

#### **CREATING EXCELLENT VALUES**



# YUEXIU TRANSPORT INFRASTRUCTURE LIMITED

**Environmental, Social and Governance Report** 

2016

# **About this report**

#### Overview

This is the first Environmental, Social and Governance (ESG) Report of Yuexiu Transport Infrastructure Limited. We disclose information related to the Group's environmental, social and governance performance on an objective and transparent basis, We hope that this report could show our efforts on sustainable development by enhancing communication and trust, and let us work hand in hand towards sustainability.

#### Preparation basis

This report is prepared primarily with reference to the Environmental, Social and Governance Reporting Guide under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited. The preparation includes identifying and ranking important stakeholders and major issues relating to ESG, deciding on the coverage of ESG report, collecting relevant materials and receipts, compiling data based on information, and checking data in the report.

### Notes to this report

This report is for the year 1 January 2016 to 31 December 2016, with part of the data in or before 2015 to enhance comparability. To facilitate presentation, "Yuexiu Transport", "the Company" and "we" herein all refer to "Yuexiu Transport Infrastructure Limited", and "the Group" refers to "Yuexiu Transport Infrastructure Limited" and its subsidiaries. This report adopts the same definitions used in 2016 Annual Report of the Group and should be read together with the said annual report. Information and cases disclosed herein come from official documents, statistical reports or public information of the Company.

### Reliability guarantee

The Company guarantees that this report contains no false record, misrepresentation or material omission. We undertake to be responsible for the truthfulness, accuracy and completeness of this report.

#### Report access

This report is prepared in Chinese and English. In case of any discrepancy between the two versions, the Chinese version shall prevail. The electronic version of this report can be downloaded from the website of Yuexiu Transport Infrastructure Limited: http://www.yuexiutransportinfrastructure.com/. If you have any doubt or comment on this report, you can either send emails to contact@gzitransport.com.hk or call us at (852) 2865 2205.

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# **Chairman's message**



Chairman: Zhu Chunxiu



Deputy chairman General manager: He Baiqing

#### Dear stakeholders,

I'm delighted to share with you the efforts and progresses made by Yuexiu Transport in performing social responsibilities in the past year:

# Business performance reached a new record high, and operation quality had a stable advancement

In 2016, the world economy was still under in-depth adjustment in the post-crisis era. Despite the International Monetary Fund (IMF), the World Bank and other institutions continuously lowered down the growth projections, we firmly adhere to the theme of focused strength for growth and stable developmet for new area, we took proactive measures by making efforts in key areas in order to stabilize our growth and enhance our efficiency. In this context, the overall business performance of the company hit a new record high, and identified various development opportunities in the "13th Five-Year Plan". In 2016, the Company recorded operational income of RMB2.519 billion, representing a growth of 13.2% and profit attributable to shareholder of over RMB919 million, which is a rise of 72.7%.

Due to the stable operation in recent years, Yuexiu Transport was able to maintain the investment grade of corporate credit rated by Moody's, S&P and Fitch, the three major international credit rating agencies, and famous financial medias including Bloomberg Businessweek, Economic Digest, Quamnet and Capital Weekly also granted us the prizes for Hong Kong listed companies in 2016, demonstrating the Company's industry position and proving Yuexiu Transport's operating efforts over the past years were recognized across the market.

#### Caring for the employees and their growth

Yuexiu Transport strictly complied with local laws to protect labor rights. We strived to improve employees' development and carried out targeted training activities for employees at different levels. Besides, Yuexiu Transport intensified the "professional manager" mechanism and continuously conducted recruitments to achieve an equal, transparent, pragmatic and inclusive employment. Yuexiu Transport cared about employees' life by holding various group activities, enthusiastically helped employees in need, and strived to create a corporate cultural atmosphere based on integrity and innovation so our employees could .grow together with us.

# Quality services brought security and comfortable service experience for customers

Yuexiu Transport advocated standardized and refined maintenance and promoted maintenance quality enhancement and technological innovation, with road appearance and conditions and comprehensive testing indexes all meeting industrial requirements. We proactively proposed quality and efficient services, reported road conditions and travel information in a timely and accurate manner, enhanced treatment of traffic jam, accident "black spots" and road environment, continuously strengthened emergency response capability, improved coordinated capability to secure smooth traffic, and actively responded to effective governance for normal expressway overloading, achieving integration of economic benefits and social benefits.

