

Sustainability

1 About This Section

Reporting Period, Standard and Boundary

This Sustainability Report (the “Report”) provides an annual update of the Group’s initiatives, plans and performance in sustainability in 2022. It is prepared in accordance with the mandatory disclosure requirements and the “comply or explain” provisions set out in the Environmental, Social and Governance (“ESG”) Reporting Guide under Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX”). The report provides an overview of the Group’s ESG management approach, governance structure, sustainability initiatives, and performance taken across the Group’s core operations in Hong Kong for the period from 1 January 2022 to 31 December 2022 (the “reporting period”).

The Report provides descriptions and key statistics of the Group’s sustainability performance and progress for the reporting period.

2 Sustainability Governance

Board Statement

Our Board of Directors (the “Board”) oversees the management of the Group’s overall ESG strategies and performance through regular reporting and updates on the progress of the Group’s goals, initiatives and plans from the Sustainability Committee. The Sustainability Committee, meeting at least once a year, comprises executive director and senior management who provide strategic guidance on the Group’s ESG management approach, risk management and disclosures. In addition, our ESG working group consists of representatives from various departments who play an integral role in coordinating the daily execution of the Group’s ESG strategies and implementation of associated initiatives.

The Group has adopted a comprehensive risk management framework which consists of a top-down strategic view and a bottom-up process to effectively identify, evaluate and manage significant risks. While the Audit Committee is held accountable for the Group’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 39 to 57 of the Annual Report.

Sustainability Policies

In addition to following the Group policies of our parent company, Henderson Land Development Company Limited, the Board has approved the following key policies and procedures which articulate and define important principles or values of the Group:





Sustainability

<i>Environmental</i>	<i>Social</i>	<i>Governance</i>
Climate Change Policy New	Anti-corruption and Bribery Policy New	Board Diversity Policy
Corporate Social Responsibility Policy New	Business Ethics and Code of Business Conduct Policy New	Dividend Policy
Environmental Policy	Customers Services Code of Conduct Policy New	Inside Information Policy
	Director and Employee Remuneration Policy New	Nomination Policy
	Health and Safety Policy New	Risk Management Policy
	Human Rights and Equal Opportunity Policy New	Shareholders Communication Policy

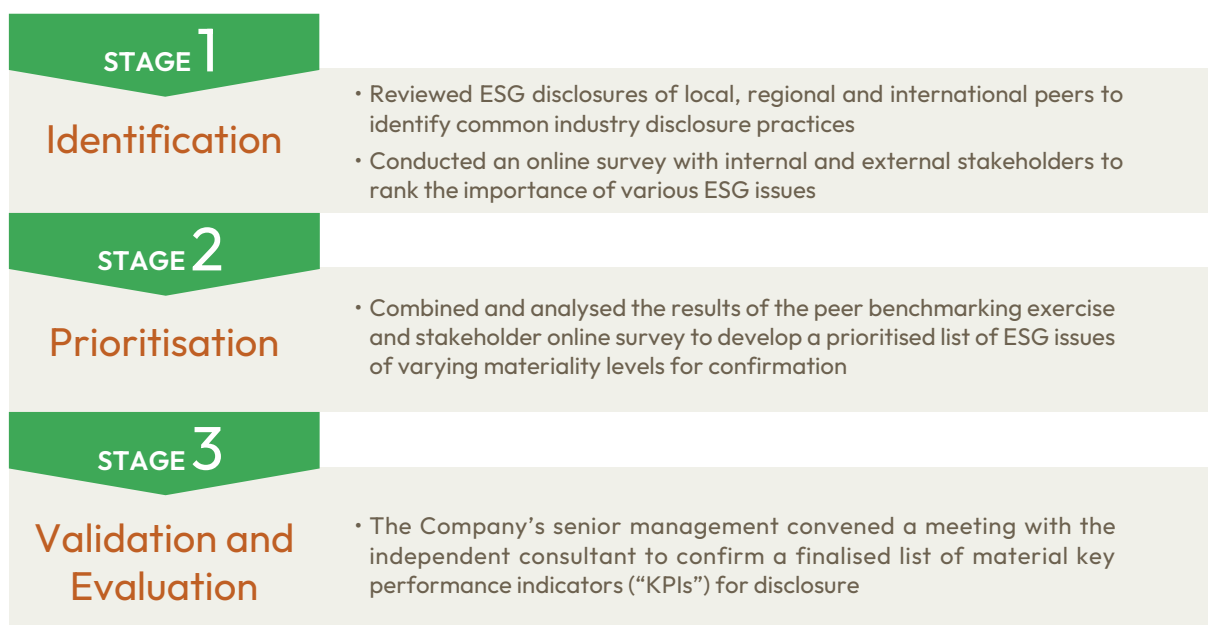
The Group has also recently introduced eight new policies to reflect our increasing commitment towards enhancing our ESG performance and to ensuring that we keep up-to-date with the latest industry trends and stakeholder expectations. For details, please refer to <https://www.hilhk.com/en/corporate/group-policies.shtml>.

