

Sustainability and CSR

1 About This Section

(a) Reporting Standard and Scope

This Environmental, Social and Governance (“ESG”) Report (the “Report”) is produced by the Company to communicate its management approach and performance in the aspects of human capital, environment, value chain, and community during the year ended 31 December 2018. The Report has been prepared in accordance with the disclosure requirements of the ESG Reporting Guide (the “ESG Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX”).

The Company has a diversified portfolio of retail brands serving consumers in Hong Kong. To represent and cover the businesses which have a considerable impact on the Company’s environmental and social performance, the scope of the Report includes the following entities¹:

Department Store	Citistore
Fashion Retail	id:c / CITIZEN’S EDIT

To better navigate and locate relevant ESG topics, disclosures, and key performance indicators (“KPI”) in the Report and provide supplemental information, a detailed ESG content index is presented at the end of the Report.

(b) Stakeholder Engagement and Materiality Assessment

Engaging with our stakeholders and identifying material ESG issues is imperative to our continued success and sustainable development. To prepare the Report, the Company sought the professional advice of an independent consultant to conduct a stakeholder engagement and materiality assessment. The three-step process undertaken to determine material ESG issues for disclosure in the Report includes:

Step 1: Identification	Step 2: Prioritisation
<p>To identify potential material topics, issues from the HKEX ESG Guide were examined and reviewed, and peer benchmarking and stakeholder engagement were also conducted.</p> <ul style="list-style-type: none">Peer benchmarking: The ESG disclosures of local, regional, and international peers were reviewed to identify industry practices.Stakeholder engagement: An online survey was conducted with external stakeholders² in 2017 and with internal stakeholders in 2018. The stakeholders were asked to rank the materiality of various ESG issues and share their thoughts on the Report.	<p>To prioritise the list of potential material topics, the results from the peer benchmarking exercise and the outcomes of the stakeholder engagement were compiled and analysed to indicate the overall materiality level for each ESG aspect and Key Performance Indicator (“KPI”).</p> <p>A prioritised list of material ESG-related issues was developed for the next step.</p>
Step 3: Validation	
<p>To finalise the list of material issues, the outcomes of steps 1 and 2 were brought forward for discussion with the Company’s senior management who confirmed the list of material KPIs for disclosure in this Report.</p>	

Notes:

1. The Company acquired UNY (HK) Co., Limited 生活創庫有限公司 (now re-named Unicorn Stores (HK) Limited) in May 2018. To ensure full year disclosure and the alignment of data collection practice, the Company will begin to disclose relevant ESG information and data from Unicorn Stores (HK) Limited in next year’s report.
2. Business partners, customers, and non-governmental organisations (“NGOs”).

(c) Sustainability Governance

The ESG working group was established to formulate the Company's sustainability strategy. Comprised of representatives from different departments within the Company, the working group plans and coordinates ESG initiatives within the Company during internal regular meetings. The senior management is responsible for reporting the overall progress of our ESG programmes and performance to the Board for review.

Overseen by the Board, the Company has established a robust approach to risk management, which combines a top-down strategic view with a bottom-up operational process. ESG-related risks are considered and regularly reviewed, evaluated, and monitored in accordance with the Company's risk management process and internal control systems. Please refer to the Corporate Governance Report on pages 32 to 46 of this Annual Report for more details.

2 Engaging Our Customers and Suppliers

As a trusted company with a diversified retail portfolio and a distinct brand, we are dedicated to providing an enjoyable shopping experience to our loyal customers. To attain a high level of customer satisfaction, we work closely with our supply chain partners to adopt responsible practices and ensure the continuous delivery of excellent products and services.

(a) Customer First

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

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

The "Three Qs Missions" are fully demonstrated by our established department store brand, "Citistore". The Company operates six department stores under this publicly trusted brand, and offers an abundant and diversified product mix to satisfy customer needs, complemented by exceptional customer service. The Company's people-oriented emphasis is exhibited in the Citistore logo, an abstract representation of human figures in four lively colours, which perfectly articulates our mission of adding colour and vitality to customers' lives.

We constantly look for ways to innovate the delivery of services and products, and to source new merchandise and brands which are attractive to customers. Following the introduction of "CITIZEN'S EDIT", the Company acquired UNY (HK) Co., Limited ("UNY HK", now re-named Unicorn Stores (HK) Limited) during the reporting period which further strengthens and expands our diversified retail portfolio. Together with Citistore, UNY HK's stores including APITA, UNY and PIAGO will promote synergy to offer top quality Japanese products and an even better shopping experience to our customers.



