



# 2016年環境、社會與管治報告

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2016

### 億仕登控股有限公司

ISDN HOLDINGS LIMITED

Incorporated in Singapore with limited liability  
(Singapore Stock code: 107.SI) (Hong Kong Stock code: 1656)

於新加坡註冊成立的有限公司  
(新加坡股份代號: 107.SI) (香港股份代號: 1656)



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## 1. About this Report

This is the first year of ISDN Holdings Limited (together with its subsidiaries, the "Group" or "ISDN") to prepare and publish the Environmental, Social and Governance (ESG) Report in Hong Kong after the Group was listed on the Main Board of The Stock Exchange of Hong Kong Limited (SEHK) on 12th January 2017. The Group will illustrate and highlight its efforts and performance in both environment and social aspects for the Group's business operations in this report.

The Group has been visionary and focused on integrating ESG consideration to all key operating companies and key performance indexes will be developed to improve the energy and resource usage efficiency and at the same time minimize risk for the long term. This will be beneficial to the stakeholders of the Group.

## 2. The Scope, Materiality, and Reporting Period of this Report

ISDN is an integrated engineering solution provider focusing on motion control, industrial computing and other specialized engineering solutions. The Group's customers are primarily manufacturers, and original design manufacturers of products and equipment that have specialized requirements in precision controls.

After conducting the materiality testing, this report includes the disclosure of the ESG performance of the Group's business and manufacturing operations in Hong Kong, People's Republic of China (PRC), Singapore, Malaysia and Vietnam in achieving sustainable development. The report content covers the period from 1st January 2016 to 31st December 2016 unless otherwise stated.

## 1. 關於本報告

這是億仕登控股有限公司（與其子公司統稱為“集團”或“億仕登”）於2017年1月12日在香港股票交易所（“港交所”）的主板上市後，首次編制環境、社會與管治（“ESG”）報告，並將在香港發佈。集團將在本報告中闡述並強調在其業務運營過程中，集團在環境和社會方面所做的努力及業績。

集團始終致力並專注於將ESG考慮事項與所有重要的自營公司結合，集團還將創建關鍵的業績指標，用以提高能源和資源使用效率，並同時將長期風險降到最低。這一舉措將有益於集團的利益相關方。

## 2. 本報告的範疇、重要性及報告期

億仕登控股有限公司是一家工程解決方案公司，專業從事集成精密工程和工業計算解決方案。公司提供各種工程服務，其主要客戶是生產對精密控制有專業要求的產品和設備的製造商和原始設計製造商。

進行重要性測試後，本報告包含了該集團在香港、中華人民共和國（“中國”）、新加坡、馬來西亞和越南的集團和製造業務在實現可持續發展方面的努力及業績的披露。除非另有規定，本報告的報告期為2016年1月1日至2016年12月31日。

### 3. Vision and Mission on Environment, Social and Governance

ISDN's vision is to be the engineering solution provider of choice focusing on delivering innovative and quality solutions of value to both its customers and stakeholders.

To achieve the vision, the Group is committed to do the following:

- To be recognized as the leader in all the markets it serves
- To continue to build enduring relationship of trust with its customers and business partners
- To be an employer of choice that inspires and rewards performance excellence
- To generate value for shareholders through measured growth strategies in earnings and distributions.
- To conserve the environment by the use of technology for better resource management

### 4. Stakeholders' Engagement

Stakeholders' expectation, view and feedback toward ISDN is of ultimate importance to the Group's future development. Trust is the foundation to build and ensure enduring and long-term relationship with stakeholders, so it is very important for the Group to communicate its development in a direct and transparent way to its stakeholders and at the same time understand their views and expectation. Through the following stakeholder engagement exercises, the Group is able to ensure the objectives are achieved.

#### Community

- Media coverage
- Press releases/News
- Corporate website

### 3. 環境、社會與管治目標及任務

億仕登的目標是成為工程解決方案的優秀提供商，專注於向其客戶和利益相關方提供有價值的創新和優質解決方案。

為達成此目標，集團做出以下承諾：

- 成為市場的領導者
- 繼續與集團的客戶和商業夥伴保持持久的信任關係
- 成為優秀的雇主，激發並獎勵雇員卓越的業績
- 通過平衡增長策略，為股東創造收益價值和分配價值
- 以更優的資源管理方式，通過技術來保護環境

### 4. 持份者溝通

持份者對億仕登的期望、意見和回饋對集團未來的發展至關重要。信任是與持份者建立並保持持久、長期關係的基礎，因此，通過直接、透明的方式與持份者交流集團的發展情況，並同時瞭解利益相關方的期望和意見，這對集團而言非常重要。集團可通過以下利益相關方的參與活動，達成上述目標。

#### 社會群體

- 媒體報導
- 新聞發佈會/新聞
- 公司網站



### Customers

- Corporate website
- Customer service hotline
- Comments and complaint channels
- Service contracts
- Press releases/News
- Research reports

### Employees

- Comprehensive training
- Notices and circulars
- Team briefings
- Staff meetings
- Performance appraisals

### Investors and Shareholders

- Annual general meeting and notices
- Annual reports, financial statements and announcements
- Corporate website
- Investors briefings
- Press releases/News
- Research reports

### Suppliers

- Service contracts
- Supplier appraisals
- Supplier assessment and evaluation

### 客戶

- 公司網站
- 客戶服務熱線
- 意見和投訴管道
- 服務合同
- 新聞發佈會/新聞
- 研究報告

### 員工

- 全面培訓
- 通知和通告
- 團隊簡介
- 員工會議
- 業績評估

### 投資者和股東

- 年度股東大會和通知
- 年度報告、財務報表和聲明
- 公司網站
- 投資者簡介
- 新聞發佈會/新聞
- 研究報告

### 供應商

- 服務合同
- 供應商評估
- 供應商考核與評價

## 5. Environmental Performance

ISDN's principal operating subsidiary is one of the leading multinational motion control solutions and industrial computing providers. The Group's headquarter office is in Singapore and its subsidiaries covered in this report are located in Hong Kong, PRC, Singapore, Malaysia and Vietnam which comprise of production plants, warehouses and sales and administration offices with a total floor area of 26,933 m<sup>2</sup>. The Group's manufacturing processes are mostly taken part in Suzhou, PRC, where it owns the Hightech Industrial Park that primarily produces products including hinges and locks, precision gearboxes and other industrial hardware. The floor area of the production plant is 6,209 m<sup>2</sup>, and together with another production plant in Wujiang, PRC, with a floor area of 462 m<sup>2</sup>, the total area accounted for production is 6,671 m<sup>2</sup>.

