

# Sustainability and CSR

## 1 About This Section

### (a) Reporting Standard and Scope

The Company is pleased to present the third Environmental, Social and Governance (“ESG”) Report (the “Report”), which has been prepared in accordance with the disclosure requirements of the ESG Reporting Guide (the “ESG Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX”). The Report provides an overview of the environmental policy, ESG impacts and management approach adopted by the Company and presents its sustainability initiatives and performance trends during the year ended 31 December 2017. To represent and cover the businesses which have a considerable impact on the Company’s environmental and social performance, the scope of the Report includes the following entities:

Department Store	Citistore
Fashion Retail	id:c / needle & line / *CITIZEN’S EDIT

*\* new fashion brand established in 2017*

To better navigate and locate relevant ESG topics, disclosures and key performance indicators (KPIs) in the Report and provide supplemental information, a detailed ESG content index is presented at the end of the Report. Additional ESG performance information including financial data and corporate governance can be located in other sections of this Annual Report.

### (b) Stakeholder Engagement and Materiality Assessment

The Company recognises the importance of engaging stakeholders and identifying material sustainability issues for our continued ESG success. To prepare the Report, the Company sought the professional advice of an independent ESG consultant to conduct the stakeholder engagement and materiality assessment. While an online survey for internal stakeholders was conducted last year, the Company further expanded the reach of the online survey this year to cover business partners, customers, and non-governmental organisations (“NGOs”). The purpose is to gather more comprehensive stakeholder insights on the materiality of various ESG issues, the Company’s current ESG performance, and the content of the Report.

The following describes the detailed three-step process undertaken to determine the material issues for disclosure in the Report:

Step 1: Identification	Step 2: Prioritisation
<p>To identify potential material topics:</p> <ul style="list-style-type: none"><li>• Peer benchmarking: The ESG disclosures of local, regional and international peers were reviewed to identify industry practices.</li><li>• Stakeholder engagement: An online survey was conducted with the internal stakeholders (employees) in 2016 and external stakeholders (business partners, customers, and NGOs) in 2017 to rank the materiality of various ESG issues and share their thoughts on the Report.</li></ul>	<p>To prioritise the potential material topics:</p> <ul style="list-style-type: none"><li>• Results from the peer benchmarking exercise and the outcomes of the stakeholder engagement were compiled and analysed to indicate the overall materiality level for each ESG aspect and KPI.</li><li>• A prioritised list of material ESG-related issues was developed for the next step.</li></ul>
Step 3: Validation	
<p>To finalise the list of material issues, the outcomes of steps 1 and 2 were brought forward for discussion with the Company’s senior management which confirmed the list of material KPIs for disclosure in this Report.</p>	

(c) **Sustainability Governance**

The ESG working group was established to plan and coordinate ESG initiatives within the Company. Comprised of representatives from different departments of the Company, the working group discussed ESG topics during the year, including energy efficiency, waste reduction and product responsibility. The senior management is responsible for reporting the overall progress of ESG initiatives and performance to the Board.

Overseen by the Board, the risk management of the Company combines a top-down strategic view with a bottom-up operational process. ESG-related risks are also considered and regularly reviewed, evaluated and monitored in accordance with the Company's risk management process and internal control systems. Please refer to the Corporate Governance Report on pages 29 to 41 of this Annual Report for more details.

## 2 Engaging Customers and Suppliers

As a prominent department store operator in Hong Kong, we are dedicated to ensuring our customers enjoy their shopping experience in a pleasurable and harmonious environment. We also aim to achieve a high level of customer satisfaction through the continuous delivery of high quality products and services.

Maintaining a positive working relationship with all suppliers is crucial to achieving our product quality goals and overall operational efficiency. Our supply chain partners include direct merchandise suppliers, consignment and concessionaire counters, as well as other organisations that contribute significantly to Citistore's daily operations. We monitor and engage with them all in respect of their ESG impacts.

(a) **Customer First**

Using the "Citistore" brand, the Company's department store business operates in six major residential districts in Hong Kong. Citistore is a diversified department store which provides a varied and plentiful merchandising mix to satisfy customer needs, complemented by excellent customer service. The Company's people-oriented outlook is represented in the Citistore logo, an abstract representation of human figures in four bright colours, which expresses our mission of adding colour to customers' lives.

