

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, governance structure as well as sustainability initiatives and performance for the period from 1 January 2021 to 31 December 2021 (the “reporting period”).

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

**Department Store / Household
Speciality Store / Supermarket**

Citistore / Citilife / APITA / UNY

For a full list of relevant ESG Aspects, respective key performance indicators (“KPIs”) and their reference within this Report, please refer to the HKEX ESG Reporting Guide Content Index included on pages 32 to 35 of the Annual Report.

Stakeholder Engagement and Materiality Assessment

Our ongoing and two-way stakeholder engagement process enables us to gather views from a wide range of stakeholders with regards to our ESG efforts, performance and future strategies. Through different engagement channels, we identify risks and opportunities, balance different interests and make informed decisions.

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.

↓ STAGE 1

Identification

- Reviewed ESG disclosures of local, regional and international peers to identify common industry disclosure practices.
- Conducted an online survey with internal and external stakeholders to rank the importance of various ESG issues.

↓ STAGE 2

Prioritisation

- Combined and analysed the results of the peer benchmarking exercise and stakeholder online survey to develop a prioritised list of ESG issues of varying materiality levels for confirmation.

↓ STAGE 3

Validation

- The Company’s senior management convened a meeting with the independent consultant to confirm a finalised list of material KPIs for disclosure.

Sustainability Governance

Board Statement

The Board is accountable overall for the Group's ESG strategies and performance. To drive our ESG agenda with Board-level oversight, a dedicated Sustainability Committee has been set up. This Committee meets at least once annually to provide strategic guidance on the Company's ESG management approach, risk management and disclosures as well as to report back to the Board on the progress of the Company's goals, initiatives and plans. At an operational level, we have established an ESG working group, comprising representatives from various departments, to coordinate the day-to-day execution of the Company's ESG strategies and implementation of associated initiatives.

Our comprehensive risk management framework combines a top-down strategic view with a bottom-up process through which significant risks are effectively identified, evaluated, and managed. While the Audit Committee oversees the Company's overall risk management and internal control systems, the Sustainability Committee specifically assesses ESG-related risks of strategic and financial significance. The prioritised risks together with proposed mitigation plans are discussed and endorsed at Board meetings.

For more details on our corporate governance, risk management and internal control systems, please refer to the Corporate Governance Report on pages 36 to 53 of the Annual Report.

2 Our COVID-19 Response

The safety of employees and customers remains our top priority. To reduce the transmission risk on our premises, various proactive measures have been implemented. Our anti-epidemic efforts have been well received, with our Tsuen Wan store being certified under the Anti-Epidemic Hygiene Measures Certification Scheme organised by the Hong Kong Quality Assurance Agency ("HKQAA"). Below are some of the highlighted hygiene measures adopted across our stores.

Temperature checking: Body temperature monitor and disinfection utilities are set up at each store entrance. All staff are required to check their temperature before work.

Masks and proper hygiene: We provide surgical masks to our staff. Customers must wear a surgical mask at all times while in our stores and hand sanitisers are provided in public areas for customers to use. We also display visible notices and make public announcements to remind patrons to maintain good personal hygiene, wear masks and maintain physical distancing. These hygiene measures help to prevent the spread of COVID-19.

Regular cleaning and disinfection: We have formulated a quick response team to track and trace any potential cases of infection. All reported COVID-19 cases are cross-checked with our staff list. Once a case is identified, we carry out thorough disinfection and cleaning of the relevant locations to ensure the health and safety of our customers. A more frequent cleaning of the overall store and equipment is also performed and we regularly disinfect frequently touched surfaces such as furniture, lifts and escalators with diluted bleach. Furthermore, we clean the air filters and ducting from time to time to maintain good ventilation and ensure the air-conditioning system is functioning well with sufficient fresh air supply.

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Employee health: Since the pandemic situation is unpredictable and can change, our management reviews our related policies in a timely manner. To minimise social contact, the Annual Party was held online in July 2021. Another way to reduce contact between customers and staff is to encourage customers to use contactless payments such as credit cards during their purchases. Also, staff are encouraged to wash hands, use hand sanitiser or change gloves before switching between tasks. In line with social distancing measures, we adopt flexible working hours which enables our staff to work at non-peak periods. By replacing face-to-face meetings with online conferences, minimising the number of visitors, as well as decreasing the number of seats and placing partitions in the staff canteen, we maintain 1.5m social distancing to avoid cross-infection.