The operations at the Hightech Industrial Park in Suzhou and the production plant in Wujiang are subject to the environmental laws in PRC including the PRC Environmental Protection Law since 1 January 2015, and monitored by local environmental protection supervisory department. The production plants in Suzhou and Wujiang are performing light industrial production operations so the energy requirement for production is relatively low. However, it remains the responsibility of the Group to prevent environmental pollution including the prevention of waste gases, water and residues, dust powder, radioactive materials and noise arising from production, construction and other activities that could endanger the environment. During the reporting period, the Group was in compliance with the necessary environmental protection requirement in accordance with the applicable environmental laws and regulations in the PRC.

### Emissions, Use of Natural Resources and Waste Generations

To provide meaningful information for this ESG report, the Group is disclosing its carbon footprint generated from its operations. Carbon footprint is defined as the total amount of direct and indirect emissions of green house gases (GHGs) expressed in terms of equivalent amount of carbon dioxide (CO<sub>2</sub>) emission.

## 5. 環境表現

億仕登旗下一家主要經營子公司是提供運動控制解決方案和工業計算服務的跨國龍頭企業之一。集團總部設在新加坡，且本報告所涉及的其子公司遍佈於香港、中國、新加坡、馬來西亞和越南，包括工廠、倉庫、銷售和行政辦事處，占地總面積達26,933平方米。集團的製造工藝大部分在中國蘇州的高科技工業園區完成，主要生產鉸鏈、鎖具、精密齒輪箱和其他工業五金件等產品。位於該園區的生產廠房占地面積6,209平方米，加上位於中國吳江的另一個占地面積462平方米的生產廠房，其生產廠房總面積達6,671平方米。

集團在蘇州工業園區和吳江生產廠房的經營受中國環境法的管轄，包括自2015年1月1日起施行的《中華人民共和國環境保護法》等法律，並接受當地環境保護部門的監督。蘇州和吳江的生產廠房從事輕工業產品的生產，因此其能源需求相對較低。但是，集團仍承擔防止環境污染的責任，包括防止廢棄、廢水和廢渣三廢污染，以及因生產、施工和其他活動產生的對環境有危害的粉塵、放射性物質和雜訊等。在本報告期內，集團始終遵守了中國環境保護法律法規的相關環保要求。

### 排放，自然資源的使用和廢棄物產生

為了在本環境、社會和治理報告中提供有意義的資訊，集團對其經營產生的碳排放量予以披露。碳排放量是指溫室氣體的直接和間接排放總量，并用二氧化碳（CO<sub>2</sub>）的排放量作當量表示。



Comprising the Group's headquarter office and subsidiaries with production plants, warehouses, and sales and administration offices for the reporting period, the Group's operations cover a total floor area of 26,933 m<sup>2</sup> and accounted for 100% of its GHGs emissions.

The below summarized the environmental aspects related to the Group's business operations with focus on its emissions and the use of resources.

## 5.1 Type of Emissions

### Green House Gases Emission

There were 1577.73 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>-eq) GHGs (mainly carbon dioxide, methane and nitrous oxide) emitted from the Group's operation in the reporting period. With the total operation area of 26,933 m<sup>2</sup>, the total annual emission intensity due to energy usage was 0.059 tCO<sub>2</sub>-eq/m<sup>2</sup>. The major source of the GHGs emission was from the Hightech Industrial Park.

在本報告期內，含集團總部、子公司，包括其製造工廠、倉庫、銷售和行政辦事處在內，集團的作業面積覆蓋26,933平方米，此範圍內經營產生的溫室氣體排放占其溫室氣體總排放的全部。

下文總結了集團經營活動在環境方面，重點關注污染排放和資源消耗的情況。

## 5.1 排放類型

### 溫室氣體

報告期內集團經營產生的溫室氣體排放的二氧化碳當量 (tCO<sub>2</sub>-eq) 為1577.73噸。總作業面積為26,933.00平方米，因使用能源而產生的年度總排放強度為0.059噸二氧化碳當量。碳排放的主要來源位於蘇州工業園區。

範圍 Scope	排放源 Sources of emission	溫室氣體排放 (單位: tCO <sub>2</sub> -eq) GHG emission (in tCO <sub>2</sub> -eq)	按範疇劃分的溫室氣體排放 (單位: tCO <sub>2</sub> -eq) GHG emission by scope (in tCO <sub>2</sub> -eq)	分配率 Distribution
1	固定源 Stationary	無 N/A	79.92	5.07%
	移動源 Mobile	79.92		
	製冷劑 Refrigerant	無 N/A		
2	購買的電力 Purchased electricity	1439.41	1439.41	91.23%
	購買的能源 Purchased electricity	無 N/A		
3	廢紙處理 Disposal of paper waste	58.39	58.40	3.70%
	清水處理 Fresh water processing	0.01		
	污水處理 Sewage water processing	0.00		
溫室氣體總排放量 Total GHG emission		1577.73	1577.73	100%

Over 91% of the total GHG emission was generated by Scope 2 emission: indirect electricity use, the emission is from the use of electricity by electrical appliances including lightings, air conditioning, and office and production use equipment in the office, warehouse, and production plant locations.

