



ExcelNet Total HR Solutions

Environmental Social Governance Report



EXCELNET TOTAL HR SOLUTIONS

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ExcelNet's Evolution: A Journey of Commitment and Impact

1998: Establishment of ExcelNet

ExcelNet Recruitment Services HK Ltd. was founded, laying the groundwork for a commitment to providing exceptional recruitment solutions in Hong Kong.

2005: Caring Company Award

ExcelNet was recognized as a Caring Company, reflecting our ongoing dedication to corporate social responsibility and community engagement.

2006: Support for Vulnerable Populations

- Appointed management member as board of director of NGO, supporting rehabilitation development and employment opportunities for vulnerable individuals, a commitment we maintain to this day.
- Established a community concern group providing free services to clients employing vulnerable individuals, reinforcing our mission to foster inclusivity.

2007: Rebranding

- ExcelNet rebranded as ExcelNet Total HR Solutions, expanding our service offerings to provide diversified human resources management services.
- Support the Labour Department for the Wage Protection Movement.

2008: LIVE TO GIVE Initiative

Joined hands with passionate leaders to found the NGO "The Outstanding Givers," which advocates for volunteerism and personal development, contributing over 10,000 volunteer hours annually. This initiative was honored with a Gold Award by the Voluntary Movement of Social Welfare.

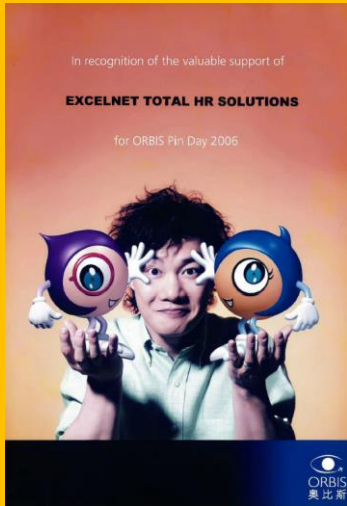
2010: HSBC Living Business Award

ExcelNet received the HSBC Living Business Award for seven consecutive years, recognizing our achievements in:

- Caring for People
- Green Achievement
- Community Engagement

2011: Capacity Building and Staff Advocacy

- Partnered with Metro Broadcast as a speaker and a lecturer for the "Capacity Building Mileage Programme," promoting skills development for women and minorities.
- Served as an advisor for Staff Caring Day, raising public awareness around staff welfare, work pressure, and family-friendly workplace culture.
- Launched the "Life Driver" project, encouraging the employment of individuals with disabilities and promoting a more inclusive workforce.



2017: Inclusive Organisation Recognition

Participated in the Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme, launched by the Labour and Welfare Bureau. This initiative aims to create internship and employment opportunities for persons with disabilities and foster inclusive workplaces.

2020: COVID-19 Support Campaign

Launched a campaign to distribute COVID-19 prevention products, including masks, to the minorities of the community, demonstrating our commitment to community health and safety.

2022: Youth Employment Initiative

Acted as a project advisor for the Greater Bay Area Youth Employment Scheme, supporting youth employment and career development in the region.

2024: Global Commitment

ExcelNet proudly participated in the United Nations Global Compact and the Racial Diversity and Inclusion Charter for Employers of the Equal Opportunities Commission, reaffirming our commitment to sustainable development and responsible business practices.

ExcelNet

Pursuit of Excellence and sustainability

Our Vision

- To be Your Ultimate World Class HR Partner

Our Mission

- To provide professional, customer-oriented human resource solutions that assist our clients in improving their competitive edges.

We Value

- Employment Opportunities and Equality;
- Community Care and Contribution;
- Healthy Work-Life Balance Environment;
- People Development to reach full potential;
- Continuous improvement and Excellence;
- Innovative HR solutions;
- Customer Satisfaction.
- Sustainable Development & Practice

Sustainable Development Principles

Care for the Community: We actively engage with and support the communities

Respect for All People: We value diversity and treat everyone with dignity and fairness.

Commitment to Competence: We strive for excellence in everything we do, continuously improving our skills and knowledge.