3 Engaging Our Customers and Suppliers

We work closely with our partners in our supply chain to ensure we provide the best quality of service to customers. With our objective being to achieve excellence, we continuously seek ways to improve our supply chain and the Company collects customer feedback through different channels.

Customer First

Our “Customer First” attitude underlines our commitment to providing high-quality goods and services. To better embed this spirit in our daily operations, Citistore has designed 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.

We clean all of our department stores extensively before and after service hours to create a comfortable and hygienic shopping environment. Moreover, our Engineering Department monitors the status of the engine room and air-conditioners three times a day to regulate indoor temperatures for ideal comfort.

We value all feedback from customers as a means of maintaining customer satisfaction levels. Our engagement with customers includes customer service hotlines, email accounts, store customer service counters and Facebook pages. Customers can easily share their views with us. Moreover, our rigorous mechanisms to address complaints allow us to grasp valuable opportunities for continuous improvement. During the reporting year, we received a total of 46 complaints from customers regarding our products or services, and all of the complaints have been followed up and recorded by the designated department. To develop trust with customers, we replied to them via email or telephone in a timely and effective manner to explain the investigation results and improvements made.

Mystery Shopper Programme

For the past two years, we have been using the Mystery Shopper Programme to assess the performance of our employees. We are overjoyed to see our employees develop and maintain our department store’s outstanding service level.

In 2021, we received a total of 42 appreciative letters from customers. The acknowledgement and gratitude from them reaffirms our commitment to providing consistently high-quality service.

Product Responsibility

To offer the best customer experience, extra attention is paid to shelf arrangement and inventory management to ensure that all items are arranged in a pleasant manner. Important information such as the brand name, product description, maintenance details, expiry dates, and warnings are clearly displayed on products and alongside price tags.

We work closely with relevant Government departments as well as our suppliers and vendors. In compliance with a myriad of regulations including the Toys and Children's Products Safety Ordinance (Cap.424), Pharmacy and Poisons Ordinance (Cap.138), and Electrical Products (Safety) Regulation (Cap.406G), Food and Drugs (Composition and Labelling) Regulations (Cap.132W) just to name a few, the quality of our products is guaranteed. If we are notified of a quality issue, our inventory of the suspect product will be removed immediately from our shelves and storage room and returned to the supplier or vendor.

To protect customer privacy, we collect only the minimum necessary personal information. All personal data collected via the Citistore website, Citistore Membership (Citi-fun) and CU APP Membership Programme, eShop 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 can only be accessed by authorised personnel. The Company fully complied with the Personal Data (Privacy) Ordinance (Cap.486) during the reporting period. Our publicly available customer privacy policy regarding our rules for accessing, storage and disposal of personal data is available on the Citistore website¹ and APITA/UNY website².

During the reporting period, there were no cases of non-compliance with the relevant laws and regulations relating to product health and safety, advertising, labelling, and privacy matters.

Supply Chain Management

We believe supplier engagement is a crucial step towards sustainable procurement. We strictly adhere to all related laws and regulations in relation to product responsibility. For the consignment and concessionaire counters, suppliers and vendors have to warrant all necessary licenses, permits and authorisation prescribed by law for them to carry on their business. For consumable goods including any foods (whether raw or prepared), suppliers and vendors undertake and warrant that such foods shall be clean, hygienically prepared and free from contamination. The Company works closely with supply chain partners to ensure the best quality merchandise is delivered to customers.

Intellectual property ("IP") rights of third parties are also addressed in our supply chain management. We prohibit the unauthorised use of computer software, music and photo images which may lead to infringement of copyright. We also request suppliers to submit certificates and licenses of their merchandise as required under relevant regulations to ensure authentic merchandise is offered in our stores. To uphold IP rights, we pay extra attention to the products sold by our consignment and concessionaire counters to ensure that we avoid any counterfeit products. All of our 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 infringement of patent, design, trademark, trade name, copyright, or other IP rights, as well as any defects or malfunction of their merchandise.

Notes:

1. Citistore's Privacy Policy is publicly available on its website at: 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>

4 Conserving Our Resources

We recognise our responsibility in protecting the environment and are dedicated to minimising the potential negative environmental impacts arising from our operations. Our Environmental Policy demonstrates our commitment to sustainable development and sets out the Company's policy initiatives on environmental protection.



During the reporting period, there were no cases of non-compliance with the relevant laws and regulations³ relating to environmental issues.