Scope 2	tCO <sub>2</sub> -eq	% contribution
Production	776.86	53.97%
Office/Warehouse	662.55	46.03%
Total	1439.41	100.00%

Another major source of GHGs emission was generated by Scope 1 emission: direct emission from mobile source which was the GHGs generated by the consumption of petroleum and diesel fuel by the Group's owned fleet. A total of 79.92 tCO<sub>2</sub>-eq were generated and a breakdown by geographical region is included in the table below:

Scope 1: Direct (Mobile)	tCO <sub>2</sub> -eq	% contribution
Location		
Singapore	2.22	2.77%
PRC	77.68	97.20%
Vietnam	0.02	0.03%
Total	79.92	100.00%

Diesel use for backup generators and refrigerants could generate GHGs emission and therefore should be included in the calculation of Scope 1 - direct GHGs emission. However, the relevant consumption data was not available and thereby not accounted for in this ESG report. The Group will set up a system so that data would be collected systematically for future disclosure.

91%以上的溫室氣體排放來源於範疇2：間接用電。此類排放是辦公室、倉庫和廠房使用電燈、空調、辦公和生產用設備等電氣設備用電產生的。

範疇2	tCO <sub>2</sub> -eq	構成占比 (%)
生產	776.86	53.97%
辦公室/倉庫	662.55	46.03%
總計	1439.41	100.00%

溫室氣體排放的另一個主要來源是範疇1：移動污染源的直接排放，其中集團擁有的車隊消耗石油和柴油燃料占了79.92噸二氧化碳當量的碳排放。下表總結了區域性對比：

範疇1直接排放 (移動源)	tCO <sub>2</sub> -eq	構成占比 (%)
地點		
新加坡	2.22	2.77%
中國	77.68	97.20%
越南	0.02	0.03%
總計	79.92	100.00%

備用發電機柴油消耗和使用製冷劑會產生溫室氣體排放，因此應包含在範疇1——直接溫室氣體排放的計算中。但是，由於沒有相關的消耗資料，因此在本報告中未予計算。集團將建立一個能夠系統地收集該類資料的體制，便於日後披露。

Scope 3 GHGs emission included the use of fresh water and sewage treatment, and the methane emission from paper waste disposal. GHGs emission derived from the waste water treatment in PRC is not included in this report, whereas the paper use during the reporting period was mainly contributed by general paper usage in offices. A total of 12.17 tonnes of papers was used and a significant portion was used for the Group's Initial Public Offering (IPO) document preparation. The IPO publication alone has already contributed to 8.24 tonnes of paper consumption which corresponded to 39.57 tCO<sub>2</sub>-eq GHGs emission. Paper reuse and recycling is in practice, but the total amount was not accounted for during the reporting year, hence the relevant GHG removal are not reported.

### Air Emission

The light industrial productions of ISDN required less input of resources as compared to the production of heavy industry, hence the relevant air and water pollution/emission was not significant. Some organic materials (solvent/lubricant, etc.) used in the production processes may generate volatile organic compound (VOC) emission, but it will be treated and removed properly by the air ventilation system installed along the production line in the plants to provide a safe and comfortable working environment to the employees. Exhaust air generated from the production units are collected by the designated collection ducts and are purified by the external air purification unit in the ventilation system before the air is being exhausted to the atmosphere.

Another source of air emission that should be highlighted was the substantial use of petroleum and diesel for transportation vehicles, especially in the PRC. The Group will consider the possibility of using more energy efficient vehicles by phase to reduce air emission.

範疇3的溫室氣體排放來自於清水使用、污水處理，以及廢紙處理產生的甲烷排放。本報告未包含在中國大陸境內因廢水處理產生的溫室氣體排放，而在報告期內的紙張使用主要是辦公室普通用紙。總共使用了12.17 噸紙張，大部分被用於集團的首次公開募股（IPO）文件準備工作。僅IPO發行檔便已使用8.24 噸紙張，相當於39.57噸二氧化碳當量的溫室氣體排放。集團正在實踐紙張再利用和回收，但是其回收利用總量在本報告年內未予計入，因此未報告相關的溫室氣體移除量。

### 空氣排放

與重工業相比，億仕登的輕工業生產需要的資源投入較少，所以相關的空氣和水的污染/排放不顯著。在生產過程中使用的一些有機材料（溶劑/潤滑劑等）可產生揮發性有機化合物（VOC）排放物，但此類排放物將被工廠生產線安裝的通風系統合理處理和消除，為員工提供安全舒適的工作環境。在生產過程中，生產單位產生的廢氣由指定的收集管收集，並且通過通風系統淨化之後再排放到外部空氣。

另一個應引起重視的空氣排放源是運輸車輛中大量使用的石油和柴油，這種情況在中國尤為顯著。本集團將考慮分階段使用更多節能車輛，以減少空氣排放的可能性。

## 5.2 Use of Resources

The Group's operations do not involve in production-related air, water and land pollutions which are regulated under national laws and regulations. During the reporting period, there was no hazardous waste being generated; however, non-hazardous waste including paper waste and electrical waste were generated from the use of natural resources and raw materials for production purposes.

### Electricity

The total electricity consumption by the Group was 1,879,083.00 Kilowatt-hour (kWh), with an energy intensity of 1,669.00 kWh per capita and 7,482.00 kWh per capita from non-production facilities and production plants respectively. The Group is actively seeking for more energy efficient production equipment so as to reduce electricity consumption during production.

### Water

The total water consumption was 16,292.00 m<sup>3</sup> in the reporting period as derived from the production plants located in the PRC. The plants involve the productions of gearboxes, controllers, encoders, automation parts, etc. which belong to the light industry production, and generate less environmental impact than heavy industry production. Nevertheless, the Group shall actively include water conservation measure in the production plants to enhance water efficiency and save this precious natural resource on earth.