Reliability in Service: We are dedicated to providing dependable services that our clients can trust.

Compliance as a Foundation: We prioritize compliance to laws and regulations, ensuring ethical practices in all aspects of our business.

Responsibility as Corporate Citizens: We recognize our role in society and are committed to making a positive impact.



Inclusive Organisation



Awarded by Labour and Welfare Bureau



WE SUPPORT





Message from the Board of Directors

At ExcelNet, we are deeply committed to integrating Environmental, Social, and Governance (ESG) principles into every facet of our operations and service delivery. We recognize that climate change is one of the most pressing challenges facing our world today, and we are dedicated to making a significant impact in this area.

Although we are a small to medium-sized enterprise (SME), we are actively working towards achieving third-party accreditation for our ESG initiatives and have engaged with the United Nations Global Compact (UNGC) by signing our commitment to sustainability principles.

For almost 20 years, our unwavering commitment to social responsibility has earned us recognition as a Caring Company, highlighting our efforts to support community initiatives and promote sustainable practices. We are also proud to be recognized as an Inclusion Organization, championing diversity and inclusion in the workplace and ensuring that our services remain accessible to everyone.

Our dedication to our employees is reflected in our exceptional staff retention, boasting a zero staff turnover rate in the last three years. This achievement underscores our commitment to fostering a supportive and engaging work environment, which in turn enhances our ability to serve our clients effectively.

As we embark on this journey, we want to address some common myths surrounding ESG efforts, particularly for SMEs. It is a misconception that only large corporations can make a meaningful impact on sustainability; however, every organization, regardless of size, can contribute positively to the environment and society. Additionally, some believe that implementing ESG practices is overly complex and costly. In reality, many sustainable initiatives can be integrated into existing operations with minimal investment and significant long-term benefits.

This document represents our inaugural ESG report for 2023-2024, in which we aim to transparently communicate our initiatives, achievements, and future objectives related to the integration of ESG principles within our business practices. By addressing climate change and other environmental concerns, we aspire to create a meaningful positive impact on society while assisting our clients in navigating the complexities of human resource management in a socially responsible manner.

We look forward to continuing this journey and welcome the opportunity to engage with all stakeholders as we strive to enhance our contributions to a sustainable future.

Sincerely,
The Board of Directors



The 6 r's of Sustainability



Re-Think



Refuse



Repair



Reduce



Reuse



Recycle

7 AFFORDABLE AND CLEAN ENERGY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



17 PARTNERSHIPS FOR THE GOALS



Environmental (E)

Our Environmental Mission

A Commitment to Sustainable Practices

ExcelNet is committed to minimizing its environmental impact through proactive resource management and sustainable practices. We recognize that climate change poses one of the greatest challenges of our time and are dedicated to taking meaningful action to address its impacts. In alignment with the goals of the Paris Climate Agreement, we prioritize family-friendly initiatives, encouraging remote work and online meetings to reduce transportation-related emissions.

To facilitate this, we have made significant IT enhancements that support effective remote work, ensuring our employees have the necessary tools and technology to collaborate seamlessly from home. By promoting online meetings instead of physical gatherings, we further minimize the need for travel, thereby reducing our overall carbon footprint. In line with our sustainability objectives, we have streamlined our operations by consolidating our three offices into two locations, resulting in significant energy savings.

Additionally, we advocate for digital documentation to cut paper usage and encourage our employees to utilize public transport or carpool whenever feasible. We also emphasize sustainable procurement, collaborating with our suppliers to choose environmentally friendly options.

Although we are not a large company, we understand the importance of measuring our emissions. Tracking quantitative data is essential for achieving our sustainability goals. In 2023, we conducted our first emissions assessment as part of our commitment to actionable sustainability.