# Work together to make contributions to social advancement

Under the principle of legal operation and honest tax payment, Yuexiu Transport earnestly implemented relevant national policies and made practical contributions in respect of developing economy, improving people's livelihood and securing convenient traffic. We earnestly executed "green passage" policies that benefit and support agriculture, strictly carried out policies of free toll for small passenger vehicles during holidays and festivals, and comprehensively implemented standardized building of safety production and deployment requirements in flood control, disaster prevention and bridge safety. For spring festival travel rush, major holidays and economic and trade activities, we increased human, material and financial input to secure safety, smooth traffic and quality services and ensure that the roads under operation were safe and clear and operated in a stable manner during major national, local and industrial deployments, gaining good reputation from the society, consumers and local governments.

We followed up the building of expressway industrial development and participated in maintenance, labor emulations and pioneer activities organized by the industry. We examined our difference from industrial peers in management by multiple means including peer performance evaluation, aiming to become a local industrial leader that contributes to the positive development of the industry.

We are grateful to all stakeholders in the community for their energetic support, insist on giving back to the community with actions, are devoted to poverty-relief programs and explore new poverty-relief ideas from multiple perspectives to have more people benefit from the fruits of corporate development.

In the future, Yuexiu Transport will continue to practice the social responsibility of "realizing long-term prosperity and benefiting the community" and make efforts to achieve better and faster development centering on the annual working theme, with a view to creating more value to shareholders, employees, customers and other stakeholders.

# **Corporate operation and development**

# **About Yuexiu Transport**

## **Company profile**

Established in 1996, Yuexiu Transport Infrastructure Limited engages in investment, operation and management of toll expressways, bridges in Mainland China. Yuexiu Transport was listed in Hong Kong in 1997. In recent years, with professional investment and operation capability and excellent service management, Yuexiu Transport won Chinese management science prize and investment grade credit ratings granted by Moody's, S&P and Fitch. Guangzhou Yue Xiu Holdings Limited, the controlling shareholder of Yuexiu Transport, is under the supervision of Guangzhou State-owned Assets Supervision and Administration Commission.







#### Environmental, Social and Governance Report 05

By the end of 2016, the Company's total assets amounted to RMB22.6 billion, and annual operational income reached RMB2.519 billion, with employee number of nearly 1,500; besides, the Company has investment in 12 expressway and bridge projects in six provinces and cities across the country. The attributable toll length of the Group's subsidiaries was approximately 281.1 km (total toll length was approximately 337.1 km), the attributable toll length of the Group's associates and joint ventures was approximately 77.3 km, and the attributable toll length of expressways and bridges was approximately 358.4 km.



#### Yuexiu Transport and its subsidiaries, associates and joint ventures



## **Corporate governance**

Yuexiu Transport has been devoted to improving the corporate governance and modern management system, constantly optimizing risk management system and seeking sustainable, healthy and stable development and protecting rights of stakeholders to further improve its image in the industry and capital market and maximally gain recognition and trust from investors, creditors, partners and all sectors of society in respect of corporate development.

Yuexiu Transport has set up a corporate governance structure consisting of general meeting, the Board, committees under the Board, management teams and functional departments, formulated multi-layered governance rules based on the memorandum of association and bye-laws to specify their duties, powers and codes of conduct, and constantly examined and improved the aforesaid structure and rules in practice to make corporate operation more transparent, independent and efficient. The corporate governance structure is illustrated below:



#### Management structure of Yuexiu Transport

# **Corporate social responsibility (CSR)** management

# **Responsibility management and control**

As a responsible enterprise, Yuexiu Transport adheres to the responsibility philosophy of "giving back to shareholders, employees and the society" and keeps improving its social responsibility development strategy plan to achieve common sustainable development of the enterprise and stakeholders in respect of economy, society and environment.

#### Social responsibility plan

In 2016, in response to stakeholders' expectations and requirements for the enterprise, Yuexiu Transport continued to improve its CSR development strategy plan from the perspective of operation management, customer service, create value for our employee, community investment and environmental responsibility, integrating CSR and corporate operation management.



#### Social responsibility management

The CSR Leading Group of Yuexiu Transport comprises various leaders of the Company, in particular, a senior executive of Yuexiu Transport acts as the group leader, and group members are senior executives of project companies under Yuexiu Transport.