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A clean and comfortable environment is fundamental to fully enjoy one's shopping experience. We conduct extensive cleaning services both before and after business hours, and our engineering department checks the engine room and air-conditioners three times a day to monitor indoor temperatures. Together with other customer-focused practices, we make every effort to deliver an all-embracing shopping experience in our stores.

Engaging Customers to Support Local Social Enterprises

We encourage our customers to support local NGOs and social enterprises, and enable them to contribute to various social causes through our product offering. At Citistores in Tsuen Wan, Ma On Shan, and Tseung Kwan O, we work with social enterprises and NGOs on a consignment basis, providing a platform for them to sell products to support their operations, as well as engaging customers to raise public awareness on a variety of social issues.

With a focus on promoting social inclusion, equal opportunities, and fair trade, our customers can purchase meaningful items from our consignment counters which have been leased to New Life Psychiatric Rehabilitation Association, The Hong Kong Society for the Blind, Mission to New Arrivals Limited, Hong Kong Fair Trade Power, and Fair Taste (HK) Ltd.



(b) Product Responsibility

Performing sourcing, marketing, advertising and other business activities in a responsible manner is vital to realising the Company's "Three Qs Missions". We strictly adhere to all related laws and regulations in relation to product and services responsibility³, which also extends to the Company's suppliers.

To ensure that only the best quality products are delivered to our customers, important details including the label, packaging, and expiry dates of all products are checked upon arrival. In case of any discrepancies, department heads will be notified immediately to carry out investigative and corrective actions. Extra attention is also paid to shelf arrangement and inventory management to ensure that all items are arranged in a pleasant manner on the shelves. Important information such as the brand name, product description, maintenance details, expiry dates, and warnings are clearly displayed alongside price tags.

Note:

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

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We strive for continuous improvement which is largely built on understanding the changing needs of our customers. Therefore, the Company has established various channels and mechanisms to collect feedback and suggestions from customers. These include Citistore's Facebook page where customers are welcome to post comments and exchange ideas with other customers.

Our engagement with customers includes designated telephone hotlines and email links, as well as rigorous mechanisms to address any complaints, which are considered valuable opportunities for continuous improvement. All valid complaints are investigated and resolved by delegated representatives in strict confidence. During the process, the Company keeps the complainants informed of the outcomes through a formal written reply via email in a timely and effective manner. During the reporting year, a total of 97 written customer complaints were received via various communication channels for purchased products and services, which were all resolved according to the established complaint handling guidelines and procedures.

With the dedication of our employees to create a pleasant shopping experience for every customer visit, the Company was heartened to receive 19 thank you letters from customers during the reporting year. This recognition and appreciation from our customers reinforces our continuous commitment to provide exceptional services.

We work to ensure the protection of customer privacy and only collect the minimum necessary personal information. All personal data collected from the Citistore website, Citistore Membership (Citi-fun), and other channels is securely stored on the Company's core network. The network is protected by up-to-date firewall and anti-virus software and can only be accessed by authorized personnel. The Company fully complied with the Personal Data (Privacy) Ordinance (Cap. 486) during the reporting period.

The customer privacy policy is publicly available on the Citistore website at www.citistore.com.hk/en/privacy_policy_chi/.

(c) Supply Chain Management

To achieve our product quality goals and overall operational efficiency, we work closely with our supply chain partners, including direct merchandise suppliers, consignment and concessionaire counters, as well as those providing products and services in relation to information technology, administration, and marketing.

Building a strong, long-term relationship with suppliers and vendors helps to alleviate any possible risks along the supply chain. To be included in the approved supplier list, an entity is required to conform to the Company's guidelines concerning anti-corruption and bribery, and must agree to be bound by the terms and conditions as specified in the vendor agreement prior to formal engagement.

Strictly upholding intellectual property rights, we pay additional 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, trade mark, trade name, copyright, or other intellectual property rights, as well as any defects or malfunction of the merchandise delivered.

