

# Sustainability

## 1 About This Section

### Reporting Standard and Scope

This annual Sustainability Report (the “Report”) was prepared in accordance with the requirements of the Environmental, Social and Governance (“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 ESG management approach as well as sustainability initiatives and performance for the period from 1 January 2020 to 31 December 2020 (the “reporting period”).

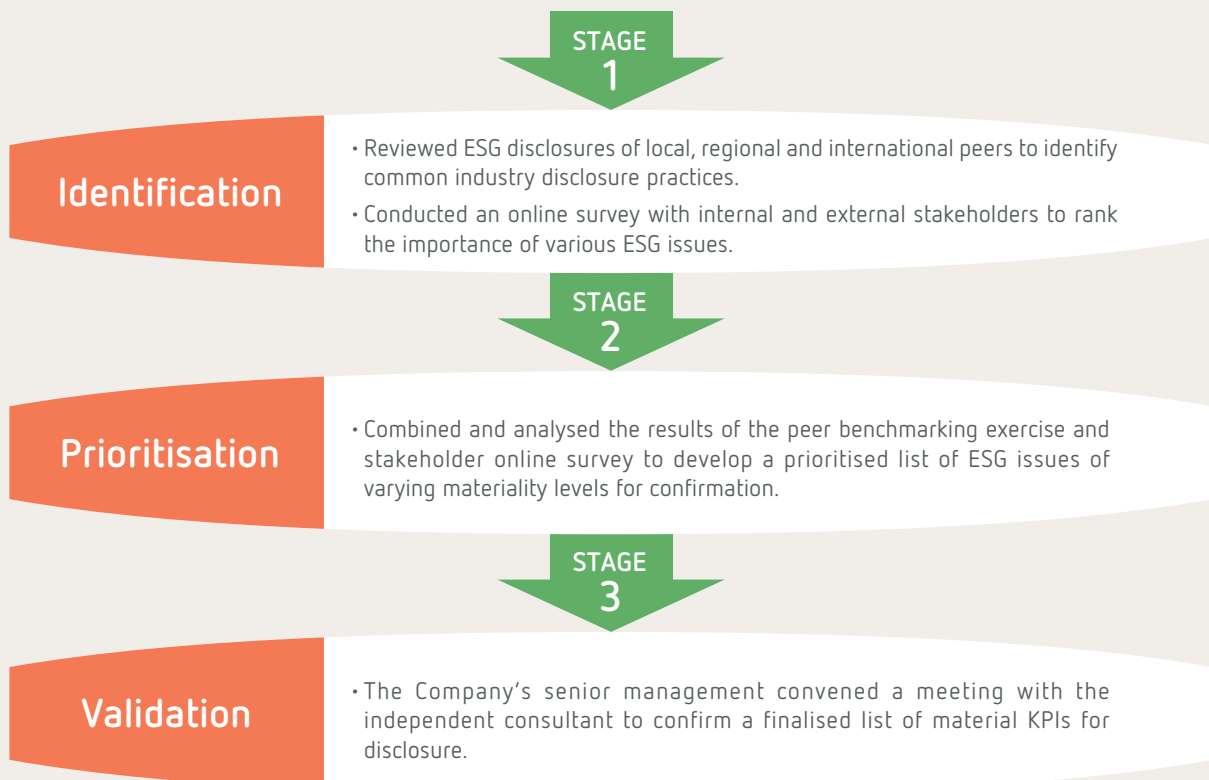
The scope of this Report covers our department store and supermarket operations which have the most significant impact on the Company’s environmental and social performance:

Department Store / Supermarket	Citistore / APITA / UNY
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For a full list of ESG Aspects, respective key performance indicators (“KPIs”) and their reference within this Report, please refer to the HKEX ESG Guide Content Index included on pages 32 to 33 of the Annual Report.

### Stakeholder Engagement and Materiality Assessment

We regularly engage our stakeholders to gain valuable feedback and address their concerns with regards to our ESG efforts, performance and future strategies. This process enables us to make informed decisions and better identify risks and opportunities. In preparation for this Report, the Company appointed an independent consultant to conduct a comprehensive stakeholder engagement and materiality assessment following the three-step process detailed below to determine the most material ESG topics for disclosure.



## Sustainability Governance

A robust sustainability governance structure is key to ensuring ESG-related risks and subsequent mitigation measures are incorporated in our corporate agenda. Our risk management framework combines a top-down strategic view with a bottom-up process in which ESG-related risks are effectively identified, evaluated, and managed. Our Board provides strategic guidance on the Company's approach to sustainability and oversees our risk management and internal control systems. Our senior management reports directly to the Board and is responsible for carefully monitoring the Company's material ESG issues and for regularly updating the Board about them. An ESG working group, comprising representatives from various departments, has been established to plan and coordinate sustainability initiatives at an operational level.

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 Our COVID-19 Response

From the initial stages of the Coronavirus ("COVID-19") pandemic, our top priority has remained the safety of our staff and customers. We have implemented several measures to reduce the transmission risk on our premises and encourage safe hygienic behaviour, including frequent handwashing and social distancing.