#### Anti-corruption and good governance

To further enhance the practises of anti-corruption and good governance, Yuexiu Transport thoroughly carried out the applicable laws and rules of Hong Kong SAR and Mainland China. By setting up the Discipline Inspection and Supervision Department in 2016, the Company further specified the work lines and focused on implementation of "Three Significances and One Greatness" decision-making system (i.e., decision on major issues, appointment and removal of important cadres, investment in major projects, and use of large funds), professional manager management, major engineering audit and efficiency supervision, etc. Concrete measures taken by the Company to build honest administration include:



[Concrete measures derive from detailed rules of implementation of responsibility system for building Party style and honest administration, Chapter 7 of system compilation of the Company in 2015, Page 400.]

# **Communications with stakeholders**

#### Mechanism of communication with stakeholders

Yuexiu Transport has all along attached great importance to promoting its CSR development by continuously meeting stakeholders' expectations and requirements for the enterprise. Stakeholders of Yuexiu Transport include shareholders, customers, employees, creditors, service providers, media, non-governmental organizations and the community. By setting up



all-round communication channels and building mutual trust mechanism, the Company learns about their requests and enhances communication and response, which are translated into action plans guiding the Company's CSR-related work to continuously meet various parties' expectations. Action plans primarily include: positively responding to various policies issued by governments; immediately issuing operating data; setting up investor hotline on the Company's official website; issuing CSR Report; promptly reporting the Company's movements in fulfilling social responsibilities; and carrying out employee engagement survey.



#### **Analysis of major ESG issues**

Effective environmental and social governance requires enterprises to fully identify relevant issues and analyze their importance. With the help of a third-party professional organization, Yuexiu Transport actively communicated with stakeholders and identified the following environmental, social and governance issues; analyzed the importance of various issues from two aspects, namely, "importance to stakeholders" and "importance to development of Yuexiu Transport" and worked out a matrix of importance of the environmental, social and governance issues of Yuexiu Transport, so as to lay a foundation for ESG management of the Company and define the scope of contents of this report. By engaging a third-party professional organization and through various forms including face-to-face communication, telephone interview, questionnaire and field visit, the Company had an overall communication with various stakeholder groups from diversified perspectives and finally selected the issues most concerned by stakeholders for disclosure in this report.



#### Steps of analysis of major ESG issues





#### Yuexiu Transport Infrastructure Limited Materiality Matrix

#### List of importance of issues of Yuexiu Transport

#### Road safety management Road quality management 16 Resource investment in community Moderately important issues 2 Road quality management3 Employment relationship management **Highly important issues** 4 Anti-corruption 5 Employee training 6 Prohibition of use of child labor and forced labor 7 Occupational safety and health 8 Suppliers' social responsibility evaluation 9 Employee retention management 10 Road greening management 11 Customer privacy protection 12 Energy use 13 Road noise management 14 Customer satisfaction

- 15 Environmental impact management

development Intellectual property right 18 Community Investment19 Use of water resources 20 Use of materials Waste management
 Emission management
 Greenhouse gas management



# Environmental protection



Greenhouse gas emission resulting from combustion of fossil fuel



Greenhouse gas emission resulting from electricity use



Vater consumption in factories



# Green project management

## **Emission management policies**

Yuexiu Transport reduced emission of greenhouse gas, waste water, hazardous and non-hazardous waste in strict accordance with Laws of the People's Republic of China on the Prevention and Control of Atmospheric Pollution, Water Pollution Prevention and Control Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste and other laws and regulations. Meanwhile, we actively promoted application of new technologies, new processes, new materials and new products. We not only tried to save cost and improve road usability but also did our best to save materials, protect the environment and reduce pollution, so as to make contributions to green travel.

# Types and data of emissions

To implement the Group's policies on environmental protection, we monitored the types and data of emissions. The types and data of emissions generated during the Group's operation activities in 2016 are as follows:

#### Emission of greenhouse gas and waste of Yuexiu Transport in 2016



## **Treatment measures and results**

Regarding hazardous waste like pitch generated during maintenance of road and bridge surfaces, the construction party is responsible for treatment and the Company is responsible for supervision. The main treatment method is to reuse the pitch that has been used for repairing road and bridge surfaces to fill the pit slots in the loading area of the overloading detection station of the Group and surrounding village lanes, so as to increase their flatness. The waste paper produced during office work is shredded by assigned persons if business secrests of the Group are contained and is centrally sold to salvage stations if it is ordinary waste paper.