### Fossil Fuel - Petroleum and Diesel

There are a number of motor vehicles used by different subsidiaries for transportation purposes. A total of 29,515.00 litres of petroleum and diesel were used for the Group's own fleet during the reporting period, while the operations in the PRC alone contributed to 97% of total fuel usage.

## 5.2 自然資源的使用

根據國家法律、法規監管，集團的業務並不涉及生產相關的空氣、水和土地污染。在本報告所述期間，並無任何危險廢物產生。然而，自然資源和原料將產生非危險廢物包括廢紙和電力廢物。

### 電力

本集團總用電量為1,879,083.00千瓦時 (kWh)，人均能源強度為1,669.00千瓦時，人均生產能耗為7,482.00千瓦時。本集團正積極尋求更節能的生產設備，以在生產過程中節省用電量。

### 水

報告期內，總用水量為16,292.00m<sup>3</sup>，此用水量由位於中國的生產廠房產生。這些工廠涉及輕工業的齒輪箱、控制器、編碼器、自動化零件等的生產，並且比重工業生產產生的環境影響更小。雖然如此，集團應積極在生產車間採取節水措施，提高節水效率，節約寶貴的自然資源。

### 礦物燃料 - 石油和柴油

集團擁有一組車隊用於人員和產品的運輸。報告期內，本集團自有車隊共使用了29,515.00升的石油和柴油，而在中國的經營就占總燃料使用量的97%。



### 5.3 The Environment, Natural Resources, and Waste Generations

#### Raw Material Use and Waste Generation

Various types of raw material are required for production, major types used during the reporting period are summarized as follows:

Raw Material	Weight (kg)
Aluminium	800 kg
Iron	3,700 kg
Copper	110 kg

There were some auxiliary materials including organic solvent (including lubricant, paint and coating) being used for the production, but the total amount was not well recorded in the reporting period. The residue materials could be categorized as metal waste or electronic waste; however, there is a system in place to collect the residue materials for recycling in the production plant, so it does not impose any environmental problems to the surrounding area of the production plants.

#### Paper Waste

Besides residue materials and waste being generated in the production line, paper was another resource being used. As discussed in the previous section, 12.17 tonnes of papers were used in the reporting period. Although some offices were practicing double sided printing to minimize the amount of paper use, and some paper waste was collected by local recyclers, there is currently no systematic paper waste recycling program and the amount collected for recycling was not measured and monitored. In order to reduce paper waste being ended up at landfill, a systematic recycling program and a waste audit will be implemented to improve recycling efficiency and reduce waste generation in the future.

### 5.3 環境、自然資源和廢物的產生

#### 原材料使用和廢棄物產生

報告期內生產所需的各類原材料和主要種類總結如下：

原材料	重量 (kg)	構成占比 (%)
鋁	800 kg	53.97%
鐵	3,700 kg	46.03%
銅	110 kg	100.00%

一些輔助材料，包括用於生產的有機溶劑（潤滑劑/油漆/塗料等），但報告期內總額未加以記錄。殘留物可分為金屬廢物或電子垃圾；然而，集團有一套系統用來收集和回收在生產廠房中的殘餘物質，所以不會對廠房附近的周邊地區施加任何環境問題。

#### 廢紙

除了在生產線上產生的殘留物和廢物外，紙是被使用的另一種資源。如上一節所述，報告期內共使用了12.17噸紙。雖然有些子公司正在實行雙面印刷，且聘請當地回收商收集了一些廢紙，以盡可能減少紙張使用量，但目前沒有一套系統化的廢紙回收計畫，對回收利用的數量未進行衡量和監測。為了減少紙張浪費，將實施系統化的回收計畫和廢物處理，以提高回收效率，在未來減少廢棄物的產生。



### Electrical Waste (E-Waste)

The product parts produced for the motion control solutions must fulfilled the regulatory and safety requirement on electronic and electrical appliance for the relevant export markets, especially for the EU market. Subsequently, the products must obtain the CE marking as accredited by international association and laboratory. And as such, all electrical waste generated from the production is required to fulfil the Restriction on Hazardous Waste Directive (RoHS) and Waste Electrical and Electronic Equipment (WEEE) Directive as required by the CE marking scheme. The product and its parts should not exceed the limit being set for the CE accredited listed hazardous substances. All parts and post-consumer parts should be appropriately recycled. During the reporting period, the E-waste has been well sorted and recycled by local recycler. The Group will also adopt a new policy to keep track for the total amount of E-waste generated from production and monitor the performance of recycling practice.

## 6. Social Performance

### 6.1 Employment

As at 31st December 2016, the total number of employees being employed by the Group was 810. ISDN understands that its success in the engineering industry is highly dependent on its employees; therefore, it has devised a competitive compensation and benefit package to attract, retain, and motivate employees. Employees' remuneration is commensurate with their educational qualifications, industry experience and interpersonal skills. Recruitment of employees is based upon continual analysis of human resource requirement in coping with the Group's business development. Salaries and wages are reviewed annually based on performance appraisals, qualifications, experience, position and seniority.

