

Sustainability and CSR

1 About This Section

Reporting Standard and Scope

This annual Environmental, Social and Governance (“ESG”) Report (the “Report”) was prepared in accordance with the requirements of the ESG Reporting Guide (the “ESG Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”). It provides an overview of the Company’s management approach as well as ESG initiatives and performance in regard to human capital, environment, value chain, and community investment for the period from 1 January 2019 to 31 December 2019 (the “reporting period”). The following entities, which are included in this Report, represent and cover businesses which have the most significant impact on the Company’s environmental and social performance:

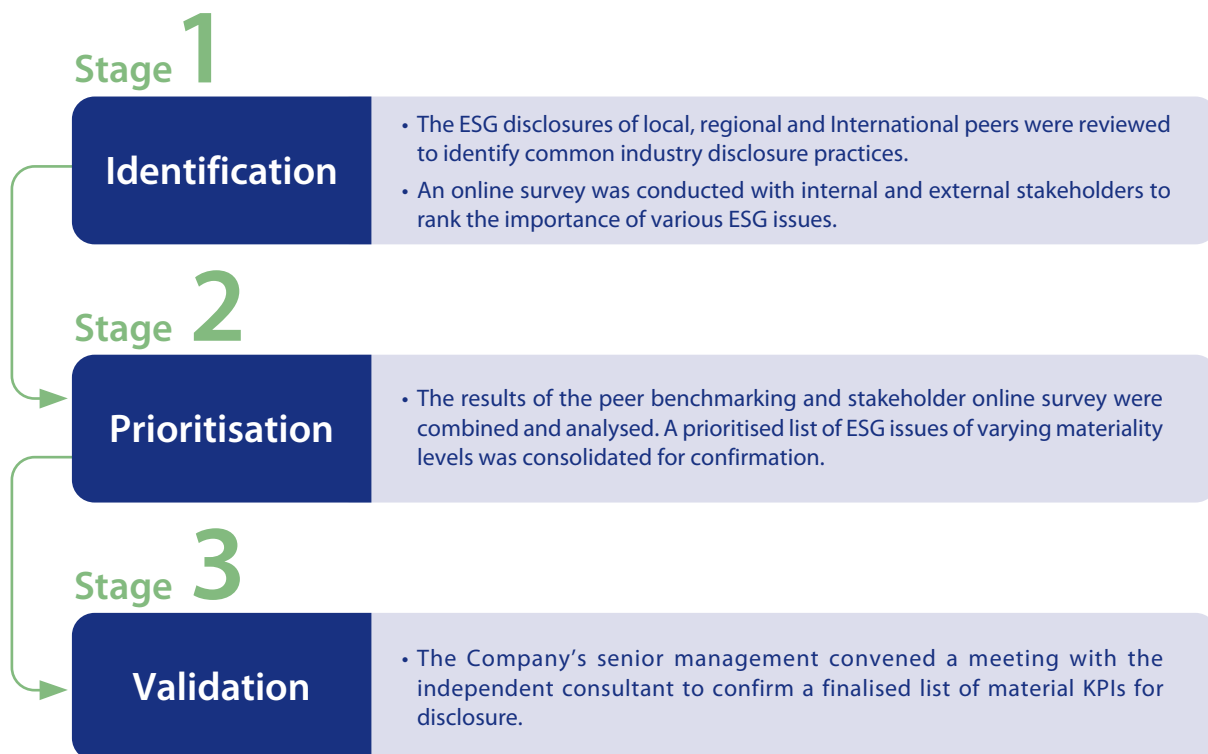
Department Store

Citistore / APITA / UNY

For a full list of ESG Aspects, respective key performance indicators (“KPIs”), and their reference within this Report, please see the Performance Table and HKEx ESG Guide Content Index included on pages 31 to 33 of the Annual Report.

Stakeholder Engagement and Materiality Assessment

Ongoing and two-way communication with stakeholders is crucial for our understanding of their perceptions and expectations of our ESG efforts, performance and future strategies. In preparation for this Report, the Company appointed an independent consultant to conduct a comprehensive stakeholder engagement and materiality assessment by following a three-step process as detailed below to determine the most material ESG topics for disclosure.



Sustainability Governance

A well-established sustainability governance structure is essential in managing ESG-related risks and for the enhancement of sustainability performance over time. Our risk management framework combines a top-down strategic view with a corresponding bottom-up process in which ESG-related risks are effectively identified, assessed, and managed. The Board provides strategic guidance on our approach to sustainability and maintains oversight of the Company's risk management and internal control systems. Reporting directly to the Board is our senior management, who are responsible for the detailed monitoring and regular updating of our ESG performance for further Board review.

The ESG working group comprises representatives from various departments and has been established to plan and coordinate ESG initiatives within the Company. This working group helps to coordinate the day-to-day execution of our ESG strategy and is supervised by members of the senior management.

For more details on our approach to risk management and internal control systems, please refer to the Corporate Governance Report on pages 34 to 48 of the Annual Report.

