具
3. 提供金融服務，包括證券及期貨買賣以及經紀服務、期權經紀服務、證券保證金融資及企業融資服務。

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

SCOPE OF THIS ESG REPORT

The information in this ESG Report covers the operations of the following major business units during the year ended 31 March 2020:

Major subsidiaries and properties 主要附屬公司及物業

- Get Nice Financial Group Limited (“GNFGL”)
結好金融集團有限公司 (「結好金融」)
- Get Nice Securities Limited (“GNS”)
結好證券有限公司 (「結好證券」)
- Get Nice Futures Co Limited (GNFCL)
結好期貨有限公司 (「結好期貨」)
- Get Nice Finance Co. Limited (“GNFin”)
結好財務有限公司 (「結好財務」)
- Get Nice Property Management Company Limited (“GNPMCL”)
結好物業管理有限公司 (「結好物業管理」)
- Get Nice Centre (A Commercial Building in Hong Kong)
結好中心 (香港一幢商業樓宇)
- Winton House (A Commercial Building in the United Kingdom)
Winton House (英國一幢商業樓宇)

Regarding the segment of property investment, with business growth, the Group operates the leasing of many properties at different locations. Among those, Get Nice Centre, a commercial building in Hong Kong, as well as a commercial building in the United Kingdom are included in the reporting scope of this ESG Report.

本環境、社會及管治報告範疇

本環境、社會及管治報告所載資料涵蓋以下主要業務單位於截至二零二零年三月三十一日止年度的營運：

就物業投資分部而言，本集團隨著業務增長於不同地區經營物業租賃。當中，本環境、社會及管治報告的範圍內包括香港一幢商業大廈－結好中心及英國一幢商業大廈。



環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

SCOPE OF THIS ESG REPORT – continued

本環境、社會及管治報告範疇－續

Location/Country: 地點／國家：	Hong Kong 香港	United Kingdom 英國
Building Name: 樓宇名稱：	Get Nice Centre 結好中心	Winton House
Property Address: 物業地址：	270-275 Chatham Road North, Hunghom, Kowloon 九龍紅磡漆咸道北270-275號	9-13 (odd) St. Andrew Street and 65 Shoe Lane, London, EC4A 3AF
Status: 狀況：	For lease 待出租	Leased 已出租

REPORTING PRINCIPLES

The ESG Report preparation and presentation of related information are in accordance with the ESG Reporting Guide. The Group has prepared this ESG Report to meet the “Comply or Explain” provisions, of which mandatory Key Performance Indicators (“KPIs”) and some recommended KPIs are disclosed. As such, the Group has been able to produce a balanced report, focusing on our key material issues.

According to the guideline, the following principles are underpinned:

1. **Materiality:** Environmental, social, and governance issues that have major impacts on investors and other stakeholders must be set out in this ESG Report.
2. **Quantitative:** If the KPIs have been established, they must be measurable and applicable to valid comparisons under appropriate conditions. They must also be able to describe the purpose and impacts of quantitative information.
3. **Balance:** This ESG Report must provide an unbiased picture of the environmental, social, and governance performance of the Group. It should avoid selecting, omitting, or presenting formats that may inappropriately influence a decision or judgment by the reader.
4. **Consistency:** This ESG Report should be consistent and disclose statistical methodologies to allow for meaningful comparisons of related data over time. Any changes to the methods used must be specified in the ESG Report.

報告原則

本環境、社會及管治報告之編製及相關呈列之資料乃根據環境、社會及管治報告指引。本集團編製本環境、社會及管治報告以符合「不遵守就解釋」條文，當中已對強制性關鍵績效指標（「關鍵績效指標」）及若干建議關鍵績效指標作出披露。因此，本集團得以重點關注我們的關鍵重要議題，制定一份平衡的報告。

根據指引，應當遵循以下原則：

1. **重要性：**當環境、社會及管治議題會對投資者及其他持份者產生重要影響時，本環境、社會及管治報告須作出匯報。
2. **量化：**倘已制定關鍵績效指標，其必須可以計量並於適當情況下作出有效對比，而所訂立的指標亦須闡述量化資料之目的及影響。
3. **平衡：**本環境、社會及管治報告須不偏不倚地呈報本集團在環境、社會及管治方面的表現，以及避免不恰當地誤導讀者決策或判斷的選擇、遺漏或呈報格式。
4. **一致性：**本環境、社會及管治報告使用一致的披露統計方法，使相關數據日後可作有意義的比較。若統計方法於日後有所變更，亦須在本環境、社會及管治報告中註明。

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

STAKEHOLDER ENGAGEMENT

Engaging with stakeholders is a key part of our business strategy, as it is essential for us to understand key issues related to our operation. The Group communicates with its stakeholders, including but not limited to our customers, shareholders and investors, suppliers, employees and regulatory bodies in an open and proactive way.

與持份者溝通

與持份者溝通是我們業務策略的重要一環，我們亦必須了解與營運相關的關鍵議題。本集團與其持份者保持公開和積極溝通，包括但不限於我們的客戶、股東及投資者、供應商、員工及監管機構。

Result of Key Stakeholders Assessment during the Reporting Period
報告期內之關鍵持份者評估結果

Key Stakeholders 關鍵持份者	Key Concerns 主要關注事項	Major Communication Channels 主要溝通渠道
Customers 客戶	<ul style="list-style-type: none"> - Service quality - The environment and natural resources - 服務質素 - 環境及天然資源 	<ul style="list-style-type: none"> - Meetings - Customer service hotline and emails - 會議 - 客戶服務熱線及電郵
Employees 僱員	<ul style="list-style-type: none"> - Remuneration and welfare benefits - Health & safe workplace - 薪酬及福利 - 健康及安全工作場所 	<ul style="list-style-type: none"> - Employee activities - Interviews/Meetings - 僱員活動 - 會面／會議
Shareholders & Investors 股東及投資者	<ul style="list-style-type: none"> - Compliance operation - Integrity - 遵例營運 - 誠信 	<ul style="list-style-type: none"> - Regular general meetings - Regular reports and announcements - 定期股東大會 - 定期報告及公佈
Suppliers 供應商	<ul style="list-style-type: none"> - Anti-corruption - Fair and open procurement - 反貪污 - 公平及公開採購 	<ul style="list-style-type: none"> - Suppliers' assessment - Site visits - 供應商評估 - 實地視察
Regulatory bodies 監管機構	<ul style="list-style-type: none"> - Compliance with laws and regulations - 遵守法律及規例 	<ul style="list-style-type: none"> - Supervision on complying with relevant laws and regulations - Routine reports - 監察遵守相關法律及規例 - 常規報告

We take active measures to promote stakeholder relations and communications. Besides regularly issuing annual and interim reports, circulars, and announcements to stakeholders, we arrange stakeholder meetings regularly to provide opportunities for stakeholders to maintain communication with the Board as well as in daily operations through meetings and interviews, distribution of questionnaires to understand their specific views on the relevance and materiality of various ESG aspects.

本集團採取積極措施加強持份者關係及溝通。除定期向持份者刊發年報及中期報告、通函及公告外，本集團定期舉行持份者會議，使持份者有機會與董事會保持溝通，並透過會議和會面、派發問卷等方式，以使在日常營運中了解彼等對不同環境、社會及管治範疇的相關性和重要性的具體看法。

FEEDBACK

The Group discloses the latest business information regularly to investors and the public through our website: www.getnice.com.hk; we also welcome investors and shareholders to write to the Group or send their enquiries to investor@getnice.com.hk and share their views with the Board.

A. ENVIRONMENT

Global climate change is one of the most pressing environmental issues according to the United Nations and the world's most influential leaders. The year-to-year increase in greenhouse gas (“GHG”) in the earth is closely related to recent extreme weather conditions, including heavy rains, flooding, droughts, heatwave, etc. Apart from being an active participant in the community, the Group acknowledges itself as a member of the global village, therefore, takes pride in efficiently using resources and reducing GHG emissions with the aim of preserving the natural environment. The Group places sustainable development as a part of its grand vision and makes an active effort to reduce its influence on the environment through the following measures.

A.1. Emissions

As our Group is principally engaged in the provision of financial services, we do not produce a significant volume of hazardous waste, nor do we emit a significant amount of hazardous materials, such as nitrogen oxides, sulphur oxides and other respiratory suspended particles.

Our environmental impacts stem primarily from the energy use and related GHG emissions associated with the operation of offices, its vehicles, paper usage and non-hazardous waste. Our strategy is to focus on reducing energy use and GHG emissions, purchasing sustainably certified paper and disposing of our waste in a responsible manner.