### Temperature Checking

To protect everyone in our stores, we have established automated temperature screening stations at the entrances of our premises which check visitors for potential fever and also enable us to conduct daily temperature checks on all our staff.



### Masks and Proper Hygiene

We have enacted face mask/face covering policies to minimise the risk of transmission. All staff members are provided with face masks which they must wear while on duty and our customers are asked to wear a mask at all times in accordance with the Prevention and Control of Disease (Wearing of Mask) Regulation (Cap. 599I) enacted by the Hong Kong SAR Government in July 2020. Visitors who refuse to wear face coverings will be asked to leave our premises by security staff. Highly visible notices have been posted throughout our stores and we make regular announcements over the public address systems to remind everyone to maintain healthy hygiene habits. Multiple hand sanitiser stations have also been installed in public areas to enable our customers to disinfect their hands frequently.



## Cleaning and Disinfecting

The Company has stepped up our regular disinfecting procedures during the COVID-19 pandemic by increasing the frequency of cleansing high contact areas such as public seating fixtures, door handles, handrails, changing rooms, lifts and escalators using a diluted bleach solution. To better maintain proper air ventilation and filtration, we have also cleaned air filters and duct systems more regularly.



## Employee Safety

Factual and accurate information is invaluable in the fight against COVID-19. To impart helpful mitigation measures to our colleagues, we have provided relevant training and information packages for dissemination throughout the Company. At our staff canteen, seating has been reduced and plastic partitions were installed to maintain social distancing of 1.5 metres and minimise contact whilst eating. Our frontline staff at Citistore are allowed to dress in casual wear which can be washed more frequently than uniforms, ensuring an even higher level of personal hygiene.



## 3 Engaging Our Customers and Suppliers

Thriving in a rapidly changing retail market requires positive long-term relationships with our customers and supply chain partners. In pursuit of operational excellence, we work closely with our vendors to incorporate quality merchandise into our portfolio and proactively collect customer feedback through different channels.

### Customer First

“Customer First” is our deep-rooted business philosophy which underpins our commitment to the delivery of quality merchandise and services. To better embed this spirit in our daily operations, Citistore has developed the **“Three Qs Missions”**:

#### Quality Services

We aim to offer quality services so that customers thoroughly enjoy shopping at Citistore.

#### Quality Merchandise

Our diversified merchandising mix provides customers with a wide choice of quality necessities at a reasonable price.

#### Quality Lifestyle

Our quality services and quality merchandise are intended to raise the standard of living of the general public.

To ensure a comfortable and hygienic shopping environment, we conduct extensive cleaning at all our department stores before and after service hours. In addition, our Engineering Department monitors the status of the engine room and air-conditioners three times daily to regulate indoor temperatures for ideal comfort.

We strive to deliver quality products and services which meet customers' exacting expectations. As such, we conduct internal and external assessments to better understand their needs and identify emerging customer trends. A variety of communication channels are in place to encourage feedback from our customers, including Facebook pages, designated telephone hotlines and email accounts. To ensure we address customer concerns in a consistent and efficient manner, we have established standard complaint-handling procedures. Any formal complaints received through the above channels will be filed and investigated by designated personnel in strict confidence. Upon completion of an investigation, we will provide an update to the complainant by email in a timely manner. In 2020, a total of 44 customer complaints were received relating to purchased products and services at Citistore, which were all resolved satisfactorily in accordance with our internal procedures.

### Mystery Shopper Programme at Citistore

Guided by our customer-first commitment, we endeavour to exceed customer service expectations for an enjoyable shopping experience. With this in mind, Citistore continued to conduct a mystery shopper programme at our six department stores. In addition to providing a measure of the service quality of our frontline staff, this programme also provides valuable insights into our performance from a customer's point of view. The findings are reviewed internally to identify areas for improvement, following which we will implement appropriate enhancements, as necessary.

Acknowledgements were also given in recognition of our continuous commitment and dedication to providing the best customer experience. During the reporting period, the Company was encouraged to receive 14 letters of appreciation from our customers.

### Product Responsibility

We ensure that all products meet stringent quality standards before being placed on our shelves for our customers. Every shipment is thoroughly checked upon arrival to verify important details such as labels, packaging, and expiry dates. To ensure we provide an enjoyable and well-informed shopping experience, we pay extra care to shelf arrangements and inventory management, presenting products in a pleasant manner with important information clearly visible. Key product details such as brand name, product description, maintenance details, expiry dates, and warning labels are clearly displayed alongside price tags.

We work closely with Government departments, including the Centre for Food and Safety to ensure that the products we make available to our customers are safe. If we are notified of any suspected quality issues, the product in question is immediately removed from our shelves and storage facilities and returned to the vendor, following the appropriate recall procedures. Public announcements will also be made in accordance with Government protocols for food safety.