3 Stakeholder Engagement and Materiality Assessment

The Group reaches out to our stakeholders regularly to understand their expectations of our ESG strategy and sustainability issues that are significant to them. By harnessing various communication channels, we proactively engage with our key stakeholder groups, including our employees, customers, shareholders, suppliers, regulators and the wider community, to review and update the topics of key materiality to our business operations. Below is a summary of the ways we engage with our stakeholders:

Key Stakeholders	Engagement Channel
 Employees	<ul style="list-style-type: none"> • Training • Performance appraisals • Recreational activities
 Customers	<ul style="list-style-type: none"> • Corporate websites, mobile apps and social media platforms • Customer service hotlines • Customer satisfaction survey
 Suppliers and Contractors	<ul style="list-style-type: none"> • Regular supplier reviews • Supplier management
 NGO Partners	<ul style="list-style-type: none"> • Volunteer activities • Donations • Community outreach

In preparation for this Report, the Group appointed an independent consultant to conduct a comprehensive stakeholder engagement and materiality assessment following the step-by-step materiality assessment approach detailed below to determine the most material ESG topics for disclosure. Through gathering views from a wide range of stakeholders regarding our sustainability efforts, performance and future strategies, we identified a number of risks and opportunities, and balanced different interests to make informed decisions.



The table below sets out 14 sustainability topics that were identified as material with the inputs from our internal and external stakeholders.

Aspects	Material Issues
 Environment	<ul style="list-style-type: none"> Waste Materials Green Procurement Energy Usage
 Labour Practices	<ul style="list-style-type: none"> Anti-corruption Occupational Health and Safety Working Conditions Staff Training and Career Development
 Operating Practices	<ul style="list-style-type: none"> Protection of Customer Privacy Quality Control Product and Service Health and Safety Supply Chain Management Handling Product and Service Complaints
 Community	<ul style="list-style-type: none"> Community Investment

4 Our COVID-19 Response

The safety of employees and customers is a priority of our business. During the year, we continued to carry out preventive measures to minimise infection risk within our premises. We implemented the following hygiene protocols across our stores.

Temperature checking: Body temperature monitors and disinfection equipment were set up at each store entrance. All store staff were required to check their temperature before work.

Maintaining proper hygiene and social distancing: Hand sanitisers were provided in stores and customers were required to wear surgical masks at all times during store visits. We encouraged the use of contactless payment methods to reduce the possible spread of COVID-19. In addition, we displayed visible notices and made public announcements to remind staff and customers on maintaining good personal hygiene and social distancing.

We provided surgical masks, face shields and protective clothing to our staff to help them maintain high levels of personal hygiene. Dining tables in the staff canteen were rearranged to ensure a distance of 1.5m between tables, and partitions were utilised to reduce the spread of infection.

Regular cleaning and disinfection: We created a quick response team to track and trace any potential cases of infection. All reported COVID-19 cases were cross-checked with our staff list. Once a case was identified, we performed thorough disinfection and cleaning of the relevant locations to ensure the health and safety of our customers.

Our Tsuen Wan store was certified by the Anti-Epidemic Hygiene Measures Certification Scheme organised by the Hong Kong Quality Assurance Agency (“HKQAA”). Deep cleaning of the stores and equipment was carried out more frequently during the fifth wave of the COVID-19 epidemic, and we regularly disinfected surfaces with frequent contact such as furniture, elevators and escalators with diluted bleach. Furthermore, we cleaned our air filters and ducting from time to time to maintain good ventilation with sufficient fresh air supply and ensure the proper functioning of air-conditioning systems.