3 Conserving Our Resources

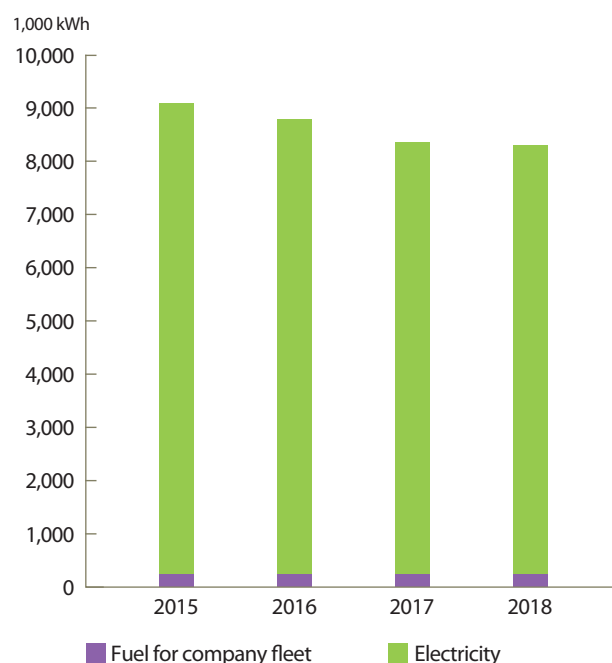
As the impacts of climate change and natural resource management are becoming larger global issues, we seek to do our part to be environmentally responsible in our business operations. We strive to manage our usage of natural resources and minimise our environmental impacts, whilst providing our customers with a high quality consumer experience. In 2015, we formulated our Environmental Policy which aims to continually improve our environmental performance and promote environmentally friendly practices amongst our stakeholders and business partners. Included under the policy are eight principal pledges that specify the environmental responsibility of both employees and subcontractors. Furthermore, the policy affirms all applicable legal and regulatory requirements regarding environmental protection⁴ shall be met, whilst incorporating the efficient use of fuel, electricity, water, paper, and other materials in our supply chain and operational management processes.

(a) Use of Resources

Energy Use

To minimise our impacts on the environment, and to reduce our overall energy consumption, we have implemented various energy-saving and resource reduction initiatives within our operations. For example, we closely monitor the indoor temperatures of our stores, and manually switch the fan coil unit off when appropriate. To raise awareness of the impacts of energy consumption, we participated in the “Earth Hour” campaign organised by Worldwide Fund for Nature (WWF) on 24 March 2018. All the lighting fixtures on our external wall signage and in our window displays were switched off during the campaign period. Additionally, throughout the year, we consistently reminded our staff to engage in energy saving practices by posting notices in common areas.

Energy Consumption



Note:

4. Includes the Waste Disposal Ordinance (Chapter 354 of The Laws of Hong Kong).

Sustainability and CSR

Packaging Materials

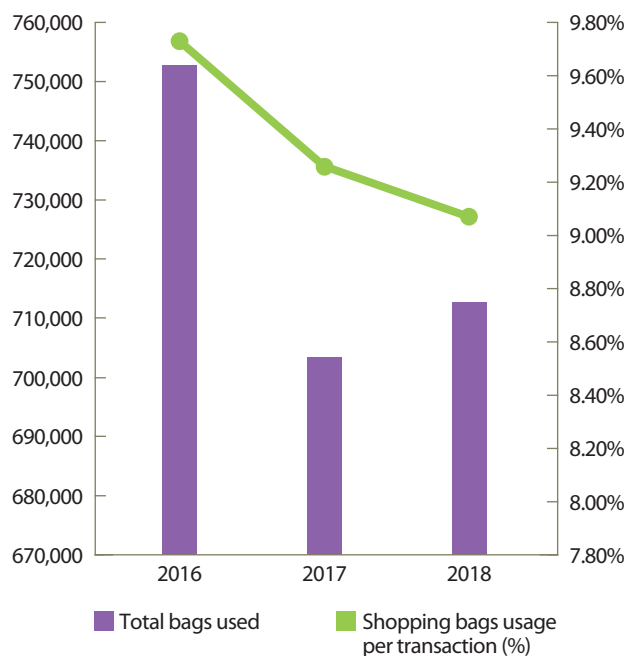
We are committed to providing a convenient and pleasant shopping experience and, at the same time, actively engage with our tenants and customers to reduce the use of packaging materials. By encouraging a reduction in the use of plastic shopping bags, we are able to simultaneously reduce the consumption of natural resources and minimise waste generation.

