



銀合控股有限公司 YIN HE HOLDINGS LIMITED

(Incorporated in the Cayman Islands with limited liability)
Stock Code: 8260

Environmental, Social and Governance Report **2020**





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ABOUT THE REPORT

Yinhe Holdings Limited (the “Company”), together with its subsidiaries (collectively the “Group”/“we”) are pleased to publish our Environmental, Social and Governance (“ESG”) Report (the “Report”), which outlines the environmental and social policies implemented by the Group, as well as the performance and results of the implementation of our sustainability approach and strategy.

About the Group

The Group offers a wide range of products and services. Its principal businesses include:

- Credit Consultancy Services – providing credit assessment and credit consultancy services
- Asset Management Services – providing financial consultancy services to companies, asset management companies and private equity funds as well as minority capital investments in private companies
- Loan Financing Services – providing loan financing services
- Insurance services – providing insurance related services
- Human Resources Services – Provision of outsourced human resources services, executive/staff search services and other human resources support services

Due to the change in government policy during the Year, the Group suspended the provision of loan facilitation business in the PRC (“P2P Loan Facilitation Services”).

Reporting Standard

This Report has been prepared in accordance with the applicable requirements of the “Environmental, Social and Governance Reporting Guidelines” as set out in Appendix 20 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). For information on the governance section of the Group, please refer to the Corporate Governance Report contained in the 2020 Annual Report. This Report will be published in both English and Chinese versions on the Stock Exchange and the Company’s website. In the event of any discrepancy between the English and Chinese versions, the Chinese version shall prevail.

Reporting Scope

This Report covers the period from 1 April 2019 to 31 March 2020 (the “Year”). Unless otherwise stated, the scope of the Year’s report is consistent with that of the previous year and includes the Group’s environmental and social policies and performance in Guangzhou, China and Hong Kong offices.

Feedback

We welcome the valuable feedback from all stakeholders to help us optimise our future sustainability plans. If you have any opinions, please contact us through the following channels:

Telephone: (852) 3106 2393
Email: info@yinhe.com.hk
Address: Room 2418A, Wing On Centre
111 Connaught Road
Central, Hong Kong



STAKEHOLDER ENGAGEMENT

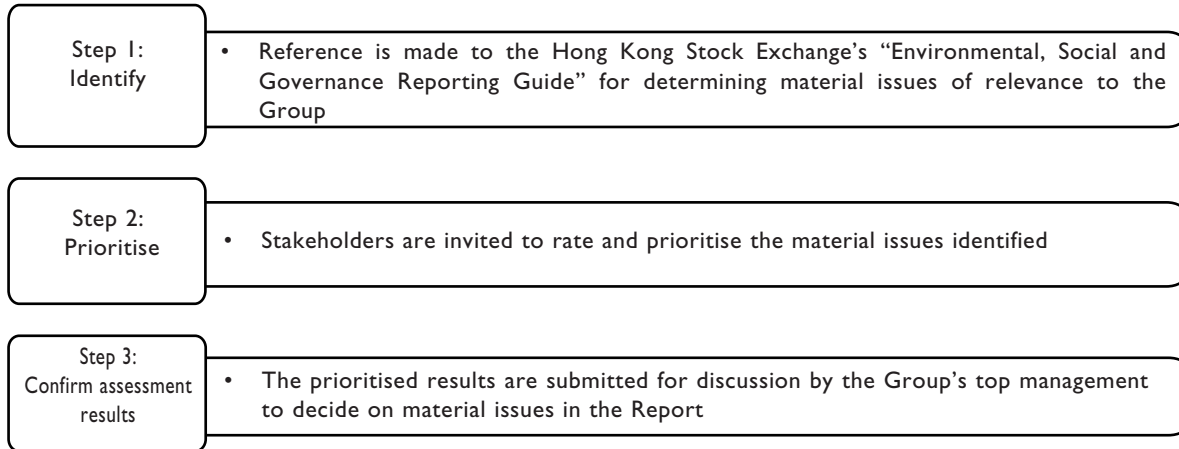
We recognise that stakeholder engagement is critical to improving ESG standards and performance. Therefore, the Group is committed to actively engaging with stakeholders through various communication channels. Stakeholder engagement enables the Group to ensure that our business and sustainability strategies are consistent with their perspectives and expectations. The table below illustrates our key stakeholders, as well as their main communication channels and issues of concern.