Staff wearing protective equipment in stores



Anti-epidemic hygiene measures such as regular disinfection

5 Engaging Our Customers

We actively seek to achieve a high level of customer satisfaction. By regularly obtaining feedback from our customers, we endeavour to understand their needs and improve our products and services.

Customer First

The Group's "Customer First" approach highlights our commitment to provide high-quality goods and services, and our "Three Qs Missions" is designed to better embed this spirit in our daily operations:

Quality Services

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

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 create a comfortable and hygienic shopping environment, we conduct extensive cleaning at all our department stores and supermarkets before and after service hours, as well as constantly monitor the status of engine rooms and air-conditioners to regulate indoor temperature for ideal comfort. We value all feedback from customers as a means of maintaining customer satisfaction levels. Customers can share their feedback through dedicated hotlines, emails, store counters and social media platforms such as Instagram and Facebook.

Furthermore, we have implemented a robust internal feedback system to follow up on complaints received in order to strive for continuous improvement. During the reporting period, we received a total of 57 appreciation letters from customers, reinforcing our commitment to providing consistently high-quality service. There were also 390 customer complaints regarding our products or services, which we addressed through our follow-up procedures. By explaining to customers the investigation results and improvements made, all of the complaints were resolved in line with our internal procedures in a timely and effective manner.

Mystery Shopper Programme

Since 2020, we have been regularly using 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.

Product Responsibility

The Group is committed to fully adhering to relevant laws and regulations. We work closely with relevant Government departments as well as our suppliers and vendors. We safeguard our product quality by full compliance with all relevant regulations, including Consumer Goods Safety Regulation (Cap 456A), Toys and Children's Products Safety Ordinance (Cap.424), Trade Descriptions Ordinance (Cap. 362), Pharmacy and Poisons Ordinance (Cap.138), Food and Drugs (Composition and Labelling) Regulations (Cap.132W), Competition Ordinance (Cap 619), and Electrical Products (Safety) Regulation (Cap.406G), etc. In the event of a product quality issue, the inventory of the suspect product will be removed immediately from our shelves and storage rooms and returned to the supplier or vendor. We also follow the Government's instructions on product recalls as necessary. During the year, Citistore had approximately 0.0014% of its products recalled for health and safety reasons.

Sustainability

As well as complying with the mandatory legal requirements, we have a robust mechanism in place to ensure product quality which may identify potential environmental and social risks previously unperceived by us. This mechanism includes stringent evaluation of new vendors with reference to market information and reputation, laboratory testing reports of products reviewed and approved by department heads and quality checks conducted on products delivered to our stores.

We strive to create the best customer experience by putting a strong emphasis on shelf arrangement and inventory management, ensuring that all items are arranged in an organised and effective way. Important information such as the brand name, product description, maintenance details, expiry dates, and warnings are displayed on products and attached to price tags.

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

Customer Privacy

To protect customer privacy, we collect only the minimum necessary personal information. All personal data collected via the Citistore website, Citistore Membership (Citi-fun), APITA/UNY website, CU APP Membership Programme, eShop and other channels are securely stored on a secured platform which is protected by up-to-date firewall and anti-virus software. In addition, personal, sensitive or confidential information is masked in the stores' CU APP Interface and can only be accessed by authorised personnel. The Group 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 breaches of customer privacy.

6 Supply Chain Management

Guided by our Environmental Policy, we encourage sustainable procurement and promote environmentally friendly practices through supplier engagement. We also strictly adhere to all laws and regulations related to product responsibility. For 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 Group works closely with supply chain partners to ensure the best quality merchandise is delivered to customers.

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>

The Group is also committed to protecting the Intellectual Property (IP) rights of third parties in our supply chain management. Unauthorised use of computer software, music and photographic images leading to the infringement of copyright is strictly prohibited. We also request suppliers to submit certificates and licenses of their merchandise as required under relevant regulations to confirm that authentic merchandise is being 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. Furthermore, all of our suppliers and vendors are bound by the terms and conditions set out in signed agreements with the Group 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.

7 Conserving the Environment

We are dedicated to protecting the environment by minimising the potential negative environmental impacts arising from our operations. Guided by our Environmental Policy, we are committed to integrating environmental protection and conservation into our operations.