We strongly respect our customers' privacy and the Company only collects a minimal amount of necessary personal information. Moreover, any personal data collected from the Citistore website, Citistore Membership programme (Citi-Fun), and other formal channels is securely stored on the Company's core network which is protected by up-to-date firewall and cybersecurity software. Only authorised personnel may access this database. A similar mechanism is in place at APITA/UNY, covering the collection, use and management of data and information in accordance with relevant legislation. We strictly adhere to the Personal Data (Privacy) Ordinance (Cap.486). More information about our Customer Privacy Policy can be found on the Citistore website<sup>1</sup> and APITA/UNY website<sup>2</sup>.

Notes:

1. Citistore's Privacy Policy is publicly available on its website at: [https://www.citistore.com.hk/en/privacy\\_policy\\_chi/](https://www.citistore.com.hk/en/privacy_policy_chi/)
2. APITA/UNY's Privacy Notice is publicly available on its website at: <https://apitauny.com.hk/privacy-notice/?lang=en>

### Supply Chain Management

Our supply chain plays a critical part in the success of the business by providing us with quality merchandise which fulfils our customers' needs. While building strong bonds and long-term relationships with business partners, suppliers and vendors, we also aim to promote environmentally friendly practices to minimise possible risks along the supply chain. We ensure our supply chain partners are aligned with the Company's commitment to sustainable values, service excellence, product responsibility, and corporate governance. All suppliers must follow our guidelines for anti-corruption and bribery to maintain our high ethical standards.

Upholding intellectual property rights is also addressed in our approach to supply chain management. All vendors and suppliers are required to adhere to the terms and conditions in our vendor agreement which contains protections of intellectual property rights, prior to any formal engagement.

## 4 Conserving Our Resources

Our commitment to the sustainable management of our environmental impacts and the continual improvement of our sustainability performance is demonstrated by our Environmental Policy. The Company takes a proactive approach to minimising potential negative impacts arising from our operations and to promoting an environmentally conscious culture internally and throughout our value chain. We continue to adhere to stringent regulatory standards and operate in an environmentally responsible manner to meet the expectations of our customers and other stakeholders.

During the reporting period, there were no cases of non-compliance with the relevant laws and regulations<sup>3</sup> relating to environmental issues.

To meet all applicable legal and regulatory requirements on CSR matters	To give due consideration to environmental impacts in the supply chain management and operation management processes	To reduce consumption of resources such as paper, water and fuels used by the company fleet
To review the Environmental Policy on a regular basis or as required, ensuring its relevance and effectiveness	<b>Henderson Investment Limited Environmental Policy</b>	To reduce energy consumption and carbon emissions by using energy-efficient electrical appliances
To provide a safe and healthy working environment to all staff in compliance with the applicable legal requirements	To promote environmental awareness amongst our business partners, customers and staff in relation to environmental protection and sustainability	To support suitable CSR initiatives in relation to environmental protection and sustainability

Note:

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

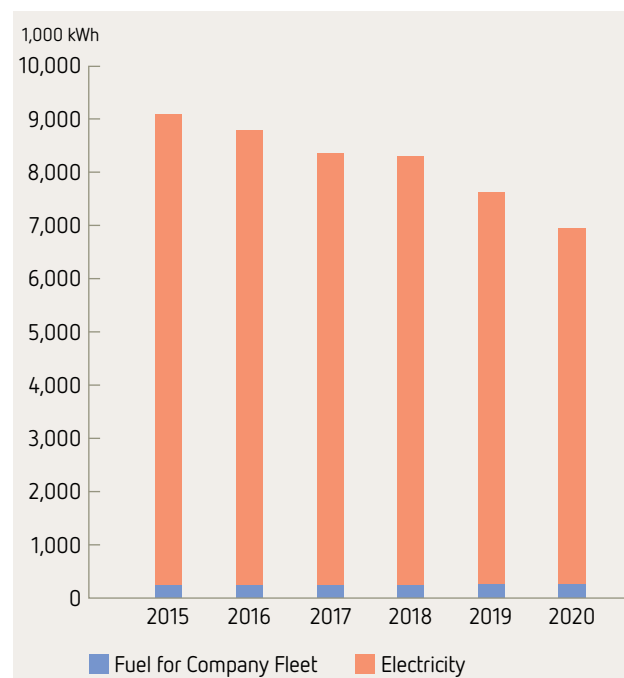
## Use of Resources

### Energy Use

In response to a growing awareness of the impacts of energy use, the Company has investigated potential ways to increase energy efficiency in our operations through technological upgrades and energy optimisation. To achieve enhanced performance, we have implemented energy saving measures at our stores and offices that better manage our energy consumption while maintaining a high-quality and comfortable shopping experience. To minimise unnecessary energy usage, the indoor temperatures of all our stores are closely monitored to maintain a comfortable 25°C to 26°C and designated staff are responsible for manually switching off the fan coil units whenever appropriate.

As a responsible corporate citizen, we recognise our role in contributing to the efforts to raise awareness for environmental protection and responsible resource consumption. The Company continued to put our support behind meaningful environmental campaigns, including Worldwide Fund for Nature's ("WWF") "Earth Hour" 2020, an initiative that we have participated in for the past several years. For one hour, all lights and signage on our external walls and window displays are switched off as a reminder to passers-by that everyone plays an important role in sustainability by being energy efficient. The Company is also targeting internal behavioural change by posting energy saving tips and reminders throughout our offices that encourage staff to incorporate energy efficiency in their daily routines.