2 Engaging Our Customers and Suppliers

Through our robust and diverse experience within the retail industry, we recognise that maintaining a healthy relationship with our customers and supply chain partners is an integral part of adapting to fast-paced consumer trends. To strengthen these positive relationships, we conduct meaningful engagements with our vendors to incorporate quality merchandise into our portfolio and proactively seek customer opinions to help us continue to deliver the high-quality service they expect from us.

Customer First

Our "Customer First" philosophy underpins everything the Company does, with a primary focus on enabling our customers to enjoy a quality lifestyle by providing them with quality merchandise and services. To embed this philosophy in our daily operations, Citistore has adopted the **"Three Qs Missions"** as follows:

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.

To provide our customers with the most hygienic and comfortable shopping environment, we conduct extensive cleaning operations before and after business hours at all our stores. Additionally, our Engineering Department monitors the status of the engine room and air-conditioners three times daily to regulate indoor temperatures for ideal comfort.

Together with the procurement of quality merchandise and the provision of a comfortable shopping environment, our service quality is an equally important part of maintaining our relationship with customers. To ensure customer satisfaction levels are consistently at a level which meets our expectations, we undergo internal and external assessments to better understand customer needs and emerging consumer trends. The Company has several feedback channels and engagement mechanisms to collect the thoughts and views of our customers, including Facebook pages, designated telephone hotlines, and public email accounts. Any formal complaints received through the above channels will be investigated and resolved by dedicated representatives in strict confidence. After the investigation process is completed the Company will provide an update to the complainant through a formal written reply via email in a timely manner.

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During the reporting period, a total of 68 written customer complaints were received via various communication channels relating to purchased products and services, which were all satisfactorily resolved according to the established complaint handling guidelines and procedures.

Mystery Shopper Programme

To offer our customers the best possible shopping experience, we implemented a mystery shopper programme in six stores of Citistore to gather insight into our performance from a customer's point of view. The valuable information gained from this programme allowed us to have a better understanding of our own strengths and highlighted areas for improvement. Through this programme we can assess, adapt, and improve our daily operations and continue to raise the quality of our customers' shopping experience.

The Company was heartened to receive 17 compliment letters from customers during the reporting period. This recognition and appreciation from our customers reinforces our continuous commitment to provide an exceptional quality of service.

Product Responsibility

Before any merchandise is presented to our customers, we must first exercise due diligence to ensure only products which meet our stringent quality standards are placed on our shelves. Every shipment received is thoroughly checked upon arrival, including important details such as labels, packaging, and expiry dates. Any discrepancies discovered will be reported to the department heads immediately to carry out investigative and corrective actions.

To provide customers with the necessary information to make an informed buying decision, our product arrangement strategy includes provisions for the presentation of certain particulars such as brand name, product description, maintenance details, expiry dates, and warnings alongside the price tags.

We work to ensure the protection of customer privacy and only collect a minimal amount of necessary personal information¹. All personal data collected from the Citistore website, Citistore Membership (Citi-fun), and other channels is securely stored on the Company's core network which is protected by up-to-date firewall and anti-virus software, and may only be accessed by authorized personnel. A similar mechanism is in place at APITA and UNY, covering the collection, use and management of data and information in accordance with relevant legislation.

During the reporting period there were zero non-compliance cases with the relevant laws and regulations² relating to product health and safety, advertising, labelling, and privacy matters.

Supply Chain Management

We understand the key role our suppliers play in facilitating the delivery of quality merchandise and enhanced operational efficiency for the sustained success of our business. To this end, we work closely with supply chain partners who share our dedication to sustainability, service excellence, product responsibility, and business ethics. While

Notes:

1. The customer privacy policy is publicly available on the Citistore website at: https://www.citistore.com.hk/en/privacy_policy_chi/
2. Including but not limited to Trade Descriptions Ordinance (Cap. 362), Food and Drugs (Composition and Labelling) Regulations (Cap. 132), Consumer Goods Safety Regulation (Cap. 456), Personal Data (Privacy) Ordinance (Cap. 486).

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selecting our suppliers, we take product and service quality, price, and regulatory compliance³ into account, and require all partners to adhere to the Company's guidelines concerning anti-corruption and bribery. For our food products at APITA/UNY, we only engage with licensed suppliers and may request test reports or other relevant documentation for quality assurance purposes, if necessary. With respect to competitive fairness, for all non-selling items all new supplier engagements must invite two or more parties to submit their quotations.

As a responsible corporate citizen, we strictly uphold intellectual property rights and are mindful of the products sold by our consignment and concessionaire counters. All suppliers and vendors are bound by the terms and conditions set out in our Vendor Agreement which stipulate their full responsibility in relation to the infringement of patent, design, trade mark, trade name, copyright, or other intellectual property rights, as well as any defects or malfunction of the merchandise delivered.

3 Conserving Our Resources

The Company has shown a consistent drive to promote an environmentally conscious culture amongst customers and employees. The Company is committed to sustainable usage and management of resources within our operations. We adhere to stringent regulatory standards and operate in an environmentally responsible manner which is expected from our customers and other stakeholders. To this end, our comprehensive Environmental Policy was formulated to guide our decisions, strategies and initiatives to manage our impacts on the environment and natural resources, and to promote an environmentally conscious culture throughout our value chain.