A "Customer First" philosophy underpins everything the Company does with a primary emphasis on providing customers with quality services and merchandise that deliver a quality lifestyle, elevating their living standards. To embed this philosophy in daily operations, we have adopted the **"Three Qs Missions"**:



Quality Services	Quality Merchandise	Quality Lifestyle
We aim at offering quality services so as to let customers find their shopping enjoyment in Citistore.	Our diversified merchandising mix provides customers with various and better choice of their necessities at a reasonable price.	Our quality services and quality merchandises intend to raise the quality of living standard for the general public.

## Sustainability and CSR

We are constantly innovating our delivery of services to enhance the customer's shopping experience. This year, Citistores in Ma On Shan and Tseung Kwan O were renovated with a restructured environment to improve customers' comfort while shopping. Following the renovations, both stores introduced customers to "CITIZEN'S EDIT", a concept brand focused on presenting new fashion from around the region and Hong Kong to the youth market.

To ensure that we deliver top quality products to our customers, important details such as the label, packaging, and expiry dates of all products are checked upon arrival. Department heads are notified immediately if any discrepancies are discovered. When placing a product in a store, we pay attention to shelf arrangement and inventory management to make sure that the shelves do not look crowded and the items are nicely laid out on the shelves. Price tags are normally placed on the right-hand corner, not covering any important information such as the brand name, product description, maintenance details, expiry date and warnings.

The comfort of our customers while shopping is important to us. We provide a clean shopping environment by conducting cleaning services both before and after business hours. Our Engineering Department checks the engine room and air-conditioners three times a day to monitor the indoor temperature and make sure that customers are comfortable as they peruse our stores.

Our efforts are focused on ensuring that shopping in our stores is a pleasant and user-friendly experience for customers.

### (b) Product Responsibility

In order to fulfil the Company's "Three Qs Missions", it is of paramount importance to source and provide products and services in a responsible manner and in accordance with all related laws and regulations. This responsibility extends to the Company's suppliers who are required to strictly adhere to all relevant laws and regulations related to their products<sup>i</sup>.

We acknowledge and work to ensure the protection of intellectual property rights. To avoid counterfeit items, the Company pays attention to the products sold by our consignment and concessionaire counters to ensure that products are free from counterfeiting. To further prevent the violation of intellectual property rights, all suppliers and vendors are bound by terms and conditions set out in signed agreements with the Company which stipulate that they are fully responsible for any merchandise delivered and product quality.

Our commitment to provide the best shopping experience for our customers drives the Company's continuous improvement plans to keep us abreast of changing needs. To understand these needs, the Company collects feedback and suggestions from customers through various channels and mechanisms including social media. Customers are welcome to post comments on the Company's Facebook page where they can also exchange views and interact with other customers. The Facebook page administrator will respond to queries in a timely manner, as necessary.

The Company's engagement with customers includes designated telephone hotlines and email links, as well as rigorous mechanisms to address any complaints. We consider any complaint to be an opportunity for further improvement. It is the Company's goal to investigate and resolve all valid complaints in a timely and effective manner while maintaining confidentiality. During the process, the Company keeps complainants informed of the outcomes of the process through a formal written reply via email which explains how the complaint will be resolved.

*Note:*

<sup>i</sup> *Trade Descriptions Ordinance (Chapter 362 of The Laws of Hong Kong) for ensuring that all products do not contain any false trade descriptions, forged trademarks, false representations or otherwise contravene the provisions of this ordinance; Food and Drugs (Composition and Labelling) Regulations (Chapter 132W of The Laws of Hong Kong) for ensuring that pre-packaged food products adhere to and comply with this regulation; and Consumer Goods Safety Regulation (Chapter 456A of The Laws of Hong Kong) and Toys and Children's Products Safety Ordinance (Chapter 424 of The Laws of Hong Kong) for ensuring that toys and children's products adhere to and comply with these regulations.*

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During the reporting year, a total of 52 written customer complaints were received via e-mail for purchased products and services, which were all resolved according to the established guidelines and procedures. This number has decreased in comparison to the previous year's total of 58 customer complaints.

We enjoy serving customers, strive to satisfy their needs, and aim to create a pleasant shopping experience for customers during every visit. During the reporting year, the Company was heartened to receive 19 thank you letters from customers to show their appreciation for the Company's continuing efforts.

In conducting our business, we are careful to protect customer privacy and only collect the minimum necessary personal information. Personal data collected from the Citistore website, Citistore Membership (Citi-fun), and other channels are stored in the Company's core network protected by an up-to-date firewall and anti-virus software. To further protect the data, it can only be accessed by authorised personnel.

The customer privacy policy is publicly available on the Citistore website at [http://www.citistore.com.hk/en/privacy\\_policy\\_chi/](http://www.citistore.com.hk/en/privacy_policy_chi/).