### 電力廢物 (電子垃圾)

為運動控制解決方案產生的產品部件必須滿足全球電子電氣設備的法規和安全要求，特別是歐盟市場的消費者。隨後，產品必須獲得國際協會和實驗室認可的CE標誌。因此，生產產生的所有電氣廢物都必須符合CE標誌計畫要求的《危險廢物指令限制》(RoHS)和廢棄電氣電子設備(WEEE)指令。產品及其部件不應超過CE認證列出的有害物質的限制。所有零件和消費後零件都應被適當回收利用。報告期內，電子廢物已由本地回收商妥善分類回收利用。本集團亦會採取新政策來計算生產中產生的電子廢物總量，並繼續監察回收業務的績效。

## 6. 社會表現

### 6.1 就業

截至2016年12月31日，本集團的職員工總人數為810人。億仕登理解其在工程行業的成功高度地依賴於其員工；因此，億仕登制定了有競爭力的薪酬福利計畫來吸引、留住和激勵員工。員工的報酬視他們的學歷，行業經驗和人際交往能力而定。員工的招聘以人力資源需求的持續分析為基礎，以應對集團的業務發展。並且每年都會根據績效考核、資格、經驗、職位和資歷，對工資進行審查。

Apart from the basic package, for instance, severance payment, mandatory/central provident fund, employment compensation insurance, medical insurance, unlimited times doctor visit reimbursement, annual leaves, sick leaves, additional remuneration and benefits to reward and recognise performing employees such as performance based bonus, commissions and variable annual bonuses are implemented. Besides, based on the different job duties of employees, local travelling (parking and petrol inclusive) allowance, mobile phone allowance, overseas travelling and meals allowance, and overtime taxi claim are included in the total remuneration and benefit package for the employees. During the reporting period, the Group was in compliance with the following laws and regulations related to employment:

除了基本薪酬福利外，還將實施例如遣散費，強制性/公積金，就業補償保險，醫療保險，無限次就醫報銷，年假，病假，附加報酬和福利，並將基於績效的獎金，佣金和可變年度獎金獎勵並表彰員工。另外，根據員工的不同工作職責，其報酬和福利待遇包括國內旅行（含停車和油補）津貼，通訊津貼，海外旅遊和膳食津貼以及加班計程車費。

Hong Kong 香港	Employment Ordinance (Chapter 57 of the Laws of Hong Kong) 僱傭條例 (香港法律第57章)
	Mandatory Provident Fund Schemes Ordinance 強制公積金計畫條例
PRC 中國	The Social Insurance Law of the PRC 中華人民共和國社會保險法
	The Provisional Measures for Maternity Insurance of Employees of Corporations 企業職工生育保險試行辦法
	The Decisions on the Establishment of a Unified Program for Old-Aged Pension Insurance of the State Council 國務院關於建立統一的企業職工基本養老保險制度的決定
	The Decisions on the Establishment of the Medical Insurance Program for Urban Workers of the State Council 國務院關於建立城鎮職工基本醫療保險制度的決定
	The Unemployment Insurance Measures 失業保險實施辦法
Singapore 新加坡	The Employment Act (Chapter 91) of Singapore (EA) 新加坡就業法 (EA) 第91章
	Central Provident Fund Act 中央公積金法令
	Employment of Foreign Manpower Act (Chapter 91A) of Singapore (EFMA) 新加坡外國人力僱傭法案 (EFMA) 第91A章
Malaysia 馬來西亞	Employment Act 1955 ("EA 1955") 1955年馬來西亞僱傭法令 ("EA 1955")
	Industrial Relations Act 1967 ("IRA 1967") 1967年勞資關係法 ("IRA 1967")
	Trade Unions Act 1959 ("TUA 1959") 1959年工會法案 ("TUA 1959")
	Employees Provident Fund Act 1991 ("EPF 1991") 1991年雇員公積金法 ("EPF 1991")
	Employees' Social Security Act 1969 ("SOCSO Act") 1969年雇員社會保障法 ("SOCSO 法令")
Vietnam 越南	The Labour Code 《勞動法》

## 6.2 Employee Health and Work Safety

The Group has established work safety policies and procedures to ensure that its operations are in compliance with the applicable work safety laws and regulations in the respective places of the Group's operations. The Group has been actively engaging in caring for the wellbeing of its employees through adopting various occupational health and safety trainings and measures; specific instructions and guidelines on employees' health and safety procedure are developed and communicated to maintain a healthy and safety working environment for employees. The management is also responsible for the overall health and safety performance of employees to ensure work safety.

The Group was in compliance with the following laws and regulation related to employees' health and safety during the reporting period:

## 6.2 員工的健康和工作安全

本集團制定了工作安全政策和程式，確保其業務符合本集團運營各方場所適用的安全生產法律法規。本集團通過各種職業健康安全培訓和措施，積極致力於照顧員工的福祉；制定和傳達關於員工的健康和安全程式的具體說明和指導，為員工保持健康和安全的工作環境。管理層還負責員工的整體健康和安全的績效，確保工作安全。

本集團遵守以下有關員工健康與安全的法律法規：

Hong Kong 香港	Occupational Safety and Health Ordinance, Chapter 509 《職業安全及健康條例》第509章
	Employees' Compensation Ordinance, Chapter 282 《員工補償條例》第282章
PRC 中國	《中華人民共和國生產安全法》 Production Safety Law of the PRC
	《工傷保險條例》 Regulation of Insurance for Labor Injury
Singapore 新加坡	Workplace Safety and Health Act, Chapter 354A (WSHA) 《職業安全與衛生法》 (“WSHA”) 第354A章
	Work injury compensation is governed by the Work Injury Compensation Act, Chapter 354 工傷賠償受《工傷賠償法》第354章的管轄。
Malaysia 馬來西亞	Workmen's Compensation Act 1952 (WCA 1952) 《1952年工人賠償法》 (“WCA1952”)
	Occupational Safety and Health Act 1994 (OSHA 1994) 《1994年職業安全與衛生法》 (“OSHA 1994”)
Vietnam 越南	The Labour Code 《勞動法》



### Occupational Health and Safety Data

Work related Fatality	0
Work injury cases with leave of absence >3 days	1
Work injury cases with leave of absence <3 days	0
Lost days due to work injury	108
Work Injury rate	0.07

The work injury rate of the Group was 0.07 and the total days lost as a result of an injured employee was 108 days in the reporting period. The Group has been providing health and safety trainings, safety tips in internal communications and briefings in the production plant aiming to promote and enhance safety awareness and practice among employees. During the reporting period, there was no incidence of work stoppages, labour disputes, litigation, claims, administrative action or arbitration relating to labour disputes against the Group.