意見

本集團透過網站(www.getnice.com.hk)定期向投資者及公眾人士發佈最新的業務資料；我們亦歡迎投資者及股東致函本集團或以電郵(investor@getnice.com.hk)提出查詢並與董事會分享意見。

A. 環境

根據聯合國及對世界最具影響力的領袖，全球氣候變化是最迫切的環境議題之一。地球上溫室氣體（「溫室氣體」）排放按年上升，與近期極端天氣（包括暴雨、水災、乾旱、熱浪等）息息相關。除積極參與社區服務外，本集團明白其為地球村的一份子。因此，我們有效地利用資源並減少溫室氣體排放，以保護自然環境，我們為此感到自豪。可持續發展是我們的宏願之一，本集團藉著以下措施積極降低其對環境的影響。

A.1. 排放

由於本集團主要從事提供金融服務，我們不會產生大量有害廢棄物，亦不會排放大量有害物質（例如氮氧化物、硫氧化物及其他懸浮顆粒）。

我們的環境影響主要源自與辦公室運作相關的能源使用及溫室氣體排放、其車輛、用紙及非有害廢棄物。我們的策略是專注降低能源使用及溫室氣體排放，購買可持續認可紙張及以負責任的方式處理我們的廢棄物來源。

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

A. ENVIRONMENT – continued

A.1. Emissions – continued

Greenhouse Gases Emissions

The major sources of air and GHG emissions we associated are energy consumptions regarding the purchased electricity used in operation and the fuel consumption from motor vehicles owned by the Group for business travel, as well as one yacht for the purpose of business engagement with clients.

The total GHG generated by the Group during the Reporting Period was approximately 486.99 tonnes (2019: 486.35 tonnes) of carbon dioxide equivalent, with an intensity of approximately 6.23 tonnes (2019: 6.23 tonnes) of carbon dioxide equivalent per employee, comprising our electricity consumptions, fuel consumption and disposal of paper waste.

A. 環境 – 續

A.1. 排放 – 續

溫室氣體排放

我們的廢氣及溫室氣體排放主要源自營運所購買電力的能源消耗，以及本集團就出差所擁有車輛以及為與客戶業務應酬所擁有一艘遊艇的燃料耗用。

報告期內，本集團所產生的溫室氣體合計約為486.99噸（二零一九年：486.35噸）二氧化碳當量，密度約每名員工6.23噸（二零一九年：6.23噸）二氧化碳當量，當中包括用電、燃料耗用及廢紙處置。

Total Green House Gas Emissions during the Reporting Period

報告期內的溫室氣體總排放量

Scope of GHG Emission	Emission Source	Estimated Emission	Estimated Emission	Intensity (Emission/	Intensity (Emission/
		(In tonnes of CO ₂ e) 2019-2020 估計排放量 (噸二氧化碳當量) 二零一九年 至二零二零年	(In tonnes of CO ₂ e) 2018-2019 估計排放量 (噸二氧化碳當量) 二零一八年 至二零一九年	Employee) 2019-2020 密度 (每名員工排放量) 二零一九年 至二零二零年	Employee) 2018-2019 密度 (每名員工排放量) 二零一八年 至二零一九年
Scope 1					
範疇1					
Direct Emission	Consumption of Fuel by the Group's Vehicles & Yacht	135.24	143.26	1.73	1.84
直接排放	本集團車輛及遊艇的燃料耗用				
Scope 2					
範疇2					
Indirect Emission	Purchased Electricity	343.60	334.17	4.40	4.28
間接排放	購入電力				
Scope 3					
範疇3					
Other Indirect Emission	Disposal of Paper Waste	8.15	8.92	0.10	0.11
其他間接排放	廢紙處置				
Total		486.99	486.35	6.23	6.23
總計					

A. ENVIRONMENT – continued

A.1. Emissions – continued

Waste Management

The Group upholds the principle of waste management and is committed to the proper handling and disposal of all wastes from our business activities. Due to the nature of our business, the Group did not generate a significant amount of hazardous waste during the Reporting Period, while the major non-hazardous waste generated was paper, with a weight of approximately 1.7 tonnes (2019: 1.9 tonnes), equivalent to approximately 0.022 tonnes (2019: 0.024 tonnes) per employee.

Compliance

The Group did not record of any incidents of non-compliance with laws and regulations that have a significant impact concerning air and GHG emissions, discharges into water or land, nor the generation of hazardous and non-hazardous waste during the Reporting Period.

A.2. Use of Resources

The Group is committed to conserving resources for environmental and operating efficiency. To pursue our environmental commitment, we implement multiple measures: enhancing energy efficiency, minimising paper use, reducing water consumption, and encouraging employees to be more environmentally conscious. Through active monitoring and managing the use of resources, we aim to reduce our operating costs as well as our carbon footprint. Given the Group is principally engaged in investment and financial services, we do not use a significant amount of packaging materials for finished products. Nevertheless, for other resources consumed in our business activities, the Group upholds the principle of resource management and is committed to the proper use of all resources. Details of energy and water consumptions will be discussed in the following sections.

A. 環境 – 續

A.1. 排放 – 續

廢棄物管理

本集團秉持廢棄物管理的原則，致力於妥善處理及棄置我們業務活動所產生的所有廢棄物。基於業務性質，本集團於報告期內並無產生大量有害廢棄物，而所產生的無害廢棄物大部份為用紙，重量約1.7噸（二零一九年：1.9噸），相當於每名員工約0.022噸（二零一九年：0.024噸）。

合規

報告期內，本集團並無任何不遵守有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生之相關法律及規例而有重大影響的情況。

A.2. 資源使用

本集團致力保護資源以達致環境及經營效益。為履行我們對環保的承諾，我們實施多項措施提升能源效益、減少用紙、減少用水及鼓勵員工提高環保意識。透過積極監察及管理資源使用，我們銳意節省經營成本及碳足跡。鑒於本集團主要從事投資及金融服務，我們的製成品沒有使用大量的包裝材料。然而，對於我們業務活動所耗用的其他資源，本集團秉持資源管理的原則，致力於妥善使用所有資源。有關能源耗用及用水的詳情將於以下章節討論。



環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

A. ENVIRONMENT – continued

A.2. Use of Resources – continued

Energy

We do not consume a significant amount of electricity. Our office operations accounted for the majority of the electricity consumption. We acknowledge that reducing energy consumption can significantly reduce the carbon footprint, therefore we adopt various initiatives in our operation. During the Reporting Period, the total electricity consumption was approximately 424,200 kilowatt-hours (2019: 423,000 kilowatt-hours) with an intensity of approximately 5,438 kilowatt-hours (2019: 5,423 kilowatt-hours) per employee; the total fuel consumption, comprised of gasoline and diesel oil, was approximately 47,000 litres (2019: 52,000 litres) with an intensity of approximately 603 litres (2019: 667 litres) per employee.

Water

The sustainable and responsible use of our water resources is a global concern. We are aware that water shortages, excessive demand and usage could pose a serious problem. Once again, due to the nature of our business, we do not use nor discharge a significant amount of water. However, to raise awareness of water conservation, the Group promotes water-saving practices in the workplace. For instance, we offer tips to conserve water and share with employees internally to raise water-saving awareness and encourage them on how to reduce consumption.

A. 環境－續

A.2. 資源使用－續

能源

我們沒有大量用電，而用電主要源自辦公室營運。我們知悉降低能源耗用能夠大幅降低碳足跡，因此於營運中採納不同措施。報告期內，總耗電量約為424,200度電（二零一九年：423,000度電），密度約為每名員工5,438度電（二零一九年：5,423度電）。燃料總耗用量（包括汽油及柴油）約為47,000升（二零一九年：52,000升），密度約為每名員工603升（二零一九年：667升）。

用水

可持續及負責任地使用我們的水資源是全球關注的議題。我們知悉水資源短缺，過度需求及使用可引致嚴重後果。同樣地，基於我們的業務性質，我們沒有使用或排放大量用水。然而，為提高保護水資源的意識，本集團在工作場所提倡節省用水的方法。舉例來說，我們與內部員工分享節省用水的小貼士以提高保護水資源的意識，並鼓勵員工減少用水。

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

A. ENVIRONMENT – continued

A.2. Use of Resources – continued

Resources Consumption during the Reporting Period
報告期內的資源耗用

Resources	Unit	Consumption	Consumption	Intensity	Intensity
		Quantity	Quantity	(Consumption/ Employee)	(Consumption/ Employee)
		2019-2020	2018-2019	2019-2020	2018-2019
		耗用量	耗用量	密度	密度
		二零一九年	二零一八年	(每名員工	(每名員工
資源	單位	至二零二零年	至二零一九年	耗用量)	耗用量)
				二零一九年	二零一八年
				至二零二零年	至二零一九年
Electricity 用電	kWh 度電	424,200	423,000	5,438.00	5,423.07
Fuel 燃料	L 升	47,000	52,000	603.00	667.00

Reduction Strategy

Energy-saving, reduction of waste, and the maintenance of a green office are among our many goals. The following measures have been adopted for our commitment to practicing our environment protection concept in our daily operation. We also educate our employees on how to follow the measures effectively.