### (c) Supply Chain Management

We work with a wide spectrum of suppliers, including direct merchandise suppliers, consignment and concessionaire counters, as well as those providing products and services in relation to information technology, administration and marketing. With a total of about 1,600 suppliers currently on record, the Company understands that working closely with supply chain partners is essential to improving operational efficiency and delivering quality products and services. Therefore, the Company seeks to establish strong, productive, and mutually beneficial long-term relationships with all suppliers, which also help to alleviate any possible risks within the supply chain.

We emphasise the importance of ensuring the quality of our products and services and expect each of our suppliers to meet the specific requirements stipulated in their agreement with the Company. To be included in the approved supplier list, entities are required to conform to the Company's guidelines concerning anti-corruption and bribery, and agree to be bound by the terms and conditions as specified in the vendor agreement prior to formal engagement. For instance, vendors are strictly prohibited to offer any monetary advantage, commodity, gift, lending or borrowing, or entertainment to the Company's employees.

### 3 Optimising Resource Use

We strive to provide extraordinary shopping experiences to customers whilst consciously managing natural resources and minimising any environmental impacts that may arise from our operations. To put this environmental commitment into practice, the Company introduced an overarching Environmental Policy in 2015 which includes eight principle pledges stipulating the environmental responsibility of each employee and subcontractor. Under the policy, all applicable legal and regulatory requirements regarding environmental protection shall be met, whilst all resources shall be used in an efficient and prudent manner, including fuel, electricity, water and other materials. Environmental considerations are also incorporated into the supply chain and operational management processes. Through the pledges, the Company continues to improve its environmental performance and promote environmental awareness amongst all stakeholders.

#### (a) Use of Resources

##### *Energy Conservation*

The Company makes a conscious effort to prevent and reduce the use of energy, paper and packaging materials at the Corporate Office, retail stores and all Citistores. To conserve energy, light zoning is adopted and indoor temperature is constantly maintained at 25°C to 26°C. Digital timers have also been installed to prevent unnecessary wastage. By closely monitoring and managing operational energy use, the Company has achieved a 5% reduction of energy consumption compared to the previous year.

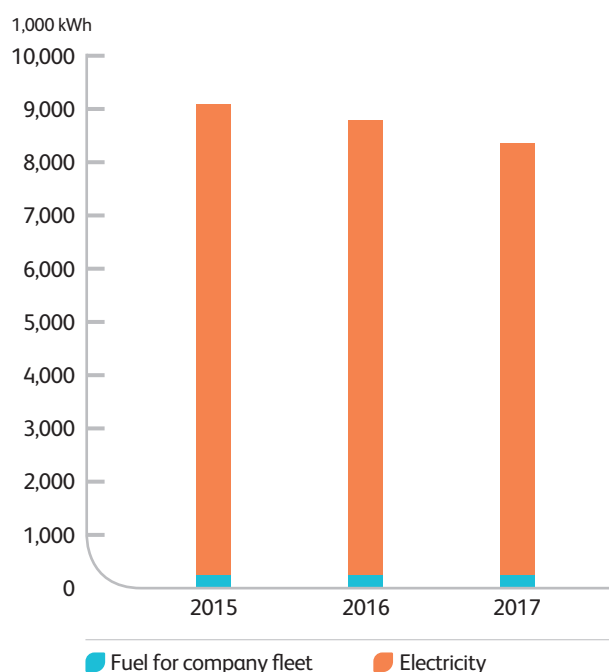
This year, the Company continued to support “Earth Hour” organised by Worldwide Fund for Nature (“WWF”). During the campaign, all the external wall and window display lightings were turned off at Citistores in Tsuen Wan and Tai Kok Tsui. We are looking forward to participating in more environmental initiatives in the coming year.

##### *Packaging Materials*

To address the environmental impacts of plastic shopping bags, the Company has actively partnered with our tenants who operate consignment and concessionaire counters to promote the good habit of “Bring Your Own Bag”. Reusable and durable shopping bags are also offered at Citistore to provide customers with a more sustainable option.

Through the concerted efforts of employees, tenants and customers, the total shopping bag consumption at all Citistores fell from 752,707 in 2016 to 703,366 in 2017.

#### Energy Consumption



### (b) Emissions

#### *Climate Change*

With the imminent risks posed by climate change and increasing concerns in the local and international community, one of the principle pledges in the Company's Environmental Policy is to continuously work to reduce energy consumption and greenhouse gas emissions ("GHG") arising from all operations.