To reduce waste generated during maintenance of road and bridge surfaces, the subordinate project companies use the heating system in the operation site to evenly heat the bituminous pavement to be renovated to the required temperature, then use the remixing system to plow up the heated bituminous pavement and add new bituminous mixtures or regenerants, which are blended with the plowed old materials for re-pavement and compaction. This procedure should be completed continuously by one cycle so as to renovate the bituminous pavement. Thanks to the heat regeneration technology, waste pitch generated during maintenance of road and bridge surfaces is greatly reduced.



To further accelerate promoting building of green and low-carbon transportation system in Henan Province, Henan Weixu Expressway actively started recycling of waste materials. During maintenance of platform bridges, it used the excavated bituminous concrete waste to fill the lanes of the surrounding villages, so as to improve the pavement evenness, prevent environmental pollution caused by waste piling and bring transportation convenience to surrounding residents.

# **Green resources management**

# **Resource utilization policies**

Building a resource-saving enterprise is a longstanding goal of Yuexiu Transport. In strict compliance with laws and regulations, such as Energy Conservation Law of the People's Republic of China and Cleaner Production Promotion Law of the People's Republic of China, we proactively lead the subordinate project companies to practice green resources management and encourage employees to start from details for resource and energy saving.

use office automation system, try to realize "paperless office", encourage employees to try to print on both sides of eco-friendly paper The Company has taken the following specific measures to practice green resource management

hold teleconferences and video conferences to reduce the frequency of business travel and vehicle use of employees. In this way, we can not only save resources and improve work efficiency, but also reduce carbon emission caused by burning of automobile fuels and tail gas clean-up, so as to reduce adverse effect of the Company's operation on natural environment

# Types and data of consumed resources

To realize effective control and efficient utilization of resources, we have established a sound monitoring system to record and monitor the use of resources of the Group. The types and data of consumed resources in 2016 are as follows:

#### Use of resources of Yuexiu Transport in 2016



Note: Data as of 31 December 2016.

# **Energy-saving measures and results**

#### **Power conservation**

The Company conducted energy-saving reconstruction for tunnel lamps for its subsidary GNSR Expressway, replaced the 1,668 high-pressure sodium lamps along the whole GNSR Expressway with LED lamps, installed a remote control system and set the time for turning on and off the lamps according to time of sunrise and sunset. According to the data, electricity consumption of the lamps along the whole expressway used to be 167,358.5 kWh/month, and the electricity consumption after reconstruction was 52,711.1 kWh/month, with 114,647.4 kWh electricity (namely, 68%) saved.

electricity saved

electricity saving rate

**68**%

114,647.4 KWH

# The Group mainly used water wagons for irrigation in road

Water conservation

greening and maintenance. To reduce water consumption in road greening and maintenance, we dynamically adjusted the irrigation frequency according to different seasons and quantities of precipitation. In respect of water resources, we mainly used rainwater stored and water used for irrigation of local ditches and ponds. Such water was also used for fish farming and road maintenance. We did not use running water in the whole course, but reused the water resources to reduce water consumption in greening and maintenance.

#### **Paper saving**

The Group adopts paperless charging for its toll stations. Drivers get a composite card that can be repeatedly used at the entrance, determine their driving routes via the RFID equipment set on the road, read the information in the composite card via the card reader at the exit. Then, the computer automatically calculates the payable charges according to the information in the card. No paper (excluding invoices) is used during the whole charging course.

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To reduce the use of materials, Hubei Suiyuenan Expressway signed a cooperation agreement with local construction machinery (such as crane and forklift) lease companies. It can use the construction machinery not commonly used at any time according to its needs. For construction with cement concrete which it did not use much, it resorted to outsourcing so as to avoid piling and waste of raw materials. Moreover, Suiyuenan Expressway carried out preventive maintenance and treatment for the planned road sections every year according to actual road conditions. The micro-surface preventively maintained in 2016 measured 93,968 m<sup>2</sup> in area, which helped reduce 23,261 m<sup>2</sup> of milling roads and about 4,187 m<sup>3</sup> of milling waste.



**4,187**m<sup>3</sup>



compared with sodium lamps used before, the new equipment





In 2016, the Company increased medium-pole LED lamps for the toll station of its Subsidary Henan Weixu Expressway. In this way, we not only enhanced lighting of the lead path of the toll plaza and provided drivers with better protection of safe passage, but also increased the number and luminance of road guide and improved our brand spreading ability. The new equipment helped us save 60% electricity as compared with sodium lamps used before. The Company is expected to save electricity fee of about RMB22,000 per year.