(a) Reduce GHG Emissions

We implemented several measures to reduce GHG emissions to alleviate impacts on the environment. For example, we encourage employees to maximize the use of electronic communication equipment and carry out general discussions and communications through long-distance telephone calls, video conferencing, or other online communication tools to reduce or replace non-essential business trips and avoid pollutants emitted from transportation.

A. 環境 – 續

A.2. 資源使用 – 續

節約策略

節約能源、減少浪費及維持綠色辦公室為我們眾多目標的一部份。我們已採取以下措施，兌現在日常營運中實踐環保理念的承諾。我們亦教導員工如何有效推行相關措施。

(a) 減少溫室氣體排放

我們推出多項措施降低溫室氣體排放，以減少對環境的影響。舉例來說，我們現時鼓勵員工盡量利用電子通訊設備，並以長途電話、視像會議或其他網上通訊工具進行一般討論及通訊，藉以減少或取代非必要的出差及避免交通工具的污染物排放。

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

A. ENVIRONMENT – continued

A.2. Use of Resources – continued

Reduction Strategy – continued

(b) Reduce Paper Waste

Given the nature of our business, we use paper for a variety of business activities such as brochures, customer mailings and statements, as well as daily operations within our offices. To minimize the impact of paper usage, we seek to source sustainable paper from the “Programme for the Endorsement of Forest Certification”. Since all eucalyptus pulp comes from sustainable forests, we believe doing so enables us to support the sustainable development of the forest.

We committed to use paper efficiently in our operations. We encourage paperless billing options for customers. As of 31 March 2020, approximately 77% of the GNS’s new customers opted to receive electronic statements, increased by 2% when comparing with previous year (2019: 75%); Meanwhile 48% of the existing customers were receiving electronic statements, increased by 1% when comparing with previous year. Comparing with the previous year (2019: 47%). We also proactively encourage the Company’s shareholders to view the financial reports or circulars through the websites of the Stock Exchange and the Group. During the reporting period, the average number of printed copies for each distribution of financial reports or circulars was approximately 390 (2019: 390 copies) no change when comparing with the previous years.

A. 環境－續

A.2. 資源使用－續

節約策略－續

(b) 減少用紙

基於我們的業務性質，我們因應不同業務活動（如小冊子、客戶通訊及結單）以及辦公室的日常營運使用紙張。為減少用紙的影響，我們致力向「森林認證體系認可計劃」採購可持續紙張。由於所有桉木漿來自可持續森林，我們認為此安排能夠為森林的可持續發展出一分力。

我們亦致力於業務過程中實踐有效用紙。我們鼓勵客戶選擇無紙化賬單服務。於二零二零年三月三十一日，結好證券新客戶中約77%選擇收取電子結單，較去年增加2%（二零一九年：75%）。同時，現有客戶中48%現已選擇收取電子結單，較去年增加了1%（二零一九年：47%）。我們亦積極鼓勵本公司股東透過聯交所網站及本集團網站閱覽財務報告或通函。報告期內，每次刊發財務報告或通函的印刷數量平均約為390份（二零一九年：390份），較去年並無變動。

A. ENVIRONMENT – continued

A.2. Use of Resources – continued

Reduction strategy – continued

(b) Reduce Paper Waste – continued

Receiving Electronic Statements during the Reporting Period

報告期內收取電子結單之情況

		2019-2020 二零一九年 至二零二零年	2018-2019 二零一八年 至二零一九年
New Customers	新客戶	77%	75%
Existing Customers	現有客戶	48%	47%

We also adopt smart printing methods by modifying the format of account application forms and client agreements to reduce paper usage in GNS and GNFC. We advocate reuse and recycle by placing paper trays in designated office locations to collect recyclable papers and envelopes. We encourage employees to reuse paper and print on both sides. On the other hand, we pursue a paperless office by encouraging electronic means of communication, such as the intranet, email and internal circular system.

(c) Reduce Electricity Consumption

In order to reduce our electricity consumption, we adopt various initiatives in our daily operations. We remind employees to turn off electrical appliances when they are not in use and place priority in purchasing energy-efficient office equipment. When purchasing office equipments, we take into account the energy labels, choose the models with higher energy efficiency. We consider to switch to LED lighting systems or increase natural lighting. We also set the air conditioner in any office to a temperature of no lower than 22 °C in summer and no lower than 24 °C in winter.

A. 環境 – 續

A.2. 資源使用 – 續

節約策略 – 續

(b) 減少用紙 – 續

我們亦採取智能印刷方法，藉著修改結好證券及結好期貨的開戶表格及客戶協議格式以節約用紙。我們提倡再用及回收紙張，在指定辦公室位置放置回收盤，收集可回收的紙張及信封。我們鼓勵員工重用紙張並作雙面打印。另外，我們推行無紙化辦公室，鼓勵使用內聯網、電郵及內部傳閱制度等電子通訊方式。

(c) 節省用電

為節省用電，我們於日常業務中推行多項措施。我們提醒員工在不使用電器時關掉電器，並優先購買節能辦公室設備。於採購辦公室設備時不時考慮其能源標籤，選擇高效節能的型號。我們考慮轉用LED照明系統或增加天然採光。我們亦將辦公室的空調設置為夏季不低於攝氏22度而冬季不低於攝氏24度。



環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

A. ENVIRONMENT – continued

A.2. Use of Resources – continued

Reduction strategy – continued

(d) Recycle Waste

Apart from reducing waste and resources consumption, the Group adopts waste recycling initiatives in the operation. Due to the nature of our business, waste production is relatively insignificant and mainly stems from office operation, therefore recycling becomes our focus area. For instance, paper waste is collected by reputable recycling companies, waste newspapers are delivered to recycling companies on weekly basis, used printer cartridges and toners are recycled. In addition, we also establish recycling stations in the offices to collect recyclable waste.

A.3. The Environment and Natural Resources

Our impact on the environment and natural resources is also not significant. Consumption of energy mainly stemmed from the use of electricity, water and papers in office areas. During the Reporting Period, we have stipulated several measures to reduce the use of resources and disposal of waste. Our selection of suppliers and service providers also adopt various green initiatives. In addition to quality of goods and services, we also concern how suppliers address their responsibility for environmental protection. To further reduce our paper consumption, where conditions appropriate, the Group's store its documents, records and archives in electronic files instead of paper.

A. 環境 – 續

A.2. 資源使用 – 續

節約策略 – 續

(d) 廢棄物回收

除減少廢棄物及資源耗用外，本集團於營運中推行廢棄物回收措施。基於我們的業務性質，我們產生的廢棄物相對較少，且主要源自辦公室營運，故成為我們回收的重點領域。舉例來說，廢紙由具信譽的回收公司收集，廢報紙每週送交回收公司，並回收打印機的碳粉匣及碳粉盒。此外，我們亦於辦公室設立回收站收集可回收廢棄物。

A.3. 環境及天然資源

我們對環境及天然資源的影響亦不大。能源耗用主要來自辦公室範圍的用電、用水及用紙。報告期內，我們已制訂多項措施降低資源使用及處置廢棄物。我們對供應商及服務供應商的甄選亦採用不同的綠色舉措。除產品及服務質素外，我們亦關注供應商履行環保責任的表現。為了進一步減少用紙，在情況許可下，本集團以電子檔案方式代替紙張來儲存其文件、記錄及存檔。

A. ENVIRONMENT – continued

A.3. The Environment and Natural Resources – continued

We promote our green policy on environmental protection through email and internal bulletin boards. The Group also participated in “Earth Hour Hong Kong 2020” by turning off all non-essential lights in our office premises to support the campaign in March 2020. In addition, we remind our employees to minimize the waste generated from work and actively raise environmental awareness among them. We also encourage our employees to make full use of electronic means to communicate with customers and suppliers in order to further reduce the paper consumption of the Group.