During the reporting period, there were zero non-compliance cases with the relevant laws and regulations⁴ relating to environmental issues.



Notes:

3. Including but not limited to Toys and Children's Products Safety Ordinance (Cap. 424) and Electrical Products (Safety) Regulation (Cap. 406).

4. Including but not limited to Waste Disposal Ordinance (Cap. 354).

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Use of Resources

Energy Use

The Company recognises that energy use is among the more relevant environmental impacts which arise from our business operations. We have implemented a wide range of initiatives at our stores and offices to reduce our energy consumption whilst maintaining a high-quality and comfortable shopping experience. We closely monitor the indoor temperature of all our stores to ensure our air conditioning systems are operating as efficiently as possible by maintaining a comfortable 25°C to 26°C. To further reduce our energy consumption, designated staff will manually switch off the Fan Coil Unit whenever appropriate.

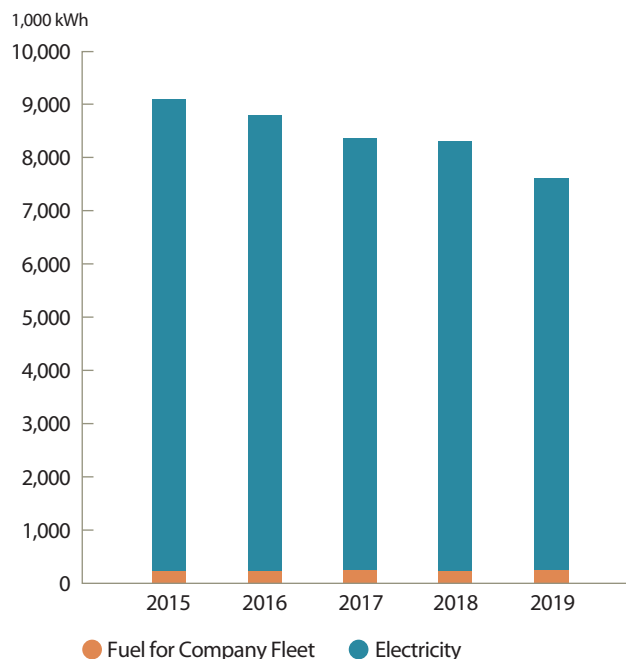
To improve the efficiency of our lighting systems, we seized the opportunity to replace our traditional store lighting with LED lighting at Lok Fu UNY during a scheduled renovation in October 2019. Moving forward, we have formalised plans to continue to install LED lighting at APITA during our next renovation phase.

The Company continued to demonstrate its dedicated support to Worldwide Fund for Nature's ("WWF") "Earth Hour" campaign in 2019. We have participated in this campaign for the past number of years by switching off all lighting fixtures on our external wall signage and window displays for one hour. We are pleased to support this campaign to raise awareness about the impacts of energy consumption and help remind customers and staff to practise energy efficient habits on a daily basis.

"Earth Hour 2019", Tsuen Wan Citistore



Citistore Energy Consumption



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Packaging Materials

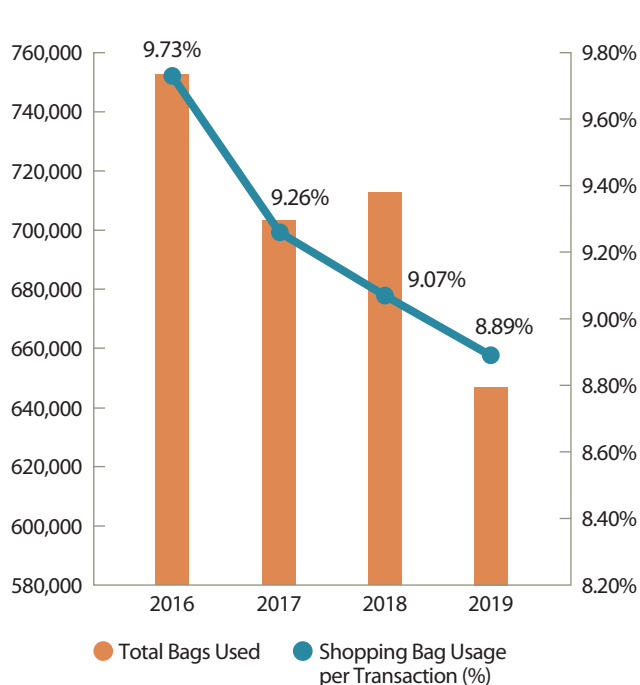
In 2015, Citistore was one of the first retailers to support the Plastic Shopping Bag Charge (“PSB Charge”) Collaborative Platform established by three environmental organisations (The Conservancy Association, Greeners Action, and Green Power). The Platform uses the funds collected from the Government’s PSB Charge to support waste reduction projects and promote an environmentally friendly shopping culture among consumers. Committed to reducing the use of plastic shopping bags, we continue to actively promote environmentally friendly shopping by encouraging customers to “BYOB” (bring-your-own-bag) and offer the sale of durable and reusable shopping bags.

