



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

環境，社會及管治報告

2016

HC INTERNATIONAL, INC.
慧聰網有限公司

Stock Code 股票代碼 : HK2280





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INTRODUCTION

The Chinese e-commerce sector is booming and trading on the e-platform has become a global trend. In the process of developing its business operations, HC International, Inc. ("HC International") also takes into consideration social impacts, consciously implementing a series of corporate social responsibility programme to contribute to the community. We focus on a number of areas, including staff performance enhancement, environmental protection, community caring and poverty alleviation. We also actively combat cybercrime, and have established the HC College to share business management experiences with our customers. Through cooperation with our suppliers and other business partners, we aim to build a robust and sustainable business environment.

We are pleased to publish our first Environment, Social and Governance Report. This report sets out the environmental and social policies of our Group in 2016. We shall keep reviewing the relevant measures and execution, and begin to collect relevant data which we hope to disclose in future reports.

ABOUT THIS REPORT

Reporting Scope

This report covers the environmental, social and corporate governance policies taken by HC International in relation to the core operations in Beijing. We anticipate including the environmental and social involvement policies of the entire Group in future reports.

Reporting Period

This report covers information from 1 January 2016 to 31 December 2016. Historical data is also included for comparison, where applicable.

Reporting Standard

This report is prepared pursuant to the 'Comply or Explain' sections of the Environmental, Social and Governance Reporting Guide as set forth under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited.

Valuable Feedback

Stakeholders' feedback is valuable for our continuous improvement in environmental, social and governance performance. Please feel free to contact us for any comments.

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引言

電子商務是世界大趨勢，中國的網絡營銷平台發展蓬勃。慧聰網發展業務的同時，考慮到對社會的影響，因此自覺推行社會企業責任，為社區的福祉貢獻心力。我們專注在多個範疇，包括提升員工能力、環境保護、關顧社會及扶助貧困。同時，我們積極打擊網上欺詐，並建立慧聰商學院，與客戶分享營商管理經驗。我們通過與供應商及其他合作夥伴的合作，建立一個穩健及可持續發展的營商環境。

我們欣然發表首份《環境、社會及管治報告》。本報告敘述本集團在2016年在環境、社會方面的措施。我們不斷檢視有關的措施與執行，並開始收集有關數據，期望在未來的報告中披露。

報告簡介

報告範疇

本報告涵蓋慧聰網有限公司有關北京辦公區的環境、社區參與及企業管治措施。我們期望在未來的報告包括整個集團的環境及社區參與措施。

報告期間

本報告之內容涵蓋2016年1月1日至2016年12月31日的資料。如過往資料適用，亦會並列作比較。

報告標準

本報告內容參照香港聯合交易所有限公司《證券上市規則》附錄二十七的《環境、社會及管治報告指引》中的「不遵守就解釋」部份編寫。

寶貴意見

持份者的寶貴意見有助我們對環境、社會及管治方面的措施進行持續改善。如有任何意見，歡迎與本公司聯絡。

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CORPORATE OVERVIEW

HC International, Inc. (the “Company”) and its subsidiaries (collectively referred as the “Group”) is one of the leading domestic B2B e-commerce operators in the People’s Republic of China (the “PRC” or “China”). With its professional information services and advanced internet technologies, it has established a reliable demand and supply platform for small to medium enterprises (“SMEs”), and has been providing them with complete business solutions. Through dedicated efforts and developments over the past 24 years, the Group has expanded its business scope to cover more than 100 cities nationwide, with branches in 9 cities and a service team of about 2,964 individuals as at 31 December 2016.