### Citistore Energy Consumption<sup>4</sup>



Note:

4. Due to data availability, only Citistore's energy consumption trends are shown for the purpose of yearly comparison.

## Sustainability

### Packaging Materials

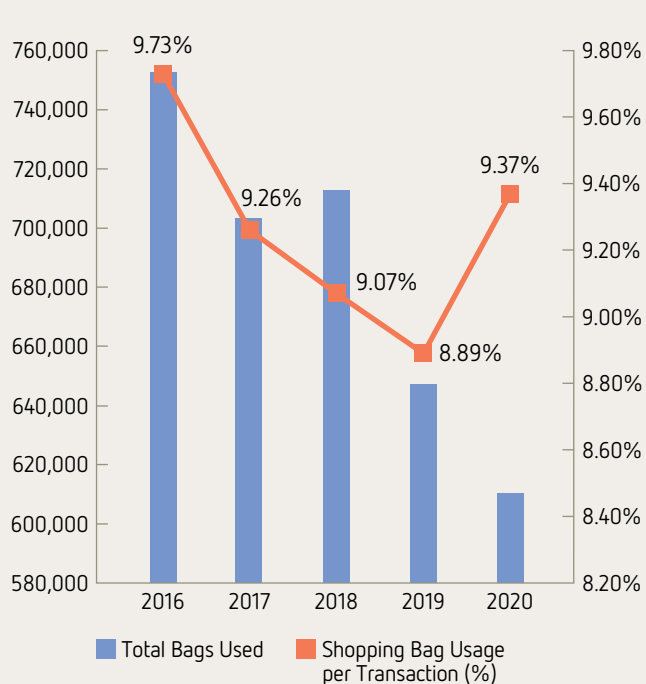
Regarding the efficient use of natural resources and the issues related to waste management, we recognise that plastic shopping bag usage is an important area in which the Company can create positive change. Our initiatives to help customers reduce the usage of plastic bags and participate in environmentally friendly shopping include our “BYOB” (bring-your-own-bag) campaign and the sale of durable and reusable shopping bags. Besides encouraging our own customers, we also work to promote more sustainable shopping habits among the public. In 2015, Citistore became one of the first retailers to support the Plastic Shopping Bag Charge (“PSB Charge”) Collaborative Platform established by The Conservancy Association, Greeners Action, and Green Power. The Collaborative Platform uses funds collected from the Government’s PSB Charge scheme to support waste reduction projects and other environmental education campaigns across the city, thereby contributing to Hong Kong’s sustainability progress.

### Emissions and Waste Management

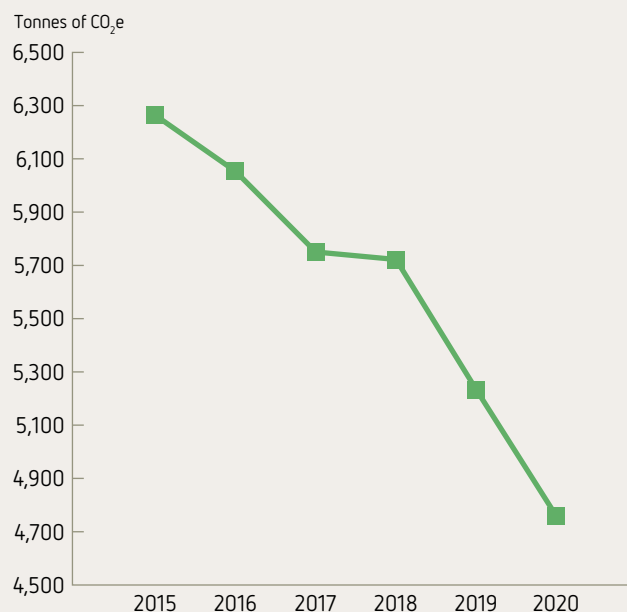
#### Climate Change

Guided by our Environmental Policy, the Company is committed to reducing greenhouse gas (“GHG”) emissions from our daily operations and from the fuel consumed by our company fleet. In recent years, we have continually stepped up our efforts to be more energy efficient throughout our operations and have strictly monitored the fleet’s usage. The Company will continue to embrace emerging technologies and innovation to further improve our performance and will remain vigilant in managing the environmental impacts of our business operations.