Use of Resources

Energy Use

We aim to improve energy efficiency and reduce our energy consumption. Starting from reducing energy usage, our staff only switch on fan coils when needed. Other electrical appliances including computers, air conditioning and lights are switched off when not in use to save energy. The indoor temperature of our stores is closely monitored and controlled to 25 degree Celsius to reduce electricity consumption. In our efforts to increase energy efficiency, we only order small home appliances such as fridges and microwaves that are rated as Grade One under the Energy Efficiency Labelling Scheme. For our lighting systems, all our newly opened stores are equipped with LED lighting. We also continuously post energy-saving reminder stickers to ensure more efficient use of the energy.

We strive to minimise the negative impact of our business on the environment. To show our commitment to reduce energy usage and our advocacy of environmental protection, we again joined "Earth Hour" organised by Worldwide Fund for Nature Hong Kong ("WWF-Hong Kong") on 27 March 2021. All lighting of the external wall signage and window displays outside the stores were turned off to raise public awareness on energy consumption.

Note:

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

Packaging Materials

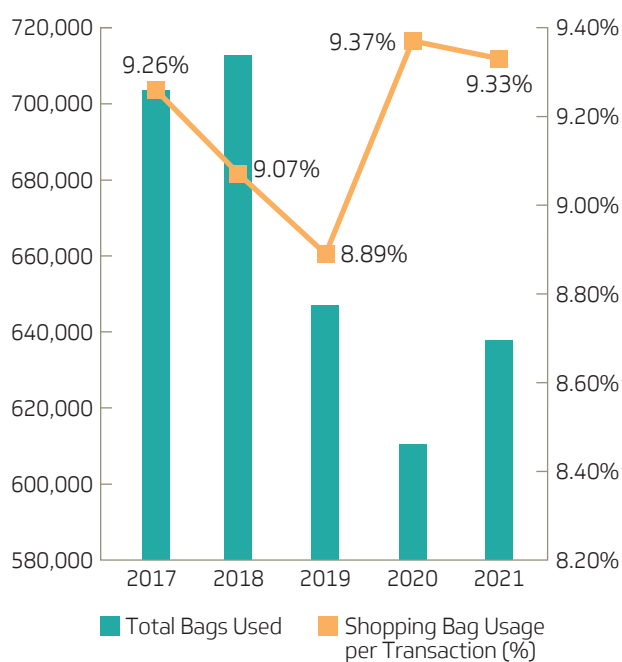
Plastic shopping bag usage is a key area where we can work to reduce our negative impacts on the environment. Our “BYOB” (bring-your-own-bag) campaign and the sale of durable and reusable shopping bags help customers to reduce the usage of plastic bags. In addition, we promote more sustainable shopping habits. In 2015, Citistore became one of the first retailers to support the Plastic Shopping Bag Charge (“PSB Charge”) Collaborative Platform established by different green non-governmental organisations. The Collaborative Platform uses funds collected from the Government’s PSB Charge scheme to support waste reduction projects and other environmental education campaigns.

Emissions and Waste Management

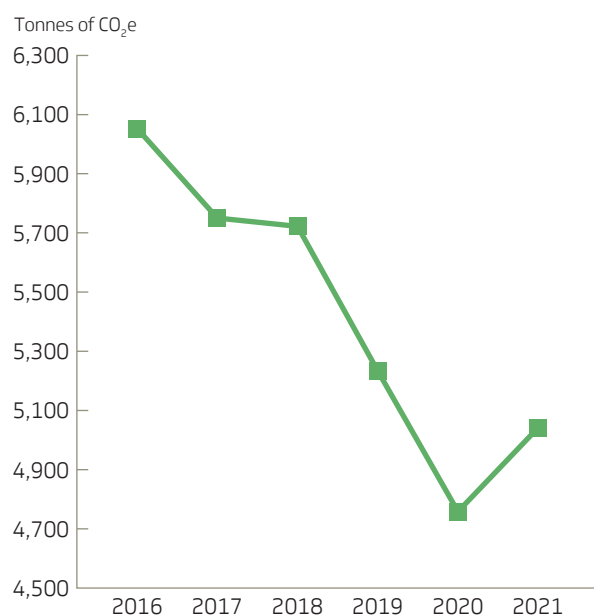
Climate Change

The impacts of climate change and more frequent and intense extreme weather events are being observed worldwide, including in Hong Kong. Recognising the ever-increasing global threat posed by climate change, we follow the Climate Change Policy established by Henderson Land Development Company Limited, our parent company, and are committed to reducing our carbon footprint by implementing effective strategies and initiatives throughout our operations. We have stepped up our efforts to improve energy and fuel efficiency throughout our operations and will continue to embrace technologies and innovation to further improve our performance.