With its professional experience and skills acquired from various industries over the past 24 years, the Group provides SMEs with B2B1.0 marketing solutions of Mai-Mai-Tong, an internet information based product, and keyword search, and also offers customers with effective B2B2.0 service experience through professional matching team, the entrusted operation team, Xunpanbao products, Super Trade Catalogues and Liuliangbao under the core principle of facilitating transaction conclusion by providing effective buyer information to achieve buyer-seller interaction. In addition, the Group successfully hosted Feasts for Industry Brands for about 50 industry sectors through the Group’s strong media recourses and customer base, which help SMEs to build up their brand names and promote their business transactions. The Group also offers customers with internet financing products through the joint venture established with Digital China Holdings Limited (“Digital China”) (the shares of which are listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (Stock code: 861)); the landing project of online-to-offline business model of the Group – Shunde O2O business exhibition centre completed on schedule and put into operation. Such a complementary and multi-dimensional structure allows the Group to create a unique development path amid the rapid expansion of the B2B industry in China.

企業概覽

慧聰網有限公司(「本公司」)及其附屬公司(統稱「本集團」)是中華人民共和國(「中國」)領先之內貿B2B電子商務運營商之一。本公司憑藉專業的資訊服務與先進之互聯網技術，為中小企業(「中小企業」)搭建可靠之供需平台，提供全面的商務解決方案。經過過去24年之不懈努力與發展，本集團之業務範圍已經拓展至全國上百城市，在9個城市擁有分公司。截至二零一六年十二月三十一日，服務團隊約2,964人。

憑藉過去24年來在各行業市場積累的专业經驗和技能，本集團以提供有效買家信息，撮合買賣雙方互動，最終完成交易為核心，為中小企業提供以互聯網信息為基礎的買賣通及關鍵詞搜索之B2B1.0營銷解決方案，還通過專業撮合團隊，代運營團隊，詢盤寶產品，超級商情，及流量寶等產品為客戶提供交易效果可見的B2B2.0之服務體驗。此外，本集團透過其強大之媒體資源及客戶基礎，成功舉辦涉及約50個行業界別之行業品牌盛宴，助中小企業樹立品牌和促進業務交易。本集團亦通過與神州數碼控股有限公司(「神州數碼」)(其股份於香港聯合交易所有限公司(「聯交所」)主板上市(股份代號：861))成立的合資公司為客戶提供互聯網金融產品；本集團線上到線下商業模式的落地項目—順德O2O商展中心如期完工並投入運營。這種優勢互補、縱橫立體之架構，使本集團在中國B2B行業之快速發展下，打造出一條獨特之發展道路。

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Through the determined implementation of the professional and focused strategy, the Group has been offering professional and all dimensional marketing solutions to customers in those traditional industrial sectors during the past several years. At the same time, the Group has been actively expanding into the market segment of fast-moving consumer goods in the field of high added-value service. Based upon the different natures in our targeted markets, the Group has developed two unique business models for relationship-based customers and transaction-based customers, separately. Along with our direct sales, agency sales and telemarketing sales teams, the Group provides the relationship-based customers with one-to-one, indepth and professional solutions, and transaction-based customers with efficient, user-friendly and standardised solutions and business platforms. Through these services, the Group satisfies its different customers' needs. The Group is committed in providing professional and innovative services and products to meet market and users' needs, and facilitating the conclusion of transactions. Customer experience and service quality are our constant focus. Within the last several years, the Group's businesses became more focused, product portfolio became more precise, and business model and market demands became more in line.

STAKEHOLDER ENGAGEMENT

We fully understand the value of stakeholder engagement, and therefore we have used various channels to find out their expectations towards the Group. These stakeholders include staff, investors, suppliers, the government and customers. Their opinions are fairly important to our daily operations. We have established different communication channels and frequencies for different stakeholders, so as to enhance management proficiency and operation efficiency.