### 6.3 Employee Development and Training

The Group believes that employees are the most valuable asset that allows the Group to produce products of high quality, a series of formal trainings are provided to ensure employees are trained professionally. Various training programs are developed to enhance employees' knowledge and understanding on customer handling skills, quality control standards, internal policy, procedures and safety related issues.

### 6.4 Labour Standards

There is no child nor forced labour in the Group's operations as it is in compliance with the related Employment Act, Labour Laws and Employment Ordinance of the countries where the Group has an operation in terms of employment management. The recruitment process is strictly abided by the guidelines of the Group's human resource department, a recruitment questionnaire is used to collect personal, educational, and employment information of job applicants, and as such all necessary data related to employment is verified and the proper and right candidate would be hired in accordance to the job requirement and candidates' expectation for a healthy and sustainable workforce.

### 職業健康和安全資料

與工作相關的死亡	0
工傷案件>3天	1
工傷案件<3天	0
因工傷而損失的天數	108
工傷率	0.07

報告期內，本集團工傷率為0.07，受傷員工損失天數共計108天。本集團一直提供健康安全培訓，內部溝通安全提示和生產工廠簡報，旨在促進和提高員工的安全意識和實踐。報告期內，本集團未發生勞動爭議事故，勞資糾紛，訴訟，索賠，行政訴訟或仲裁。

### 6.3 員工的發展和培訓

本集團認為員工是服務提供過程中最重要的資產，提供一系列正式培訓可確保員工受到專業培訓。集團制定了各種培訓計畫，以加強員工對客戶處理技能，品質控制標準，內部政策，程式和安全相關問題的認知和瞭解。

### 6.4 勞動規範

集團的經營活動中沒有未成年勞動力或強迫勞動，這符合集團在業務經營國家相關就業法、勞動法和就業條例就用工管理方面的規定。招聘過程嚴格遵守集團人力資源部的指導方針，採用招聘調查問卷形式，來收集求職者的個人資訊、受教育資訊和就業資訊，以及與就業有關的所有必要資料，經驗證，根據工作的要求和候選人對快樂工作和可持續發展工作的期望，而雇用合適的和正確的候選人。

### 6.5 Equal Opportunity

The Group provides equal opportunities for employees in respect of recruitment, training and development, job advancement, and remuneration and benefits. The employees would not be discriminated or deprived of such opportunities on the basis of gender, ethnicity, religion, colour, age, marital status, family status, pregnancy or any other discrimination prohibited by applicable laws. ISDN also appreciates cultural diversity in the development of the Group, and employs people with a wide range of ages and ethnicities as it is believed that the experience, skill set and techniques of the employees are important among different cultures to build trust and relationship for a friendly and harmonious workforce.

### 6.6 Supply Chain Management

#### Machinery and Equipment Maintenance

The Group's machinery and equipment are primarily comprised of computer numerical control (CNC) machines as well as sawing and milling machines for die casting or stamping, they are generally sourced from manufacturers in the PRC and the United States. In order to maintain the performance and functionality of the machine and equipment, regular cleaning and maintenance activities are carried out to ensure the production will not be adversely affected. As a result, customers and businesses would not be impacted due to the insufficiency of machinery or equipment failure.

### 6.5 機會均等

本集團為員工在招聘，培訓和發展，工作提升，報酬和福利方面提供平等的機會。員工不會受到因性別，種族，宗教，膚色，年齡，婚姻狀況，家庭地位，懷孕或任何其他現行法律所禁止的歧視。在集團發展中，億仕登提倡文化多樣性，廣泛僱傭各種年齡和種族的人，因為相信員工的經驗，技能和技巧在不同文化中更為重要，以為員工建立友好和諧的信任關係。

### 6.6 供應鏈管理

#### 機械設備維護

本集團的機械設備主要包括用於壓鑄和衝壓的機床（CNC）機器及鋸銑加工中心。這些機械設備通常從中國和美國的製造商處採購。為維護機械設備的性能和功能，需要進行定期清理和維護工作，以確保不會給生產帶來不利影響。因此，客戶及業務不會因機械設備故障不當而受到影響。



## Procurement Policy

The Group recognizes the importance of using reputable suppliers who offer reliable, cost-effective and technologically advanced products in order to meet the engineering needs of its customers. With a broad customer base comprises of industries such as medical equipment, robots, mobile phones and transportation, the Group typically selects suppliers based on the suitability and value of components and parts and/or readily available products they supply according to the customers' specifications. Furthermore, financial reliability of suppliers, stable supply of products, delivery time commitment, price stability and market reputation of the quality of the products are the critical selection criteria for the Group to ensure its product quality. The suppliers are being assessed based on factors including their reputation, the quality of their products and their receptiveness to feedbacks. Sourcing for supplies generally executed by the subsidiary or branch office where the related suppliers are located and it usually takes place in the PRC, while the parent companies of such suppliers are usually located in Asia or North America.

## Quality Control

The Group strive to provide well-suited and appropriate engineering solutions with quality service that consistently meet or exceed customers' requirements. By focusing on the needs and expectations of customers, improving operations and services, introducing the latest technology and products, developing the skills, competency and commitment of its employees, and establishing strategic relationships with its suppliers, a strict quality assurance and control system is established and in place to ensure the consistency and quality of the engineering solutions are in compliance with the standards of the International Organisation for Standardisation.