(b) Emissions

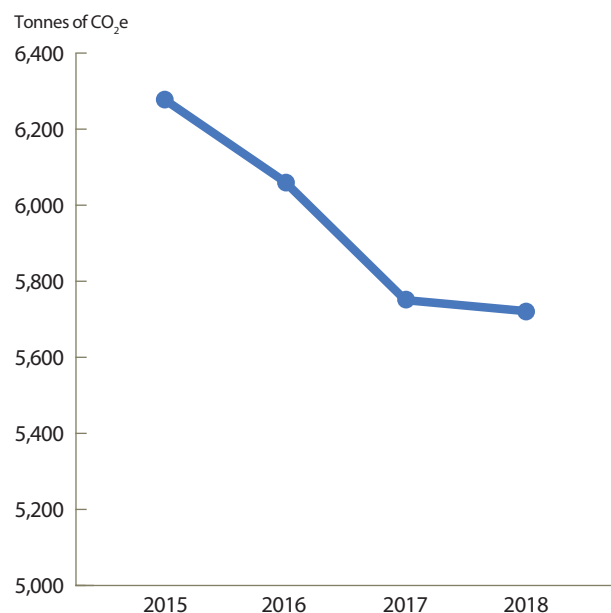
Climate Change

In support of the Government's climate change target and plans, we continually strive to reduce the direct and indirect greenhouse gas emissions ("GHG") generated from our business operations. Following the guidance of the Environmental Policy, we have implemented various energy efficiency initiatives such as the installation of LED lighting in our sales area, and the continual replacement and upgrading of equipment.

Shopping Bag Usage



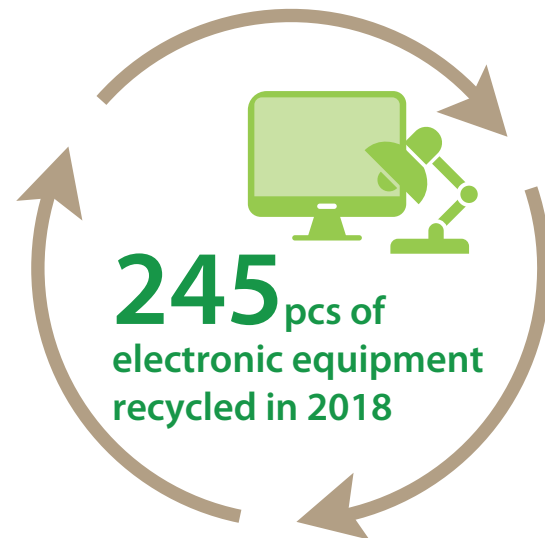
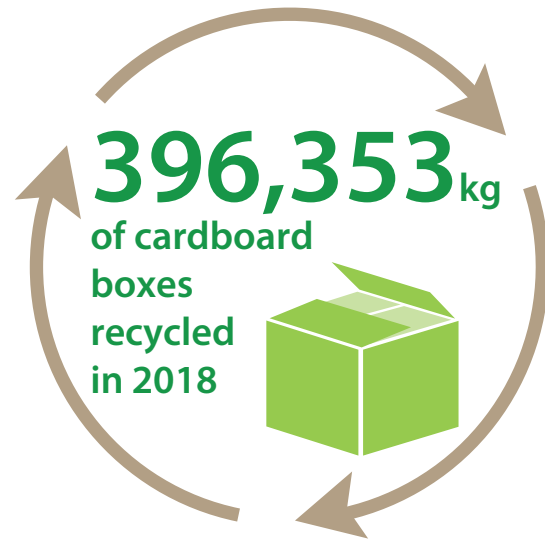
Greenhouse Gas Emissions



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Waste Management

The Company recognises that we can reduce our impact on the environment through the efficient management of our waste generation through various waste reduction and recycling initiatives implemented in our daily operations. At our stores, we encourage our staff to reuse all cardboard boxes whenever possible, most commonly for the storage of documents, or for deliveries to customers. The rest of the cardboard boxes that may not be suitable for reuse are collected and recycled. During festive periods, we have continued to work closely with the Greeners Action to set up collection boxes for our customers' red pocket envelopes at Citistore for recycling. Throughout the year, the Company has also organised the collection of outdated electronic equipment to be properly handled and recycled, including servers, printers, and uninterruptible power supply units.



4 Nurturing Our People

As a part of the service industry, we understand that the key to long-term success is a people first philosophy, and to ensure that the decisions of the Company align with those principles. The Company embraces and promotes a people-oriented approach to both our customers and employees. We strive to provide a warm, collaborative, and harmonious work environment for our employees, and prioritise their physical and emotional well-being through our employment practices and employee initiatives.