Key Stakeholder	Communication Channels
Staff	Emails, Workers' Meeting, Notice Board, Intranet
Investors	Emails, Annual General Meeting, Results Announcement, Annual Report, Shareholders' Meeting
Suppliers	Emails, Conferences, Phone calls, Workshops
Government	Emails, Conferences, Phone calls
Customers	Emails, Conferences, Customer Satisfaction Surveys, Group Website, Customer Service Hotline

在過去之幾年裏，本集團堅定地執行專業、專注之策略，為傳統行業客戶提供專業、全方位之營銷解決方案。同時，本集團亦積極拓展高增值服務領域之快速消費品市場。本集團根據目標市場性質之差異，開發了兩種分別適用於關係型客戶與交易型客戶之獨特業務模式，配合本集團之直銷、代理商銷售及電話銷售團隊，為關係型客戶提供一對一、深入及專業之解決方案；為交易型客戶提供高效、易用及標準之解決方案與業務平台。透過提供此等服務，滿足本集團不同客戶之需求。本集團承諾會以專業和創新之服務與產品來迎合市場和用戶需求，及促使達成交易。我們一直致力於客戶體驗與服務質量。在過去幾年內，本集團之業務更加專注、產品組合更加簡明、業務模式更加切合市場需求。

與持份者溝通

我們深明與持份者溝通的重要性，因此我們從不同的渠道去了解他們對集團的期望。這些持份者包括員工、投資者、供應商、政府及客戶，他們的意見對集團的日常營運甚為重要。我們亦會因應不同的持份者而建立不同的溝通方式與次數，從而提升管理水平及營運效率。

主要持份者	交流途徑
員工	電郵、職工會議、通告欄、內聯網
投資者	電郵、年度會議、業績公佈、年報、股東大會
供應商	電郵、會議、電話、工作坊
政府	電郵、會議、電話
客戶	電郵、會議、客戶滿意度調查、集團網頁、客戶服務熱線

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ENVIRONMENTAL PROTECTION

Corporate development is dependent on national resources. HC International operates mainly from offices and online platforms, and therefore the impact to the environment is comparatively lower than manufacturing industries. Even so, we will not relax lightly. We are committed to protecting the environment from various aspects. The Group strictly complies with environmental laws and regulations such as “Environmental Protection Law of the People’s Republic of China” (「中華人民共和國環境保護法」), the “Atmospheric Pollution Prevention Law of the People’s Republic of China” (「中華人民共和國大氣污染防治法」), to accomplish its responsibilities for the environment proactively, and endeavour to achieve better environmental performance. The Group has started to collect environmental data and anticipate disclosing relevant indicators in the future. There were no environmental-related violations during the reporting period.

GREENHOUSE GAS EMISSIONS

Our greenhouse gas emissions mainly come from the electricity and water consumption in offices and dormitories. We advocate a variety of measures to avoid the wastage of resources. The following are some of the measures we have put in place to manage energy and water consumption:

環境保護

企業發展有賴國家資源。慧聰網主要於辦公室及網上平台營運，故環境影響相比其他製造行業為低。然而，我們絕不會因此而鬆懈，反而從多方面致力保護環境。本集團遵照《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》及相關法律法規主動保護環境以達致更美好環境。本集團開始收集環境數據，期望在日後匯報相關指標。在報告年間沒有出現與環境相關的違規情況。

溫室氣體排放

本公司的溫室氣體主要來自辦公室及宿舍的水電使用。我們推動各種管理方法避免浪費資源。以下是我們對於部份能源管理及水資源使用的措施。

Energy consumption

能源使用

- | | |
|---|----------------------------|
| – Reducing fuel consumption by purchasing power from power companies rather than using electricity generators. | – 向電力公司購買電力，不使用發電機 |
| – Replacing traditional incandescent tube lighting with energy-efficient compact fluorescent lightbulbs. | – 使用慳電膽，代替傳統燈管 |
| – Setting timers of the lighting system so that lights are automatically switched off according to weather and working hours. | – 設有照明時間制，根據天氣及上下班時間自動開關 |
| – Adjusting temperatures of the air condition system and setting temperature indicators for winter and summer respectively. | – 冷氣系統可調較溫度，設定冬天及夏天的室內溫度指標 |