Emissions and Waste Management

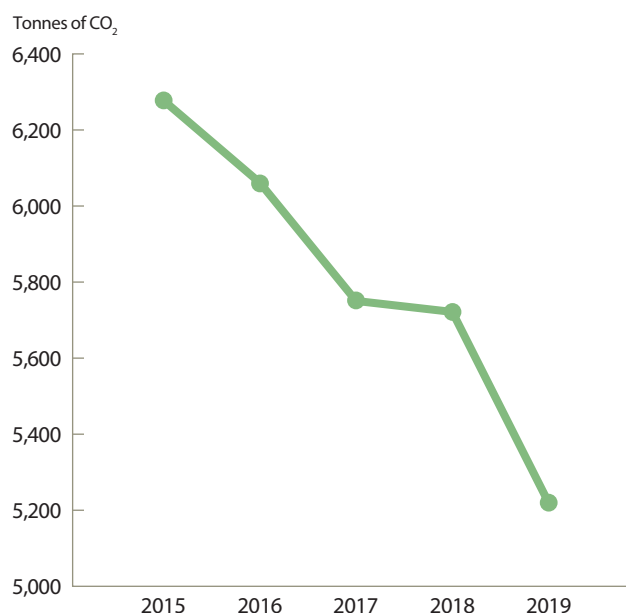
Climate Change

As outlined in the principal pledges of our Environmental Policy, we endeavour to play our role as a responsible corporate citizen and work to reduce our greenhouse gas (“GHG”) emissions and the fuel consumed by our company fleet. The Company will continue to consider the feasibility of different energy-saving opportunities and carefully monitor the usage of the company fleet to minimise our GHG emissions.

Citistore Shopping Bag Usage



Citistore Greenhouse Gas Emissions



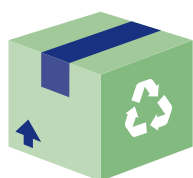
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Waste Management

As the impacts of Hong Kong's landfills and waste continue to compound and negatively affect our environment, it is becoming increasingly important for companies to efficiently manage their waste generation and disposal.

Through various initiatives implemented in our daily operations, we promote a reuse and recycling culture among our staff for the most commonly used materials and resources. All office staff are reminded to print on both sides and reuse scrap paper whenever possible. At our stores, cardboard is one of the most abundant materials handled daily by staff. As such, we encourage the reuse of cardboard boxes as much as possible, most commonly for deliveries to customers and storage of documents and backroom products. Any cardboard not suitable for reuse will be recycled if possible. Obsolete electronic equipment is collected for recycling through third-party outlets.

The Company remains a proud contributor and supporter of the Greeners Action annual Lai See Reuse and Recycle Program held over the Chinese New Year holiday. Collection points were set up inside Citistore stores which were available to customers and staff to drop off used and unwanted red packets. Red packets in good condition were repackaged and distributed for reuse, while the rest were delivered to be recycled. In 2019, a total of 639 kg of red packets were collected and delivered to Greeners Action for processing.



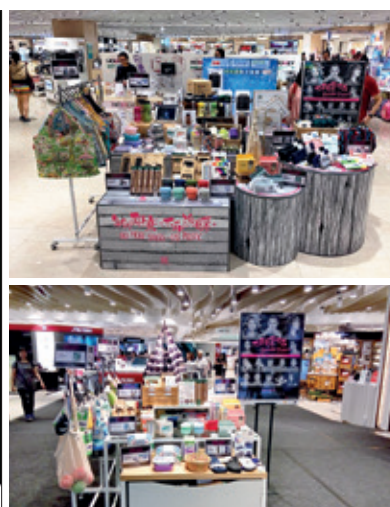
318,332 kg
of cardboard boxes
recycled in 2019



62 pcs of
electronic equipment
recycled in 2019

“Enough Plastic” Collaboration with ECO Drive Hong Kong

For the duration of the “Enough Plastic” campaign, Citistore prominently featured a display of environmentally friendly products to highlight the alternatives to single use plastics. The goal of this campaign was to build awareness of the pervasiveness of plastic waste and the available alternatives to single use plastics. Featured items on display included reusable shopping bags, collapsible lunch boxes and mugs, and washable takeaway utensils.



4 Nurturing Our People

The success of our business is greatly dependant on our talented and dedicated workforce. We are fully committed to providing the necessary support to our staff to facilitate their delivery of quality products and outstanding customer service to consumers. The Company takes great care to provide a safe, positive, collaborative, and bias-free working space for all employees.

During the reporting period, there were zero non-compliance cases with the relevant laws and regulations⁵ relating to recruitment and employment practices, anti-discrimination, age group, gender, and other benefits and welfare.