To reduce water consumption in road greening and maintenance, Tianjin Jinbao Expressway ceased to practice periodical irrigation and turned to adjustable irrigation. It used the stored rainwater to replace running water, in order to effectively reduce water consumption in greening and maintenance. According to statistics, water consumption for irrigation in 2016 decreased 360 litres as compared with the previous year while water consumption for nursery stock was not affected.



compared with the previous year water consumption for irrigation in 2016 decreased



# Green ecology management

Yuexiu Transport attaches great importance to balance between enterprise development and ecological environment, and strictly observe Environmental Protection Law of the People's Republic of China, Water and Soil Conservation Law of the People's Republic of China and other laws and regulations. Before construction of projects, it investigates, predicts and evaluates the effect that projects may have on ecological environment according to the environmental impact assessment system and proposes measures and plans for prevention of ecological damages.

To create a green passage environment, our project companies regularly trim the flowers and trees along the expressways and interchanges and in the toll stations, strengthen daily greening and maintenance management, so as to improve the overall landscape quality of the roads and bring excellent passage experience for drivers. Besides, we set noise control facilities and drainage facilities to effectively control noise and sedimentation, so as to ensure the life and environment quality of surrounding residents.





# Realization of employees' values

Yuexiu Transport firmly believes that employee is the footstone for an enterprise in creating excellent performance and the key driver for an enterprise' s sustainable development. We have been pursuing the "people-oriented" management idea, paying attention to employees' physical and mental health, professional ethics, job skills and career development, and being committed to providing all the employees with a fair and impartial employment environment and a career platform where they can freely display their skills and creativity.

> 1,493 person Number of employees

**14.15**% Employee turnover rate



# **Diversified employee team**

To improve the Company's recruitment management procedures and ensure reasonable and fair talent introduction of the enterprise, we have worked out the Recruitment Management System of Yuexiu Transport Infrastructure Limited, implemented equal and non-discriminatory labor use policies and built a diversified employee team.



Note: Employee turnover rate in the whole year = Total number of employees resigned this year / (total number of employees at the end of last year + total number of employees this year)

# Systematic and comprehensive protection of rights and interests

In strict accordance with laws and regulations such as Company Law of the People's Republic of China and Labor Law of the People's Republic of China, Yuexiu Transport prohibits employment of child labor and forced labor, respects human rights, provides employees with competitive salary and welfare, and cares for employees' physical and mental health, so as to protect employees' rights and interests.



Case In 2016, the Company incurred work-related death incident



## Salary & welfare

To establish a reasonable salary incentive mechanism, Yuexiu Transport has formulated the Salary Management Methods of Yuexiu Transport Infrastructure Limited. An employee's overall salary consists of regular salary, performance bonus and welfare allowance. In respect of salary management, the enterprise's interests are closely related to the employees' interests and salary is determined based on job duties so as to reflect internal reasonableness of salary system; the performance bonus is determined and issued based on the Company's overall business performance and appraisal of departments and individuals; the welfare allowance is determined according to national laws and the Company's rules and regulations. In consideration of changes in national policies, price level and industry competition, the Company adjusts the salaries of all employees according to market surveys and evaluation results, so as to mobilize employees' work initiatives and keep the Company's market competitiveness. Meanwhile, according to employees' rank changes and different performances, the Company also sets detailed provisions on adjustment of individual salary, in order to ensure reasonable and fair salary payment to the greatest extent.

Yuexiu Transport provides employees with strongly competitive welfare, including statutory welfare and corporate welfare. Statutory welfare covers social insurances and housing provident funds specified by laws and regulations. Corporate welfare includes assignment allowance, enterprise annuity, traffic allowance, communication allowance, medical allowance, lunch allowance as well as employee welfare arranged with labor union dues. Apart from public holidays and holidays temporarily announced by the government, employees may also enjoy annual leave, marriage leave, maternity leave, funeral leave, personal leave and sick leave according to the state's or the Company's regulations provided that they complete relevant procedures in advance.

# Case

The maintenance department and maintenance construction unit of Henan Weixu Expressway strictly complied with the Safe Operation Procedures for Road Maintenance, Administrative Measures of Henan Province for Operation Areas of Expressway Maintenance and other relevant provisions. Before the contractor entered the site, they fully briefed the construction unit about all the safety details and offered safety trainings to relevant construction persons, so as to help them build up the idea of "safety first" and strictly implement various safety measures. In the special maintenance work in 2016, Weixu Expressway reasonably worked out safety and smooth-traffic measures, arranged full-time safety personnel on the site and enclosed the construction areas in strict accordance with relevant standards during construction. The safety directors of the construction projects conducted on-site supervision, regular and casual inspection during construction to ensure the safety in the construction areas.