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

Climate Change

The impacts of climate change are apparent, with more frequent and intense extreme weather events being observed locally and worldwide. In light of the ever-increasing threat posed by climate change, we take actions to actively manage climate risks and mitigate the impacts. We are committed to minimising 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 optimise resource efficiency.

Reduce carbon intensity



Reduce electricity use intensity



(* Compared to the 2016 baseline.)

Note:

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

Sustainability

The Group has implemented a series of measures to mitigate the risks posed by climate change. These include:

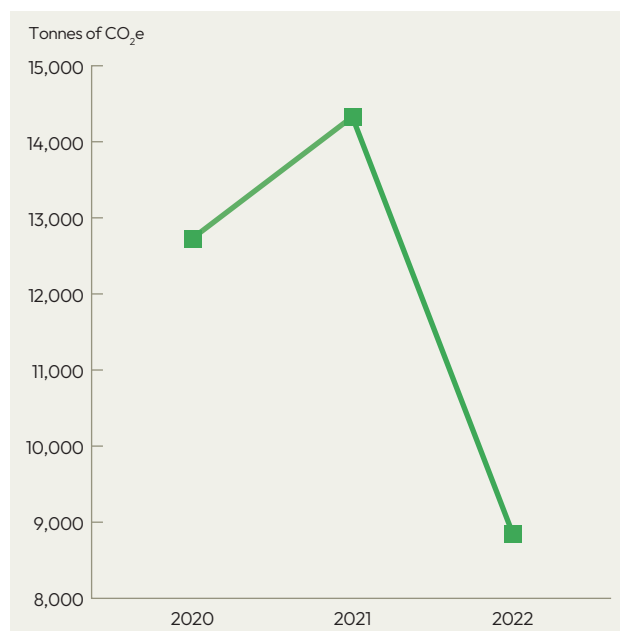
Climate-related Risk	Potential Impact	Mitigation Measures
Increase in average temperature	<ul style="list-style-type: none"> Higher electricity and maintenance costs incurred due to the increasing use of fan coils during the summer period. 	<ul style="list-style-type: none"> Closely monitor the indoor temperature and turn off some fan coils at nighttime. Place more fans in stores to circulate cooler air.
Increase in the occurrence of typhoons	<ul style="list-style-type: none"> Damage to outdoor lightboxes, threatening passers-by's safety and inducing additional repair costs. Closure of our stores. 	<ul style="list-style-type: none"> Review risk management plans on the effects of typhoons every year. Remove loose objects outside our stores during typhoons and work with the management office of shopping malls to enhance the protection of potentially damaged objects within our premises.
Increase in frequency of rainstorms	<ul style="list-style-type: none"> Slippery floors in the stores causing injuries to our employees and customers. Damage to inventories placed at lower levels due to flooding. Disruption to stores' operating hours. 	<ul style="list-style-type: none"> Review risk management plans for the effects of rainstorms every year. Liaise with the property management office to closely monitor the conditions of drainage and pipes to prevent flooding in our stores.

Energy Usage and Greenhouse Gas Emissions

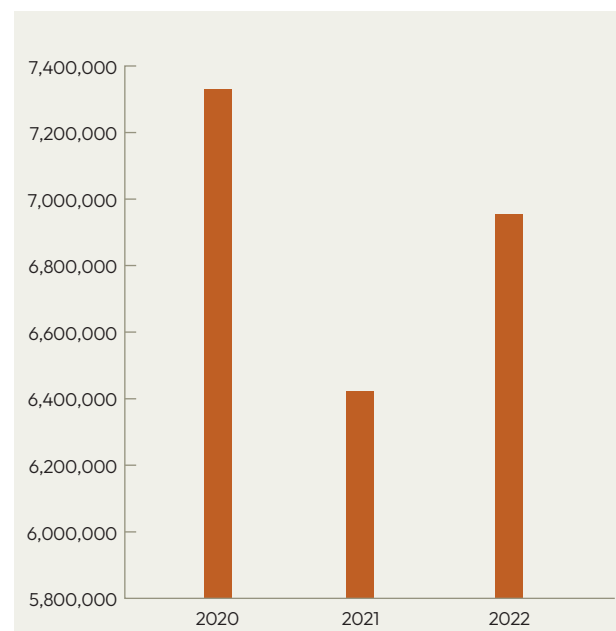
With the aim to enhance energy efficiency and reduce our energy consumption, we have set internal guidelines for our staff on the use of electric appliances. Our staff only switch on fan coils when needed, and other electrical appliances including computers, air conditioners and lights are switched off when not in use to save energy. The indoor temperature of our stores is closely monitored and set at 25 degrees Celsius to balance cooling needs and energy savings. We also display stickers to remind and encourage energy-saving behaviour. In addition, we only order appliances that are rated Grade One under the Energy Efficiency Labelling Scheme. All our newly opened stores are equipped with LED lighting and we aim to gradually upgrade our existing stores with LED lighting during renovation and maintenance.