## 採購政策

本集團認可由信譽良好供應商提供可靠、成本效益高且技術先進產品的實質性，以滿足客戶的設計需求。本集團擁有廣泛的客戶群，包括醫療設備、機器人、行動電話及運輸等行業。本集團通常按照客戶的規範要求，根據供應商所提供零部件和/或隨時可用產品的適用性和價值來選擇供應商。此外，供應商的財務可靠性、穩定的產品供應、交貨期承諾、價格穩定性及產品品質的市場信譽是本集團的關鍵選擇標準，以確保其產品品質。本集團根據供應商的聲譽、產品品質及對回饋的接受能力來評估供應商。採購一般由相關供應商的所在地的子公司或分支機構執行。相關供應商通常位於中國，而他們的母公司通常位於亞洲或北美。

## 品質控制

本集團致力於提供便利合適的工程解決方案和優質服務，始終如一地滿足或超過客戶的要求。本集團通過關注客戶的需求和期望，改進運營和服務，引進最新的技術和產品，開發員工的技能、能力和責任擔當能力，以及與供應商建立戰略關係，建立了嚴格的品質保證和控制體系，確保工程解決方案的一致性和品質符合國際標準組織的標準。

Certification 認證	Recipient 接受方	Certified since 認證開始年份	Quality control area 品質控制領域	Issuing organization 簽發機構	Expiry date 有效期
ISO9001-2008	Servo Dynamics	11 December 2000 2000年12月11日	Factory automation solutions 工廠自動化解決方案	SGS United Kingdom Ltd	18 August 2018 2018年8月18日
ISO9001-2008	Precision Motion	11 December 2000 2000年12月11日	Factory automation Products 工廠自動化產品	SGS United Kingdom Ltd	18 August 2018 2018年8月18日
ISO9001-2008	Portwell	11 December 2000 2000年12月11日	Industrial information technology products 工業資訊技術產品	SGS United Kingdom Ltd	18 August 2018 2018年8月18日
ISO9001-2008	Dirak Asia	11 December 2000 2000年12月11日	Industrial hardware accessories 工業五金配件	SGS United Kingdom Ltd	18 August 2018 2018年8月18日
GB/T19001-2008/ISO9001-2008	Servo Suzhou 蘇州鈞信中控自動化有限公司	13 February 2015 2015年2月13日	Control series – mechanical and electrical equipment 控制系列-機電設備	Guardian Independent Certification Ltd	12 February 2018 2018年2月12日

The Group's procurement policy is to screen, select, and assess quality suppliers for the provision of the best available quality products for its production. During the production process, In-process quality assurance is implemented throughout the production line of the engineering solutions to ensure that defect is identified and corrected at an early stage. All prototypes must undergo a series of stress tests and simulation runs to ensure that they meet the customers' specific requirements and needs. After the engineering systems have been assembled, another quality inspection will be performed before they are packed and labelled according to strict internal packing standards and delivered to the customers.

- 本集團的採購政策旨在篩選/選擇並評估高品質供應商，以提供品質最佳的產品投入生產。生產過程中，在工程解決方案的整個生產線上實施過程品質保證，以確保在早期階段識別並糾正任何缺陷。所有原型都必須經過一系列的壓力測試和模擬運行，以確保符合客戶的特定要求和需要。工程系統組裝完成後，將再進行一次品質檢驗，然後嚴格按照內部包裝標準進行包裝和標籤，並交付給客戶。

Moreover, as part of the total quality management (TQM) approach, the Group's management has implemented continuous improvement processes for its business operations. These processes are designed to improve all aspects of its operations including internal controls that incorporate preferred financial practices and procedures such as inventory and accounts receivable management.

### **Inventory Control**

Enterprise resource planning (ERP) systems are employed to track inventory levels to ensure adequate levels of products are available. The Group's products are barcoded to enhance flow tracking from the warehouses. Monthly stock count at random locations are performed to verify the accuracy of the inventory system, while a complete stock check is performed annually to ensure stable availability of raw materials and products, and to minimize obsolete stocks in the inventory.

### **Product Responsibility**

The engineering personnel is available to assist customers with their complaints and products related problems. Although no warranty is provided to customers in case of a product fault that is attributed to a part produced by the supplier, repair service or replacement of the part will be provided to the defective component or system. During the reporting period, there were no product returns or product quality issues or complaints from customers.

### **Intellectual Property**

The Group owns a number of trademarks, patents and domain names in Singapore, PRC and Hong Kong. During the reporting period, there was not any material infringement of the intellectual property rights and the Group is confident that all reasonable measures have been taken to prevent any infringement of its own intellectual property rights.

此外，作為全面品質管制 (TQM) 方法的一部分，本集團管理層還針對其業務運營實施了持續改進流程。這些流程旨在改進其運營的所有方面，包括包含優先財務做法和程式（如存貨和應收賬款管理）的內部控制。

### **存貨控制**

同時，採用企業資源規劃 (ERP) 系統來管理存貨水準，並確保有足夠的產品。本集團的產品設有條碼，以便提高出庫後的流程跟蹤。每月隨機進行月度存貨盤點，以驗證存貨系統的準確性，同時每年進行一次完整的存貨盤點，以確保產品的穩定可用性和良好的財務業績。

### **產品責任**

同時配備工程人員協助客戶處理投訴及產品相關問題。雖然沒有向客戶提供任何保證，但本集團將針對有缺陷的部件或系統處理因供應商生產的部件導致的產品故障，提供維修服務或更換部件服務。在本報告期內，沒有出現產品退貨、產品品質問題或客戶投訴等問題。

### **智慧財產權**

該集團在新加坡、中國以及香港地區擁有眾多商標、專利以及功能變數名稱。在報告期間，智慧財產權未受到任何實質性侵犯，同時集團確信已採取一切合理措施來防止自身智慧財產權受到侵害。



## 6.7 Data Protection Policy

The Group is in compliance with the Personal Data (Privacy) Ordinance of Hong Kong, the Personal Data Protection Act 2012 of Singapore and the Personal Data Protection Act 2010 ("PDPA 2010") of Malaysia. Company computers and servers are protected from access passwords, employees are instructed of their responsibility to ensure data is collected, stored and handled properly and securely appropriately, and the risk involved with malpractice. The Group is strictly abided by the regulation in the collection, disclosure, usage, retention, and storage of data to ensure data integrity and safety.