Major Stakeholders	Major Communication Methods	Major Concerned Topics
Employees	<ul style="list-style-type: none"> Regular meetings Employee training Employee activities Performance evaluations Emails 	<ul style="list-style-type: none"> Employee rights and benefits Working environment Salaries and benefits Working hours Career development
Customers	<ul style="list-style-type: none"> Regular service communication Emails and telephone communication Customer feedback 	<ul style="list-style-type: none"> Service quality Customer information and privacy protection After-sale service and complaints
Shareholders and investors	<ul style="list-style-type: none"> Company website Annual, interim and quarterly reports Annual general meetings and other shareholders' meetings 	<ul style="list-style-type: none"> Financial performance Corporate governance Corporate image Business development strategies Compliance operation
Suppliers and other business partners	<ul style="list-style-type: none"> Daily communication Emails and telephone communication 	<ul style="list-style-type: none"> Fair and open procurement Win-win cooperation
Government and regulatory authorities	<ul style="list-style-type: none"> Cooperation with the government and regulatory authorities in compliance inspections Regular reporting and information disclosures 	<ul style="list-style-type: none"> Compliance with laws and regulations Regular reporting and information disclosures Tax payments in accordance with the law Support of economic development
Community	<ul style="list-style-type: none"> Community activities Social media 	<ul style="list-style-type: none"> Environmental protection Community services Career opportunities