Following the renovation of Citistore in Ma On Shan, Citistore in Tseung Kwan O has also been retrofitted to enhance its energy efficiency performance and approximately 99% of its sales area is now fitted with LED lighting. Through the Company's energy efficiency initiatives and with the spirit of continuous improvement, our GHG emissions have decreased by 5% as compared to last year.

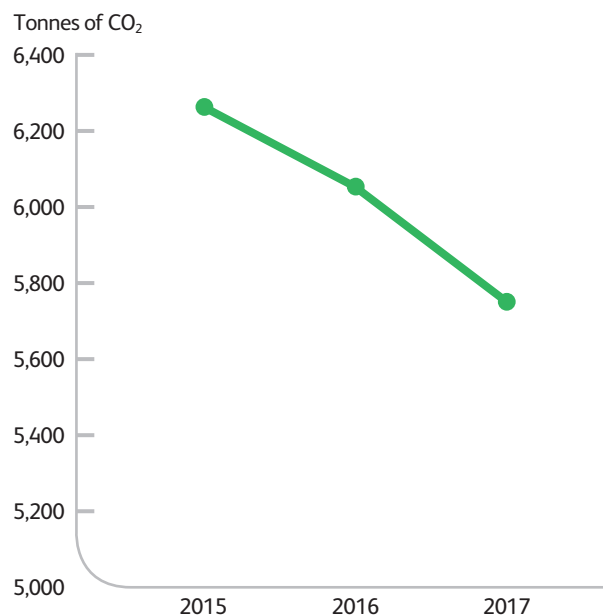
#### *Waste Management*

To contribute to tackling Hong Kong's waste disposal challenge, the Company aspires to reduce waste generation and actively looks for recycling opportunities in our daily operations. At the Corporate Office, the practice of double-sided printing and reusing one-sided paper has been adopted. The Company also collects electronic equipment such as uninterruptible power supply units, servers and printers for recycling purposes, preventing environmental pollution and adverse health impacts caused by improper handling of electronic waste.

At Citistore, all cardboard boxes are collected and recycled. The Company also seeks opportunities to reuse cardboard boxes in our operations, such as for document storage and customer delivery services. In 2017, more than 452,000 kg of cardboard boxes, representing an increase of 8.7% as compared to that of 2016, and 92 electronic items were collected and recycled.

The Company continued to partner with Greeners Action to collect used red packets from our customers at Citistore for recycling. With these various ongoing waste reduction initiatives at retail locations we will continue to work with our customers to build a zero-waste community.

### Greenhouse Gas Emissions



## 4 Supporting Our People

In a customer-oriented and people-serving-people business, having a team of dedicated and highly skilled staff is fundamental to delivering a superb shopping experience and providing a selection of good quality products for customers. The Company understands the positive correlation between providing a friendly, collaborative, and bias-free working space and employee productivity. Consequently, with the welfare of employees in mind, we are committed to continuously improving our human resources management at all stages, from recruitment, daily operations, training and development, through to the provision of retirement benefits.

### (a) Employment

The Company adopts a holistic human resources management philosophy and follows a standard hiring process and criteria to assess candidates based on merits, skills and qualifications. Employees are supported by the Company to maintain a good work-life balance. For example, we provide our employees with sufficient rest periods and reasonable working hours. Leisure activities, such as an annual dinner, are arranged to boost team spirit, and promote friendship and mutual understanding among employees. Through the Staff Purchase discount, our employees can enjoy affordable quality products and the Citistore shopping experience as customers, helping them to identify opportunities for service improvements. The Company also extends this caring spirit to their families, with annual leave, maternity leave, marriage leave, and compassionate leave offered to help employees fulfil their family responsibilities. Our aim is to provide a working environment where employees feel a sense of belonging and look forward to coming in to work every day.

#### 2017 Annual Staff Party

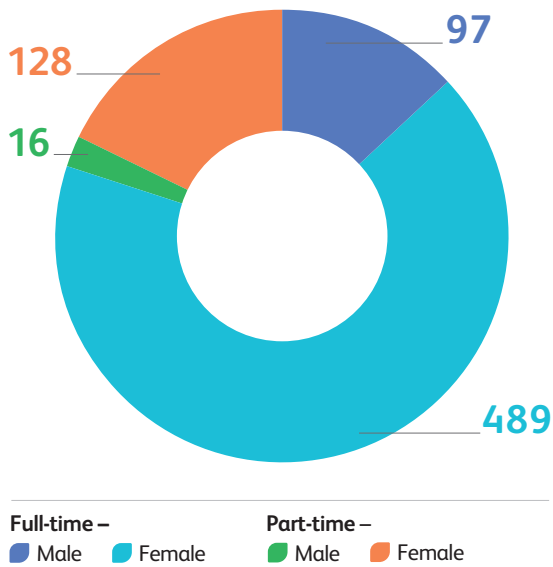
The Company has a tradition of organising an annual staff party. In June 2017, over 630 full-time employees participated in the event and enjoyed a banquet and grand lucky draw. A team of professional singers and dancers provided an entertaining performance, while staff were invited to join a fun game and competition which promoted team work. One of the highlights of the party was the staff service award ceremony during which a range of employees were presented with awards for their dedication, loyalty and contribution to the Company's development.