Measuring Our Emissions Energy Consumption

- **Scope 1: Vehicle Emissions**
 - Annual Fuel Consumption: 1603.86 liters
 - Total Vehicle Emissions: 3,688.88 kg CO₂
- **Scope 2: Electricity Consumption**
 - Annual Electricity Consumption: 9,147 kWh
 - Total Electricity Emissions: 3,955.59 kg CO₂



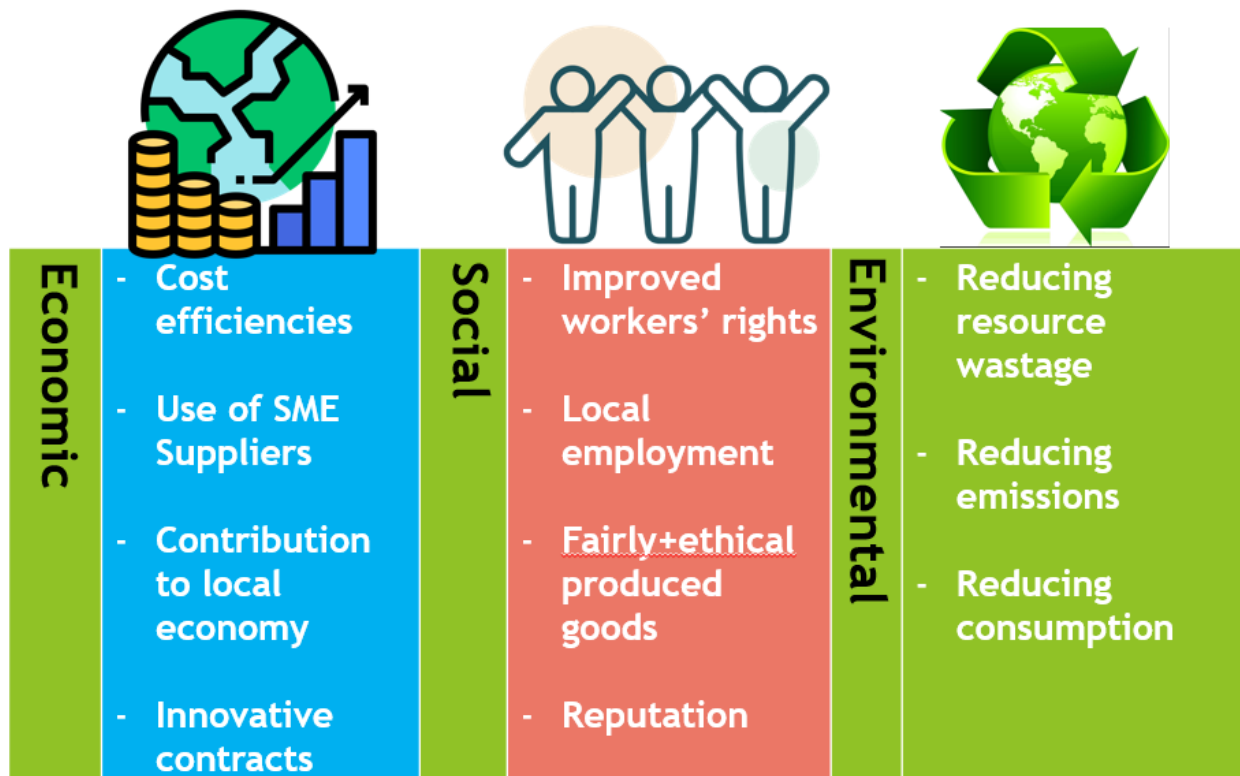
Implementing the 6Rs Waste Management Hierarchy

To reinforce our environmental commitment, we have established an environmental policy, a sustainable procurement policy, and a Supplier Code of Conduct, along with comprehensive training for our employees. We implement a waste management hierarchy that emphasizes the 6Rs: Rethink, Refuse, Reduce, Reuse, Repair, and Recycle. Our recycling programs for paper and electronic waste aim for an annual waste reduction of 10% compared to the previous year.