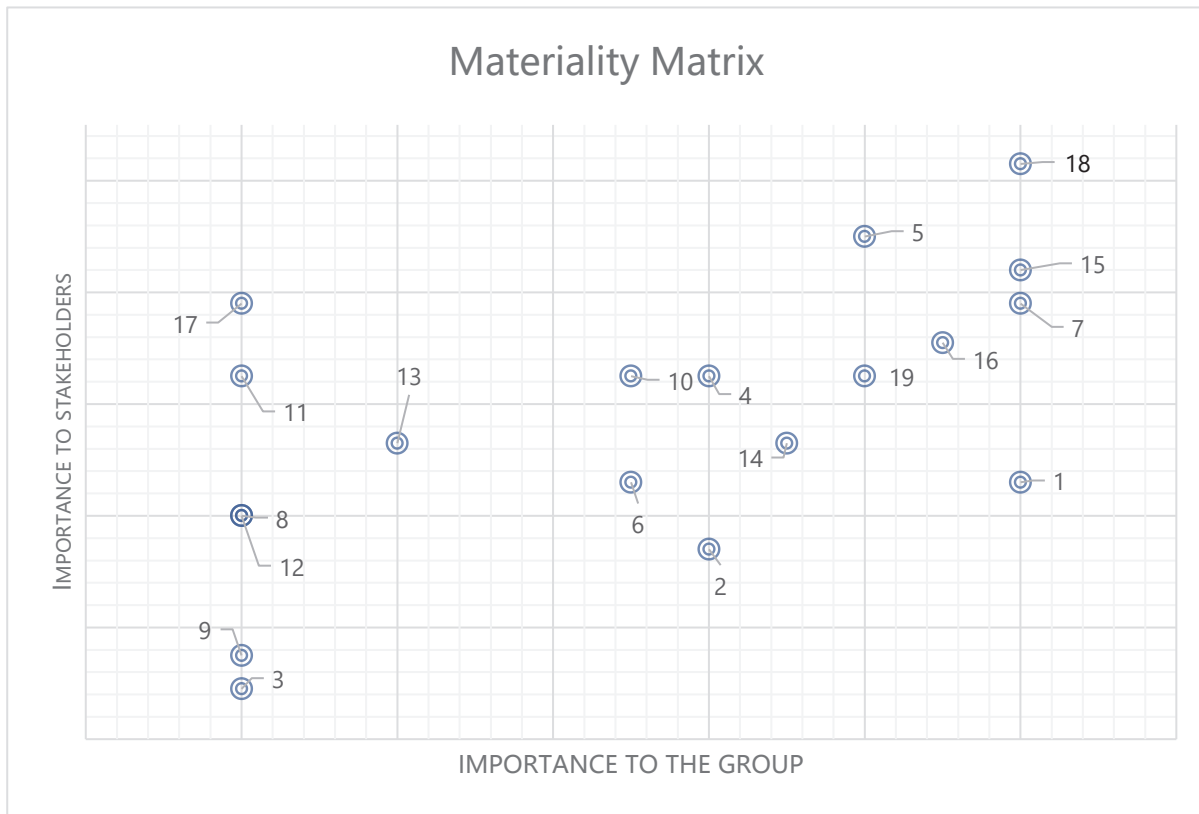


MATERIALITY ASSESSMENT

In order to understand the concerns of key stakeholders, we conducted an online survey, which included the following process:



A materiality matrix is derived in accordance with the survey. The top right-hand corner of the matrix represents the issues that our stakeholders are most concerned about. The top 5 important issues include: information and privacy protection, compliance operation and management, protection of employees' privacy and information, employee training and development and protection of employees' rights and benefits, which will be disclosed and explained in the corresponding sections of this Report.



- 1) Protection of employees' rights and benefits (e.g. equal employment and career advancement opportunities, anti-discrimination, prevention of child labour and forced labour)
- 2) Employment policy (e.g. appointment and termination procedures)
- 3) Employee turnover rate
- 4) Occupational safety and health
- 5) Employee training and development
- 6) Employee salaries and benefits
- 7) Protection of employees' privacy and information
- 8) Management of greenhouse gas emissions and exhaust gas emissions
- 9) Sewage discharge management

- 10) Use of resources (e.g. energy, water resources, etc.)
- 11) Green operation
- 12) Waste management
- 13) Supply chain management
- 14) Anti-corruption
- 15) Compliance operation and management
- 16) Product/service safety and quality
- 17) Customer satisfaction and complaint handling
- 18) Information and privacy protection
- 19) Social contribution



ENVIRONMENT

The nature of the Group's business is office-based and has a low impact on the environment or natural resources. Our business does not involve the production of large quantities of hazardous waste, effluent or the use of packaging materials. Even though our impact on the natural environment is relatively low, the Group will continue to pay close attention to energy saving and emission reduction to maintain our green corporate image.

Use of Energy and Emissions of Greenhouse Gas

Since the Group's business only involves office operation, the main source of energy used is purchased electricity, which indirectly generates greenhouse gas emissions. To enhance energy efficiency, we have reiterated the importance of green office and adopted a number of energy saving measures to raise the environmental protection awareness of our staff. These include:

- (i) installing LED lighting systems in offices;
- (ii) encouraging staff to switch off idle computers or other electronic products to reduce power consumption;
- (iii) encouraging staff to make full use of video conference or telephone conference to avoid unnecessary business trips, thus reducing greenhouse gas emissions resulted from transportation due to the trips;
- (iv) encouraging staff to come to work by public transportation or walking instead of driving; and
- (v) Posting signs in the office to remind staff of the importance of energy conservation.

Water Resource Management

Compared to other industries, the water consumption of the Group's operations is relatively low and is mainly used by our staff for domestic purposes, therefore the Group does not consider that this will have a significant impact on the environment. However, we are aware of the importance of water conservation and we remind our staff to always turn off the taps after use to avoid wastage and we hope to take this opportunity to develop good environmental practices among our staff. During the Year, the Group did not encounter any problems in accessing water sources:

Waste Management

The Group's services do not generate hazardous waste and the non-hazardous waste generated by the Group is mainly due to the use of paper and printing equipment in the office. These non-hazardous wastes are disposed of by the building's management. To reduce the use of paper, the Group has implemented the following measures:

- (i) setting duplex printing as default for printers and recycling single-sided paper for preferred use by the staff;
- (ii) using electronic communications instead of traditional fax machines, such that employees can read and edit documents on computer screens and print only when it is necessary;
- (iii) promoting paperless office culture and encouraging employees to communicate electronically more frequently, e.g. using intranet platform or circulating internal memos via emails; and
- (iv) placing recycling bins for collecting waste papers



In addition to promoting a paperless office in the company, we also hope to encourage the society to participate in creating a green office culture. To this end, we have developed our own eHR System, which allows our customers to manage HR-related businesses electronically. The eHR System provides a number of electronic services, including:

eHRIS

- Human resources information system

ePayroll

- Internet payroll management system

ePayslip

- Internet payslip inquiry system

eLeave

- Internet leave application and management system

eTax

- Internet tax information system

Compliance

The Group has always been committed to complying with all relevant laws and regulations, including applicable laws such as: Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Law of the People's Republic of China on Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》), Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong) and Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong). During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to air and greenhouse gas emissions, the discharge of wastes, or the generation of hazardous and non-hazardous wastes to the water or land.