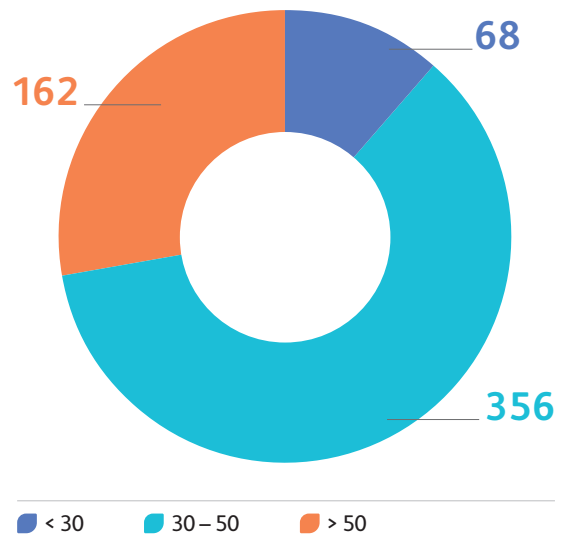
#### Christmas Party

In December 2017, the Company and management staff co-sponsored a Christmas party at each Citistore to celebrate the festive season and toast to a rewarding year ahead.

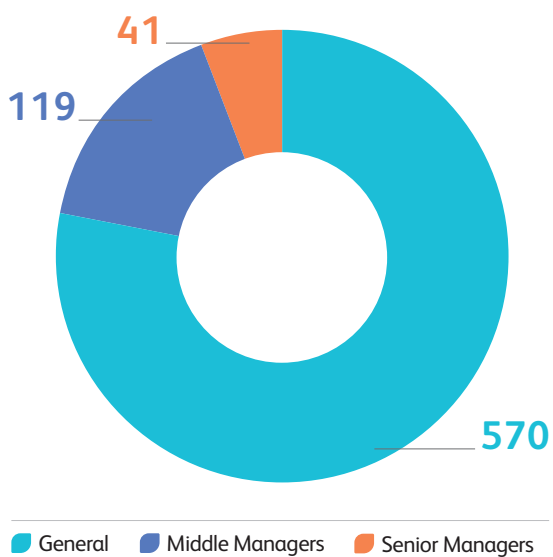
Total workforce in 2017



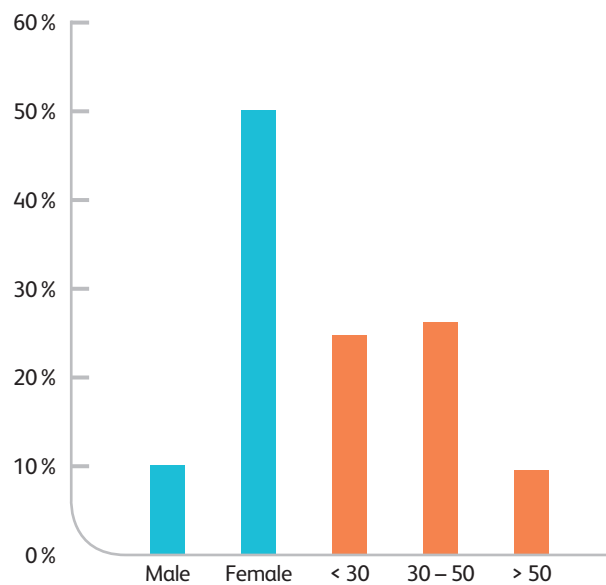
Full-time employees by age



Total workforce by category



Employee turnover rate by gender and age





### (b) Development and Training

The Company recognises that promoting growth and enabling professional development go hand-in-hand with the expansion of business and delivering value to shareholders. In 2017, significant effort was spent on developing customised training programmes for staff members at different levels and across various divisions. A variety of new courses targeted at colleagues in various roles and with different responsibilities were developed and delivered by the Company's internal trainer. An Orientation Class for newcomers provided them with details about the Company's operations and familiarised them with the corporate culture and traditions.