Citistore Shopping Bag Usage⁴



Citistore Greenhouse Gas Emissions⁵



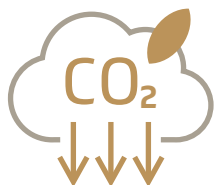
Notes:

4. Due to data availability, only Citistore’s shopping bag usage trends are shown for the purpose of yearly comparison.
5. Due to data availability, only Citistore’s GHG emissions trends are shown for the purpose of yearly comparison.

GHG Emissions and Energy Reduction Targets

Reduce carbon intensity

by **12%**
per square foot of
shop area by 2025



Reduce electricity use intensity

by **12%**
per square foot of
shop area by 2025



* Compared to the 2016 baseline.


Besides, we have implemented a series of measures to mitigate the risks posed by climate change. These include:

Climate-related Risks	Mitigation Measures
<p>Rising temperature</p> <ul style="list-style-type: none"> – Higher electricity and maintenance costs due to turning on more fan coils during summer period. 	<ul style="list-style-type: none"> – Closely monitor the indoor temperature and turn off some fan coils at nighttime. – Place more fans in back of house instead of turning on more fan coils. – Explore the feasibility of changing some open entrances to swing door entrances.
<p>Typhoon</p> <ul style="list-style-type: none"> – Outdoor lightbox banner could be destroyed which may pose a danger to surrounding people and induce additional repair costs. – Closure of department stores. 	<ul style="list-style-type: none"> – Review risk management plan for the effects of typhoon every year. – Remove loose objects outside our department stores during typhoons and work with management office of shopping mall to increase protection of potential damaged objects within our premises. – Review with insurance company for the coverage about the loss due to typhoon.
<p>Rainstorm</p> <ul style="list-style-type: none"> – Lead to water leakage and cause injury to our employees and customers by creating slippery floors. – Cause damage to stock that is located at low level due to rain flooding. – Cause delay to store operating hours. 	<ul style="list-style-type: none"> – Review risk management plan for the effects of rainstorm every year. – Liaise with property management office to closely monitor the condition of drainage and pipes. – Review with insurance company for the coverage about the loss due to rainstorm.

Waste Management

To promote waste recycling and waste reduction throughout our operations, we encourage and remind our employees to follow the guidelines for paper recycling. Not only do we use PEFC-certified paper in our office, we also aim to go paperless to further cut down paper usage in the long run. On top of managing paper usage, we also recycle other resources including cardboard boxes and electronic equipment. Carton boxes are either reused or collected by property management for recycling purposes according to their condition.

319,017 kg
of cardboard
boxes recycled
from Citistore
in 2021



39 pcs of
electronic equipment
recycled from Citistore
in 2021



Waste Reduction Target

Continue to help customers reduce the usage of plastic bags and enhance recycling capacity across the Group's retail network.

The Group continued its long-standing engagement with Greeners Action and participated in its annual Lai See Reuse and Recycle Programme over the Chinese New Year holiday. To remind our customers and staff to protect the environment while enjoying the Lunar New Year, everyone is welcomed to bring their used and unwanted red packets to one of the collection spots around our stores. Red packets in good condition will be repurposed as Reborn Lai See for redistribution, while the rest will be recycled. In 2021, we collected and delivered a total of 1,450 kg of red packets to Greeners Action.

To support the "Enough Plastic" campaign led by EcoDrive HK, we tried to get customers to adopt a less plastic lifestyle through an ECO Fair. The Company advocates sustainability by offering reusable items including foldable straws, silicone food containers, water bottles, and shopping bags in Citistore.

5 Nurturing Our People

Employee's well-being is our priority and we strive to build a collaborative and harmonious workplace which is free from discrimination and offers equal opportunity, as stipulated in our policies and guidelines. We have also established fair and structured recruitment guidelines for talent acquisition.

Caring For Our Employees

We are committed to ensuring a working environment which is free from any prejudice or discrimination. All employees are protected by our anti-discrimination policy which outlines fair recruitment and employment practices based on individual merits and qualifications, regardless of gender, race, age, religion, disability or family status.