In 2022, a significant drop in greenhouse gas emissions was recorded as compared to 2021, this was due to the closure of our staff canteen.

Scope 1 and 2 Greenhouse Gas Emissions



Plastic Shopping Bag Usage



Packaging Materials

Plastic shopping bag usage is a key area where we endeavour to reduce our negative impacts on the environment. Our “BYOB” (bring-your-own-bag) campaign and the sales of durable and reusable shopping bags have assisted customers to reduce plastic bag consumption. 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. During the reporting period, an increase in shopping bag usage was observed across our retailers as compared to 2021 levels, reflecting the gradual relaxation of pandemic restriction measures that prompted more customers and transaction volumes. On the other hand, despite the rise in transaction volumes and the number of shops in 2022, the usage decreased when compared to 2020 levels.

Waste Management

To promote waste reduction and recycling throughout our operations, we encourage and regularly remind our employees to follow the guidelines for paper recycling. We use Programme for the Endorsement of Forest Certification certified paper in our office and are further cutting down paper usage with the aim to go paperless in the long run. In addition to 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, while electronic equipment is recycled and donated to those in need. We take action to reuse festive and generic decorations as well as event booths, and where possible, to extend the lifetime of the furniture and decorations.

Sustainability

234,723 kg
of cardboard
boxes recycled
from Citistore
in 2022



241 pcs of electronic
equipment recycled from
Citistore,
APITA and
UNY in 2022



The Group has 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 encouraged to bring their used and unwanted red packets to one of the collection points at our stores. Red packets in good condition are repurposed as Reborn Lai See for redistribution, while the rest are recycled. In 2022, we collected and delivered a total of 591 kg of red packets to Greeners Action.



Red packet box at the collection point

Waste Reduction Target

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

8 Nurturing Our People

Employee well-being has always been our top priority and we aspire to build a collaborative and harmonious workplace that is free from discrimination and embraces 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

The Group is committed to creating a friendly 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.

During the reporting period, there were no cases of non-compliance with the relevant laws and regulations⁴ relating to recruitment and employment practices, anti-discrimination and other benefits and welfare.

To recruit the best talent, we offer attractive remuneration packages and fringe benefits, including a staff purchase discount programme, marriage and compassionate leave, as well as medical insurance for spouses and children of Citistore's managerial employees. In addition, we support our staff to achieve work-life balance through a series of

Note:

4. 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).



Staff Appreciation Programme

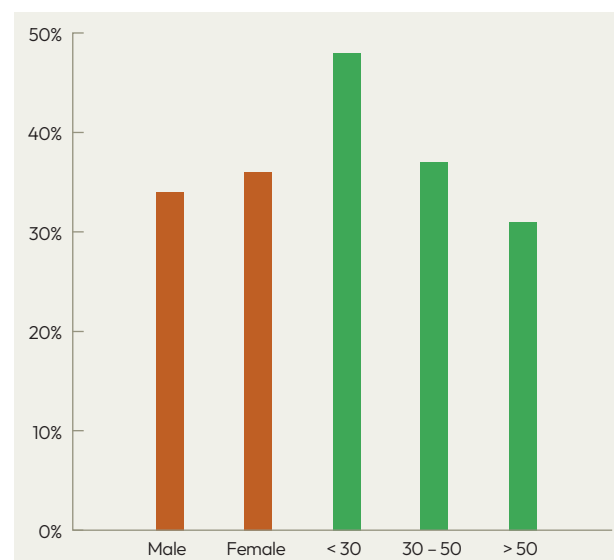


Team building activities

initiatives that foster workplace well-being. During the year, we set up a staff function room, with facilities including a table tennis table, massage chair, fitness bicycle and board games. Team building activities and monthly staff activity programmes were also organised, including annual and festive celebrations such as parties for Mid-Autumn Festival and Christmas, to enhance staff motivation and build rapport among employees. Team building activities were organised for management-level staff, which were designed to boost their perseverance amid business challenges and changing market conditions. We also organised a laughter yoga class to empower staff with positive energy and enhance social connectedness. Through these events, we aim to cultivate a caring spirit within the Group and facilitate deeper connections among our colleagues.