A. 環境 – 續

A.3. 環境及天然資源 – 續

我們透過電郵及內部告示板推廣有關環保的綠色政策。本集團亦參與了「地球一小時香港2020」，在二零二零年三月關閉辦公室內所有非必要的燈光，以支持該活動。此外，我們提醒員工盡量減少工作產生的廢棄物，並積極提高員工的環保意識。我們亦鼓勵員工善用電子方式與客戶及供應商溝通，藉以進一步降低本集團的用紙。



Photo 1
圖1

Support “Earth Hour Hong Kong 2020” (Photo 1)
支持「地球一小時香港2020」(圖1)

We will continue to assess the environmental risks of our business, review our environmental practices, and ensure compliance with relevant laws and regulations.

我們將繼續評估業務的環境風險，檢討環保慣例以及確保遵從相關法律及規例。

B. SOCIAL

B.1. Employment and Labour Practices

We are firmly committed to building a strong team of employees who contribute our business mission and objectives. Human resource policies and management approaches across our business units are reviewed regularly to ensure that it is complied with requirements of local laws and regulations and in line with the business growth and employee development.

At the end of the Reporting Period, the Group had 78 full-time employees. To adapt to the continuously growing business scale, we solicit talents with financial experience from different countries and with different education backgrounds to join our team.

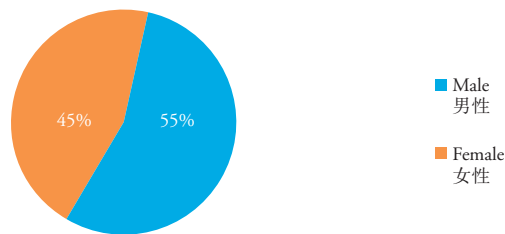
B. 社會

B.1. 僱傭及勞工常規

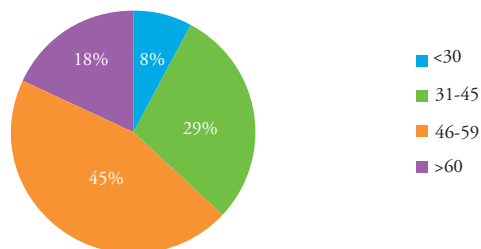
我們全力打造為實現我們的業務願景及目標而全力以赴的強大員工團隊。各業務單位的人力資源政策及管理方針乃定期檢討，以確保遵從地方法律及規例的規定，同時配合業務增長及員工發展。

於報告期末，本集團有全職員工78人。為配合持續擴充的業務規模，我們致力招攬有不同教育背景並具備財務經驗的各國人才加入我們的團隊。

Percentage of Employees by Gender
按性別劃分的員工百分比



Percentage of Employees by Age
按年齡劃分的員工百分比



B. SOCIAL – continued

B.1. Employment and Labour Practices – continued

Diverse and Fair Recruitment

We uphold equal employment opportunity for all employees concerning all human resources matters including recruitment, training, promotion, transfer and benefit etc., regardless of gender, religiosity, pregnancy, family status, marital status, race and disability. In selecting suitable applicants for a position, all employees are treated fairly. Selection criteria are built on their qualifications, abilities and experience. In order to fit different needs, our employee handbook is available both in printed version as well as online to help employees familiarise themselves with the Group's policies and requirements.

We seek candidates representing a wide range of backgrounds and experiences for positions at all levels. During the Reporting Period, the Group offered internship and work opportunities to students in both local and foreign universities. Through participating in skill-building workshops and meeting with our senior leaders, students are able to learn about the scope of work and career path in the financial sector.

Promotion and Remuneration

The Group is constantly improving its employment mechanisms. We review our employees' remuneration on an annual basis through performance assessment. Starting salary may vary in different positions according to skill, knowledge and market range. We adhere to the principle of fairness in providing promotion opportunities for outstanding employees. We also particularly encourage female participation in top management and at managerial and operational levels.

B. 社會 – 續

B.1. 僱傭及勞工常規 – 續

多元化、公平的招聘

不論性別、宗教、懷孕、家庭狀況、婚姻狀況、種族及殘疾，對於包括招聘、培訓、晉升、調任及福利在內之一切人力資源事宜，我們對所有員工一視同仁。於挑選職位的合適人選時，所有員工均獲得公平對待。甄選條件建基於他們的資歷、能力及經驗。為滿足不同需要，我們提供印刷版及網上版的僱員手冊，讓員工熟悉本集團的政策及規定。

我們就不同階段的職位尋求一系列不同背景及經驗的人選。報告期內，本集團為本地及海外大學的學生提供實習和工作機會。透過參與鍛鍊技巧工作坊以及與我們的高級負責人會面，我們為學生提供機會，讓他們了解金融業的工作範圍及事業發展。

晉升機會及薪酬

本集團持續改善其僱傭機制。我們每年進行表現評估以審閱員工薪酬。不同職位的起薪點視乎技能、知識及市場範圍而定。我們基於公平原則，為表現優秀的員工提供晉升機會，我們亦特別鼓勵在高級管理層以及管理和業務層面的女性員工參與。

B. SOCIAL – continued

B.1. Employment and Labour Practices – continued

Supporting Health and Wellness

We are continually expanding our programs and benefits to support employee health and well-being. During the Reporting Period, we provided our employees with medical benefits which cover various areas, from general outpatient services to physiotherapy, Chinese herbal treatment, bone-setting treatment and inpatient services.

We recognise that work-life balance is an important contributor to the health and well-being of our employees and their families. We offer flexible work hours to support parents and others who need alternative time schedules, in addition to marriage leave and compassionate leave for employees in need. On the other hand, we encourage continual learning by providing examination leave, which applies to employees who need to take examinations to earn qualifications relating to our business.

The Group invited “Kangenwater” to give a health presentation in March 2020 to raise health awareness and promote the use of non-alcohol water for cleaning.

B. 社會 – 續

B.1. 僱傭及勞工常規 – 續

推動員工身心健康

我們持續加強支持員工身心健康的計劃及福利。報告期內，我們為員工提供涵蓋多個範疇的醫療福利，當中包括普通門診服務、物理治療、中醫、跌打以及住院服務。

我們深明工作與生活平衡是員工及其家庭身心健康的關鍵。我們為父母及有需要人士提供彈性上班時間，亦為有需要員工提供婚假及恩恤假。另一方面為鼓勵持續進修，我們亦提供考試假，其適用於需要報考以獲取與我們業務相關領域資格的員工。

於二零二零年，本集團邀請「還原水」團隊舉辦健康簡介會，提高員工的健康意識，並呼籲使用無酒精水作清潔用途。

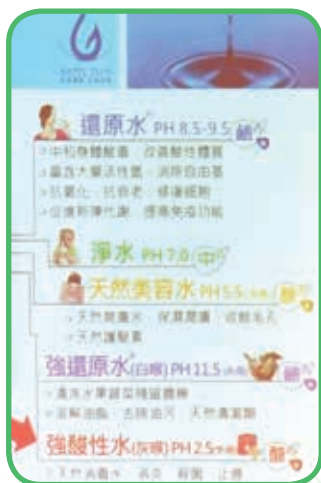


Photo 2
圖2



Photo 3
圖3

A Health talk organized by “Enagic” in March 2020 (Photo 2 & 3)
Enagic於二零二零年三月舉辦的健康講座(圖2及3)

B. SOCIAL – continued

B.1. Employment and Labour Practices – continued

An Inclusive Culture

We strive to promote an inclusive and supportive culture where our employees are treated with dignity and respect. We achieve this by strengthening the communication between the Group and employees. Human Resources Department regularly meets employees to understand their needs and concerns in daily operation and takes the responsibility to review and monitor regularly on the working procedures, benefits and policies.

To us, every new employee is a part of our values and motivations to achieve higher. We provide a comprehensive orientation programme to new employees that includes the following:

- The Group's structure
- Employee's role and responsibility
- Employee welfare
- Office tour
- Other procedures and regulations

B. 社會－續

B.1. 僱傭及勞工常規－續

共融文化

我們致力提倡共融和互相支持的文化，讓員工保有尊嚴並獲得尊重。為此，我們加強本集團與員工的溝通。人力資源部定期會見員工，了解他們需要及對日常營運的關注，並定期對工作程序、福利及政策進行檢討及監察。

對我們來說，每名新員工都能強化我們的價值並推動我們積極向上。我們為新加入員工提供全面的入職計劃，當中包含以下各項：

- 本集團架構
- 員工的角色及責任
- 員工福利
- 參觀辦公室
- 其他程序及規例

B. SOCIAL – continued

B.1. Employment and Labour Practices – continued

An Inclusive Culture – continued

We believe that health is vital for productivity. We have offered complimentary catering to our employees for more than 23 years and it remains one of our best fringe benefits. A nutritional lunch at our office is provided every working day. There is a wide variety available, such as meat, seafood, vegetables and soup with an emphasis on low sodium, sugars and fats. Employees also can avoid eating out or meal gatherings to avoid COVID-19 during the Reporting Period. We also encourage our employees to reduce food wastage by bringing the leftover food and rice to their homes.