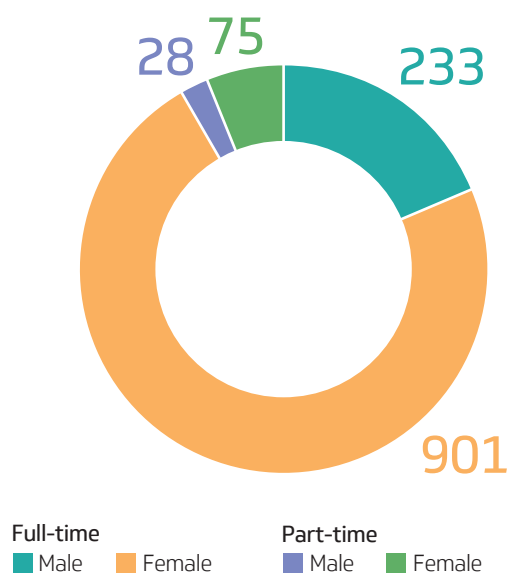
We offer attractive remuneration packages and fringe benefits, including a staff purchase discount programme, marriage and compassionate leave, and medical insurance. In addition, we support our staff to achieve work-life balance by organising an annual party and festive celebrations. Through these events, we aim to cultivate a caring spirit within the Company and facilitate deeper connections among our colleagues.

During the reporting period, there were no cases of non-compliance with the relevant laws and regulations⁶ relating to recruitment and employment practices, and anti-discrimination and other benefits and welfare.

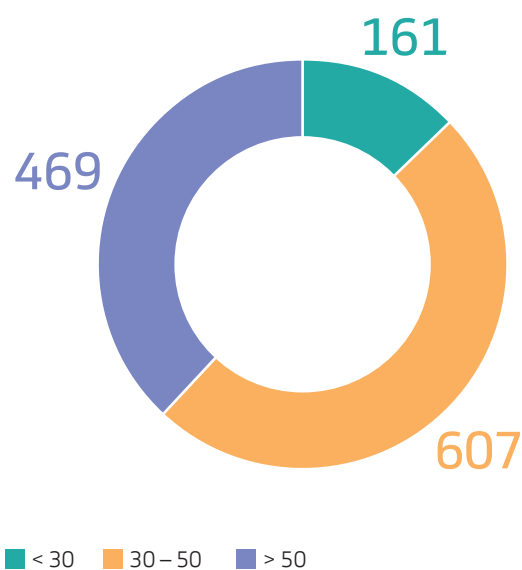
Note:

6. 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).

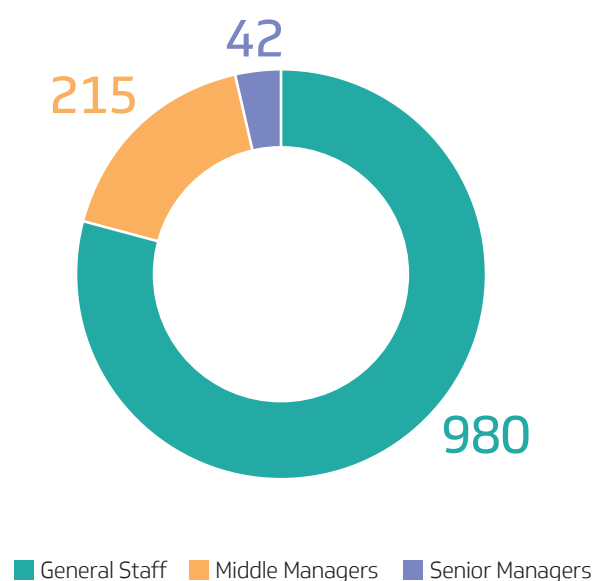
Total Workforce by Gender and Employment Type⁷



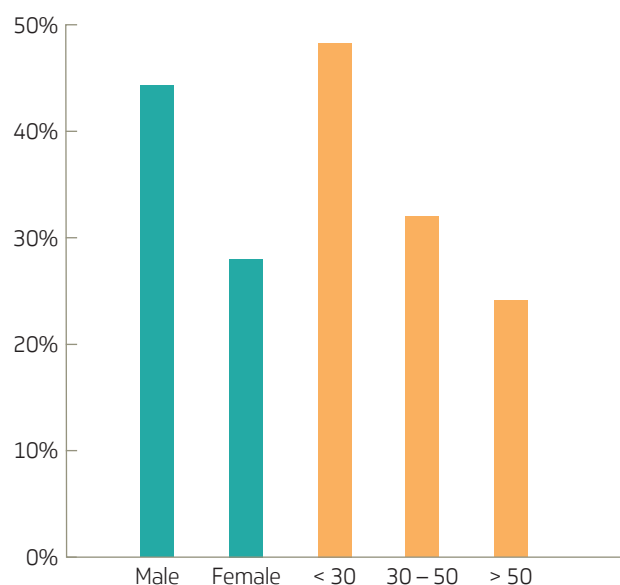
Total Workforce by Age⁷



Total Workforce by Employee Category⁷



Employee Turnover Rate by Gender and Age⁷



Note:

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

Sustainability

Health and Safety

Ensuring workplace health and safety is crucial to our operations. We continued to partner with the Integrated Services Group (Occupational Health Service) Team of Labour Department to conduct safety inspections at our department stores in 2021 and no non-compliance cases were identified. To enhance staff awareness on the importance of workplace health and safety, we organised various types of safety training including the launch of health and safety training video and stretching class.