Caring Our Employee

We ensure our workplace is free from any prejudice or discrimination and support employment practices in line with the principles of fairness and equal opportunity. The recruitment of all new staff members is strictly conducted on a merit-based criterion. Any potential candidate is assessed solely based on their relevant skills and qualifications. Employee remuneration packages are awarded with consideration of working experience and individuals' roles and responsibilities within the Company. To further strengthen staff morale and employee retention, the Company offers employees a wide range of attractive benefits such as our Staff Purchase Discount Programme and competitive leave allowances, including annual leave, compassionate leave, maternity leave, and marriage leave.

Through our policies and initiatives, we strive to cultivate and advocate a strong communal and caring spirit within the Company. To support our employees in maintaining their work-life balance and strong sense of belonging and compassion, we provide ample rest periods and reasonable working hours to all staff. We also coordinate social activities outside of our regular work environment, such as our annual Christmas and staff parties, to facilitate deeper interpersonal connections and relationships among our staff.

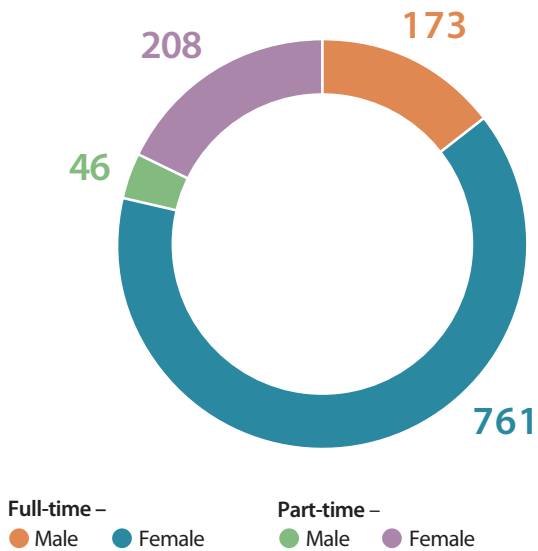
Citistore Annual Dinner 2019



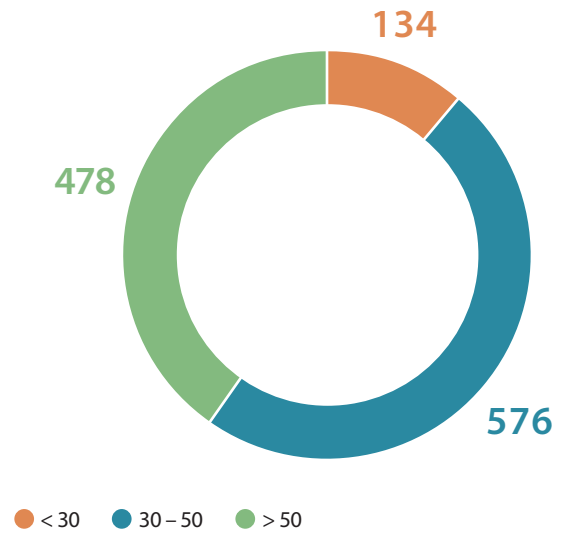
Note:

5. Including but not limited to the Employment Ordinance (Cap. 57), Employees' Compensation Ordinance (Cap. 282), Disability Discrimination Ordinance (Cap. 487), Minimum Wage Ordinance (Cap. 608).

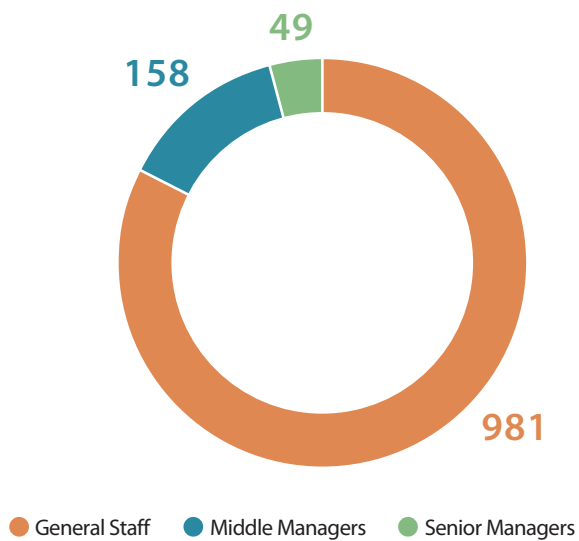
Total Workforce by Gender and Employment Type



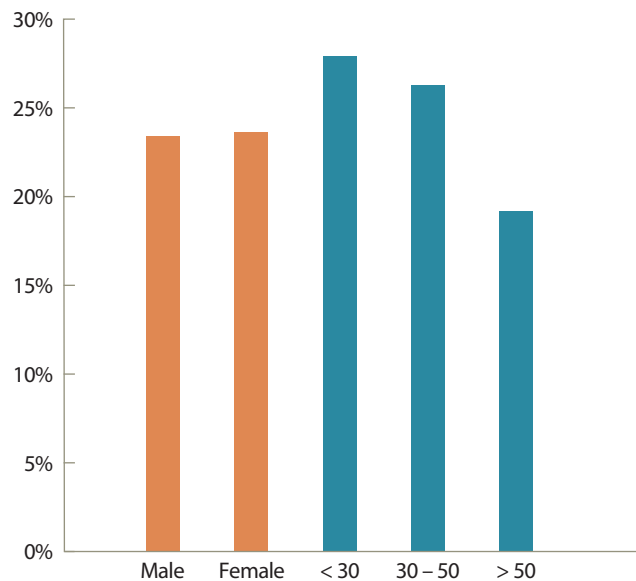
Total Employees by Age



Total Workforce by Employee Category



Employee Turnover Rate by Gender and Age



Note:

Data scope is expanded to include Citistore, APITA and UNY.