Water consumption

水資源使用

- | | |
|--|---------------------------------|
| – Reducing water consumption without having to change water consumption habits by installing water saving valves for bathroom and water outlet facilities. | – 浴室及出水設施安裝節水閥，毋須改變用水習慣亦能節省用水 |
| – HC Park has sewage facilities installed which can treat wastewater for plant irrigation. | – 慧聰園設有廢水處理設施，廢水經過處理後用於植物灌溉 |
| – Facilities are regularly patrolled and immediate repairs are carried out when situations like water leakage or burst pipes be discovered. | – 定期檢查公用設施，當出現漏水或水管破裂等情況，立即進行維修 |



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WASTE MANAGEMENT

We have established the following protocols to enhance the environmental awareness of the staff members and to encourage recycling:

- Statistics relating to the quantity of waste for offices and dormitories are compiled when collecting waste;
- Garbage bags are reused whenever possible; and
- Paper usage is limited by setting a monthly limit to avoid unnecessary paper usage.

The Group targets waste management from the source by procuring durable products and encouraging recycling. Computer equipment is indispensable for our online business platform, and the Group therefore has to purchase durable models, which are maintained and managed by the IT department and replace with regular updates to both hardware and software. Replacement computers are purchased only when necessary.

GREEN OFFICE ENVIRONMENT

A comfortable and green office environment helps improving work efficiency. The Group implements a 5S management system (Sort, Set in Order, Shine, Standardise and Sustain) to maintain office discipline and environmental hygiene. Environmental protection is also dependent upon staff's cooperation, and therefore we provide conservation suggestions to all staff members and put up notices in suitable places to remind staff members about energy conservation. We have implemented the following measures for green living:

- Prioritizing the selection of environmentally-friendly materials and energy-saving products for office use when procuring office supplies;
- Reusing paper products, such as manila envelopes and envelopes for internal document transfers;
- Implementing intelligent office systems and integrating multi-department management for the dissemination of information, so that documents can be approved internally through the system without having to print out hard copies; and
- Reducing the frequency of business travel by utilizing video-conferences.

廢棄物管理

本集團為提高員工的環保意識並加強循環再用，已制定以下措施：

- 在收集垃圾時統計辦公室及員工宿舍的垃圾數量；
- 垃圾袋在可行的情況下重複使用；及
- 對於紙張的應用進行控制管理，每月設定用紙量，避免不需要的用紙。

本集團從源頭著手，在採購時選擇耐用產品。提倡循環再用，電腦設備對於我們作為提供網絡平台是不可或缺，故本集團盡量選購耐用型號，並由電腦部負責進行維修及管理，定期為系統及硬件進行提升，只在必要時方添置新電腦。

綠色工作環境

舒適及綠化的工作環境有助提升工作效率，本集團運用5S管理（整理、整頓、清掃、清潔、素養）維持辦公室秩序及環境衛生。環境保護亦有賴員工配合，我們向所有員工發放環保倡議書及在適當的地方張貼告示，提醒員工節約能源。我們採取以下措施，推動綠色生活：

- 在採購辦公室用品時，優先選用環保物料或節省能源的產品；
- 重複使用紙製品，如公文袋、信封等作內部文件傳遞；
- 推行智能辦公室系統，綜合管理各部門的運作，透過系統向員工發放訊息。部份文件可在系統內審批，從而減少列印；及
- 透過視像會議減少出差次數。



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CARING FOR OUR STAFF

Labour Standard, Fair and Diversified Culture

The Group does not tolerate any non-compliance activities or the use of child labour. The Group strictly complies with the "Labour Law of the People's Republic of China" (「中華人民共和國勞動法」), the "Labour Contract Law of the People's Republic of China" (「中華人民共和國勞動合同法」), the "Regulations of Insurance for Employment Injury" (「工傷保險條例」) and other related laws and regulations to effectively protect employees' legal rights. The age requirement is clearly stated in the job descriptions during recruitment. Identification documents are verified during the interview to ensure that applicants meet the age requirement by the time they start working for the Group. We understand the importance of work-life balance. We have never forced our staff to work overtime and staff members are also allowed to apply for flexible working hours based on working conditions. We also value multiculturalism since it can enhance staff communication and creativity. We adhere to the principle of equality during the recruitment process. The experience and skills of the applicants are the determining factors and applicants would not be rejected because of gender, age or race. Male and female staff received the same remuneration with the same job duties. We also recruit from different minority groups, including Manchu, Hui, Mongol, Miao, Zhuang, Tujia, Tibetan, Duar and Dong etc.