#### Citistore Shopping Bag Usage<sup>5</sup>



#### Citistore Greenhouse Gas Emissions<sup>6</sup>

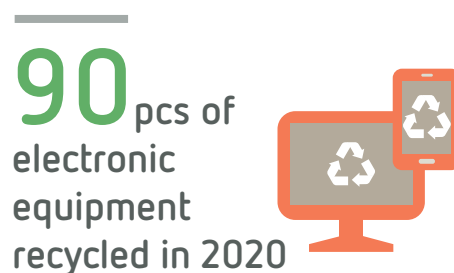
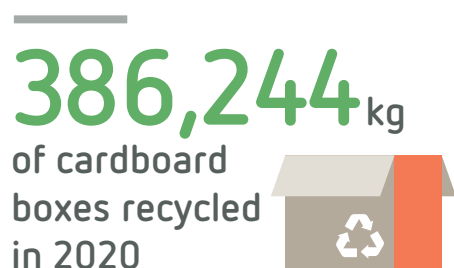


Notes:

5. Due to data availability, only Citistore’s shopping bag usage trends are shown for the purpose of yearly comparison. In 2020, while the total bags used decreased by 5.7%, the number of transaction dropped by 10.5%. It resulted in the increase in the percentage of shopping bag usage per transaction.
6. Due to data availability, only Citistore’s GHG emissions trends are shown for the purpose of yearly comparison.

### Waste Management

We actively promote recycling and waste reduction throughout our operations. Employees are encouraged to adopt double-sided printing and reuse scrap paper whenever possible. At our stores, most of our incoming product shipments arrive in cardboard boxes. To minimise waste we try to reuse these boxes as much as possible for deliveries to customers and general backroom storage purposes. Excess boxes and those which are unusable are recycled, if not contaminated or soiled. In addition to cardboard, we recycle our obsolete electronic equipment, such as office computers and printers, through third-party outlets.



Over the Chinese New Year Holiday, the Company was honoured to continue our long-standing partnership with the Greeners Action annual Lai See Reuse and Recycle Programme. Customers and staff could bring their used and unwanted red packets to one of several prominent collection points throughout our Citistore locations. Red packets in good condition were repackaged and distributed for reuse, while the rest were delivered to be recycled. In 2020, a total of 620 kg of red packets were collected and delivered to Greeners Action for processing.



## 5 Nurturing Our People

Our continued business success depends on our talented and dedicated workforce. We remain committed to our people-centric approach to create a harmonious, inclusive and engaging workplace which fosters open communication, supports professional development and protects the well-being of our staff.

### Caring For Our Employees

We value our employees and aim to ensure a working environment free from any prejudice or discrimination. All employees are protected by our policies on equal opportunities which outline fair recruitment and employment practices based on individual merits and qualifications, regardless of gender, race, age, religion, disability or family status.

To ensure the Company attracts and retains talented employees, we offer attractive remuneration packages and fringe benefits, including a staff purchase discount programme, medical coverage and comprehensive leave entitlements that encompass situations such as marriage and maternity. Additionally, we support our staff to maintain their work-life balance by organising different recreational activities such as festive celebrations outside of our regular work environment. Through these events, we look to cultivate a stronger communal and caring spirit within the Company and facilitate deeper interpersonal connections among our colleagues.

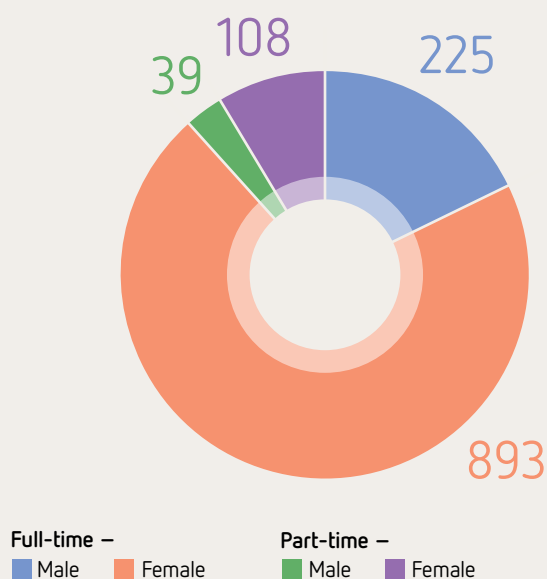
The COVID-19 pandemic has posed unprecedented challenges to our operations. As a precautionary measure, we cancelled the Citistore Annual Dinner 2020 to avoid an unnecessary social gathering. However, in recognition of employees' hard work over the year, we rewarded all of them with special gift packs. During the pandemic, we have adopted flexible work arrangements and provided staff with masks and disinfectant supplies in order to safeguard their health and safety.

During the reporting period, there were no cases of non-compliance with the relevant laws and regulations<sup>7</sup> relating to recruitment and employment practices, anti-discrimination and other benefits and welfare.

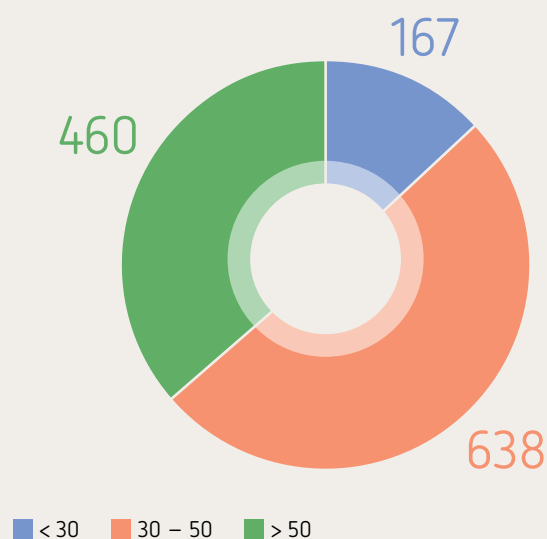
*Note:*

7. 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).