In addition, the Group provides a variety of fruits to employees and account executives on a regular basis.

B. 社會 – 續

B.1. 僱傭及勞工常規 – 續

共融文化 – 續

我們相信，健康對生產力極為重要。我們已為員工提供免費膳食逾23年，一直是我們最好的附加福利之一。我們在每個工作日於旗下辦公室提供營養午餐。包括如肉類、海鮮、蔬菜及湯等各式美食，標榜「低鈉、低糖及低脂」。報告期內，員工亦可避免外出就餐或聚餐，以預防新型冠狀病毒病。我們同時鼓勵員工將剩餘飯菜帶回家中，減少食物浪費。

此外，本集團定期為員工及經紀贈送各種時令水果。



Photo 4
圖4

The Group provides fruits to employees and account executives on a regular basis (Photo 4)
本集團定期向員工及經紀贈送水果 (圖4)

B. SOCIAL – continued

B.1. Employment and Labour Practices – continued

An Inclusive Culture – continued

The inclusive culture is supported by our Group’s management team, who recognise that caring employees is one of the core values of the Group. For example, Longevity Buns were given to each employee and accounts executive on the seventh day of the first lunar month (“Renri”, culturally means birthday of everyone) for celebrating their “birthday”.

B. 社會 – 續

B.1. 僱傭及勞工常規 – 續

共融文化 – 續

共融文化源自本集團的管理團隊，其確立關懷員工是本集團的核心價值之一。例如在農曆正月初七(人日)向員工及經紀派發壽桃，同慶人人生日。



Photo 5
圖5

In celebration of the 2020 Renri, we had the Longevity Peach Steamed Buns together, wishing everyone a prosperous and healthy year (Photo 5)

為慶祝二零二零年人日，我們準備了壽桃，祝大家在新的一年財源廣進、身體健康(圖5)



Photo 6
圖6



Photo 7
圖7

Refreshments to staff for take a break and melt away their stress (Photo 6 & 7)

為員工提供茶點，稍作休息，緩解壓力。(圖6及圖7)



環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.1. Employment and Labour Practices – continued

Growth with Our Employees

The success of the Group relies on its employees – the most valuable asset of the Group. It is not merely a slogan, and this reflected in the commitment and loyalty by our employees. The Board is proud of the low turnover rate, reflecting the strong employee satisfaction and engagement. The turnover rate of employees in the Reporting Period was less than 3%. Many of our employees have been working in our Group for more than 10 years. At the end of the Reporting Period, 23 full-time employees have served the Group for more than 20 years; and 18 full-time employees have served the Group for more than 10 years.

Compliance

The Group strictly complies with the relevant laws and regulations in our employment and labour process, such as the recruitment, dismissal, promotion and remuneration of all employees. The legitimate rights and interests of employees are protected in accordance with laws and regulations.

B. 社會－續

B.1. 僱傭及勞工常規－續

與員工一同成長

本集團的成功有賴員工的努力，他們是本集團最寶貴的資產，這不單只是一句口號，更能從員工的承諾及忠誠之中體現。董事會為低流失率感到自豪，可見員工極為樂意為本集團效力，報告期內之僱員流失率少於3%。不少員工已任職本集團逾10年。於報告期末，本集團共有23名全職員工任職本集團逾20年而18名全職員工已為本集團服務逾10年。

合規

本集團嚴格遵從僱傭及勞工常規的相關法律及規例，包括所有員工招聘、罷免、晉升及薪酬等。員工的合法權利及權益均受到法律及規例的保障。

B. SOCIAL – continued

B.2. Health and Safety

The safety and wellbeing of our employees are always our priority. Thus, the Group seeks to provide a safe working environment where all individuals are supported to succeed and can develop to their fullest potential. Given the principal businesses of the Group relates to investments and financial services, we do not have substantial safety hazards within our office environment.

In alignment with our principle of providing employees with safe conditions of the working environment, different initiatives have been adopted:

- Applied “Bactakleen” antibacterial treatment to clean the air circulation system
- Installed two sets of water filtration systems to provide healthier water for employees
- Placed air purifiers in the office area
- Purchased ergonomic chairs for employees
- Displayed the safety and health pamphlets issued by the Occupational Safety & Health Council (safe manual handling, workplace stretching exercises, healthy diet, etc.)
- Arranged professional services providers to clean the office (carpet, telephone sets and computer equipment) to reduce possible germs spread regularly
- Prohibited smoking and drinking liquor in the workplace during office hours
- Equipped our Human Resources Department with counselling skills

B. 社會 – 續

B.2. 健康與安全

我們一直把員工的安全及福利放在首位。因此，本集團致力建立安全的工作環境，支持每位員工取得成功並盡展所長。鑒於本集團的主要業務與投資及金融服務相關，我們在辦公室環境內沒有涉及重大的安全隱患。

按照向員工提供安全工作環境的原則，已採用不同的措施：

- 使用「百得潔」抗菌處理來清潔空氣循環系統
- 安裝兩組濾水系統為員工提供更健康的食水
- 在辦公室範圍放置空氣淨化器
- 為員工購置人體工學座椅
- 展示由職業安全健康局刊發的安全及健康小冊子（如體力處理操作、工作間伸展活動、健康飲食等）
- 定期安排專業服務供應商清洗辦公室（如地氈、電話機及電腦設備），減少細菌傳播的可能性
- 辦公時間內禁止在工作間吸煙及飲酒
- 培訓人力資源部員工的輔導技巧

B. SOCIAL – continued

B.2. Health and Safety – continued

With the ongoing coronavirus outbreak, the Group made all efforts to adopt effective measures which are listed as follows to minimize any risk to health and support employees during the challenging times.

- Provided face masks to employees, account executives and customers who are staying in our office for work or meeting
- Provided hand sanitizers and 1:99 diluted household bleach or equivalent disinfectant in offices
- Provided anti-bacterial handwash liquid, toilet seat cleaners and tissue in toilets
- 1:75 diluted household bleach applied in all carpets (in all entrances and exits areas) to stop spread of bacteria and virus
- Increased cleaning and sterilizing in the office environment every 2 hours with 1:99 diluted household bleach or PH2.5 strong acidic water, especially metallic surfaces, handrails, door handles and lift buttons
- Required people to conduct body temperature checks before entering our office. Any person with a body temperature of 37.5 °C or above or below 35.4 °C is prevented from entering our office and encouraged to seek medical attention
- Flexible working hours to avoid the crowd in peak traffic hours
- Arranged for some employees to work from home to ensure a safe working environment

B. 社會 – 續

B.2. 健康與安全 – 續

隨著冠狀病毒持續爆發，本集團盡力採取以下有效措施，減少對健康的風險，並支持員工渡過艱困時期。

- 向留在辦公室工作或開會的員工、經紀及客戶提供口罩
- 在辦公室提供潔手液及1:99稀釋家用漂白水或同等消毒劑
- 在廁所提供消毒潔手液、坐廁座圈清潔劑及紙巾
- 在所有地毯上(所有出入口範圍)使用1:75稀釋家用漂白水，以防止細菌及病毒傳播
- 每2小時使用1:99稀釋家用漂白水或PH2.5強力酸性水，加強對辦公室環境的清潔及消毒(尤其是金屬表面、扶手、門柄及電梯按鈕)
- 要求每人在進入辦公室前先進行體溫檢測。體溫為37.5 °C以上或35.4 °C以下人士禁止進入辦公室，並敦請其求診
- 實施彈性工作時間，避開交通繁忙時段的擠擁
- 安排部份員工在家工作，確保工作環境安全

B. SOCIAL – continued

B.2. Health and Safety – continued

For social distancing, the Group cancelled the Lion Dance performance activities in Lunar New Year and any large-scale meetings. The Group had posted information for health advice and guidelines issued by the Health Department in our office area to educate our employees, account executives, their family members and visitors about the precautionary measures to fight against infectious diseases:

- Prevention of Pneumonia and Respiratory Tract Infection
- Prevention of coronavirus Disease in the workplace
- Wear a mask when taking public transport or staying in crowded places
- Seek medical advice promptly if unwell
- Avoid shaking hands with others & wash hands frequently
- Avoid social gatherings and maintain appropriate social distance from others as much as possible (at least 1 metre)
- Build up immunity and maintain a healthy lifestyle. Regular exercise and adequate rest
- After using toilet, put the lid down before flushing
- Cover mouth and nose with tissue paper when sneezing or coughing. Dispose of soiled tissues into a lidded rubbish bin, then wash hands thoroughly

B. 社會 – 續

B.2. 健康與安全 – 續

為保持社交距離，本集團取消農曆新年的舞獅表演活動及所有大型會議，並在辦公室範圍內張貼由衛生署發出的健康建議及指引，教導我們的員工、經紀、家屬及訪客採取對抗傳染病的預防措施：

- 預防肺炎及呼吸道傳染病
- 防疫上班攻略
- 在搭乘交通工具或在人多擠逼的地方逗留時佩戴口罩
- 如有不適，盡早求醫
- 避免與他人握手，勤洗手
- 避免出席社交活動，並盡量與他人保持適當的社交距離（至少1米）
- 增強免疫力，並保持健康的生活方式。保持恆常運動及充足休息
- 如廁後先蓋廁板再沖廁
- 打噴嚏或咳嗽時應用紙巾掩著口鼻。紙巾用後須棄置於有蓋垃圾箱內，然後徹底清潔雙手

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.2. Health and Safety – continued



Photo 8
圖8



Photo 9
圖9



Photo 10
圖10

Posters about the tips, guideline or health advice in our office area (Photo 8, 9, 10)
在辦公室範圍內張貼有關提醒、指引或健康建議的海報 (圖8、9、10)

In early 2020, it was difficult to source masks and sanitizers; masks continued to be a daily necessity in battling the pandemic. We tried our best to provide face masks and sanitizers to our employees and account executives during working hours. Additionally, the Group packed the masks in small bags for easier distribution to employees and account executives regularly and also provided free disinfectant (including Isopropanol and household bleach) for their home use.

在二零二零年初，採購口罩及消毒液困難重重；口罩仍然是對抗疫情的日常必需品。我們盡力在工作時間內為員工及經紀提供口罩和消毒液。此外，本集團亦將口罩裝在小袋內，以便定期派發予員工及經紀，並免費提供消毒液（包括異丙醇及家用漂白水）在家使用。

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.2. Health and Safety – continued



Photo 11
圖11



Photo 12
圖12



Photo 13
圖13



Photo 14
圖14

The Group gave a small bag of masks to employees and account executives on a regular basis (Photo 11) and free disinfectant for home use (Photo 12, 13, 14)

本集團定期向員工和經紀派發包裝口罩（圖片11），並免費提供在家使用的消毒液（圖片12、13及14）。

The Group continues to monitor closely the latest developments of the coronavirus epidemic, and if needed, further enhances sanitation and anti-epidemic measures.

本集團繼續密切監察冠狀病毒疫情的最新發展，如有需要，將進一步加強衛生和防疫措施。

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.2. Health and Safety – continued

There were no casualties and accidents over the Reporting Period, nor did the Group identify any violations of laws and regulations in relation to workplace health and safety during the Reporting Period.

B. 社會 – 續

B.2. 健康與安全 – 續

報告期內並無傷亡及意外，本集團亦無發現報告期內有任何違反工作場所健康及安全的相關法律及規例之情況。

Occupational Health & Safety Performance

職業健康及安全表現

Item	項目	2019-2020 二零一九年至 二零二零年	2018-2019 二零一八年至 二零一九年
Work-related accidents	與工作相關的意外	-	-
Injuries suffered by employees	員工受傷	-	-
Sick leave due to work injury	因工傷而放病假	-	-
Work-related fatalities	與工作相關的身亡事故	-	-
Confirmed cases of COVID-19	新型冠狀病毒病確診個案	-	N/A不適用

B.3. Development and Training

Apart from identifying and retaining the best talent, we offer employees opportunities to develop their skills. We believe training and development are essential for achieving a distinctive competitive edge for the Group and the employees themselves. We encourage each employee to develop their strengths with their own objectives. We also welcome employees to attend seminars or exhibitions which are related to our business operations during office hours so that they are well-equipped for their career paths.

In addition, the Group supported internal and external training programs accredited by Continuous Professional Training for employees and accounts executives licensed under Securities and Futures Ordinance, which can help them earn qualifications and acquire the latest industry knowledge. During the Reporting Period, our employees and account executives accumulated 862 training hours (2019: 664 training hours), equivalent to approximately 8.98 hours per person (2019: 6.85 hours) as well as other seminars, training courses and workshop sessions. In addition to examination leave, employees are entitled to subsidies for training or examination fees for application of licenses relevant to the Group's business.

B.3. 發展及培訓

除了發掘並挽留頂尖人材，我們亦為員工提供增進技能的機會。我們相信，培訓及發展對於為本集團及僱員建立獨有競爭優勢至關重要。本集團鼓勵每位員工訂立自己的目標，增強實力。我們亦歡迎員工於辦公時間出席與我們業務或營運相關的座談會或展覽，讓員工為自己的職業生涯做好準備。

此外，本集團支持已領取證券及期貨事務監察委員會牌照的員工及經紀參與由持續專業培訓認可的內部及外部培訓計劃，有助員工獲取專業資格及掌握最新的行業知識。報告期內，我們的員工及經紀已累積862小時（二零一九年：664小時）的培訓，相當於每人約8.98小時（二零一九年：6.85小時），並由員工及經紀出席其他座談會、培訓課程及工作坊。除考試假外，員工可就與本集團業務營運相關牌照的培訓或考試費用申請津貼。

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.3. Development and Training – continued



Photo 15

圖15



Photo 16

圖16



Photo 17

圖17



Photo 18

圖18

Internal workshops organised for employees and account executives (Photo 15, 16, 17, 18)

我們為員工及經紀舉辦內部研討會(圖15、16、17及18)

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.4. Labour Standards

The Group's labour standards primarily focus on conforming with local labour laws and regulations. We prohibit any child and forced labour in any of our operations and business process. We established a strict protocol for hiring, of which our responsible persons would conduct thorough verification of the candidate's identification documents to ensure child labour is not recruited.

We never force employees to work overtime, with all overtime decisions are voluntary in nature. We provide meal allowances to employees working overtime.

The Human Resources Department ensure the Group's procedure and operations comply with below laws and regulations, included but not limited to:

- Employment Ordinance
- Minimum Wage Ordinance
- Sex Discrimination Ordinance
- Disability Discrimination Ordinance
- Family Status Discrimination Ordinance
- Race Discrimination Ordinance
- Mandatory Provident Fund Schemes Ordinance
- Occupational Safety & Health Ordinance
- Personal Data (Privacy) Ordinance
- Prevention of Bribery Ordinance

The Group did not violate any relevant laws and regulations in relation to the prevention of child and forced labour during the Reporting Period.

B.5. Supply Chain Management

Given our business nature in the investment and the finance sector, we do not have significant suppliers within the businesses and operations. The Group's suppliers include various computer system and software vendors, market information providers, legal advisors and other professional business service providers. The selection of suppliers is based on criteria such as the price, reputation, track record of high corporate standards, expertise, capacity creditability, business stability and product/service quality.

B. 社會－續

B.4. 勞工常規

本集團的勞工常規主要針對是否遵從當地勞工法律及規例。我們的任何營運及業務過程一律禁止使用童工及強制勞工。我們為招聘制定一套嚴謹的守則，我們的負責人會徹底核實受聘人的身份證明文件，確保概不聘用童工。

我們從不強迫員工超時工作，所有超時工作決定皆屬自願性質。我們為超時工作的員工提供膳食津貼。

人力資源部確保本集團的程序及營運遵從以下法律及規例，包括但不限於：

- 僱傭條例
- 最低工資條例
- 性別歧視條例
- 殘疾歧視條例
- 家庭崗位歧視條例
- 種族歧視條例
- 強制性公積金計劃條例
- 職業安全及健康條例
- 個人資料(私隱)條例
- 防止賄賂條例

本集團於報告期內並無違反防止童工及強制勞工的任何相關法律及規例。

B.5. 供應鏈管理

鑒於我們投資及金融界別的業務性質，我們於業務及營運中沒有重大的供應商。本集團的供應商包括不同的電腦系統及軟件供應商、市場資訊供應商、法律顧問及其他商業服務專業人士。供應商的挑選準則包括價格、聲譽、達到高企業標準的往績、專業知識、能力信譽、業務穩定性及產品／服務質素等。

B. SOCIAL – continued

B.5. Supply Chain Management – continued

Moving forward, we will continue to closely collaborate with our suppliers to create shared value. We will also continue to incorporate social and environmental considerations into our procurement practices and promote sustainability in our value chain.