Remuneration and Welfare

HC International, as an e-commerce operator, is more creative and flexible than the traditional businesses. We provide competitive remuneration package to attract a talented workforce.

The remuneration package alone is not enough to retain quality staff. A suitable working environment and welfare are also staffs' considerations. Our flexible welfare scheme meets staff's actual needs. The active working environment motivates our staff's morale. As our staffs are diversified, the Group provides dormitories near HC Park in order to reduce their living expenses in Beijing. Our group also provides a leisure club so that our staff can enjoy various activities after work. In 2016, we organised the 18th sports meeting, events include but not limited to basketball, rope, dance competitions, as well as a 5-km jogging and party events and etc.. Staff can enjoy complimentary meals in the canteen. Menus are updated regularly to provide balanced nutrition. We truly believe work-life balance can enhance competitiveness. Staff are not only entitled to the statutory public holidays, but also five-day working week. Complementary drinks and snacks are provided during work breaks. Extended New Year holidays and free travel allowance are also offered.

關愛員工

勞工準則、公平及文化多元政策

本集團絕不容許任何違法行為，並禁止聘用童工。本集團遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《工傷保險條例》及其相關法律法規保障員工利益。本集團在招聘時已清楚列明入職時的年齡要求，並在面試時查閱應徵者的身份證明文件，確保員工在上班當日符合年齡要求。我們明白工作與生活平衡的重要性，因此從不強制員工加班，員工亦可因應工作情況申請彈性工作時間。本集團亦推崇多元文化，這有助於加強員工之間的溝通及創造力。本集團於招聘時奉行公平原則，主要考慮應徵者的經驗及技能，應徵者不會因性別、年齡、種族等因素而不獲聘用。男女員工同工同酬。我們亦聘用少數民族員工，包括滿、回、蒙古、苗、壯、土家、藏、達爾、侗族等。

薪酬與福利

慧聰網作為一家電子商務營運商，比傳統產業更創新及靈活。為吸引優秀人才，本公司為員工提供具競爭力的薪酬。

留住優秀員工，不可單靠薪酬，合適的工作環境及福利亦是員工的考慮因素之一。本公司福利靈活多變，切合員工的實際需要；工作環境充滿活力，帶動工作士氣。慧聰網員工來自不同地方，為減輕員工在北京的住宿壓力，集團在北京慧聰園附近設有宿舍。宿舍設有俱樂部，讓員工在工餘時間進行各類型的康體活動。集團於2016年舉辦第18屆的運動會，當中包括籃球、跳繩、舞蹈等比賽，更舉辦了五公里慢跑及狂歡派對等。員工可以在飯堂享用免費膳食，餐單會定期轉換，配合均衡營養。本集團深信在工作及生活取得平衡有助提升競爭力，員工不僅享有國家法定假期，集團亦採用五天工作制，為員工在小休時提供免費茶水及小食，以及較長的春節假期及免費旅遊等各項福利。



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Training and Development

Staff needs to keep up with the market trend and personal ability in the rapid changing e-commerce industry and the fast-growing internet technology in order to enhance competitiveness. HC International encourages its staff to participate in training through the incentive learning management system. Our Group not only provides internal training but also encourages continuous education in spare time for obtaining professional qualifications. Staff might have the opportunity for salary increment or promotion if they have obtained the relevant qualifications.