KEY ENVIRONMENTAL PERFORMANCE INDICATORS DATA

Description	Year ended 31 March 2020	Year ended 31 March 2019 ¹	Unit
Total greenhouse gas emissions equivalent²	96.22	102.91	Tonnes of CO ₂ e
Indirect emissions (scope 2) – power consumption³	96.22	102.91	Tonnes of CO ₂ e equivalent
Intensity – greenhouse gas emissions for every square metre of office area	0.06	0.05	Tonnes of CO ₂ e equivalent/m ²
Total energy consumption³	116,418.39	124,515.65	kWh
Purchased electricity ³	116,418.39	124,515.65	kWh
Intensity – energy consumption for every square metre of office area	68.53	64.86	kWh/m ²
Total non-hazardous wastes – paper	0.36	0.86	Tonnes
Intensity – wastes for every square metre of office area	0.21	0.49	kg/m ²
Total water consumption⁴	345.00	589.00	m ³
Intensity – water consumption for every square metre of office area⁴	0.20	1.37	m ³ /m ²

Notes:

- 1 With reference to the emission factors for Mainland China based operations associated with purchased electricity newly supplemented in “How to prepare an ESG report” published by the Stock Exchange of Hong Kong Limited, the data of scope 2 indirect emissions in 2019 has also been restated.
- 2 Our disclosures on air and greenhouse gases (GHG) emissions have been prepared based on the requirements in “How to prepare an ESG report” published by the Stock Exchange of Hong Kong Limited and “GHG Protocol Corporate Accounting and Reporting Standard (revised edition)” published by the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD).
3. Total electricity consumption and indirect emissions only include the known electricity consumption from some of the Group’s rental offices. As some of our offices are shared without separate meters, their environmental information is unavailable.
4. The property management companies of some of the Group’s rented offices cannot provide information relating to our water consumption. As a result, the total water consumption only includes the known water consumption details regarding some of the Group’s rented offices.



Employment

The Group not only makes its utmost effort to protect the environment, but also pays attention to various social issues, especially those are related to our employees and the community, who contribute to the operation of the Group. We believe that our employees are our greatest asset and our core competitive advantage. The Group values our employees and considers them to be the most valuable asset for our sustainable development. Therefore, we are determined to provide our employees with an ideal working environment, continuous training and career advancement opportunities.

The Group believes that every employee should be treated with respect and fairness. The Group has established a comprehensive employment system covering aspects such as remuneration, recruitment, termination, promotion, working hours, leave, benefits and channels of grievances, which are set out in our Employee Handbook so that employees are aware of their rights and responsibilities and the Group's requirements of staff conduct and discipline.

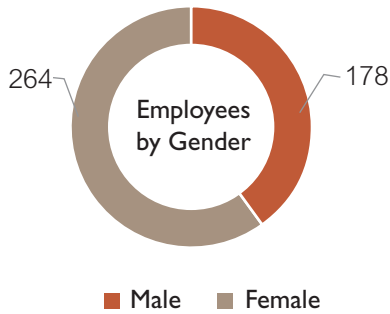
All employees are treated equally by the Group and employment, remuneration and promotion opportunities are not affected by nationality, race, age, religion or marital status. We will use various recruitment platforms such as newspaper advertisements, bulletin board advertisements, job markets, employment agency centres, talent recruitment websites, internal promotions or employee referrals to attract talented people to join the Group. The Human Resources Department recruits suitable persons in accordance with the actual needs of vacant positions. To improve staff morale, the positions and remunerations of existing employees are adjusted based on regular appraisals and a combination of references to the industry's salaries and benefits as well as performance. The Human Resources Department will follow up with employees' resignations or dismissals, conduct exit interviews and give explanations for the dismissals to ensure that the relevant procedures are in line with the relevant laws and regulations.