We have also developed a reporting mechanism for handling employees' injury cases in the workplace. Whenever there is an injury case occurred, an incident report form needs to be completed by the injured employee, a witness and the store manager. The incident report will then be submitted to the Human Resources Department. We will subsequently report the incident to the Labour Department for further action, if needed.

During the reporting period, we received one improvement notice issued from the Labour Department relating to the provision of a safe work environment and the protection of employees from occupational hazards. Rectifying measures have been implemented at our department store accordingly.

Development and Training

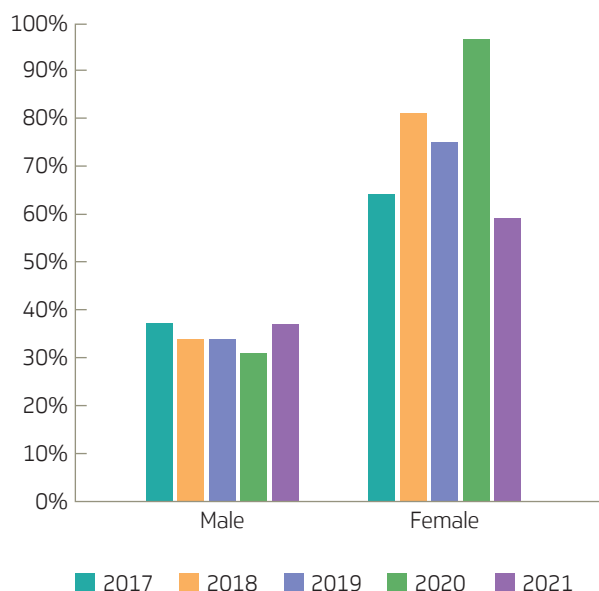
We are committed to providing training and development opportunities for our employees to equip them with the skills and knowledge required for better job performance and career development. For instance, we rolled out a Service Ambassador Programme by setting up a pioneer service team in Citistore to promote service skills and atmosphere. Ambassadors are assigned in different departments to act as role models and to exert a positive influence to other colleagues. We also organised coaching skill classes for different levels of supervisors to improve their coaching and communication skills. Frontline staff were offered training courses to enhance their service and selling skills. To update our employees' product knowledge, a total of six product training classes were held on lifestyle, handbag, household products, coffee and bedding over the past year.



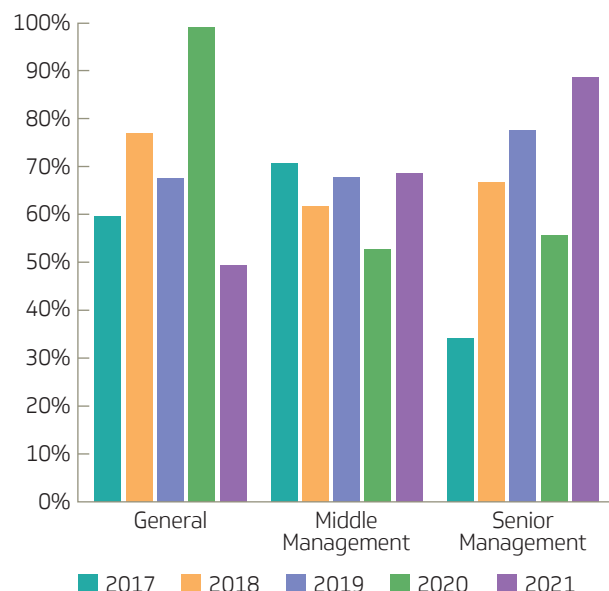
Company-wide average
training hours per
trained employee

5.4 hours

Percentage of Citistore Employees Trained by Gender



Percentage of Citistore Employees Trained by Employee Category



Ethics and Integrity

We adhere to the highest level of business ethics and integrity. All employees are required to abide by the Staff Handbook as well as anti-corruption policies to prevent any incidents of bribery, extortion, fraud or money laundering. Moreover, our employees are prohibited from accepting any gifts from suppliers. We have a Whistleblowing Policy in place to guide and encourage employees to raise concerns about any improper behaviour. To ensure employees can report grievances without fear of reprisal, all cases are handled in strict confidence and submitted to designated personnel for thorough investigation.