B.6. Product/Service Responsibility

Policies and Compliance

Since we are principally engaged in the investment and finance sector, the Group has adopted due and careful considerations in the business activities and are committed to comply with the rules and regulations of various regulators in Hong Kong such as Hong Kong Exchanges and Clearing Limited, Hong Kong Securities and Futures Commission, Hong Kong Police Force (Licensing Office) and the Estate Agents Authority. The Group also strictly adheres to the applicable laws and regulations relating to product/services responsibility in Hong Kong, including but not limited to:

- Securities and Futures Ordinance (the “SFO”)
- Securities and Futures (Financial Resources) Rules
- Securities and Futures (Client Money) Rules
- Securities and Futures (Client Securities) Rules
- Conveyancing and Property Ordinance
- Land Registration Ordinance
- Money Lenders Ordinance
- Money Lenders Regulations
- Estate Agents Ordinance
- Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance
- Drug Trafficking (Recovery of Proceeds) Ordinance
- Organised and Serious Crimes Ordinance
- United Nations (Anti-Terrorism Measures) Ordinance

B. 社會－續

B.5. 供應鏈管理－續

展望未來，我們將繼續與供應商保持緊密合作以建立共同價值。我們亦繼續為採購常規加入社會及環境的考慮因素，於我們的價值鏈推行可持續發展。

B.6. 產品／服務責任

政策及合規

由於我們主要從事投資及金融界別的業務，本集團於業務活動採取周詳審慎的考慮，並致力遵從香港不同監管機構的規則及規例，如香港交易及結算所有限公司、香港證券及期貨事務監察委員會、香港警務處（牌照課）及地產代理監管局。本集團亦嚴守香港有關產品／服務責任的適用法律及規例，包括但不限於：

- 證券及期貨條例（「證券及期貨條例」）
- 證券及期貨（財政資源）規則
- 證券及期貨（客戶款項）規則
- 證券及期貨（客戶證券）規則
- 物業轉易及財產條例
- 土地註冊條例
- 放債人條例
- 放債人規例
- 地產代理條例
- 打擊洗錢及恐怖分子資金籌集（金融機構）條例
- 販毒（追討得益）條例
- 有組織及嚴重罪行條例
- 聯合國（反恐怖主義措施）條例

B. SOCIAL – continued

B.6. Product/Service Responsibility – continued

Policies and Compliance – continued

In order to ensure the full compliance of the above laws and regulations, the Group established a comprehensive structure of policies and procedures and required proper implementation of the control measures. The senior management is responsible for overseeing the day-to-day operations of these departments and ensuring that the internal control procedures are being followed. In addition, we have published and circulated written operational and procedural manuals within the Group, which contain internal guidelines and implementation plans to ensure the following:

1. Conduct business in an orderly and efficient manner
2. Comply with all applicable laws and regulatory requirements
3. Maintain proper records and ensure the reliability of financial information and other information used within and published by the Group
4. Prevent and detect potential fraud
5. Protect the assets of the clients and the Group

We also place substantial emphasis on providing quality services to our clients. The compliance team is assigned to receive, record, handle and report all complaints received from our clients. We are committed to handling complaints in a proper and stringent manner.

B. 社會 – 續

B.6. 產品／服務責任 – 續

政策及合規 – 續

為確保全面遵守以上法律及規例，本集團制定一套全面的政策及程序架構，要求妥善實施監控措施。高級管理層負責監督此等部門的日常營運，確保部門確實遵循內部監控程序。此外，我們已經在本集團內刊發並分發書面營運及程序手冊，當中載有指引及實施計劃，以確保：

1. 有序及高效地經營業務
2. 遵守所有適用的法律及規例規定
3. 存置適當記錄，並確保本集團內部及所刊發的財務資料及其他資料為可靠
4. 防範及偵測潛在欺詐行為
5. 保護客戶及本集團資產

我們同時極為重視向客戶提供優質服務。我們設有投訴事務科，負責處理客戶投訴、記錄相關資料、跟進並匯報收到的所有投訴。

B. SOCIAL – continued

B.6. Product/Service Responsibility – continued

Policies and Compliance – continued


In addition, we established a complaint hotline which is handled by the complaint officer. The hotline number is printed on the statement of accounts sent to the clients of GNS and GNFCL. We maintain a complaints file to ensure a full record of complaints and the appropriate actions taken.

Consumer Data Protection and Privacy Policies

The Group places emphasis on protecting the privacy of its clients in the collection, processing and use of their personal data and is committed to the compliance of the Personal Data (Privacy) Ordinance and other relevant codes of practice issued by the Privacy Commissioner for Personal Data.

The Group owes a contractual obligation of confidentiality to the clients in terms of their information as stated in the account opening agreements, and therefore treats their transactions record and personal information as private and confidential. All the information is subject to disclosure requirements under the relevant laws, rules and regulations (e.g. Listing Rules or SFO). Besides, the clients retain the rights to review and revise their data, as well as opt out from any direct marketing activities

Protection of Intellectual Property

The Group manages and protects its trademark “” through registration in Hong Kong. The Group obtains proper licenses on software and information that are used in various operations.

Compliance

During the Reporting Period, there were no incidents of non-compliance with laws and regulations concerning breaches of customer privacy, loss of data, as well as the provision of products/services.

B. 社會 – 續

B.6. 產品／服務責任 – 續

政策及合規 – 續

此外，我們設有投訴熱線，個案由投訴事務主任處理。熱線電話號碼已印在結好證券及結好期貨客戶發出的賬戶結單上。我們備存投訴檔案以保存投訴的完整記錄並採取適當行動。

消費者資料保障及私隱政策

本集團在收集、處理及使用客戶個人資料方面十分重視保障客戶私隱，並致力遵守個人資料(私隱)條例以及個人資料私隱專員所發出的其他相關實務守則。

本集團根據開戶協議所載對客戶負有對資料保密的責任，因此在本集團須遵守的相關法律、規則及規例(例如上市規則或證券及期貨條例)的披露規定下，將客戶的交易記錄及個人信息視為私人及機密信息。此外，客戶保留權利審視及修改其資料，並且可選擇退出任何市場直接推廣活動。

保護知識產權

本集團通過在香港註冊而管理及保護其商標“”。本集團在不同營運中使用的軟件及信息均已獲得正式許可。

合規

報告期內，並無違反有關客戶私隱、信息洩露以及提供產品／服務的法律及規例的個案。

B. SOCIAL – continued

B.7. Anti-corruption

Policies and Procedures

Honesty, integrity and fair play are the cornerstones of the Group's business.

The Group strongly encourages employees to raise concerns and questions regarding ethics, discrimination or harassment, and to report suspected violations of these and other applicable laws, regulations and policies. We believe early identification and resolution of these issues is critical to maintaining good relationships with our clients, employees and stakeholders, as well as the Group's reputation. We do not tolerate corruption and bribery, and we actively combat corruption risks and loopholes. We have established a whistle-blowing policy to provide a robust mechanism which allows employees to report any malpractice existing in the Group to the audit committee under confidentiality.

Money laundering

In order to detect and prevent money laundering and counter-terrorist financing activities, we established various policies and procedures in compliance with relevant legal and regulatory requirements. Our employees are required to comply with the relevant Hong Kong laws and regulations and the anti-money laundering guidelines we have adopted.