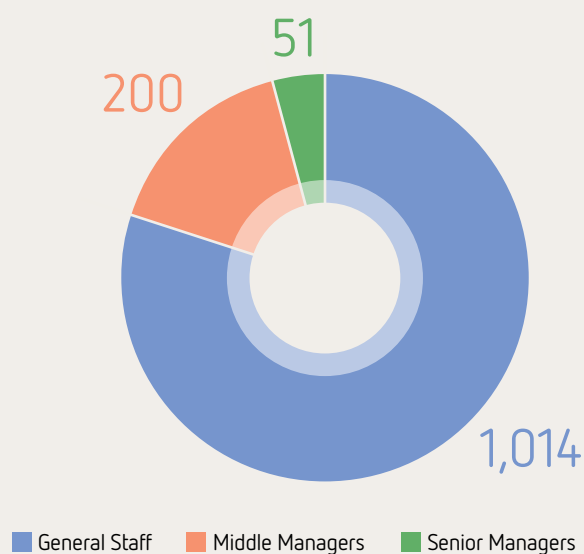
### Total Workforce by Gender and Employment Type<sup>8</sup>



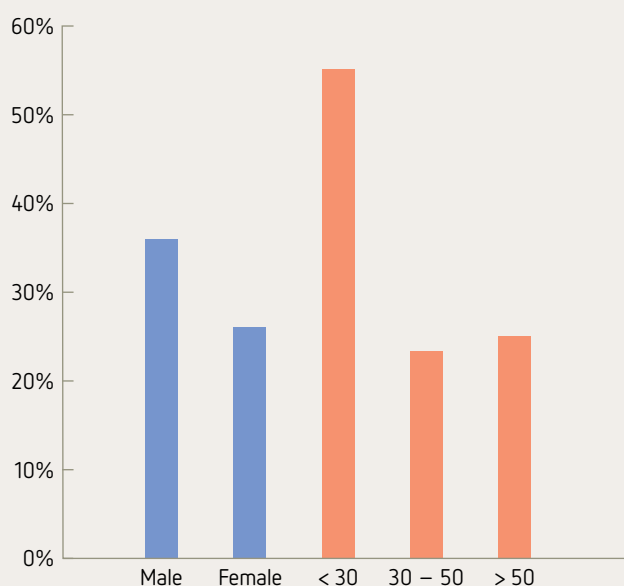
### Total Workforce by Age<sup>8</sup>



### Total Workforce by Employee Category<sup>8</sup>



### Employee Turnover Rate by Gender and Age<sup>8</sup>



Note:

8. This represents company-wide employee-related data, covering both Citistore and APITA/UNY.

## Sustainability

### Health and Safety

Ensuring the health and safety of our staff is a priority of the Company. We take every precaution to minimise occupational hazards in our operations. This year, we continued to partner with the Occupational Safety and Health (Integrated Service) Operation Team of Hong Kong Labour Department to conduct two safety inspections at our department stores which did not detect any cases of non-compliance with the regulations. To enhance staff awareness on the importance of workplace health and safety, we organised talks and workshops throughout the year, covering topics such as first aid, accident prevention and occupational diseases.

The Company has also developed a reporting mechanism for handling work-related staff injuries. If an injury occurs, the injured party, a witness and the store manager are required to complete an incident report form. Our Human Resources Department will subsequently review the form and report the incident to the Labour Department, if necessary.

During the reporting period, there were no cases of non-compliance with the relevant laws and regulations<sup>9</sup> relating to the provision of a safe work environment and the protection of employees from occupational hazards.

### Development and Training

To remain agile in an ever-changing business environment, we understand the importance of equipping staff with up-to-date knowledge and suitable skills. As such, we have tailored our training programmes to cater to the needs of employees from different departments and at varied career stages. For instance, we arranged orientation classes for new joiners, covering topics such as product knowledge as well as service and sales skills, whilst providing senior managers with additional Adversity Quotient (“AQ”) training to supplement their leadership skills. This year, we also introduced a range of self-learning programmes through online platforms such as Zoom to support our staff’s continuous development, especially during the COVID-19 pandemic.