(a) Employment

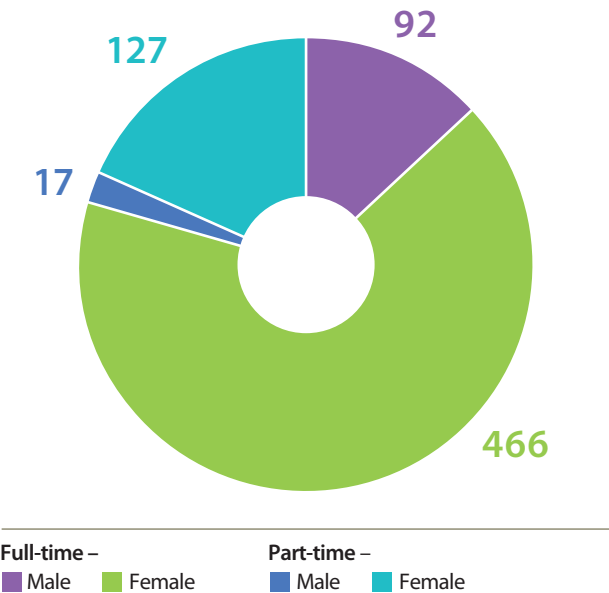
We apply the principles of our people-oriented employment philosophy even before candidates join our organisation. We have implemented a strict merit-based recruitment process, where candidates are assessed solely based on their skills and qualifications. During their time with us, we strive to help our employees maintain a work-life balance, and promote team spirit and a friendly working environment. Social events, such as our annual dinner, are arranged to encourage socialisation and interaction outside of the normal working environment. The Company also provides various employee benefits such as our Staff Purchase Discount Programme, annual leave, maternity leave, marriage leave, and compassionate leave.

2018 Annual Staff Dinner Celebration

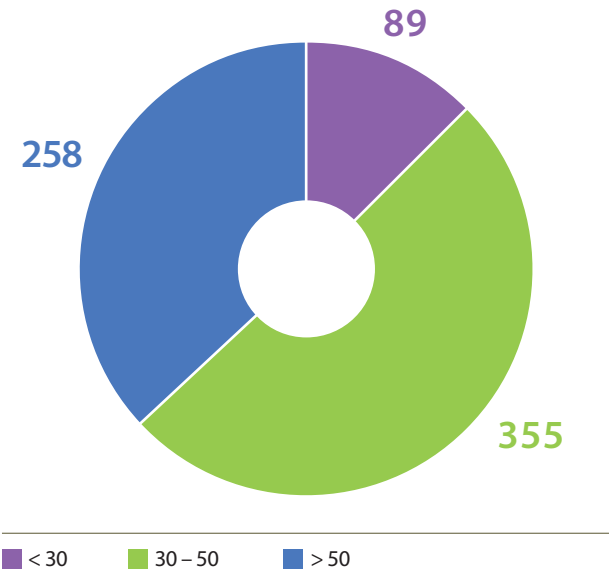
In keeping with Company tradition, we organised our annual staff dinner to recognise and celebrate the hard work, dedication, and contributions of our employees. As the night progressed, everyone was in high spirits as they were invited on stage to participate in fun games and friendly competitions. During the awards ceremony, many members of our staff were honoured for their exemplary performance, attitude, and conduct throughout the year.



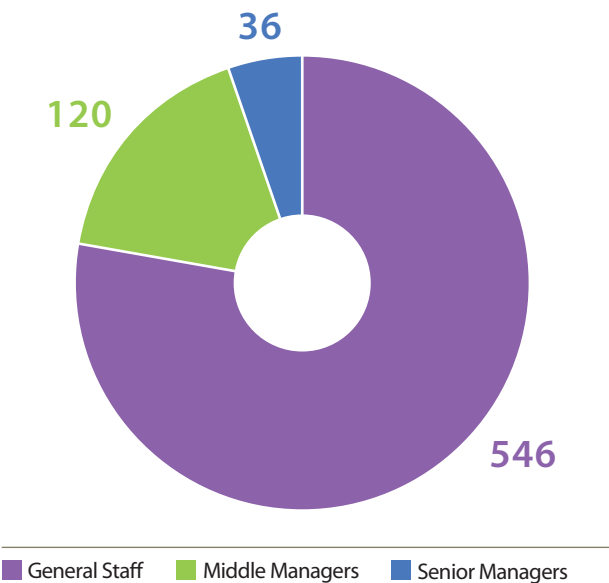
Total Employees by Gender and Employment Type