In addition, we ensure that our employees are entitled to statutory holidays in accordance with the applicable laws and regulations. Meanwhile, we practise a five-day workweek and employees may leave work early on special days such as Chinese New Year Eve, Mid-Autumn Festival, Winter Solstice and Christmas Eve to celebrate festive holidays. During the Year, we also offer to our employees various activities such as Annual Dinner and Festive Gathering to promote the physical and mental well-being of our staff.

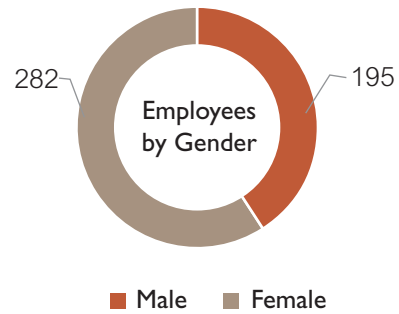


During the Year, the Group had a total of 442 (2019: 477) full-time employees, including 419 (2019: 388) out-sourcing staff. For detailed figures for the Year and the year of 2019, please refer to the charts below:

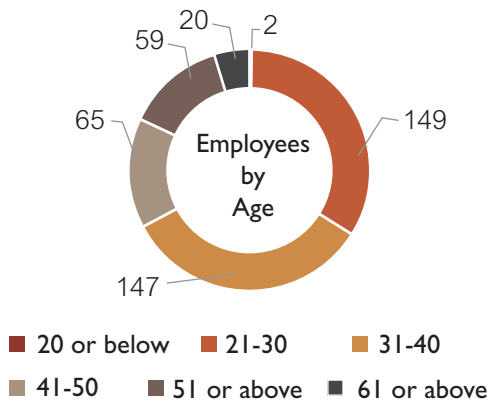
**Employees by Gender
for the Year ended 31 March 2020**



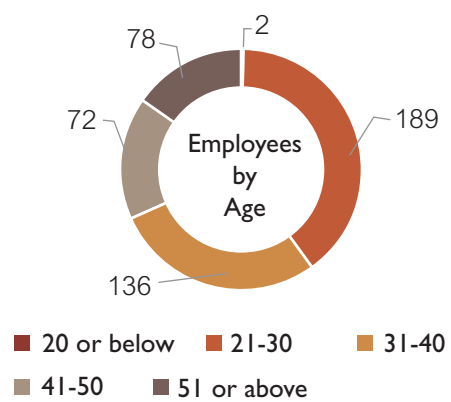
**Employees by Gender
for the Year ended 31 March 2019**



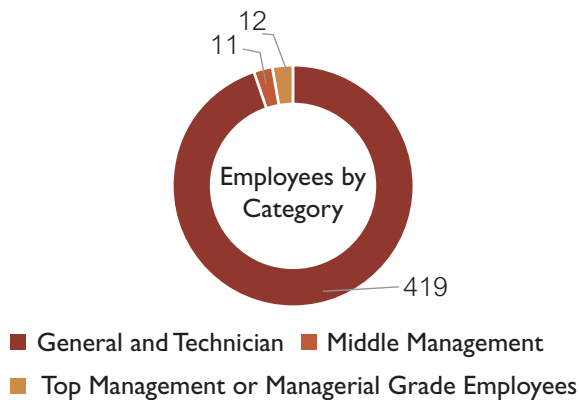
**Employees by Age
for the Year ended 31 March 2020**



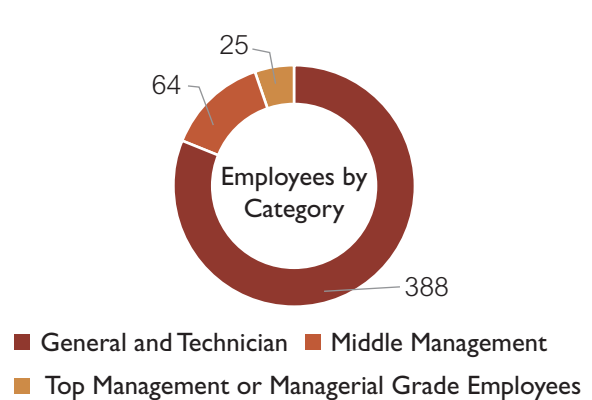
**Employees by Age
for the Year ended 31 March 2019**