Key Performance Indicators (KPIs) for 2025

1. **Waste Reduction**
 - **Target:** Reduce office waste by 18%.
 - **Measurement:** Monthly tracking of waste disposal and recycling rates.
2. **Energy Consumption**
 - **Target:** Decrease energy usage by 18%.
 - **Measurement:** Monthly review of energy bills and consumption data.
3. **Recycling Rate**
 - **Target:** Achieve a recycling rate of at least 30% of total waste generated.
 - **Measurement:** Monthly tracking of recycled materials versus total waste.
4. **Employee Participation**
 - **Target:** Ensure 100% of employees participate in at least one sustainability training or initiative annually.
 - **Measurement:** Attendance records for training sessions and participation in events.
5. **Sustainable Procurement**
 - **Target:** Source at least 30% of office supplies from environmentally friendly suppliers.
 - **Measurement:** Annual review of procurement practices and supplier assessments.

Building a Greener Future



Through these initiatives, ExcelNet demonstrates its unwavering commitment to environmental sustainability and responsible corporate citizenship, paving the way for a greener future.

Our People

Competence
Humanity
Excellence
Engagement
Reliability
Supportive



何鍾泰（左四）出席第三屆員工關懷日，建議勞資雙方應多溝通。馮晉研攝

六成員工感受 得到僱主關愛

調查顯示，九成僱主認為公司存在關愛員工的文化，但只有六成僱員認同。有僱主認為，勞資雙方應多溝通，有公司便為女員工開化妝班，並透過社交網絡多留意員工心態等，盼真正做到「關愛員工，企業成功」。

獅子山青年商會早前訪問多家公司及多名僱員，發現超過九成半僱主和僱員均認同員工是公司重要資產，九成僱主認為公司存在關愛員工的企業文化，惟僅有六成僱員認同。

九成公司稱具關愛文化

謝瑞麟珠寶（國際）有限公司副主席黃岳水表示，零售業流失率一直高企達五成，公司應想辦法提高員工士氣。例如他留意到前綫女員工上班時樣子頹唐，下班後卻變得花枝招展，經了解發現她們自信不足，遂請來模特兒教員工化妝技巧，又與化妝品公司合作免費贊助員工，士氣隨即提升。

康宏金融集團主席王利民指出，不少打工仔常在社交網絡留言，一句「灰燼」已反映心聲，似在給予老闆信息，提示可能要改進的地方，故此，公司應多加留意，如能開放平台給員工發表意見，有利改進勞資關係。立法會議員何鍾泰建議，僱主應理解員工在工作及家庭面對龐大壓力，不應以高高在上姿態對待，應多溝通。記者 馮晉研



Social (S)

Empowering Our People: Fostering a Harmonious & Inclusive Workplace

At ExcelNet, our people are the driving force behind our success. We believe in the power of our CHEERS Team, who embody our shared values. We take pride in fostering a harmonious workplace where each member contributes to our collective success—much like a well-balanced kite soaring high.

Commitment to Our Employees

- **Employee Retention:** We are proud to report zero staff turnover over the past three years, demonstrating our commitment to a supportive and engaging work environment.
- **Work-Life Balance:** Our family-friendly policies, including flexible work arrangements and enhanced medical insurance, empower our employees to maintain a healthy balance between work and personal life.
- **Training and Development:** We prioritize professional growth, with 44% of our employees participating in at least one development training session annually.
- **Employee Satisfaction:** Our employee satisfaction survey reveals that 87% of our team members are very satisfied, while 13% are satisfied overall. Additionally, 100% of respondents expressed a positive view of the workplace culture at ExcelNet. Furthermore, 80% of employees strongly agreed, and 20% agreed that we actively promote diversity and inclusion. Regarding our ESG initiatives, 80% rated them as very effective, and 20% rated them as effective.

Human Rights

We uphold the highest standards of human rights within our organization, ensuring that all employees are treated with dignity and respect. We have established a grievance mechanism that encourages open communication and allows employees to voice their concerns without fear of retaliation. This system promotes transparency and trust within our workplace.

Health and Safety

The health and safety of our employees are paramount. We adhere to rigorous Occupational Safety and Health (OSH) standards to create a safe and healthy work environment.