With a focus on customer satisfaction, frontline staff and supervisors attended the Service Excellence Course designed and organised by the Company which trained them in customer service skills and aimed to help them to succeed with confidence in their roles at Citistore. This course also equipped them with the tools for assessing the quality of customer service and identifying opportunities for further improvement. One indicator of good customer service is the ability to provide recommendations of suitable products for customers. To deliver this level of service, staff members must have a deep knowledge of the products available at Citistore, market trends and consumer trends. To build Citistore's reputation as the go-to store, the Company organises regular product trainings on aspects such as fashion trends, electrical appliances and baby products. Buyers in the merchandising department attended a tailor-made negotiation skills workshop which aimed to help them to continue to source and provide premium products which can satisfy customers' rising expectations.

#### *Objectives of the Service Excellence Course*



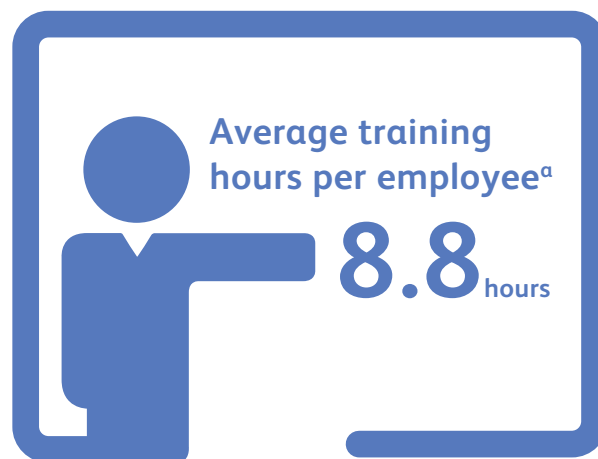
## Sustainability and CSR

The Company also encouraged staff members to apply for external training courses, where appropriate. Some examples included occupational health and safety training, executive leadership skills training, a seminar on the latest e-commerce trends, and courses on how to use social media for recruitment.

### Orientation Class 2017 – Practice: The Importance of Smile in Customer Service

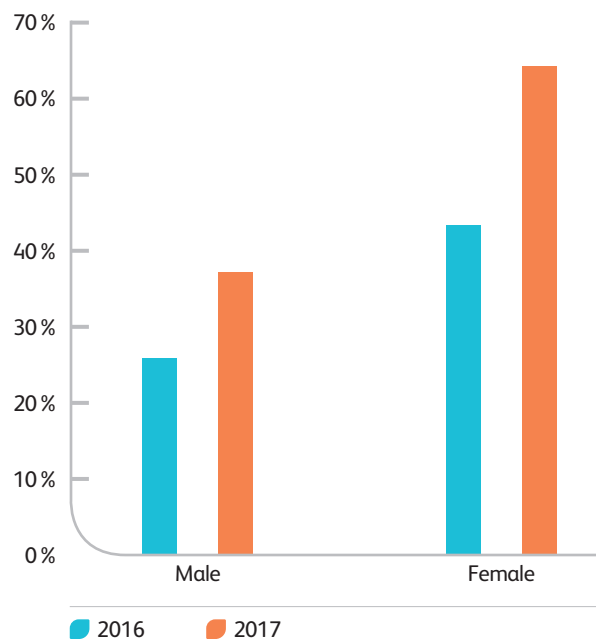


### Leading for Excellence 2017 – Game: How to lead your team



<sup>a</sup> Average training hours per employee = Total training hours ÷ Total number of trained employees

### Percentage of employees trained



### (c) Health and Safety

We are committed to providing a safe working environment for our employees, free from any potential occupational hazards. Many health and safety-related initiatives and measures have been introduced into our operations, and safety notices and memos were posted at each Citistore.

The Company also generated awareness among frontline staff members by holding discussion sessions on preventive measures for back pain. Safety training courses on various topics such as First Aid in the Workplace were also organised and related information pamphlets were circulated amongst staff members. If a work-related injury occurs, it will be reported to the Human Resources Department immediately using an incident report form completed by the injured, a witness and the store manager. The Human Resources Department will then report the matter to the Labour Department for further action.

During the reporting year, there were no cases of non-compliance nor cases of occupational safety and health issues that warrant a site inspection by the Occupational Safety and Health (Integrated Service) operation team of the Labour Department.