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Health and Safety

The Company takes an uncompromising stance to the health and safety of our staff. We have worked diligently and implemented proactive measures to minimise potential occupational hazards on our company premises. Every year, the Occupational Safety and Health (Integrated Service) Operation Team of Hong Kong Labour Department conducts multiple safety inspections. During the reporting period, the operation teams found no cases of non-compliance. To raise staff awareness on the importance of workplace health and safety, we hold regular first aid training sessions and advise frontline staff of precautionary measures to avoid injury or chronic illnesses such as back pain. We also provide all permanent staff members with comprehensive medical coverage.

If any work-related injuries occur, an incident report form must be completed by the injured party, a witness, and the store manager. The incident report form is then immediately submitted to our Human Resources Department, who will subsequently report the incident to the Labour Department for further action.

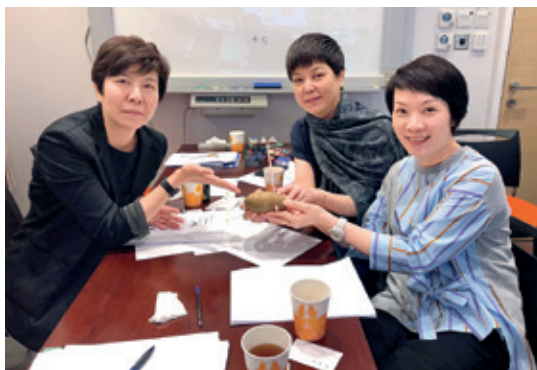
During the reporting period, there were zero non-compliance cases with the relevant laws and regulations⁶ relating to the provision of a safe work environment and the protection of employees from occupational hazards.

Development and Training

In the formulation of our employee development and training strategy, we recognised that we cannot take a one-size-fits-all approach. As such, we tailored our training programme to cater to the needs of employees from across departments and at various stages of their careers. We emphasise the importance of soft skills such as communication, cooperation, and emotional understanding in addition to more traditional skills focused on topics such as product knowledge and consumer trends.

We aspire to equip our staff with the relevant skills and knowledge necessary for success. New staff joining our company will attend an orientation class, while store staff are provided with an additional Service and Selling Skills class as part of their preliminary training. We also provide selected frontline staff with an Emotional Quotient (“EQ”) in Service training to supplement their personal toolkits to deal with customers in their daily work. To facilitate effective communication between our in-store staff, all store supervisors would attend our Better Communication and Effective Coaching class which strengthens their ability to concisely and effectively convey meaning through optimal communication methods. Floor and store managers would attend Supervisor Skills Series and Motivating Your Team classes to strengthen their people-oriented management skills to better help their team members unlock their respective potentials.

Floor Manager Supervisory Skills Series 2019



Note:

6. Including but not limited to the Occupational Safety and Health Ordinance (Cap. 509).

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For our office staff we centre our training around teamwork, communication and cooperation. To this end, we organise regular workshops and classes to constantly improve and update their skills with the latest trends and practices. In 2019, we arranged for our Citistore staff to attend a “Dialogue in the Dark Workshop” to gain valuable insight into alternative methods of communication and understanding. During the 2-hour experiential workshop, staff were guided by visually impaired trainers to perform a series of team tasks in complete darkness. This workshop enables staff to build mutual trust and respect as well as reinforces teamwork within the Company.



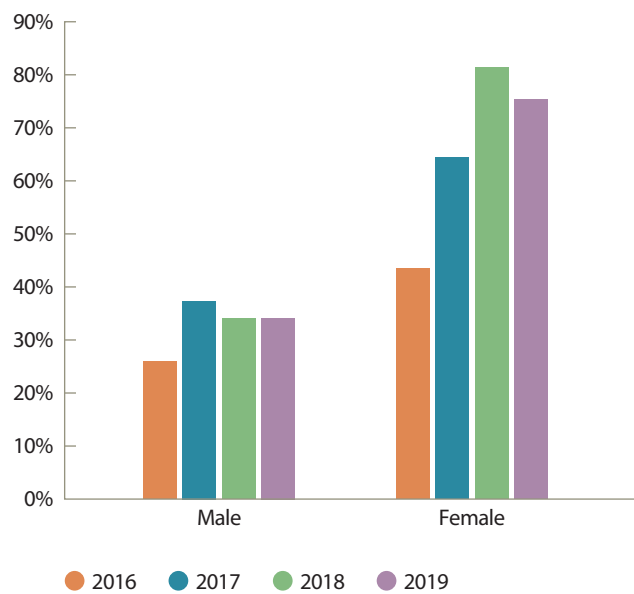
Average training hours
per trained employee