To show our gratitude and appreciation for our employees' contributions, we launched an Appreciation Programme in which management level employees can express their encouragement and gratitude to their staff via an appreciation card.

Employee Turnover Rate by Gender and Age



Occupational Health and Safety

The Group places great emphasis on maintaining workplace health and safety. To ensure a safe working environment, safety training materials are provided to new employees. In 2022, we also continued to partner with the Integrated Services Group (Occupational Health Service) Team of the Labour Department to conduct safety inspections at our stores. In order to instil the importance of workplace health and safety in our staff, we organised various types of safety training including the launch of a health and safety training video and stretching class. To further remind staff, notices and guidelines are also placed at various locations throughout our workplaces.

Sustainability

A rigorous reporting mechanism is in place to handle employee injury cases in the workplace. Should an injury occur, an incident report form must be filled out by the injured employee, a witness and the store manager, which is then submitted to the Human Resources Department. We will subsequently report the incident to the Labour Department for further action, if needed.

Development and Training

Equipping our employees with the practical skills and opportunities to advance in their careers is a priority for the Group and we provide comprehensive training programmes. For instance, during the year we rolled out a Service Ambassador Programme at Citistore which involved setting up a pioneer service team to promote service skills and a positive working environment. Ambassadors were assigned to different departments to act as role models and to exert a positive influence on other colleagues. We also organised coaching skill classes for different levels of supervisors to improve their coaching and communication skills. Training courses are also offered to employees to enhance their product knowledge, service and selling skills.

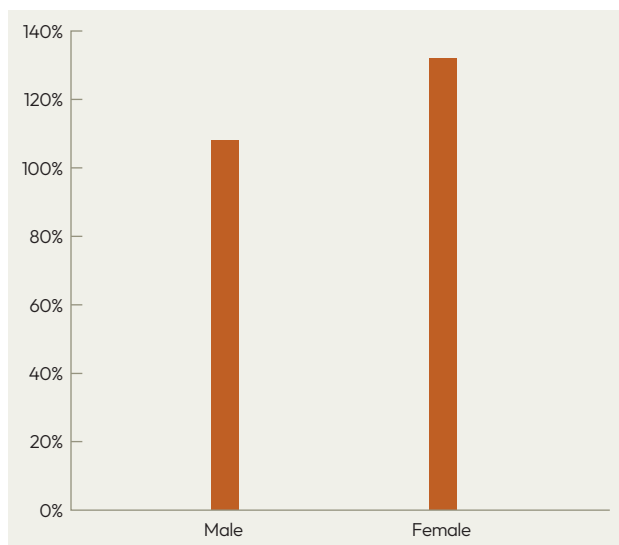


Service Ambassador Programme

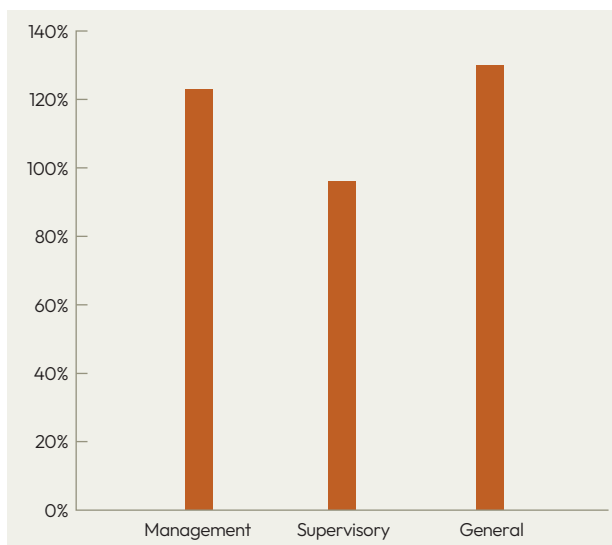
Ethics and Integrity

We adhere to the highest level of business ethics and integrity. All employees are required to abide by the Staff Handbook as well as our newly established Anti-Corruption and Bribery Policy to prevent any incidents of bribery, extortion, fraud or money laundering. In addition, our employees are strictly prohibited from accepting any gifts from suppliers. To raise staff awareness, we also collaborated with the Independent Commission Against Corruption and organised anti-corruption talks and training on the handling of ethical issues in the day-to-day business operations.