## **Health and safety**

Yuexiu Transport pays high attention to employees' health and safety and provides employees with a safe and comfortable work environment. The Company provides each on-the-job employee with relevant labor protection and equips all the outdoor workers with safety protection equipment such as reflective vests and gloves when they are at work. Furthermore, the Company arranges a complete body checks for employees every year, so as to effectively prevent occupational diseases. The Company also offers occupational health training on a regular basis and provides employees with occupational safety and health education and guidelines.

# Fair and sound vocational development

Yuexiu Transport attachs great importance to employees' vocational development. By establishing a sound staff assessment system, staff training system and professional manager promotion system, Yuexiu Transport aims to improve the professional skills of employees and pave the way for their vocational development.

## **Performance appraisal**

To develop the performance management culture of Yuexiu Transport, give full play to the role of performance management, and make employees and the Company work for the same goal, the Company formulated the Staff Performance Appraisal Measures of Yuexiu Transport Infrastructure Limited. According to the measures, the Company, taking balanced scorecard as the basis for performance management and job specification as the form of performance appraisal, set annual performance assessment indexes and objectives from the perspectives of finance, customer, internal process and individual growth and delegate them to managers at various levels according to the business plans of the Company and work plans of various departments. The performance assessment results were linked up with employees' remuneration, welfare and promotion as a way to stimulate well-performing employees.

## **Employee training**

To realize continuous, systematic and standardized employee training, constantly improve the knowledge, work capacity and professionalism of employees, and realize both the personal development goals of employees and the long-term development strategy of the Company, we formulated the Training Management Measures of Yuexiu Transport Infrastructure Limited, according to which we provided employees with external training, internal training, seminars and sharing, on-line training, self-learning and other activities to create a learning atmosphere.







Note: Total number of employees under training in the year = number of employees who have received training in the year – number of employees who have received training for more than once (each employee is counted only once); Average training hours = total training hours / number of employees receiving training

# Promotion Mechanism

To establish a transparent, efficient, fair and healthy talent selection mechanism and optimize the Company's allocation of human resources, Yuexiu Transport formulated the Interim Measures for the Management of Professional Manager Competitive Post System of Yuexiu Transport Infrastructure Limited. According to the measures, the Company adhered to the principle of openness, equality, competition and merit in talent selection and assessed the ability and quality of candidates through written examinations, interviews, scenario simulation, lecture, competency assessment, etc., picking ethical, competent, well-performing and experienced talents to achieve "win-win" results with the Company.



In 2016, Hunan Changzhu Expressway gave a two-day training to toll station personnel, including the monitor, assistant station master, inspector and other staffs (over 40 persons). The training covered four parts: (1) management knowledge, including team management, site safety management and environmental health management; (2) toll collection, including toll collection related inspection, dispute settlement and emergency treatment (via case analysis); (3) on-site training, including emergency treatment of system breakdown and maintenance and emergency repair of electromechanical equipment; (4) external training, including field trips to toll stations of Li-Tan Expressway and Northwest Section of Changsha Express Loop Highway of Hunan Changsha Shenchang Expressway Company Limited. The employees benefited a lot from this training.





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# **Community investment**

Enterprise and society are like root and leaf. While seeking self development, Yuexiu Transport promoted community development and actively devoted itself to social well-being, giving back to the society with love and action.



the Group's total charitable donation is about

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# Charity

We are fully aware of the importance of education and talent training. In November 2016, the trade union chairman of Guangxi Cangyu Expressway, a project under Yuexiu Transport, led a team to Yuexiu Transport Hope Primary School in Baise, Guangxi, bringing books, footballs, basketballs as well as their regards to all teachers and students.





# **Community harmony**

#### Policies of resources consumption



To reduce the influence of noise on residents nearby, staff members of Guangzhou Northern Second Ring Expressway often paid visits to village committees of villages along the expressway and listened to their feedbacks to the expressway. In response to their feedbacks about noise, noise barriers were installed along densely populated sections to reduce noise.