**Employees by Category
for the Year ended 31 March 2020**

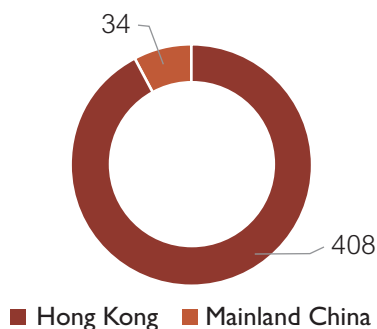


**Employees by Category
for the Year ended 31 March 2019**

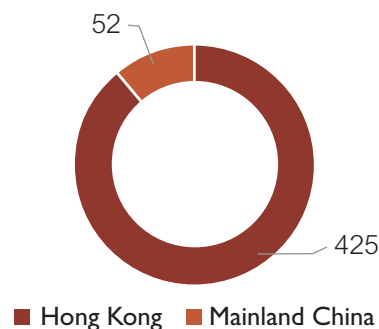




Employees by Region
Year ended 31 March 2020



Employees by Region
Year ended 31 March 2019



Our employees are mainly located in Mainland China and Hong Kong, and we are subjected to the laws and regulations relating to employment such as Employment Ordinance (Chapter 57 of the Laws of Hong Kong), Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong), Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong), Law of the People's Republic of China on Employment Contracts (《中華人民共和國勞動合同法》), Labour Law of the People's Republic of China (《中華人民共和國勞動法》), Social Insurance Law of the People's Republic of China (《中華人民共和國社會保險法》) and Prevention and Control of Occupational Diseases Law of the People's Republic of China (《中華人民共和國職業病防治法》). During the Reporting Period, the Group was not aware of any material non-compliance with any laws and regulations relating to employment.

Occupational Safety and Health

Given that the Group's employees all work in office environment, there are no significant safety hazards involved in the workplace. However, the Group spares no effort in promoting occupational health and safety. For example, we provide adjustable seats and monitor screens for the protection of employees' eyesight, ensure adequate lighting in the workplace and increase the coverage of greenery to improve indoor air quality. Smoking is also prohibited in the office environment for both staff and visitors. Due to the development trend of the COVID-19 pandemic in recent years, the Group has also stepped up office disinfection and cleaning to reduce the risk of virus transmission.

The Group did not have any significant loss of working days due to work injuries or serious work-related fatalities during the Year and is not aware of any serious violations of occupational safety regulations, including the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) and the Law of the People's Republic of China on Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》) of mainland China. The Group is also not aware of any significant number of days lost due to work-related injuries or serious work-related fatalities.

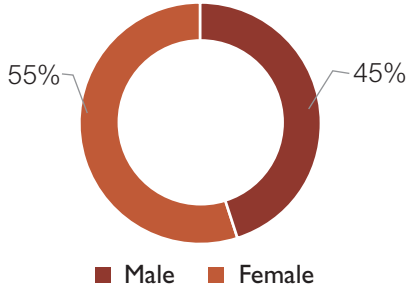
Development and Training

The Group places great emphasis on skills development and nurturing of people, and strives to stimulate the development potential of our staff. As the Group's future business development will require different types of professional skills, we encourage our staff to participate in various training or advanced learning to enhance their professional skills and knowledge. At the same time, this will also enable them for better planning of their personal development.