During the reporting period, there were no cases of non-compliance with relevant laws and regulations⁸ relating to corruption.

Note:

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

6 Caring for Our Community

As part of the community, we are willing to serve and provide care to those in need. In addition to financial donations to community organisations, we encourage our employees to participate in volunteering activities.

Citistore (Hong Kong) Limited was nominated as Caring Company 2020/2021 by The Hong Kong Society of the Blind and successfully awarded the Caring Company logo in February 2021.

In 2021, we contributed over

HK\$ **271,000** in community investment



Highlights of Community Programmes and Resources Contributed in 2021:

Organisations / Beneficiaries	Programmes	Contributions
Green Power	Plastic Shopping Bags Charge Collaborative Platform	Donation of HK\$93,000
Greeners Action	Lai See Reuse and Recycle Programme	<ul style="list-style-type: none"> Collected and delivered a total of 1,450 kg of red packets for reuse Donation of HK\$63,000
Home Market	Technical support on the Point-Of-Sale ("POS") system	80 man-hours from the Company's Management Information Systems team
Other NGOs	In-kind donations to schools, The Salvation Army, Hong Kong Young Women's Christian Association ("YWCA") and day care centres	Donated more than 270 pieces of clothing, household goods, and accessories

Opening of Citilife at T Town, Tin Shui Wai

We invited YWCA to participate in the opening activities of Citilife in T Town, providing free store tours and shopping vouchers for children from grassroots families. By donating Citistore Gift Certificates to YWCA, children can instantly purchase useful items including stationery, household supplies and daily necessities to lighten their economic burden.



Lok Sin Tong Virtual Charity Walk

In December 2021, we participated in the virtual Charity Walk organised by The Lok Sin Tong Benevolent Society, Kowloon, to raise awareness on public health. We found it meaningful to raise funds through the event to support people with dementia and their caregivers, which allow them to receive more adequate practical care and support.

Performance Table

HKEX KPI		Unit	2021		2020	
			Citistore	APITA/UNY	Citistore	APITA/UNY ⁹
A. Environmental						
A1.2	Greenhouse gas emissions					
	Scope 1 emissions	Tonnes of CO ₂ e	72.3	2,491.9	69.4	1,516.4
	Scope 2 emissions	Tonnes of CO ₂ e	4,969.4	6,793.8	4,688.8	6,447.3
	Scope 3 emissions	Tonnes of CO ₂ e	0	0	0	3.5
	– total	Tonnes of CO ₂ e	5,041.7	9,285.7	4,758.2	7,967.2
	– intensity	Tonnes of CO ₂ e per square foot of shop area ¹⁰	0.014	0.043	0.012	0.040
A1.4	Total non-hazardous waste produced					
	Recycled materials/wastes					
	Cardboard boxes	Kg	319,017	N/A ¹¹	386,244	N/A ¹¹
	Electronic items	Items	39	0	50	40
A2.1	Energy consumption by type & intensity					
	Fuel for company fleet	1,000 kWh	265.9	36.5	255.0	37.1
	Towngas	1,000 kWh	0	7,082.9	0	7,863.7
	Electricity	1,000 kWh	7,099.1	9,256.1	6,698.3	8,711.6
	– total	1,000 kWh	7,365.0	16,375.5	6,953.3	16,612.4
	– intensity	1,000 kWh per square foot of shop area	0.020	0.076	0.018	0.083
A2.5	Packaging material used					
	Total plastic shopping bag consumption					
	– total	Number	637,644	5,785,683	610,290	6,718,500
B. Social						
B1.1	Total workforce by gender, employment type, age group and employee category					
	By gender					
	Male	No. of people	97	164	102	162
	Female	No. of people	503	473	549	452
	By employment type					
	Full-time	No. of people	564	570	578	540
	Part-time	No. of people	36	67	73	74
	By age group					
	<30	No. of people	58	103	61	106
	30-50	No. of people	322	285	337	301
	>50	No. of people	220	249	253	207
	By employee category ¹²					
	General staff	No. of people	438	542	480	534
	Middle management	No. of people	127	88	135	65
Senior management	No. of people	35	7	36	15	
B1.2	Employee turnover rate by gender and age group					
	By gender					
	Male	%	44.3	47.6	22.6	44.4
	Female	%	28.0	36.8	14.0	40.7
	By age group					
	<30	%	48.3	73.4	31.2	68.9
	30-50	%	32.0	29.5	15.1	32.6
>50	%	24.1	37.0	11.9	41.1	