Given the impeded drainage of side ditches in the service areas in Xiantao and Jianli, staff members of Hubei Suiyuenan Expressway worked with surrounding villagers to dredge side ditches with mechanical equipment, assigned ad hoc persons to sewage bacteria cultivation, enhanced maintenance of the sewage treatment system, and dredged the water channels and ditches under the bridge to ensure farmland irrigation.



Staff members of Guangxi Cangyu Expressway dwarfed the high gum trees on both sides of the expressway, which was good to the growth of crops along the expressway and improved the lighting of residents alongside.



# Supply chain management

Adhering to the concept of social responsibility, Yuexiu Transport aims to establish a fair, just and open supply chain management system and promote the healthy and rapid development of the industry. To this end, Yuexiu Transport formulated the Procurement Management System of Yuexiu Transport Infrastructure Limited (Trial), specifying procurement procedures and the conditions of entry for suppliers, so as to make sure the products and services procured meet relevant requirements and realize effective management of the projects.

Total number of supplier in 2016





# **Responsibility-based procurement**

According to the Procurement Management System of Yuexiu Transport Infrastructure Limited (Trial), various procurement divisions mainly took the following measures to ensure effective procurement management:

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Follow the principle of objectivity and impartiality, make judgments based on objective facts and treat all suppliers equally;

#### 

Require all suppliers to provide business license, franchise license, business qualification certificate and other qualification documents;

Establish a purchased item based supplier base and pay special attention to suppliers' qualifications, past performance and performance of contracts;

Regularly evaluate and update the supplier list (from the perspectives of supply capacity, product price, service quality, convenience of transportation, after-sales service, performance of procurement contract, etc.); record the evaluation results in the Supplier Base and optimize the procurement procedure and supplier management accordingly; eliminate those suppliers who cannot meet the requirements of the Group from the supplier base upon review by the department head and approval by responsible managers;

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base, file original procurement contracts and contract review data with the office archivist, and store other electronic materials in CDs or other media.


### **Promote regional diversified procurement**

Maintaining a good relationship with various suppliers nationwide, Yuexiu Transport strove to build an effective supply chain network and achieve win-win results with its partners.



Under the overall arrangement of municipal expressway management office, the emergency rescue work of Tianjin Jinbao Expressway was entrusted with Tianjin Rescue Company in 2017. Tianjin Jinbao Expressway supervised Tianjin Rescue Company in the following ways:

- Require the rescue team to carry with them charging qualification certificate, charging standards, towing qualification certificate, staff work license and other qualification certificates; in the case that a driver entrusts a rescue team to provide services, the staff members on duty shall require the designated rescue team to show its qualification certificate before allowing themto enter the expressway.
- Strengthen self-discipline supervision on clearance and rescue agencies; regularly conduct spot-check on the connection rate of rescue calls, service quality and charging standards; responsively report to superordinate departments about those rescue agencies with low connection rate of rescue calls, poor service

quality, substandard charging behaviours and rising complaints.

- If the rescue agency fails to arrive at site as specified in the contract or fails to clear the site within the specified deadline for two times consecutively within a month, Tianjin Jinbao Expressway will send a notice of rectification to the rescue agency.
- If the rescue agency does not cooperate in any clearance work as required by Tianjin Jinbao Expressway for once within a month, Tianjin Jinbao Expressway will send a notice of rectification to the rescue agency.





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# Traffic safety responsibility

Yuexiu Transport assisted the traffic police in maintaining traffic order and keeping the road safe and clear in accordance with the Law of the People's Republic of China on Road Traffic Safety. While keeping improving toll management, we screened road safety risks and intensified expressway maintenance to provide safe,efficient, comfortable road transport services for drivers and passengers. We are working with local government, industry authorities and our peers to promote the development of regional economy and transportation development.

the Company spent on road maintenance in 2016





#### **Ensure traffic safety**

#### Eliminate potential road safety risks

The highway brigade of the project companies conducted 24-hour inspection to timely spot and eliminate various road safety risks. Upon finding major safety risks, the Company timely reported to relevant departments or started the emergency linkage mechanism, working with relevant social institutions and units (traffic police, fire brigade, etc.) to eliminate the risks.

At the same time the Company strengthened supervision on road rescue and accident handling and set up rapid accident handling stations in specific places, which shortened the time of accident handling and alleviated traffic jams.





Given that the toll station square is an accident black spot, Guangxi Cangyu Expressway joined hands with highway traffic police and the highway brigade to conduct field investigation and installed three sets of LED lights 197KM+200 to 197KM+400 toward the direction of Wuzhou to Yunfu on the left section before the exit of the toll station, which improved the lighting of the toll station square and largely cut down the frequency of accidents.