B. 社會－續

B.7. 反貪污

政策及程序

誠實守信、循規守法是穩固本集團業務的基石。

本集團籲請僱員指出有關道德、歧視或騷擾方面的關注及疑問，並匯報涉嫌違反該等以及其他適用法律、規例及政策的行徑。我們深信，及早發現和解決相關議題是本集團與客戶、僱員及持份者維持良好關係的關鍵所在。我們絕不姑息貪污賄賂之違法行為，同時積極打擊貪污風險及漏洞。我們已制訂舉報政策，藉此確立機制讓僱員在一切保密的情況下向審核委員會匯報本集團內的任何不當行為。

洗黑錢

為了偵測及防範洗黑錢及打擊恐怖分子資金籌集活動，我們已遵照相關香港法律及監管規定制訂多項政策及程序。員工必須遵守相關法律及規例以及我們採納反洗黑錢指引。

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.7. Anti-corruption – continued

Money laundering – continued

Our anti-money laundering and counter-terrorism policies and procedures consist of four main components:

1. Client Due Diligence
We have approached a third-party professional vendor to maintain a name search in the database system. This enables us to screen each new client against current terrorist and sanction designations, and check whether the client is a Politically Exposed Person;
2. Ongoing Monitoring
We regularly review documents, data and information of our clients and monitor activities of the clients. This enables us to identify those complex, large and unusual transactions;
3. Suspicious Transaction Reporting
We have established a comprehensive internal protocol regarding suspicious activity. If such activity is detected, it shall be reported to the compliance team at once. Whenever the team holds reasonable grounds to justify that the clients or activities are indeed suspicious, we shall then file suspicious activity reports to the Joint Financial Intelligence Unit as soon as possible; and
4. Record Keeping
We trace individual transactions through ongoing data and information keeping. This enables us to establish a financial profile of any suspicious account or client. These records are then kept for at least six years.

B. 社會 – 續

B.7. 反貪污 – 續

洗黑錢 – 續

我們的反洗黑錢及反恐政策和程序由四個主要部分組成：

1. 對客戶進行盡職調查
我們會聯繫第三方專業供應商，在其數據庫系統中進行名稱搜索，以根據現有恐怖分子及制裁指定名單篩查每名新客戶，及查核客戶是否政治人物；
2. 持續監察
我們定期審查與客戶有關的文件、數據及資料，以及監測客戶活動，識別複雜、龐大及不尋常的交易；
3. 匯報可疑交易
有關可疑活動，我們制定了完善的內部指引。如果發現此類活動，均立即向投訴事務科報告。如有合理理由證明客戶或活動實屬可疑，我們隨後會盡快向聯合財富情報組提交可疑活動報告；及
4. 備存記錄
我們持續記錄數據及信息以追蹤個別交易，使我們能夠就任何可疑賬戶或客戶建立財務資料檔。相關記錄其後至少保存六年。



環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.7. Anti-corruption – continued

Compliance

During the Reporting Period, no legal cases regarding corrupt practices were brought against the Group or its employees. In addition, no whistleblowing concerning a criminal offence or misconduct was reported.

B.8. Community Investment

The Group acknowledges a sustainable business is dependent on the stability and well-being of the community where it operates. In addition, we regard improving community well-being as an important way to fulfill our values. During the Reporting Period, the Group participated in various types of public benefit activities and encouraged employees to participate in voluntary activities and charitable donations, enhancing their sense of social responsibility.

Donations

- HK\$50,000 to The Community Chest (May 2019)
- HK\$30,000 to Tung Wah Group of Hospitals (August 2019)
- HK\$10,000 to Buddhist (Sam Kok Mar Tou Yu-Lan) Charitable Association Limited (August 2019)

B. 社會 – 續

B.7. 反貪污 – 續

合規

報告期內，本集團或其員工並無涉及與貪污行為有關的法律訴訟。此外，亦無收到有關刑事罪行或行為失當的舉報。

B.8. 惠澤社群

本集團深明可持續發展業務乃取決於其所在社區是否穩健繁榮。此外，我們視改善社會福利為履行價值的重要途徑。報告期內，本集團參與多項公益活動，並鼓勵員工參與義工活動及慈善捐款，增強員工的社會責任感。

捐款

- 向香港公益金捐款50,000港元 (二零一九年五月)
- 向東華三院捐款30,000港元 (二零一九年八月)
- 向佛教(三角碼頭孟蘭勝會)慈善有限公司捐款10,000港元 (二零一九年八月)

B. SOCIAL – continued

B.8. Community Investment – continued

Volunteer Services

- Collected used school bags for Silver Lining Foundation (Aug 2019)



Photo 19
圖19

B. 社會 – 續

B.8. 惠澤社群 – 續

義工服務

- 為雲彩行動回收舊書包 (二零一九年八月)



Photo 20
圖20

The Group gives to the community by participating in charity activities, we collected used school bags and delivered to the Tsuen Wan's collected point (Photo 19 & 20)

本集團透過參與慈善活動回饋社會，我們回收舊書包並送至荃灣收集點 (圖19及20)

- The Group participated in the “Volunteer Movements” Scheme organised by the Social Welfare Department. We believe that participating in volunteer work is a manifestation of human equality, mutual love and learning an expression of love, care and sharing. Volunteer work provides an effective way for people from all walks of life to participate, contribute and give back to the community, fulfill their civic responsibilities, and ultimately achieve mutual care and harmony.

- 本集團參加由社會福利署舉辦的「義工運動」計劃。我們相信，參與義工工作能夠體現人人平等、相親相愛，亦能學習表達愛、關懷及分享。義工工作為社會各界人士提供參與、貢獻及回饋社會的有效途徑，履行公民責任，以達致互相關愛、和諧相處的最終目標。



環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

B.8. Community Investment – continued

Volunteer Services – continued

- Demand for face masks spiked during the COVID-19 pandemic. Some local non-profit organizations (“NGO”) and charities provided face masks for needy people. The Group has received an overwhelming response, with over 300 enquiries since the announcement. The Group has donated over 69,000 masks through 51 local NGO and charities which had distributed to under-privileged families and needy people. The Group’s management team also plays an important role in organizing our employees as volunteers to join these activities and co-ordinate the whole process smoothly in a short period (February 2020).

B. 社會－續

B.8. 惠澤社群－續

義工服務－續

- 在新型冠狀病毒病疫情期間，對口罩的需求激增。部份本地非牟利組織及慈善機構為有需要人士提供口罩。本集團公佈後反應熱烈，收到逾300個申請要求。本集團捐贈了逾69,000個口罩，透過51個本地非牟利組織及慈善機構把口罩分發給弱勢社群的家庭及有需要人士。本集團的管理團隊亦擔任了重要角色，在短時間內組織員工作為義工參與該次活動，並統籌整個過程以確保在短期內順利進行。(二零二零年二月)



Photo 21
圖21



Photo 22
圖22



Photo 23
圖23



Photo 24
圖24



Photo 25
圖25

Face mask donation and volunteering activities (Photo 21, 22, 23, 24, 25)
口罩捐贈及義工活動(圖21、22、23、24及25)

環境、社會及管治報告 ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

B. SOCIAL – continued

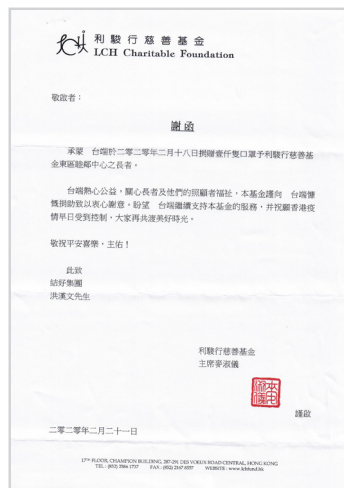
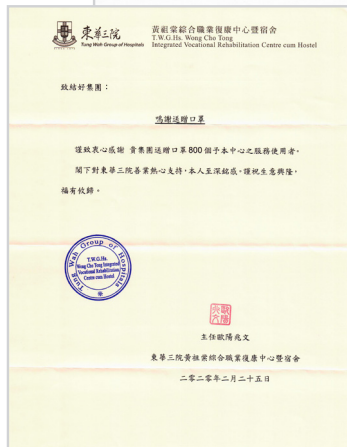
B.8. Community Investment – continued

Volunteer Services – continued

B. 社會 – 續

B.8. 惠澤社群 – 續

義工服務 – 續



B. SOCIAL – continued

B.8. Community Investment – continued

Volunteer Services – continued

The Group has been awarded the Caring Company Logo by the Hong Kong Council of Social Service to recognize its ongoing commitment to fulfilling its corporate social responsibilities. We were also awarded the Good Employer Charter by the Labour Department in adopting good management practices and cultivating them in our workplace.



B. 社會 – 續

B.8. 惠澤社群 – 續

義工服務 – 續

本集團獲香港社會服務聯會頒發「商界展關懷」標誌，肯定集團持續履行企業社會責任的承諾。我們亦參與香港勞工處的好僱主約章，採納良好的人事管理措施，並在工作場所培育人才。





GET NICE HOLDINGS LIMITED

結好控股有限公司

(Incorporated in the Cayman Islands with limited liability)

於開曼群島註冊成立之有限公司

Stock code 股份代號 : 64