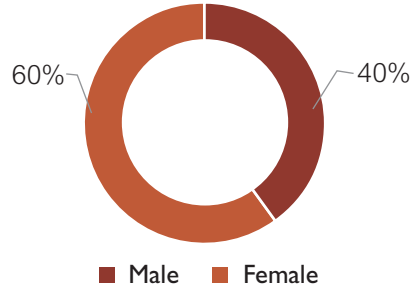


During the Year, the information for our trained employees is as follows:

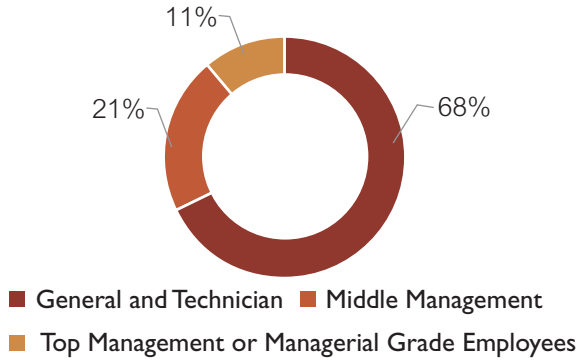
Percentage of Employees Trained by Gender for the Year ended 31 March 2020



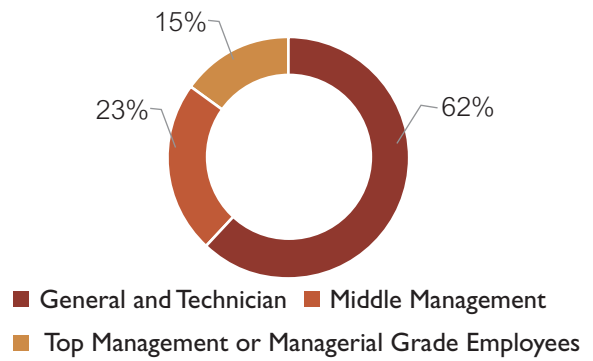
Percentage of Employees Trained by Gender for the Year ended 31 March 2019



Percentage of Employees Trained by Employee Category for the Year ended 31 March 2020



Percentage of Employees Trained by Employee Category for the Year ended 31 March 2019





Meanwhile, the average number of training hours of staff (excluding outsourced staff) by gender and employee category are as follows:



Labour Standards

The Group takes a zero-tolerance approach to child labour and forced labour. We absolutely prohibit the employment of any child labour and forced labour and expect our suppliers to adhere to the same standards. We strictly comply with relevant laws and regulations such as the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Provisions of the People's Republic of China on the Prohibition of Using Child Labour (《中華人民共和國禁止使用童工規定》) of mainland China, etc.. During the recruitment process, the Human Resources Department will examine the applicants' identity documents to confirm their actual ages to ensure that they are in compliance with local legislation. Employment contracts will only be entered into voluntarily after a mutual agreement has been reached to prevent forced labour. The Human Resources Department is also responsible for monitoring any breaches of recruitment practices and for any such cases, taking timely action and improving policies to prevent recurrence of similar incidents. We respect and uphold internationally recognised human rights and reject all acts of disregard and exploitation of human rights. During the Year, we are not aware of any cases of non-compliance or violation of laws relating to child labour or forced labour involving the Group.

Supply Chain Management

The Group mainly works with third party service providers, such as providers of property management services, legal and consultancy services. The Group also works with suppliers of office equipment, printing and stationery supplies. During the supplier selection process, the Group takes into account the quality and prices of the products, as well as reputation and credibility of the suppliers concerned. Priority will also be given to suppliers who actively carry out their environmental and social responsibilities. If any of our suppliers are found to have committed any illegal acts or failed to meet our standards, we will terminate our cooperation with such suppliers and select new suppliers and partners who share our philosophy while making sure that the quality of our services is not compromised.



Product Responsibility and Customer Privacy

In view of the increasing expectation for products and services from our customers, the Group puts great emphasis on customer feedback to facilitate the long-term healthy development of our business. We have established various channels to collect customers' opinions and will timely respond to and handle their complaints and suggestions in order to safeguard the Group's reputation and image.

As a responsible enterprise, the Group is committed to complying with the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) to protect all personal data collected from customers, employees and suppliers. We promise to only use the personal data collected for the specified purposes only, and only authorised personnel will have access to such data. The Group has also set up confidentiality policies in our management policies, which requires our staff to fulfil the duty of confidentiality and prohibits the disclosure or private copying of any confidential information. During the Year, we were not aware of any violations of the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) or any related legal or regulatory issues and irregularities relating to product liability, personal privacy, product promotion and labelling that have a material impact on the Group.