Percentage of Employees Trained by Gender*



Percentage of Employees Trained by Position Level*



* The percentages of trained employees exceeding 100% is mainly due to the turnover of employees.

A Whistleblowing Policy is in place to guide and encourage any parties, including employees to raise concerns about any improper behaviour. To protect whistle-blowers from reprisal or disadvantage, all cases are handled in strict confidence and submitted to designated personnel for a thorough investigation.

During the reporting period, there were no cases of non-compliance with relevant laws and regulations⁵ relating to corruption.

9 Caring for Our Community

As a prominent member of the community, the Group considers it our responsibility to give back to society. Other than financial donations to community organisations, we encourage our employees to participate in volunteering activities focused on poverty relief and environmental stewardship. Citistore and Unicorn were nominated as a Caring Company 2021/2022 and were awarded the Caring Company logo.

The table below sets out highlights of our community programmes and the resources contributed by the Group in 2022:

Organisations / Beneficiaries	Programmes	Contributions
Green Power	Plastic Shopping Bags Charge Collaborative Platform	Donated around HK\$70,000
Greeners Action	Lai See Reuse and Recycle Programme	<ul style="list-style-type: none"> Collected and delivered a total of 591 kg of red packets for reuse Donated HK\$63,000
Home Market	Technical support on the Point-Of-Sale (“POS”) system	Contributed 96 man-hours
The Hong Kong Network for the Promotion of Inclusive Society	Fearless Dragon Trail Run	Donated around 500 pieces of portable air sofa and towels to athletes
The Lok Sin Tong Benevolent Society, Kowloon	Rice donation at the Lok Sin Tong Transitional Housing Scheme	Donated 880kg of rice to the residents and HK\$66,000 worth of APITA coupons
The Lok Sin Tong Benevolent Society, Kowloon	Wide Flag Day 2022	Donated around HK\$9,000
The Salvation Army	Apparel donation	Donated around 50 pairs of rain boots for kids



Wide Flag Day 2022, organised by The Lok Sin Tong Benevolent Society, Kowloon



Apparel donation, organised by The Salvation Army

Note:

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

10 Sustainability Performance Data tables on:

Environmental performance

HKEX KPI	Unit	2022	2021
A. Environmental			
Greenhouse gas emissions⁶			
Scope 1	tCO ₂ e	67.2	2,564.2
Scope 2	tCO ₂ e	8,781.6	11,763.2
– Total	tCO ₂ e	8,848.8	14,327.4
– Intensity	tCO ₂ e / Sq. Ft of Shop Area	0.015	0.023
Total non-hazardous waste generated and recycled			
Cardboard boxes	Kg	234,723	319,017
Electronic items	Piece	241	39
Energy consumption			
Fuel for company fleet	1,000 kWh	261.9	302.4
Towngas ⁷	1,000 kWh	9.7	7,082.9
Electricity	1,000 kWh	19,550.0	16,355.2
– Total	1,000 kWh	19,821.6	23,740.5
– Intensity	1,000 kWh / Sq. Ft of Shop Area	0.033	0.039
Packaging material used			
Plastic shopping bags consumed	Piece	6,954,889	6,423,327

Social Performance

B. Social⁸			
Employment			
Total Workforce			
By gender			
Male	No. of people	259	261
Female	No. of people	914	976
By employment type			
Full-time	No. of people	1,039	1,134
Part-time	No. of people	134	103
By age group			
Aged below 30	No. of people	136	161
Aged 30-50	No. of people	547	607
Aged over 50	No. of people	490	469

Notes:

- We referred to Appendix 2: Reporting Guidance on Environmental KPIs under “How to Prepare an ESG Report” released by the Stock Exchange and “Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings in Hong Kong” released by The Government of the Hong Kong Special Administrative Region for the calculation of our Scope 1 and Scope 2 emissions.
- In 2022, a significant drop in greenhouse gas emissions was recorded as compared to 2021, which was due to the closure of our staff canteen.
- In 2022, we updated the presentation of social data by reporting the metrics at a group level. Adhering to the reporting principles of ‘consistency’, we restated our presentation for 2021 to align with that in 2022 and allow for meaningful comparison of data over time.