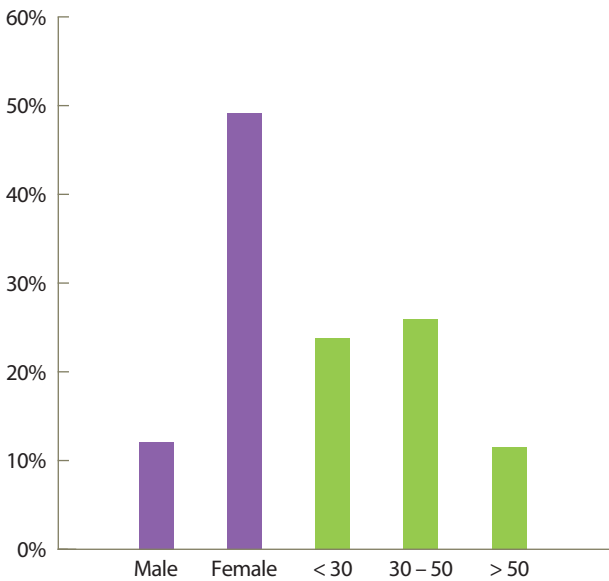
Total Employees by Age



Total Workforce by Employee Category



Employee Turnover Rate by Gender and Age



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(b) Health and Safety

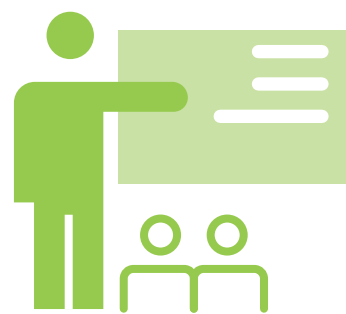
The safety of our employees is of the utmost importance to the Company. We have implemented a variety of safety policies and initiatives to ensure that our employees are able to work in a safe and comfortable environment. To further ensure our workspaces are free from any potential occupational hazards and risks, the Hong Kong Labour Department's Occupational Safety and Health (Integrated Service) operation team conducted three inspections in 2018. During those inspections no cases of non-compliance with the relevant laws and regulations were found. If any work-related injuries do occur, an incident report form must be completed by the injured employee, a witness, and the store manager. The incident report form is then submitted to our Human Resources Department immediately, who will subsequently report the incident to the Labour Department for further action.

Aside from immediate workplace hazards, long-term health conditions and chronic illness are issues that may also affect our employees. To safeguard our employees and to raise awareness of these issues, we have arranged safety and first aid training sessions, and held discussions with our frontline staff on precautionary measures to prevent health issues such as back pain. Health and safety information was also distributed to our employees through pamphlets.

(c) Development and Training

With our people-oriented approach, the Company strives to provide our employees with opportunities to succeed and grow as professionals. All new employees are familiarised with the Company's operations, corporate culture, and traditions through our Orientation Classes. We also actively promote the continual development and growth of our employees across all levels and divisions through customised training programmes and courses.

Employee training workshop: "How to Treat Complaints as a Gift"



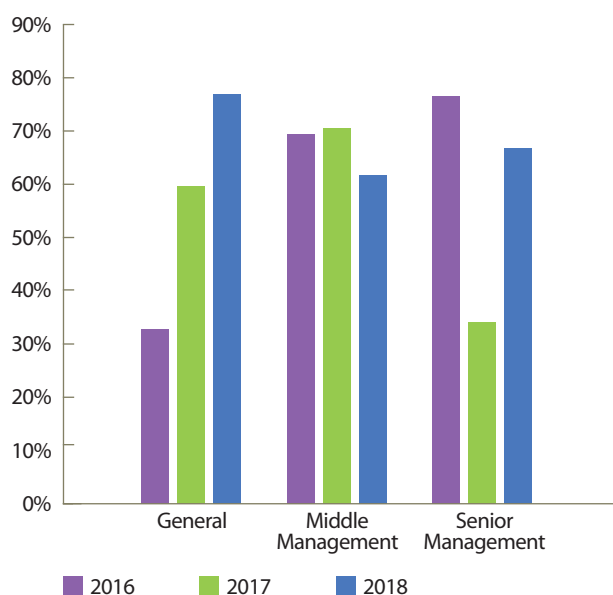
Average training
hours per trained
employee