Company-wide average  
training hours per  
trained employee

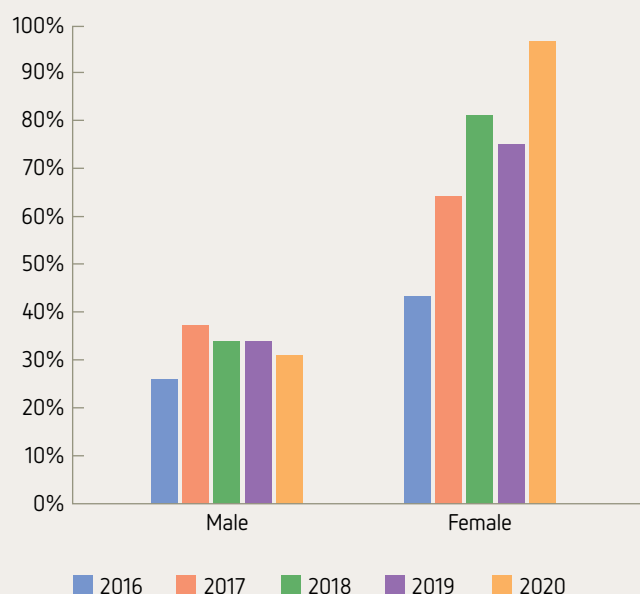
2.9 hours



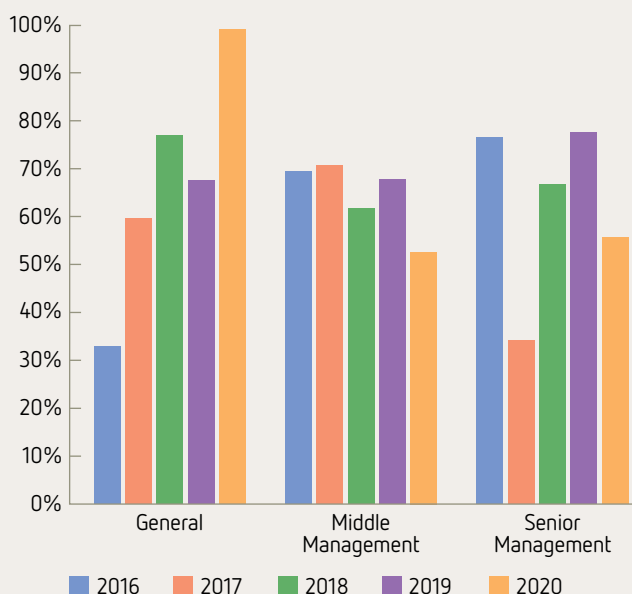
Note:

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

## Percentage of Citistore Employees Trained by Gender



## Percentage of Citistore Employees Trained by Employee Category



### Ethics and Integrity

As a responsible company, we uphold the highest ethical standards and accountability throughout our operations and have zero-tolerance for corruption or malpractice of any form. All employees are required to follow our Staff Handbook which outlines our expectations of appropriate and ethical business conduct. To support our policies on ethics and integrity, the Company's Whistle-blowing Policy provides a confidential channel for employees to raise concerns about any improper behaviour. To ensure whistle-blowers have the freedom to report grievances without fear of reprisal, all cases are treated in strict confidence and submitted to designated personnel for thorough investigation.

During the reporting period, there were no cases of non-compliance with the relevant laws and regulations<sup>10</sup> relating to corrupt practices.

Note:

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

## 6 Caring for Our Community

The Company is committed to contributing to the positive development of Hong Kong. Aside from the provision of financial and in-kind donations to charitable organisations and persons in need, we encourage staff volunteering and proactively support different community projects.

In 2020, we contributed over

HK\$ **250,100**

in community investment



*Highlights of Community Programmes and Resources Contributed in 2020:*

Organisations/Beneficiaries	Programmes	Contributions
Green Power	Plastic Shopping Bags Charge Collaborative Platform	Donation of HK\$149,694
Greeners Action	Lai See Reuse and Recycle Programme	<ul style="list-style-type: none"> <li>Collected and delivered a total of 620 kg of red packets for reuse</li> <li>Donation of HK\$60,000</li> </ul>
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, The Salvation Army and others	Donated more than 5,000 pieces of clothing, household goods, and accessories together with other value in kind at HK\$40,442

### "Give Furry Friends A Home" at Citistore

In collaboration with House of Joy & Mercy, a local adoption organisation for stray and unwanted pets, we hosted a three-week campaign at our Ma On Shan store to spread the message of animal welfare and encourage the general public to adopt these abandoned pets. The campaign was a huge success, resulting in 168 adoption applications for our furry friends.



### S.K.H Love Chocolate Charity Sale

Making use of our department stores as community platforms, Citistore supported S.K.H. St. Christopher's Home by participating in their charity chocolate sale. All funds raised were donated to this non-profit organisation to assist their work supporting underprivileged groups and low-income families in Hong Kong.