Notes:

9. Greenhouse gas emissions and energy consumption figures for APITA/UNY in 2020 have been restated following an internal database review.
10. The unit for intensity has been changed from per full-time equivalent to per square foot of shop area to better reflect the change of business scale.
11. At APITA/UNY, cardboard boxes are collected directly by the malls' cleaning personnel.
12. In 2021, the definitions of employee category have been revised at APITA/UNY.

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HKEX KPI	Unit	2021		2020	
		Citistore	APITA/UNY	Citistore	APITA/UNY ⁹
B2.1	Number and rate of work-related fatalities				
	<i>By number</i>	No. of people	0	0	0
	<i>By rate</i>	%	0	0	0
B2.2	Lost days due to work injury				
		Days	17	425	136.5
B3.1	The percentage of employees trained by gender and employee category				
	Male	%	37.1	95.1	30.9
	Female	%	59.2	98.7	96.5
	General	%	49.3	97.8	99.0
	Middle Managers	%	68.5	97.7	52.6
	Senior Managers	%	88.6	100.0	55.6
B3.2	The average training hours completed per employee by gender and employee category				
	<i>By Gender</i>				
	Male	Hours	3.7	6.2	3.2
	Female	Hours	4.6	5.8	2.0
	<i>By employment category</i>				
	General	Hours	4.2	4.8	1.6
	Middle Managers	Hours	5.5	11.3	4.0
	Senior Managers	Hours	4.1	15.9	5.9
B6.2	Number of products and service related complaints received				
		Numbers	47	60	44
					97

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Aspect	HKEX KPI	Description	Page Number	Remarks
A. Environmental				
A1 Emissions	A1	General Disclosure	22-25	
		Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste		
	A1.1	The types of emissions and respective emissions data	/	Due to the business nature of the Company, this KPI is considered not material.
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	31	
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	/	Due to the business nature of the Company, this KPI is considered not material.
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	31	
	A1.5	Description of emissions target(s) set and steps taken to achieve them	23-24	
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	25	

Aspect	HKEX KPI	Description	Page Number	Remarks
A2 Use of Resources	A2	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials	22-23	
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	31	
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	/	Due to the business nature of the Company, this KPI is considered not material.
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	22-24	
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	/	Due to the business nature of the Company, this KPI is considered not material.
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	23, 31	
A3 The Environment and Natural Resources	A3	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources	22-25	
	A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	22-25	
A4 Climate Change	A4	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	22-24	
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	22-24	
B. Social				
Employment and Labour Practices				
B1 Employment	B1	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	26-29	
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	31	
	B1.2	Employee turnover rate by gender, age group and geographical region	31	

Sustainability

Aspect	HKEX KPI	Description	Page Number	Remarks
B2 Health and Safety	B2	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazard	28	
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	32	
	B2.2	Lost days due to work injury	32	
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	19-20, 28	
B3 Development and Training	B3	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	28-29	
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	32	
	B3.2	The average training hours completed per employee by gender and employee category	32	
B4 Labour Standards	B4	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	/	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 2021, no relevant cases of non-compliance were recorded.
	B4.1	Description of measures to review employment practices to avoid child and forced labour	/	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 2021, no relevant cases of non-compliance were recorded.
	B4.2	Description of steps taken to eliminate such practices when discovered	/	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 2021, no relevant cases of non-compliance were recorded.
Operating Practices				
B5 Supply Chain Management	B5	General Disclosure Policies on managing environmental and social risks of the supply chain	21	
	B5.1	Number of suppliers by geographical region	/	Hong Kong: 2,510 China: 3 Japan: 10 Others: 2
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	21	
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	21	

Aspect	HKEX KPI	Description	Page Number	Remarks
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	21	
B6 Product Responsibility	B6	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	20-21	
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	/	The company has no relevant cases in 2021.
	B6.2	Number of products and service related complaints received and how they are dealt with	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	20-21	
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	21	
B7 Anti-corruption	B7	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	29	
	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	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	29	
	B7.3	Description of anti-corruption training provided to directors and staff	29	
Community				
B8 Community Investment	B8	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	30	
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	30	
	B8.2	Resources contributed (e.g. money or time) to the focus area	30	