6.7 hours

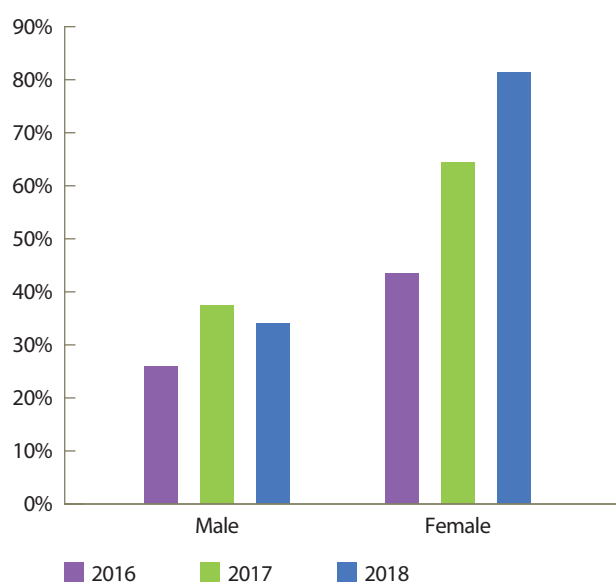
Sustainability and CSR

To equip our frontline staff and supervisors with the techniques and confidence to provide high-quality customer service, we developed the Service Excellence Course, which provides our staff with vital customer service skills such as complaint handling. Additionally, the Company organises regular product trainings and workshops to provide staff with extensive product knowledge, and to inform our employees of market and consumer trends. Equipped with these various tools and skills, our frontline staff are able to deliver a personalised customer service experience by providing appropriate recommendations and identifying products that suit customer's needs. By preparing our employees with the proper training, we hope to not only satisfy our customers by meeting their service expectations, but also to provide our employees with a sense of job satisfaction, knowing they have the tools and the opportunity to succeed.

Percentage of Employees Trained by Employee Category



Percentage of Employees Trained by Gender



(d) Ethics and Integrity

In order to maintain the highest standards of business ethics and integrity, we have developed guidelines within the Staff Handbook, and have implemented anti-corruption policies to prevent instances of unethical behaviour, including bribery, extortion and fraud. Under the Company's policies, all employees are strictly prohibited from accepting money or any other gifts from outside entities.

To maintain organisational accountability, we have implemented a whistle-blowing policy to provide employees with an internal mechanism to report and express their concerns about any suspected misconduct, malpractice, or irregular behaviour regarding all matters within the Company. All incidents reported through this channel are delivered via a secured communication channel, ensuring that any information regarding the identity of the whistle-blower remains anonymous. Reported cases will be investigated and presented to management.

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

5 Caring for Our Community

The Company's people-oriented spirit extends to our commitment to community engagement. We aspire to make our shared society a better place by working together with our community partners to serve the wider community through charitable donations, recycling initiatives, employee volunteerism, and other joint programmes. During the reporting year, the Company's community investment amounted to HK\$242,142.

Table 1: On-going Community Programmes and Resources Contributed

Organisations/Beneficiaries	Programmes	Contributions
Green Power	Plastic Shopping Bags Charge Collaborative Platform	Donation of HK\$182,142
Greeners Action	Red pocket envelopes recycling boxes at all stores of Citistore Red pocket envelopes Recycle and Reuse Programme	Collected and delivered a total of 785 kg of red pocket envelopes for re-use, and contributed a donation of HK\$60,000
Home Market	Technical support on the Point-Of-Sale ("POS") system	240 man hours of the Company's Management Information Systems team
Other NGOs	Donations in-kind to churches, schools, and The Salvation Army	Donated 983 pieces of clothing, household goods, and accessories

In addition to the on-going community programmes shown in the table above, the Company continues to leverage its stores as venues for experiential learning. During the year, two visits at Citistore in Tsuen Wan were arranged for kindergarten children from Tsuen Wan Baptist Church Shek Lei Kindergarten and Allway Kindergarten, respectively. The students had their first shopping experience during these visits, as they were able to choose and pay for their favourite items at the cashier counter.



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We also supported the UNICEF Charity Run 2018 by sponsoring our staff members to participate in the half Marathon Corporate Relay on 25 November 2018. The theme of the event was “Run for every child”, which supports UNICEF’s global campaign to eliminate AIDS in children.



“Give Furry Friends A Home” at Citistore in Tai Kok Tsui

Collaborating with House of Joy & Mercy, a local adoption organisation for dogs that are ill, weak, aged, or sterilised, we hosted a one-month adoption event at CTBeatZ in Tai Kok Tsui, a cultural and creative platform established under Citistore. Through this platform, we hope to encourage our customers and the general public to adopt these abandoned dogs, and promote the importance of animal welfare. Supported by loving visitors, the programme was a huge success, receiving numerous adoption applications for our furry friends.