Anti-Corruption

The Group takes a zero-tolerance approach to corruption and malpractice. It complies with relevant laws and regulations, such as the Anti-Money Laundering Law (《反洗錢法》) and the Prevention of Bribery Ordinance (《防止賄賂條例》) of the mainland China and the Anti-Money Laundering and Counter-Terrorist Financing Ordinance in Hong Kong. The Group has set out a code of conduct for its employees in the Employee Handbook to regulate their conduct in order to ensure a clean corporate culture. If an employee is aware of any suspected misconduct, the employee can report it through the complaint channel and we will keep the contents of the complaint and the identity of the whistleblower confidential. If the misconduct reported is found to be valid, the employee concerned will be subject to disciplinary action. During the Year, the Group was not involved in any case of corruption proceedings.

Community Contribution

The Group has always been committed to fulfilling its corporate social responsibility by making every effort to perform and actively participate in community activities. We encourage our employees to maintain the same philosophy and actively participate in social welfare activities to promote the development of the local communities, help those in need and promote the spirit and importance of caring for others.



HKEX ESG REPORTING GUIDE CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs		Section/Declaration	Page
A. Environmental			
Aspect AI: 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.	Environment Use of Energy and Emissions of Greenhouse Gas Water Resource Management Waste Management Compliance	6, 7
KPI AI.1	The types of emissions and respective emissions data.	The operation of the Group does not involve significant exhaust gas emission	N/A
KPI AI.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Key Performance Indicators Data	8
KPI AI.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	The operation of the Group does not involve hazardous wastes	N/A
KPI AI.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Management	6
KPI AI.5	Description of measures to mitigate emissions and results achieved.	Environment	6
KPI AI.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Waste Management	6



Subject Areas, Aspects, General Disclosures and KPIs		Section/Declaration	Page
Aspect A2: Use of Resources			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Energy and Emissions of Greenhouse Gas Water Resource Management Wastes Management	6
KPI 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).	Environmental Key Performance Indicators Data	8
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Key Performance Indicators Data	8
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Use of Energy and Emission of Greenhouse Gas Water Resource Management Waste Management	6
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Water Resource Management	6
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The operation of the Group does not involve packaging materials	N/A
Aspect A3: The environment and Natural Resources			
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Use of Energy and Emissions of Greenhouse Gas Water Resource Management Waste Management	6
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Use of Energy and Emissions of Greenhouse Gas Water Resource Management Waste Management	6



Subject Areas, Aspects, General Disclosures and KPIs		Section/Declaration	Page
B. Social			
Employment and Labour Practices			
Aspect 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.	Employment	9
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Employment	9
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Relevant information for the Year is not disclosed	N/A
Aspect 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.	Occupational Safety and Health	11
KPI B2.1	Number and rate of work-related fatalities.	Occupational Safety and Health	11
KPI B2.2	Lost days due to work injury.	Occupational Safety and Health	11
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Occupational Safety and Health	11



Subject Areas, Aspects, General Disclosures and KPIs		Section/Declaration	Page
Aspect B3: Development and Training			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Development and Training	11
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Relevant information for the Year is not disclosed	N/A
KPI B3.2	The average training hours completed per employee by gender and employee category.	Development and Training	11
Aspect 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.	Labour Standards	13
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Labour Standards	13
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Relevant information for the Year is not disclosed	N/A
Operating Practices			
Aspect B5: Supply Chain Management			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	13
KPI B5.1	Number of suppliers by geographical region.	Relevant information for the Year is not disclosed	N/A
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Relevant information for the Year is not disclosed	N/A



Subject Areas, Aspects, General Disclosures and KPIs		Section/Declaration	Page
Aspect 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.	Product Responsibility and Customer Privacy	14
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Relevant information for the Year is not disclosed	N/A
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Relevant information for the Year is not disclosed	N/A
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Relevant information for the Year is not disclosed	N/A
KPI B6.4	Description of quality assurance process and recall procedures.	Relevant information for the Year is not disclosed	N/A
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Product Responsibility and Customer Privacy	14



Subject Areas, Aspects, General Disclosures and KPIs		Section/Declaration	Page
Aspect 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.	Anti-Corruption	14
KPI 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.	Anti-Corruption	14
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-Corruption	14
Community			
Aspect 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.	Community Contribution	14
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Contribution	14
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Contribution	14