### (d) Ethics and Integrity

The Company is committed to maintaining the highest standards of business ethics and integrity. All employees are required to adhere to the Staff Handbook and anti-corruption policies which prevent any incidences of bribery, extortion, fraud or money laundering. Acceptance of money or any other gifts from outside entities by employees is strictly prohibited under any circumstances.

To further strengthen anti-corruption efforts, a whistle-blowing policy was introduced in 2017. The policy encourages employees to report and raise concerns about any suspected misconduct, malpractice, or irregularities in any matters within the Company via a secured communication channel. Any concerns which are raised will be investigated and reported to the management, while protecting the anonymity of the whistleblowers.

During the reporting year, no legal cases regarding corrupt practices were brought against the Company or its employees.

## 5 Serving Our Community

In addition to delivering the best customer experiences, we are making concerted efforts, together with our community partners, to nurturing a greener community and to promoting increased environmental awareness. The Company's people-oriented spirit is also demonstrated in our commitment to serving the wider community through a broad range of activities focused on recycling, employee volunteerism, charitable donations and joint voluntary activities. During the reporting year, the Company contributed a total donation of HK\$188,975 and 289 man hours to the community.

*Resources Contributed (e.g. funds or time) to the Focus Areas*

Organisations/Beneficiaries	Programmes	Contributions
Green Power	Plastic Shopping Bags Charge Collaborative Platform	Donation of HK\$178,625
Green Power	Beach clean-up	Sponsorship of HK\$10,350 and 129 man hours
Greeners Action	Red packets collection	Collected and delivered a total of 626 kg of red packets for re-use
Home Market	Technical support to the POS system given by the Management Information Systems team of the Company	160 man hours
Other NGOs (churches, schools, The Salvation Army etc.)	Donations	Donated 953 pieces of clothing, household goods and accessories

Community engagement is vital for cultivating positive relationships and understanding, which extend beyond the Company's daily operations. In 2017, the Company donated a total of HK\$178,625 to Green Power to support its Plastic Shopping Bags Charge Collaborative Platform. The Greeners Action red packet recycling campaign provided the Company with the opportunity to collect and deliver a total of 626 kg of red packets for re-use. The Company also donated 953 items of clothing, household goods and accessories to various NGOs, including The Salvation Army, churches and schools.

In addition to in-kind and financial donations, we also applied our professional skills to assist Home Market, a non-profit organisation, with a contribution of 160 man hours of technical support for its Point-Of-Sale ("POS") system. The Company also collaborated with educational institutions and community organisations during the year to make use of stores as venues for experiential learning. For instance, a visit was arranged for kindergarten students to have their first shopping experience at Citistore in Tsuen Wan in March 2017. Another visit was arranged for Hong Chi Morninglight School, an NGO serving students with intellectual disabilities, in which 22 students with their parents and teaching staff paid a visit to Citistore in Yuen Long in November 2017.



## Sustainability and CSR

### “Coastal x Eco Clean Up Actions”

In December 2017, the Company joined hands with Green Power to organise “Coastal x Eco Clean Up Actions” at Starfish Bay in Ma On Shan. A total of 47 volunteers from Citistore participated in the clean up activities. Volunteers were briefed on general guidelines and instructions to pick up refuse from the beach. During the event, volunteers collected a total of 94.3 kg of marine refuse, one third of which was recyclable.



### Store Visit for Shopping Experience

In March 2017, we arranged a visit for kindergarten students in Citistore in Tsuen Wan to have their first shopping experience. A guided visit was organised for the students to explore each department of the store, and the students had the first attempt to pay and purchase their products at the cashier counter. All of the students had an enjoyable and memorable shopping experience.