As the Group develops and the number of staff increases, we provide soft skills training to the managerial grade staff members to enhance operational efficiency. The aim is to strengthen their leadership and management abilities for team development. Soft skills trainings include the following categories:

- Customer service skills;
- Leadership training;
- Communication skills; and
- Role and orientation for new managers.

Occupational Health and Safety

Occupational health and safety risks are hidden in all sectors. HC International operates mainly in offices where the occupational health and safety risks are comparatively low. We believe the most effective way to reduce work injury is to improve staff safety awareness. We identify potential hazards in the workplace and establish various safety practices. All staff must adhere to the safety guidelines. We provide our staff with relevant health and safety training. Fire safety and safety knowledge training was held in 2016. First aid kits and fire extinguishers are placed at different areas in the offices with clear indicators as to their locations. There were no serious casualties in 2016.

發展及培訓

在這個電子商務的行業裡，互聯網及科技發展迅速，員工需要了解市場狀況及提升個人能力，從而提升競爭力。慧聰網透過激勵學習管理制度，鼓勵員工參與培訓。本集團不僅提供內部培訓，亦鼓勵員工在工餘時間學習並考取專業資格。如員工考取相關的專業資格，可獲得加薪或晉升機會。

隨著公司發展，員工數目增加，為增強營運效率，我們為管理層提供一系列軟性技能課程。目的是加強他們的領導及管理能力的，期望帶動團隊成長。軟性技能課程著重以下範疇：

- 客戶服務技巧；
- 領導訓練；
- 溝通技巧；及
- 新晉管理者的角色與定位。

職業健康與安全

所有行業都潛在不同的職業健康及安全風險。慧聰網的主要營運場所於辦公室，職業健康安全風險較低。我們相信，最有效減低員工受傷的方法是提高員工的安全意識。因此，我們在辦公室範圍內識別出安全隱患，從而確立安全行為規範，所有員工都必須遵守安全指引。本集團為員工提供相關的健康和安全培訓，在2016年舉辦過安全知識及消防安全培訓，以及於辦公室不同地點放置急救及防火用品並清楚標示放置地方。在2016年，本集團沒有發生過任何重大傷亡意外。



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OPERATING PRACTICE

Supplier management

The Group's success is not only dependent on the hard work of the employees, but also relies on the suppliers' cooperation. In order to improve the procurement process and control costs effectively, the Group has adopted specific procurement policies to enhance the transparency of the procurement process. Purchases must be made from designated suppliers, and other supplies can only be used if the existing suppliers are not able to meet the Group's demands. The Group has chosen responsible suppliers in order to jointly safeguard the customers' best interests. In addition to price and quality, the Group selects suppliers based on their awareness on environmental protection and occupational safety. Besides, the products and services provided by the suppliers must comply with the relevant national legal requirements. The Group will assess the performance of the suppliers on a regular basis, at the same time to manage environmental and social risks, to enhance the sustainable development of the enterprise, and to build up the corporate image and reputation of the enterprise.

Product Responsibility

The ever-changing internet world contains business opportunities and risks at the same time. The e-commerce is the global trend. To be successful in the e-commerce sector, besides focusing on product design and innovation, a safe and reliable internet platform is also necessary. Conscientious verification is required before becoming the seller and user to protect users' rights and benefits.

According to the "Network Security Law of the People's Republic of China" (「中華人民共和國網路安全法」), we have established relevant policy, rules, flow and purchased suitable equipment to protect customer data during operations. There was no reported leakage of customer data during the year of 2016.

We have strict protocols for uploading products onto the websites. Product sellers are not allowed to post on the websites information regarding products that violate or infringe intellectual property rights or counterfeit products. HC International has established a clear guidance for sellers regarding the posting information. The non-compliance products are detected through automatic search system and that the non-compliance products would be de-listed. All non-compliance cases are recorded for future follow-up. Any cases that may constitute breach of laws are referred to the judiciary.

Customer feedback is of vital importance to the corporate image. The Group tries to understand customers' comments through various channels. The customer service has adopted a unified approach. All of the complaints and feedback are recorded and analyzed to avoid future recurrence and to improve the existing mechanism.