- **Safety Practices:** Regular safety audits, training programs, and emergency preparedness drills are conducted to ensure compliance with local regulations and foster a culture of safety.
- **Health Initiatives:** We offer resources and programs focused on mental health and wellness, ensuring our employees have access to the support they need to thrive both personally and professionally. Additionally, we maintain records of work-related illnesses, as well as alcohol and drug incidents, to ensure a safe and healthy work environment for all employees.
- **Health and Safety Metrics:**
 - **Incident Rate:** We have achieved zero workplace incidents since our establishment.
 - **Training Completion:** 100% of our employees have completed OSH training in the past year.

Community Engagement

We recognize our responsibility to the community and actively support initiatives that promote employment opportunities for vulnerable individuals.

- **Community Support:** Since 2006, our community concern group has offered free services to clients employing vulnerable populations. We assign board members and senior staff to collaborate with NGOs advocating for these individuals.
- **Volunteer Initiatives:** We are dedicated to making a positive impact and actively participate in community service events such as "Staff Caring Day," which raises awareness about workplace pressures and overtime challenges. We proudly support the Life Driver Selection Program, recognizing outstanding individuals with disabilities to encourage their employment.
- **Career Development Advocacy:** Our team members serve as speakers at various events, sharing valuable insights to help individuals develop their career potential. We also emphasize the importance of racial diversity and inclusion as well, ensuring that everyone has the right to pursue their career aspirations and contribute to building a happy and equitable community.
- **GIVERS Program:** We fully support the operation of the GIVERS initiative, which generates over 5,000 volunteer hours for various community projects, fostering individual development and community growth. Our contributions have been recognized with the Caring Company designation for over 15 years. Additionally, we support the wages protection movement and are recognized as an Inclusive Organization.
- **Outplacement Program:** Our outplacement program adopts a compassionate, human-centered approach, providing support to clients throughout their transition. We incorporate auxiliary services to encourage displaced employees to contribute to the community, benefiting both the community and their emotional well-being.



Sharing Insights to assist youth in career development



Community Services

Governance (G)

Strengthening Corporate Governance: A Commitment to Transparency and Accountability

ExcelNet recognize that strong governance is essential to our success and sustainability. We are committed to maintaining high standards of integrity, transparency, and accountability in all aspects of our operations. Our governance framework is designed to ensure compliance with relevant laws and regulations while fostering a culture of ethical behavior and responsible business practices.

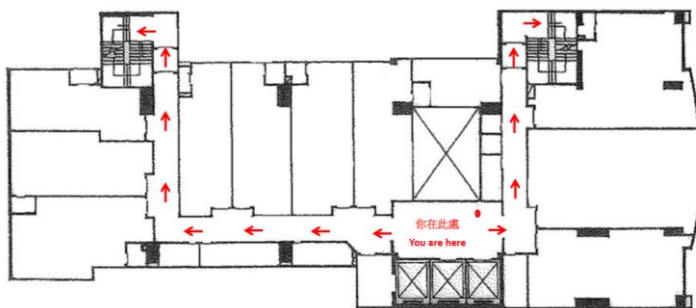
Independent Advisory Board

ExcelNet has established an Independent Advisory Board consisting of professionals with expertise in legal and compliance, human resources, finance, and marketing. The board provides valuable insights and guidance to our Board of Directors, enhancing our strategic decision-making and governance practices. The advisory board helps ensure that our policies and practices align with industry best practices and regulatory requirements.

Key Governance Policies

- Code of Business Ethics
- Information Security Policy
- Human Rights Policy
- Employee Training and Development Policy
- Employee Survey
- Work-related illness Incident Report
- Alcohol & Drug Incident Report
- Customer Satisfaction Survey
- Sustainable Procurement Policy
- Supplier Code of Conduct
- Business Continuity Compliance Policy
- Environmental Policy
- Occupational Safety and Health (OSH) Policy
- Fire Emergency Evacuation Plan
- Anti-Bribery and Corruption Policy