HKEX KPI	Unit	2022	2021
By position level⁹			
Management	No. of people	105	90
Supervisory	No. of people	80	167
General	No. of people	988	980
Turnover rate			
By gender			
Male	%	34%	46%
Female	%	36%	32%
By age group			
Aged below 30	%	48%	64%
Aged 30-50	%	37%	31%
Aged over 50	%	31%	31%
Health and Safety			
Number of work-related fatalities	No. of people	0	0
Rate of work-related fatalities	%	0	0
Lost days due to work injury	Days	712	442
Training and Development			
Average training hours			
By gender			
Male	Hours	3.2	5.7
Female	Hours	2.9	5.3
By position level⁹			
Management	Hours	6.6	6.2
Supervisory	Hours	1.7	4.9
General	Hours	2.7	5.2
Percentage of trained employees¹⁰			
By gender			
Male	%	108%	74%
Female	%	132%	78%
By position level⁹			
Management	%	123%	101%
Supervisory	%	96%	80%
General	%	130%	85%
Product Responsibility			
Number of products and service-related complaints	Numbers	390	107

Notes:

9. In 2022, we updated our classification of employee position level. Adhering to the reporting principles of 'consistency', we restated our classification for 2021 to align with that in 2022 and allow for meaningful comparison of data over time.

10. The percentage of trained employees exceeding 100% is mainly due to the turnover of employees.

11 ESG Reporting Guide Content Index

A. Environmental		Page Number	Remarks
A1 Emissions			
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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	26-27	
A1.1	The types of emissions and respective emissions data.	/	Due to the business nature of the Group, this KPI is considered not material.
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	32	
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 Group, 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).	32	
A1.5	Description of emission target(s) set and steps taken to achieve them.	25-26	
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.	27-28	
A2 Use of Resources			
General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	25-28	–
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).	32	–
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	/	Due to the business nature of the Group, this KPI is considered not material.
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	25-26	–
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 Group, this KPI is considered not material.

A. Environmental		Page Number	Remarks
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	32	–
A3 The Environment and Natural Resources			
General disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	25-28	–
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	25-28	–
A4 Climate Change			
General disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	25-26	–
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.	25-26	–
B. Social		Page Number	Remarks
B1 Employment			
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.	28-29	–
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	32-33	–
B1.2	Employee turnover rate by gender, age group and geographical region.	29, 33	–
B2 Health and Safety			
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 hazards.	29-30	–
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	33	–

Sustainability

B. Social		Page Number	Remarks
B2.2	Lost days due to work injury.	33	–
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	29-30	–
B3 Development and Training			
General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	30	–
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	33	–
B3.2	The average training hours completed per employee by gender and employee category.	30, 33	–
B4 Labour Standards			
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 Group 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 2022, no relevant cases of non-compliance were recorded.
B4.1	Description of measures to review employment practices to avoid child and forced labour.	/	The Group 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 2022, no relevant cases of non-compliance were recorded.
B4.2	Description of steps taken to eliminate such practices when discovered.	/	The Group 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 2022, no relevant cases of non-compliance were recorded.

B. Social		Page Number	Remarks
B5 Supply Chain Management			
General disclosure	Policies on managing environmental and social risks of the supply chain.	24	–
B5.1	Number of suppliers by geographical region.	/	Hong Kong: 2,242 China: 4 Japan: 64 Others: 5
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	24	–
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	24	–
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	24	–
B6 Product Responsibility			
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.	23-24	–
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	23	–
B6.2	Number of products and service-related complaints received and how they are dealt with.	23-24, 33	–
B6.3	Description of practices relating to observing and protecting intellectual property rights.	24	–
B6.4	Description of quality assurance process and recall procedures.	23-24	–
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	24	–

Sustainability

B. Social		Page Number	Remarks
B7 Anti-corruption			
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.	30-31	–
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.	30-31	–
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	30-31	–
B7.3	Description of anti-corruption training provided to directors and staff.	30-31	–
B8 Community Investment			
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.	31	–
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	31	–
B8.2	Resources contributed (e.g. money or time) to the focus area.	31	–