營運慣例

供應商管理

集團的成功不僅靠員工的努力，亦需要各供應商的合作。為更有效規範採購流程及有效地控制成本，提高採購管理的透明度，集團制定採購政策。採購必須與指定供應商合作，當現有供應商未能滿足需求時，方可選擇其他供應商。本集團選擇負責任的供應商，共同維護客戶權益。在選擇供應商除根據價格及質量以外，環保及職業安全要求亦是選擇供應商準則。供應商所提供的產品及服務必須符合國家相關法律要求。集團會定期對供應商表現作出評估，加強環境與社會風險的管理，推動企業可持續發展能力的提升，樹立負責任的企業品牌和形象，提高企業聲譽。

產品責任

網絡世界千變萬化，擁有著各樣商機的同時亦危機四伏。電子商務是世界大趨勢，要在電子商務平台成功，除了專注於產品及創新外，亦需要一個安全可靠的網絡平台。為保障用戶利益，在成為賣家及用戶前，都須要通過嚴謹的認證以確認其身份。

根據《中華人民共和國網路安全法》規定，慧聰網制定了相應的制度、規則、流程，並且購進了相應的設備，對慧聰網作業流程中涉及的客戶私隱進行保護，2016年度慧聰網並未出現過任何洩露客戶隱私的情況。

本集團對於客戶在網站上發佈的商品有嚴格的規範。賣家不可發佈任何違法、侵犯知識產權或有關假貨的資訊。慧聰網為賣家提供清晰的發佈指引。自動檢測工具亦會搜索侵權產品及不符合規定的發佈，違規發佈會下架處理。所有的違規個案都會記錄在案，再作跟進。如涉及違法行為，會交由司法機關處理。

客戶的意見對企業形象至關重要。本集團從多個渠道了解客戶意見。客戶服務採用統一的處理方式，所有投訴及意見都會記錄在案及進行分析，避免同類事件再次發生及改善現有制度。



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Anti-Corruption

The Group pursues the highest standard of corporate governance. The Corporate Governance Report is included in the Group Annual Report P.103–114. We operate with integrity and has no tolerance for any corruption, bribery, extortion, fraud and money laundering. Staff handbook has clearly set out the relevant regulation. This regulates the entire Group and also its business partners, to strictly abide by relevant laws and regulations, professional ethics, as well as the company rules and regulations, so as to establish the clean and diligent working atmosphere, and prevent any damage to the interests of the Group and its shareholders. The operation must fully fulfill the compliance requirement. The Group has established the Whistle Blowing Policy for reporting any suspected improper act by telephone or email. The complaint procedure is handled in confidential manner to protect reporters.

The Group procurement procedure has a higher chance of involving conflict of interest. To avoid conflict of interest from happening, projects valued at more than RMB100,000 are open for tender. The tender team consists of members from several departments to review and analyse the tender document. During the reporting year, there were no cases of corruption, bribery, extortion, fraud or money laundering.

COMMUNITY INVOLVEMENT

HC International shoulders corporate social responsibility during business development. We use our resources and strength towards community development. We believe the community needs our support in a wide range of aspects. Therefore, we partner with different organizations to contribute to the community. At the same time, we encourage our staff to participate in community development. The following activities and events were held in 2016:

Firefly Action – A present to brighten the future for children

‘Firefly Action’ was organized by Beijing Youth Development Foundation. This is a special charitable project supported by the HC Water Purify Company for providing portable LED desk lamp to the children living in remote mountainous areas. Our volunteers had also gone to the impoverished mountainous area of Baoding, Hebei, for a two-day charitable visit with Beijing Youth Development Foundation in order to understand the real situation of children living in mountainous areas and give the children a gift.