## Performance Table

HKEX KPI	Unit	2020		2019		
		Citistore	APITA/UNY	Citistore	APITA/UNY	
A. Environmental						
A1.2	Greenhouse gas emissions					
	Scope 1 emissions	Tonnes of CO <sub>2</sub> e	69.4	10.7	67.7	6.7
	Scope 2 emissions	Tonnes of CO <sub>2</sub> e	4,688.8	6,101.0	5,154.2	5,685.4
	Scope 3 emissions	Tonnes of CO <sub>2</sub> e	0	3.5	11.8	10.1
	– total	Tonnes of CO <sub>2</sub> e	4,758.2	6,115.2	5,233.7	5,702.2
	– intensity	Tonnes of CO <sub>2</sub> e per FTE <sup>11</sup>	8.2	11.3	9.5	15.0
A1.4	Total non-hazardous waste produced					
	Recycled materials/wastes					
	Cardboard boxes	Kg	386,244	N/A <sup>12</sup>	318,332	N/A <sup>12</sup>
	Electronic items	Items	50	40	62	N/A
A2.1	Energy consumption by type					
	Fuel for company fleet	1,000 kWh	255.0	37.1	248.7	23.5
	Electricity	1,000 kWh	6,698.3	8,715.7	7,363.1	8,122.1
	– total	1,000 kWh	6,953.3	8,752.8	7,611.8	8,145.6
	– intensity	1,000 kWh per FTE	12.0	16.2	13.8	21.4
A2.5	Packaging material used					
	Total plastic shopping bag consumption					
	– total	Number	610,290	6,718,500	646,949	4,478,300
B. Social						
B1.1	Total workforce by gender, employment type, age group and employee category					
	By gender					
	Male	No. of people	102	162	110	108
	Female	No. of people	549	452	614	355
	By employment type					
	Full-time	No. of people	578	540	552	381
	Part-time	No. of people	73	74	172	82
	By age group					
	<30	No. of people	61	106	76	60
	30-50	No. of people	337	301	355	216
	>50	No. of people	253	207	293	187
	By employee category					
	General staff	No. of people	480	534	566	414
	Middle Managers	No. of people	135	65	118	40
	Senior Managers	No. of people	36	15	40	9
B1.2	Employee turnover rate by gender and age group					
	By gender					
	Male	%	22.6	44.4	20.9	25.9
	Female	%	14.0	40.7	19.2	31.3
	By age group					
	<30	%	31.2	68.9	25.0	31.7
	30-50	%	15.1	32.6	24.2	29.6
	>50	%	11.9	41.1	12.3	30.0

Notes:

11. The Company's FTE (Full-time Equivalent Employees) is 1,118 in 2020 where Citistore is 578 and APITA/UNY is 540.

12. At APITA/UNY, cardboard boxes are collected directly by the malls' cleaning personnel.

HKEX KPI	Unit	2020		2019	
		Citistore	APITA/UNY	Citistore	APITA/UNY
B2.1	<b>Number and rate of work-related fatalities</b>				
	<b>By number</b>	No. of people	0	0	0
	<b>By rate</b>	%	0	0	0
B2.2	<b>Lost days due to work injury</b>				
		Days	136.5	600	20
B3.1	<b>The percentage of employees trained by gender and employee category</b>				
	Male	%	30.9	56.3	34.0
	Female	%	96.5	27.7	75.0
	General	%	99.0	30.4	67.5
	Middle Managers	%	52.6	67.7	67.8
	Senior Managers	%	55.6	13.3	77.5
B3.2	<b>The average training hours completed per employee by gender and employee category</b>				
	<b>By Gender</b>				
	Male	Hours	3.2	7.7	6.4
	Female	Hours	2.0	3.4	5.3
	<b>By employment category</b>				
	General	Hours	1.6	5.4	4.0
	Middle Managers	Hours	4.0	4.2	9.3
	Senior Managers	Hours	5.9	0.8	6.9
B6.2	<b>Number of products and service related complaints received</b>				
		Numbers	44	97	68
					N/A <sup>13</sup>

## HKEX ESG Guide Content Index

Aspect	HKEX KPI	Description	Page Number	Remarks
<b>A. Environmental</b>				
A1 Emissions	A1	General Disclosure	22-25	
	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	31	
	A1.3	Total hazardous waste produced and intensity	/	Due to the business nature of the Company, this KPI is considered not material.
	A1.4	Total non-hazardous waste produced and intensity	31	
	A1.5	Description of measures to mitigate emissions and results achieved	23-24	
A2 Use of Resources	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	25	
	A2	General Disclosure	22-24	
	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	23-24	
	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	

Note:

13. In 2019, APITA/UNY was in the process of developing its standard complaint-handling mechanism. Hence, the number of products and service related complaints were unavailable.

Aspect	HKEX KPI	Description	Page Number	Remarks
A3	A3	General Disclosure	22-25	
The Environment and Natural Resources	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	22-25	
<b>B. Social</b>				
B1	B1	General Disclosure	26	
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	28	
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, and how they are implemented and monitored	19-20, 28	
B3	B3	General Disclosure	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 2020, no relevant cases of non-compliance were recorded.
Labour Standards				
B5	B5	General Disclosure	22	
Supply Chain Management	B5.2	Practices relating to engaging suppliers, no. of suppliers where and how the practices are being implemented	22	
B6	B6	General Disclosure	20-21	
Product Responsibility	B6.2	Number of products and service related complaints received and how they are dealt with	21, 32	
	B6.3	Description of practices relating to observing and protecting intellectual property rights	22	
	B6.4	Description of quality assurance process and recall procedures	19-21	
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	21	
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	30	
Community Investment	B8.1	Focus areas of contribution	30	
	B8.2	Resources contributed to the focus area	30	