## Performance Data Summary

HKEX KPI		Unit	2017		2016			
A. Environmental								
A1.2	Greenhouse gas emissions in total and intensity							
	Scope 1 emissions	Tonnes of CO <sub>2</sub>	65.0		62.5			
	Scope 2 emissions	Tonnes of CO <sub>2</sub>	5,685.2		5,990.4			
	– in total	Tonnes of CO <sub>2</sub>	5,750.2		6,052.9			
	– in intensity	Tonnes of CO <sub>2</sub> per FTE <sup>b</sup>	9.8		9.7			
A1.4	Total non-hazardous wastes produced and intensity							
	Recycled materials/wastes							
	Cardboard boxes	Kg	452,000		416,000			
	Electronic items	Items	92		/			
A2.1	Energy consumption and intensity by type							
	Fuel for company fleet	1,000 kWh	238.7		236.8			
	Electricity	1,000 kWh	8,121.7		8,557.7			
	– in total	1,000 kWh	8,360.4		8,794.5			
	– in intensity	1,000 kWh per FTE <sup>b</sup>	14.3		14.1			
A2.5	Packaging materials used							
	Total plastic shopping bags consumption							
	– in total	Number	703,366		752,707			
B. Social								
B1.1	Total workforce by employment type and gender		Male	Female	Male	Female		
	Full-time	No. of people	97	489	109	514		
	Part-time	No. of people	16	128	7	131		
	Total workforce by employment type and age group		<30	30-50	>50	<30	30-50	>50
	Full-time	No. of people	68	356	162	90	364	169
	Part-time	No. of people	27	59	58	27	56	55
	Total workforce by employee category							
	General	No. of people	570		606			
	Middle Managers	No. of people	119		121			
	Senior Managers	No. of people	41		34			
B1.2	Employee turnover rate by gender		Male	Female	Male	Female		
		%	10.1	50.1	7.9	45.6		
	Employee turnover rate by age group		<30	30-50	>50	<30	30-50	>50
		%	24.7	26.2	9.5	21.3	23.5	8.7
B3.1	The percentage of employees trained by employee category and gender							
	General	%	59.6%		32.8%			
	Middle Managers	%	70.6%		69.4%			
	Senior Managers	%	34.1%		76.5%			
	Male	%	37.2%		25.9%			
	Female	%	64.2%		43.3%			

<sup>b</sup> The Company's FTE of 2017 is 586 (2016 was 623). FTE: Full-time Equivalent Employees.

## Sustainability and CSR

HKEX KPI		Unit	2017			2016		
B3.2	The average training hours completed per employee by gender		Male	Female		Male	Female	
	Number of staff participating in training courses	No. of staff	42	396		30	279	
	Total hours trained	Hours	229.5	3,624.5		201.8	1,953.5	
	Average training hours completed	Hours	5.5	9.2		6.7	7.0	
	The average training hours completed per employee by employee category		General	Middle Managers	Senior Managers	General	Middle Managers	Senior Managers
	Number of staff participating in training courses	No. of staff	340	84	14	199	84	26
	Total hours trained	Hours	3,175.0	601.5	77.5	1,142.8	790.3	222.3
	Average training hours completed	Hours	9.3	7.2	5.5	5.7	9.4	8.6

## HKEX ESG Guide Content Index

Aspect	KPI	Description	Page Number	Section/Remarks
<b>A. Environmental</b>				
A1 Emissions	A1	General Disclosure	17-18	
	A1.1	Types of emissions and respective emissions data	/	Not material to The Company
	A1.2	Greenhouse gas emissions in total and intensity	26	
	A1.3	Total hazardous waste produced and intensity	/	Not material to The Company
	A1.4	Total non-hazardous waste produced and intensity	26	
	A1.5	Description of measures to mitigate emissions and results achieved	18	
	A1.6	Description of how hazardous and non-hazardous waste are handled, reduction initiatives and results achieved	18	
A2 Use of Resources	A2	General Disclosure	17	
	A2.1	Direct and/or indirect energy consumption by type and intensity	26	
	A2.2	Water consumption in total and intensity	/	Not material to The Company
	A2.3	Description of energy use efficiency initiatives and results achieved	17	
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results	/	Not material to The Company
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	26	
A3 The Environment and Natural Resources	A3	General Disclosure	18	
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	25	

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Aspect	KPI	Description	Page Number	Section/Remarks
<b>B. Social</b>				
B1 Employment	B1	General Disclosure	19	
	B1.1	Total workforce by gender, employment type, age group and geographical region	26	
	B1.2	Employee turnover rate by gender, age group and geographical region	26	
B2 Health and Safety	B2	General Disclosure	23	
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	23	
B3 Development and Training	B3	General Disclosure	21-22	
	B3.1	The percentage of employees trained by gender and employee category	26	
	B3.2	The average training hours completed per employee by gender and employee category	27	
B4 Labour Standards	B4	General Disclosure	/	The Company abides by relevant employment ordinances and statutory requirements of Hong Kong. No relevant cases of non-compliance were recorded
B5 Supply Chain Management	B5	General Disclosure	14-16	
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	16	
B6 Product Responsibility	B6	General Disclosure	14-16	
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	B6.3	Description of practices relating to observing and protecting intellectual property rights	15	
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	16	
B7 Anti-corruption	B7	General Disclosure	23	
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	23	
B8 Community Investment	B8	General Disclosure	24	
	B8.1	Focus areas of contribution	24-25	
	B8.2	Resources contributed to the focus area	24-25	