反貪污

集團奉行企業管理的最高標準，有關集團的企業管治報告，可參閱集團2016年年報第103至114頁。我們矢志在營運中體現誠信，絕不容忍任何貪污、賄賂、欺詐及洗黑錢等行為。員工手冊清楚列明相關守則，該守則規管整個集團及業務夥伴遵守相關法律法規、專業守則及集團政策。從而建立廉潔的工作環境減少對集團及股東的影響。在業務過程中必須確保符合所有法律法規。本集團建立告密政策，當發現員工或與集團相關的不當行為，可以透過電話或電郵作出舉報。為保障投訴人，申訴程序會在保密的情況下處理。

集團的採購程序較有可能涉及利益衝突，為避免出現利益衝突，涉及人民幣10萬元以上的項目會進行公開招標，並設立由多個部門組成的招標小組審查及分析投標內容。在報告年間，集團沒有發現任何涉及貪污、賄賂、欺詐及洗黑錢的行為。

社區參與

慧聰網積極發展業務的同時，亦不忘肩負起企業社會責任。本集團一直以來運用既有資源及自身優勢建設社區。我們相信社區在多方面均需要我們的協助，因此我們夥拍不同的機構為社區服務，同時亦鼓勵員工積極參與社區發展。在2016年，集團舉辦過以下活動：

螢火蟲行動－給孩子一份點亮未來的禮物

「螢火蟲行動」由北京青少年發展基金會發起，是慧聰淨水網特別支持的一項公益項目，主要為居住在山區的兒童提供可攜式LED檯燈。集團義工們更與北京青少年發展基金會到河北保定的貧困山區，進行了兩天的公益探訪活動，了解山區孩子的真實生活情況及送上禮物。



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“Yi Yi Bu She” – Clothing recycling programme

The Group partners with Beijing Changping District Government to set up clothing recycling banks in different places in Beijing. One of the clothing recycling bank is located at the HC International headquarter. Our staff fully supported the programme and there were over 600 items of clothing being collected during a short period of time. The project not only helped alleviate poverty but also promoted green living style.

Flea Market Charity Bazaar – Help the impoverished students

Staff organised flea market charity bazaar on regular basis selling products donated by our staffs. The profits made from the sale had been donated to the foundation to help impoverished students. This project not only increased the product value through reuse, it also aimed to help students who have been suffering from poverty.

Colour, Way of Love – Bring colour to children

The HC Paint Company took part in the ‘Colour, Way of Love’ with Nippon Paint to bring students a pleasant learning environment by furnishing the deprived schoolyard with coloured paint. Our volunteers also visited the school and attended art lessons with the children to bring them happiness.

The Ocean of Love – Support the education in the community

The Corporate Culture team participated in the “Ocean of Love”, partnering with a non-profitable educational institute located in Shunyi District, Beijing City, to provide the Love Ocean School with financial support. The volunteers also gathered with the children for games, classes and improving their lunch menus, etc.

衣衣不捨 – 環保舊衣回收活動

集團與北京市昌平區政府合作，在北京多個地方設置衣物回收箱。其中一個回收箱放置在慧聰網總部，獲得員工大力支持，在短短的時間內便回收了600多件衣服。這個項目不僅協助扶貧，亦推動綠色生活。

跳蚤市場義賣 – 幫助貧困學生

員工定期舉辦跳蚤市場義賣，由員工捐贈商品，售出商品所得的收益會用作捐助基金會資助的貧困學生。跳蚤市場在幫助窮困學生的同時，亦使物品得以循環再用。

為愛上色 – 給孩子們帶來色彩

為了讓學生有一個更愉快的學習環境。慧聰塗料網參與由立邦發起的「為愛上色」公益活動，為北京周邊貧困學校用油漆美化校園。集團義工們亦到學校與學生進行美術課，為他們帶來歡樂與色彩。

愛的海洋 – 為民間教育提供支援

企業文化部參與《愛的海洋》公益活動，夥拍北京市順義區一所非牟利的民間教育慈善機構—愛海學校，為他們提供財政上支援。此外，義工們亦陪同孩子玩遊戲，進行義教及改善午餐的營養等。