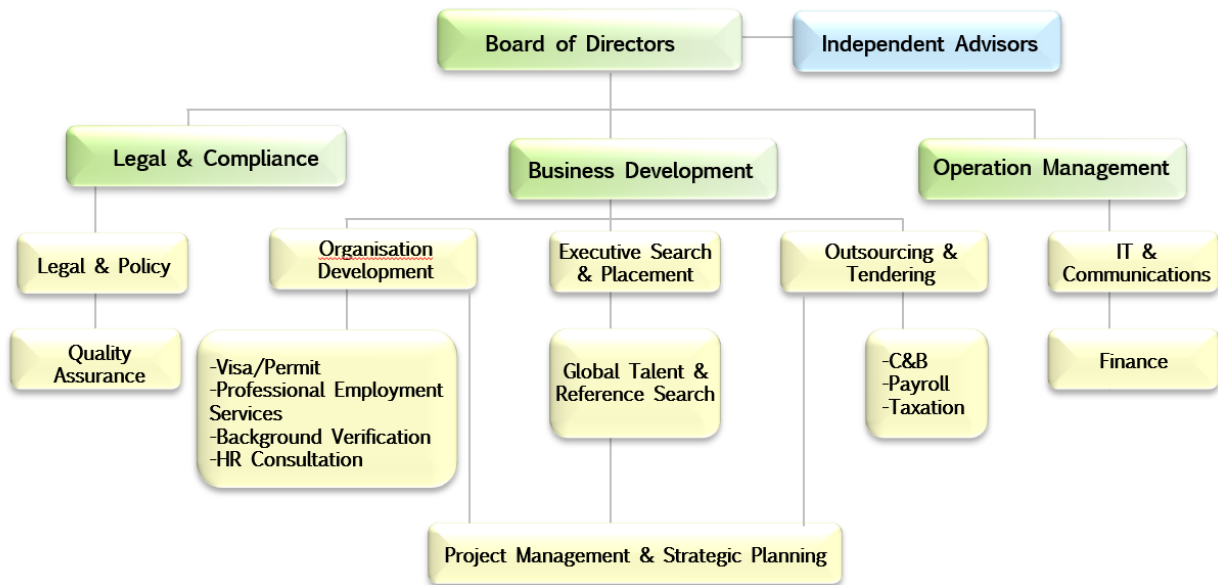
9th FLOOR PLAN 九樓平面圖



火警逃生路線圖
FIRE ESCAPE PASSAGE PLAN



Organization Chart



1) Good Boss ❤️
 2) WIN Orders = Gain more \$\$\$
 3) Teamwork + Teamspirit!
 4) Good Communication
 5) Good Policy
 6) Loyalty (Stable Staffs here)
 7) Stable Environment~
 8) New Ideas are Welcome!
 9) Different kinds of Gatherings + Birthday Parties? 🎂
 10) Lai Sze Day every year, YEAH!!!

GLAD

A-H Core Value

- A** : Autonomy
- B** : Balance of Life
- C** : Communication
- D** : Development
- E** : Empowerment
- F** : Fairness
- G** : Giving
- H** : Harmony Teamwork

Regulatory Compliance

As a licensed employment agency, ExcelNet fully complies with the regulatory requirements set forth by the Labour Department. We adhere to all relevant labor laws and regulations, ensuring that our operations are conducted ethically and legally.

Metrics for Governance and Compliance

ExcelNet tracks key performance indicators (KPIs) to measure the effectiveness of our governance and compliance efforts, including:

- **Compliance Rate:** 100% compliance with regulatory requirements to Employment Ordinance, MPF Scheme Ordinance.
- **Employee Training Completion:** Over 95% of employees have completed training on the Code of Business Ethics, Information Security, Human Rights, OSH, Sustainable Procurement, Environmental, FEOP and compliance policies in the last year.
- **Employee Survey:** Achieving an employee satisfaction score of at least 80%, which reflects a positive workplace culture that promotes diversity, inclusion, and the effectiveness of our ESG initiatives.

ExcelNet Pledge : Driving ESG Progress

ExcelNet is dedicated to continuously reviewing and updating our governance policies to align with best practices and evolving standards. We believe that effective governance is a cornerstone of our corporate responsibility and is vital to building trust with our stakeholders. Our commitment to transparency is further supported by our regular reporting on governance practices and performance metrics.