10.5 hours

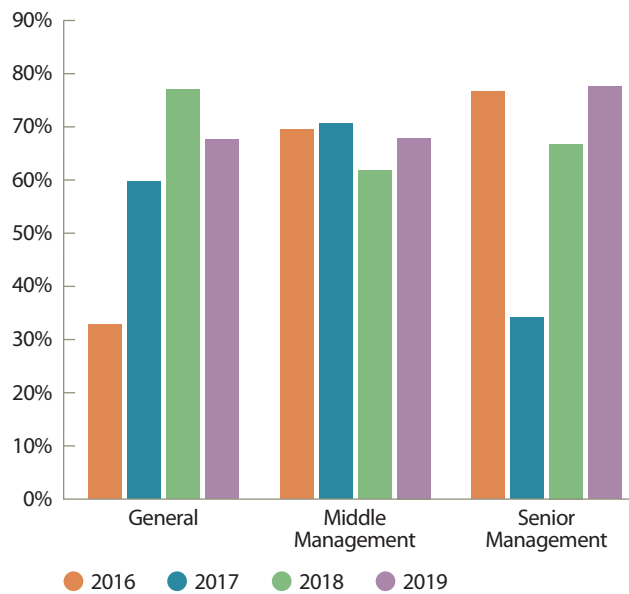
Citistore staff
participating
in the
“Dialogue
in the Dark
Workshop”



Percentage of Employees Trained by Gender of Citistore



Percentage of Employees Trained by Employee Category of Citistore



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Ethics and Integrity

The guidelines and policies stipulated in our Staff Handbook clearly state our expectations of appropriate and ethical behaviour for all employees. In line with these policies the Company has zero tolerance for any fraudulent or unethical conduct and strictly prohibits the acceptance of money or any other gifts from outside entities.

The Company continues to maintain its vigilance against unethical and corrupt behaviour and ensures organisational accountability through our Whistle-blowing Policy. Any employee may report a grievance or concern about suspected misconduct, malpractice, or irregular behaviour regarding all matters within the Company in strict confidence without fear of reprisal. Any information received through our whistle-blowing channel is handled via a secure communication line to ensure full anonymity. All reported cases shall be thoroughly investigated and presented to management.

During the reporting period there were zero non-compliance cases with the relevant laws and regulations⁷ relating to corrupt practices.

5 Caring for Our Community

Building on our people-centric philosophy, we strive to extend our care to the wider community we serve. We leverage our resources and human capital to create a more connected society through volunteering, collaboration with non-governmental organisations and social enterprises, and charitable donations. During the reporting period, we contributed a total donation of HK\$228,945.

Community Programmes and Resources Contributed in 2019:

Organisations/Beneficiaries	Programmes	Contributions
Green Power	Plastic Shopping Bags Charge Collaborative Platform	Donation of HK\$168,945
Greeners Action	Lai See Reuse and Recycle Program	Donation of HK\$60,000
Greeners Action	Lai See Reuse and Recycle Program	Collected and delivered a total of 639 kg of red packets for re-use
Home Market	Technical support on the Point-Of-Sale ("POS") system	40 man-hours from the Company's Management Information Systems team
Other NGOs	In-kind donations to churches, schools, and The Salvation Army	Donated more than 5,000 pieces of clothing, household goods, and accessories

Note:

7. Including but not limited to the Prevention of Bribery Ordinance (Cap. 201).

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Along with our continual efforts on community involvement and development, we have actively leveraged our stores as venues for experiential learning. This year, three visits were arranged at Citistore in Tsuen Wan and Yuen Long for kindergarten students to broaden their learning experience outside the classroom. Additionally, we partnered with St. Anna Anglo-Chinese Kindergarten to organise a store visit field trip at APITA for a group of K3 students. During the visit, we introduced them to the basic operations of a supermarket and enriched their first shopping experience by enabling them to choose and buy their favourite items.

Store visit for kindergarten students



Performance Table

HKEX KPI	Unit	2019		2018	
		Citistore	APITA and UNY ⁸	Citistore	
A. Environmental					
A1.2	Greenhouse gas emissions				
	Scope 1 emissions	Tonnes of CO ₂ e	67.7	6.7	62.6
	Scope 2 emissions	Tonnes of CO ₂ e	5,154.2	5,685.4	5,646.2
	Scope 3 emissions	Tonnes of CO ₂ e	11.8	10.1	13.3
	– total	Tonnes of CO ₂ e	5,233.7	5,702.2	5,722.1
	– intensity	Tonnes of CO ₂ e per FTE ⁹	9.5	15.0	10.3
A1.4	Total non-hazardous waste produced				
	Recycled materials/wastes				
	Cardboard boxes	Kg	318,332	N/A	396,353
	Electronic items	Items	62	N/A	245
A2.1	Energy consumption by type				
	Fuel for company fleet	1,000 kWh	248.7	23.5	229.8
	Electricity	1,000 kWh	7,363.1	8,122.1	8,066.0
	– total	1,000 kWh	7,611.8	8,145.6	8,295.8
	– intensity	1,000 kWh per FTE	13.8	21.4	14.9
A2.5	Packaging material used				
	Total plastic shopping bag consumption				
	– total	Number	646,949	4,478,300	712,671
B. Social					
B1.1	Total workforce by gender, employment type and age group				
	By gender				
	Male	No. of people	110	109	109
	Female	No. of people	614	355	593
	By employment type				
	Full-time	No. of people	552	382	558
	Part-time	No. of people	172	82	144
	By age group				
	<30	No. of people	76	58	89
	30-50	No. of people	355	221	355
>50	No. of people	293	185	258	
B1.2	Employee turnover rate by gender and age group				
	By gender				
	Male	%	20.9	25.7	12.1
	Female	%	19.2	31.3	49.1
	By age group				
	<30	%	25.0	32.8	23.8
	30-50	%	24.2	29.0	25.9
>50	%	12.3	30.3	11.5	