## 6.8 Anti-corruption and Anti-Fraud – Whistle Blowing Policy

In order to promote the highest standards of good corporate practices and to support the value of integrity and accountability, and to conduct business in a transparent and honest manner, ISDN has established confidential channels for the reporting of fraud, corruption, conflict of interest, criminal offences, illegal or injustice practices, health or safety endangerment and concealment behaviour. The whistle blower can file reports without fear of reprisals or victimization as they will be treated with strict confidentiality. Various channels are established for this whistle blowing policy such as direct communication to superiors, email to any of the Group's Managing Director and President, or the Chairman of the Audit Committee. Alternatively, post is also available to allow a more convenient method for concerns submission or reporting. All reported cases will be investigated by the involvement of the Group's Audit Committee, and/or external or internal auditor; and/or forensic professionals; and/or the Police or Commercial Affairs Department depending on the nature of the concern raised or reported. The Group encourages the whistleblower to identify himself/herself when raising a concern or providing information to facilitate investigation. The Group warrants that any employee who makes a genuine report will be treated fairly but mischievous or malicious allegations will be resulted in disciplinary action in accordance with the Group Disciplinary Procedures. During the reporting period, the Group has not violated any laws or regulations regarding corruption.

## 6.7 資料保護政策

該集團遵循香港《個人資料（隱私）條例》，新加坡《2012年個人資料保護法》及馬來西亞《2010年個人資料保護法》（“PDPA 2010”）的規定。公司電腦和伺服器受到准入密碼的保護，員工既按要求承擔確保資訊收集、儲存的責任，並將其安全得當地加以處理，也要承受怠忽職守帶來的風險。該集團嚴格遵守資料收集、保密、使用、保留及存儲的準則以確保其完整性和安全性。

## 6.8 反腐及反欺詐-揭發政策

為了提升良好合作實踐的最高標準，弘揚正直與問責的價值，同時以透明真誠的方式開展經營，億仕登建立了關於詐騙、腐敗、利益衝突、犯罪行為、違法不公舉措、健康安全受到危害、以及隱瞞行為等內容的機密彙報管道。揭發者無需擔心因提交報告而受到報復及傷害，因為這些報告將會受到嚴格機密的處理。目前為揭發政策建立了多種管道，例如直接與上級溝通、向集團管理領導、董事長以及審計委員會的主席發送電子郵件。郵寄對於那些對提交報告或當面彙報有顧慮的人來說或者也是一種更為方便的方式。所有彙報案件都會受到集團審計委員會的調查，和/或員警、商業事務部的參與，這要看其所涉及或本身的性質。集團鼓勵揭發者，在揭發問題或為案件調查提供有利資訊時，要認同自己。集團保證，任何真誠彙報的員工都將得到公平對待，但按照集團紀律程式的規定，惡作劇式或惡意指控將受到紀律處分。

## 7. Award and Recognition

Award 獎勵	Recipient 接受方	Award year 獎勵年份	Issuing organisation 簽發機構
Singapore 1000 company – public listed companies 新加坡1000家公司-公共上市公司	ISDN Holdings Limited 億仕登控股有限公司	2008 to 2017	DP Information Group
Year-to-year turnover growth rate award – 1st place 交易額同比增長率獎 第一名	Servo Dynamics	2010	Maxon Motor AG
Supplier appreciation certificate 供應商嘉許狀	Servo Dynamics	2012	Manufacturing Integration Technology Ltd 製造一體化技術有限公司
ASEAN best over-achiever award 東盟最佳表現獎	Servo Dynamics	2013	Invensys 英維思集團

## 8. Community Investment

There is no company-wide formal policy on community investment and it has been left to the board of directors to make their own choices on these matters.

## 9. Look into the Future of Sustainable Development

The Group has conducted the ESG reporting in accordance with the SEHK Environmental, Social, Governmental Reporting Guide (Appendix 27 of the Main Board Listing Rules), all the information available for the reporting period are included in this report. The Group's development is contributed by the long-term cooperating relationship between its employees, suppliers, customers, shareholders and investors, and the support from the community members. Continuous process improvement in the policies and procedures to manage, measure and monitor ESG related practices and strategies will be implemented. The group will also research for ways to produce products in a more energy efficient and environmental friendly way to support the sustainable development of the Group and the environmental preservation of the community and the earth.

## 7. 獎勵及認可

## 8. 社會投資

社會投資方面目前沒有全面性的正式政策，其已交由董事會自行決定。

## 9. 尋求可持續發展的未來

集團已按照港交所的環境、社會、管治報告指導（主板上市規則第27號附錄）進行了相關報告，報告期所有有效資訊都被涵蓋其中。集團如今的發展得益於其雇主、供應商、消費者、股東、投資商之間的長期合作關係，以及社會成員的支持。集團將實施政策和程式方面的持續改進計畫，以更好地管理、控制和監管ESG相關的實踐與戰略。集團也會研究多種方式，以生產出更加節能環保的產品，從而促進其自身可持續發展與社會環境保護。



## 10. Stakeholders' Feedback

Stakeholders' comments and feedbacks regarding the Group's performance and approach on environmental, social and governance aspects are welcomed and valued. Questions, suggestions and recommendations could be sent via the 'contact us' link in the Group's official website at <http://www.isdnholdings.com>.

## 10. 持份者意見

歡迎持份者可通過集團官網  
<http://www.isdnholdings.com> 就集團效益和對環境、社會和管理方面處理方式做出評論於回饋。



