



**No Limits
No Boundaries**

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To our stakeholders:

I am pleased to confirm that iFREE GROUP of Companies reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress (CoP), we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Steven K.K. Loke
Executive Chairman

Human Rights

- Assessment, policy and goals
 - Description of the relevance of human rights for the company (i.e. human rights risk-assessment). Description of policies, public commitments and company goals on Human Rights.
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- We have ensured that our workers are provided safe, suitable and sanitary work facilities and have implemented complimentary special hygiene services during the pandemic.
 - We fully protect workers from workplace harassment, including physical, verbal, sexual or psychological harassment, abuse or threats.
 - Our suppliers and all value-chain partners are made aware of our workplace policies and as such no violations have been recorded.
 - All our products and services take measures to eliminate ingredients, designs, defects or side-effects that could harm or threaten human life and health during manufacturing, usage or disposal of products and we ensure that our suppliers are fully compliant.



Implementation

Description of concrete actions to implement Human Rights policies, address Human Rights risks and respond to Human Rights violations.

- Our "Growing Together" culture ensures that all workers can freely and without adverse repercussion voice their grievances to human resources or line managers as well as anonymously through suggestion boxes in all our offices.
 - Suggestions have been received and have been acted upon accordingly. All actions have been in a positive nature and implementation has created positive reaction from staff.
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Measurement of outcomes

Description of how the company monitors and evaluates performance.

- We have not had any human rights violations.
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Labour

Assessment, policy and goals

Description of the relevance of labour rights for the company (i.e. labour rights-related risks and opportunities). Description of written policies, public commitments and company goals on labour rights.

- We strictly ensure that the company does not participate in any form of forced or bonded labour and this includes our suppliers and manufacturers.
 - Comply with minimum wage standards as well as ensuring that our workers are informed of their rights under the prevailing government labour laws.
 - Ensure that employment-related decisions are based on relevant and objective criteria.
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Implementation

Description of concrete actions taken by the company to implement labour policies, address labour risks and respond to labour violations.

- We have copies of the employment ordinances and relevant labour laws at all our offices and links to online resources are available to all workers.
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Measurement of outcomes

Description of how the company monitors and evaluates performance.

- We have a multicultural working environment and gender equality is standard practice.
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Environment

Assessment, policy and goals

Description of the relevance of environmental protection for the company (i.e. environmental risks and opportunities). Description of



policies, public commitments and company goals on environmental protection.

- Avoid environmental damage via regular maintenance of production processes and environmental protection systems.
 - Ensure emergency procedures to prevent and address accidents affecting the environment and human health.
 - Minimize the use and ensure safe handling and storage of chemical and other dangerous substances.
 - Reduce packaging on products and paper usage throughout the company
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- Implementation
 - Description of concrete actions to implement environmental policies, address environmental risks and respond to environmental incidents.
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- We have reduced plastic content on our IT products by 60% which is 10% higher than our target of 50% for 2022.
 - Three of our offices have recorded a 90% paperless operations and we are working towards a completely paper-free office environment across the group.
 - Our Trollee Smart Retail has been launched implementing services towards a cashless economy, energy reduction and efficient inventory control.
- Using edge computing systems to reduce cloud-based computing thus significantly reducing energy emissions at the data centres.
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Measurement of outcomes

Description of how the company monitors and evaluates environmental performance.

- Ongoing adoption of environmental thought leadership in our applications and processes.
 - Reduction electricity consumption by 40% year-on-year with the introduction of lighting controls and computer stand-by protocols whereby all computers, monitors, printers and photocopiers are switched off at night.
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Anti-Corruption

Assessment, policy and goals

Description of the relevance of anti-corruption for the company (i.e. anti-corruption risk-assessment). Description of policies, public commitments and company goals on anti-corruption.

- We assess the risk of corruption when doing business and eliminate any prospective contract or deal if we suspect anything suspicious.
- All our contracts include “anti-corruption” and/or “ethical behaviour” in contracts with business partners.
- We ensure that internal procedures support the company’s anti-corruption commitment.



Implementation**Description of concrete actions to implement anti-corruption policies, address anti-corruption risks and respond to incidents.**

- All contracts with employees and suppliers include anti-corruption clauses.
 - We conduct a detailed know your client (KYC) on all new partners and suppliers to make sure that they comply to our anti-money laundering policy.
 - All employees sign a memorandum stating their commitment to their own personal, and also the company's, anti-corruption, anti-money laundering and to not engage in fraudulent activities.
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Measurement of outcomes**Description of how the company monitors and evaluates anti-corruption performance.**

- All contracts are monitored by our legal counsel with progress and adherence reviewed by senior management throughout the supply chain.
- Any suspicious activity is reported to our external Auditors and Tax Advisors for advice on action required.