Notes:

8. The data reporting scope in 2019 is extended to include APITA and UNY.

9. Given the inclusion of APITA and UNY, the Company's FTE (Full-time Equivalent Employees) is 934 in 2019.

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HKEX KPI	Unit	2019		2018	
		Citistore	APITA and UNY ⁸	Citistore	
B2.1	Number and rate of work-related fatalities				
	By number	No. of people	0	0	N/A
	By rate	%	0	0	N/A
B2.2	Lost days due to work injury				
	Days	20	593	N/A	
B3.1	The percentage of employees trained by gender and employee category				
	Male	%	34.0	100.0	33.9
	Female	%	75.0	100.0	81.1
	General	%	67.5	100.0	76.9
	Middle Managers	%	67.8	100.0	61.7
	Senior Managers	%	77.5	100.0	66.7
B3.2	The average training hours completed per employee by gender and employee category				
	By gender				
	Male	Hours	6.4	15.7	5.4
	Female	Hours	5.3	15.5	6.8
	By employment category				
	General	Hours	4.0	15.5	6.8
	Middle Managers	Hours	9.3	15.3	5.9
Senior Managers	Hours	6.9	16.0	6.9	

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Aspect	HKEX KPI	Description	Page Number	Remarks
A. Environmental				
A1 Emissions	A1	General Disclosure	21-24	
	A1.1	The type of emissions and respective emissions data	/	Due to the business nature of the Company, this KPI is considered not material.
	A1.2	Greenhouse gas emissions in total and intensity	23, 31	
	A1.3	Total hazardous waste produced	/	Due to the business nature of the Company, this KPI is considered not material.
	A1.4	Total non-hazardous waste produced	31	
	A1.5	Description of measures to mitigate emissions and results achieved	22-23	
A2 Use of Resources	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	24	
	A2	General Disclosure	21-23	
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	31	
	A2.2	Water consumption in total and intensity	/	Due to the business nature of the Company, this KPI is considered not material.
	A2.3	Energy use efficiency initiatives and results achieved	22-23	
	A2.4	Issue in sourcing water, water efficiency initiatives	/	Due to the business nature of the Company, this KPI is considered not material.
	A2.5	Total packaging material used for finished products	31	

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Aspect	HKEX KPI	Description	Page Number	Remarks
A3	A3	General Disclosure	21-24	
The Environment and Natural Resources	A3.1	Description of the significant impacts of activities on the environment and natural resources	21-24	
B. Social				
B1	B1	General Disclosure	25	
Employment	B1.1	Total workforce by gender, employment type, age group and geographical region	31	
	B1.2	Employee turnover rate by gender, age group and geographical region	31	
B2	B2	General Disclosure	27	
Health and Safety	B2.1	Number and rate of work-related fatalities	32	
	B2.2	Lost days due to work injury	32	
	B2.3	Occupational health and safety measures	27	
B3	B3	General Disclosure	27-28	
Development and Training	B3.1	Percentage of employees trained by gender and employee category	32	
	B3.2	Average training hours completed per employee by gender and employee category	32	
B4	B4	General Disclosure	/	The Company has set up rigorous recruitment procedures to strictly prohibit the employment of children and forced labour in accordance with the Employment Ordinance (Cap. 57). In 2019, no relevant cases of non-compliance were recorded.
B5	B5	General Disclosure	20-21	
Supply Chain Management	B5.2	Practices relating to engaging suppliers, no. of suppliers where and how the practices are being implemented	20-21	
B6	B6	General Disclosure	19-20	
Product Responsibility	B6.2	Number of products and service related complaints received and how they are dealt with	19-20	
	B6.3	Description of practices relating to observing and protecting intellectual property rights	21	
	B6.4	Description of quality assurance process and recall procedures	19-20	
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	20	
B7	B7	General Disclosure	29	
Anti-corruption	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	29	
	B7.2	Preventive measures and whistle-blowing procedures, how they are implemented and monitored	29	
B8	B8	General Disclosure	29	
Community Investment	B8.1	Focus areas of contribution	29-30	
	B8.2	Resources contributed to the focus area	29-30	