Performance Table

HKEX KPI		Unit	2018			2017				
A. Environmental										
A1.2	Greenhouse gas emissions									
	Scope 1 emissions	Tonnes of CO ₂ e	62.6			65.0				
	Scope 2 emissions	Tonnes of CO ₂ e	5,646.2			5,685.2				
	Scope 3 emissions	Tonnes of CO ₂ e	13.3			N/A				
	– total	Tonnes of CO ₂ e	5,722.1			5,750.2				
	– intensity	Tonnes of CO ₂ e per FTE ⁵	10.3			9.8				
A1.4	Total non-hazardous waste produced									
	Recycled materials/wastes									
	Cardboard boxes	Kg	396,353			452,000				
	Electronic items	Items	245			92				
A2.1	Energy consumption by type									
	Fuel for company fleet	1,000 kWh	229.8			238.7				
	Electricity	1,000 kWh	8,066.0			8,121.7				
	– total	1,000 kWh	8,295.8			8,360.4				
	– intensity	1,000 kWh per FTE ⁵	14.9			14.3				
A2.5	Packaging material used									
	Total plastic shopping bag consumption									
	– total	Number	712,671			703,366				
B. Social										
B1.1	Total workforce by employment type and gender		Male		Female		Male		Female	
	Full-time	No. of people	92		466		97		489	
	Part-time	No. of people	17		127		16		128	
	Total workforce by employment type and age group		<30	30-50	>50	<30	30-50	>50		
	Full-time	No. of people	64	300	194	68	356	162		
	Part-time	No. of people	25	55	64	27	59	58		
	Total workforce by employee category									
	General	No. of people	546				570			
	Middle Managers	No. of people	120				119			
	Senior Managers	No. of people	36				41			
B1.2	Employee turnover rate by gender		Male		Female		Male		Female	
	%		12.1		49.1		10.1		50.1	
	Employee turnover rate by age group		<30	30-50	>50	<30	30-50	>50		
	%		23.8	25.9	11.5	24.7	26.2	9.5		
B3.1	The percentage of employees trained by employee category and gender									
	General	%	76.9			59.6				
	Middle Managers	%	61.7			70.6				
	Senior Managers	%	66.7			34.1				
	Male	%	33.9			37.2				
	Female	%	81.1			64.2				

Note:

5. The Company's FTE (Full-time Equivalent Employees) in 2018 is 558 (2017 was 586).

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HKEX KPI		Unit	2018			2017		
B3.2	The average training hours completed per employee by gender		Male	Female		Male	Female	
	Number of staff participating in training courses	No. of staff	37	481		42	396	
	Total hours trained	Hours	200.8	3,266.5		229.5	3,624.5	
	Average training hours completed	Hours	5.4	6.8		5.5	9.2	
	The average training hours completed per employee by employee category		General	Middle Managers	Senior Managers	General	Middle Managers	Senior Managers
	Number of staff participating in training courses	No. of staff	420	74	24	340	84	14
	Total hours trained	Hours	2,867.3	435.5	164.5	3,175.0	601.5	77.5
	Average training hours completed	Hours	6.8	5.9	6.9	9.3	7.2	5.5

HKEX ESG Content Index

Aspect	KPI	Description	Page Number	Remarks
A. Environmental				
A1 Emissions	A1	General Disclosure	20-22	
	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	29	
	A1.3	Total hazardous waste produced	/	Due to the business nature of the Company, this KPI is considered not material.
	A1.4	Total non-hazardous waste produced	29	
	A1.5	Description of measures to mitigate emissions and results achieved	21	
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	22	
A2 Use of Resources	A2	General Disclosure	20-21	
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	29	
	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	20	
	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	29	

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Aspect	KPI	Description	Page Number	Remarks
A3 The Environment and Natural Resources	A3	General Disclosure	20-22	
	A3.1	Description of the significant impacts of activities on the environment and natural resources	20-22	
B. Social				
B1 Employment	B1	General Disclosure	23	
	B1.1	Total workforce by gender, employment type, age group and geographical region	29	
	B1.2	Employee turnover rate by gender, age group and geographical region	29	
B2 Health and Safety	B2	General Disclosure	25	
	B2.3	Occupational health and safety measures	25	
B3 Development and Training	B3	General Disclosure	25-26	
	B3.1	Percentage of employees trained by gender and employee category	29	
	B3.2	Average training hours completed per employee by gender and employee category	30	
B4 Labour Standards	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 2018, no relevant cases of non-compliance were recorded.
B5 Supply Chain Management	B5	General Disclosure	19	
	B5.2	Practices relating to engaging suppliers, no. of suppliers where and how the practices are being implemented	19	
B6 Product Responsibility	B6	General Disclosure	18-19	
	B6.2	Number of products and service related complaints received and how they are dealt with	19	
	B6.3	Description of practices relating to observing and protecting intellectual property rights	19	
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	19	
B7 Anti-corruption	B7	General Disclosure	26	
	B7.2	Preventive measures and whistle-blowing procedures, how they are implemented and monitored	26	
B8 Community Investment	B8	General Disclosure	27	
	B8.1	Focus areas of contribution	27-28	
	B8.2	Resources contributed to the focus area	27-28	