Guangzhou Northern Second Ring Expressway set up emergency accident handling stations at the service area, toll station and management office and erected two more traffic police, road and rescue standby sentry posts, which shortened the time of arriving at site and handling the accident and reduced traffic congestion.



## Highlight daily maintenance of roads and bridges

The Company continued to strengthen road safety management. In the principle of "putting prevention first and combining prevention with control", the Company spent RMB110 million on road maintenance in 2016.

In order to conduct a detailed inspection on the structure, we installed an inspection platform in the box girder on the secondary channel of Humen Bridge and installed an inspection basket outside. This way we could be aware of the condition of the bridge in real time and protect the safety of passing vehicles.





GNSR Expressway has commissioned an inspection unit with qualifications in quality inspection, testing and technical consultancy for projects of Class A highways and roads and bridges to conduct regular inspection on the safety conditions of roads and bridges and to issue inspection reports, the frequency of inspections is as follows:



Routine inspection once per month, regular inspection once per 1-3 years;



Routine inspection once per month, regular inspection once per year; Road surface

Road surface inspection index, levelling once per year; rutting once per year; anti-skid performance once per 2 years; road surface damage once per year; subgrade once per year; route facilities once per year.

Meanwhile, GNSR Expressway has installed a health monitoring system on the Julong Super Bridge to obtain a timely understanding of stress changes during the operation process to provide a detailed and factual basis for maintenance of structural units.

## Provide convenient and quality services

While adopting Internet, weight-based and ETC toll collection and exploring new technologies, new materials and new techniques, Yuexiu Transport actively participated in the maintenance inspection, labor emulation and awarding activities in the industry to realize the difference between it and its peers and catch up with local industry leaders.



Before the 2016 Spring Festival travel rush, the management of Hubei Suiyuenan Expressway set up four more portable toll collectors and toll booths at Jinyue Bridge ;four portable toll collectors and two toll booths at Jianli toll station; More than 10,000 IC cards, RMB20,000 of change and various electromechanical spare parts were in place; in addition, emergency handling teams such as Jinyue Bridge clearance team and Jianli diversion team were organized to keep the road clear. With all these efforts, Jianli toll station experienced no serious congestion during the Spring Festival travel rush.



Given the nature of the Group's businesses, currently we are rarely involved in protection of intellectual property right.



#### Handling of customer complaints

To speed up handling of customer complaints and improve the quality of after-sales services, when receiving a complaint, the toll station or other responsible departments (persons) should first confirm the complaint and then transfer it to relevant business departments for detailed investigation, and give a reasonable and satisfactory reply to the customer as the case may be. In 2016, we received 437 complaints about products and services. We carefully recorded and earnestly handled all complaints. We will keep improving our product and service quality to meet customers' expectations and reduce complaints.



**4.37**<sub>case</sub> In 2016, we received complaints about products and services

## Statistics on the number of complaints of products and services in 2016

Not toll-free for fake fresh	319Case
Leaving behind pass card	0Case
Graylist vehicles	0Case
Dispute over weighting	5Case
Service attitude in service area	OCase
No fault complaint	31Case
No fault complaint of the toll station	35Case
Highway property and road and bridge	1Case
Query about airport collection fee, charges for autopass vehicles only, ETC and so on	43Case

Directional road signs

3Case



The monitoring center of Henan Weixu Expressway is responsible for handling complaints. After receiving the complaint over the phone, the monitor will record it into the "Complaint Form of Toll Station" and report the same to the person in charge of the toll station to carry out an investigation and follow up the complaint. If the complaint is solved in a timely manner, the process is finished. If the complaint is not solved in time, the monitor will report it to the inspection office of the operating department and contact the complainant for further communication. In 2016, the monitoring center of the operating department received four complaints, which were all invalid, and no complaint was made to provincial departments. For example, on 19 March 2016, a truck driver asked for reweighting, which was forbidden according to provisions, on the ground of poor service attitude of toll officials. The video showed that it was the driver who unreasonably required a reweighting for the purpose of paying less toll. After communication with the toll station, the driver finally understood that and paid toll according to provisions.

## **Future development**

Looking back to 2016, we invested many resources in environmental protection, staff development and product liability and made great progress, which was unanimously endorsed by the government, investors and community masses. In 2017, we will continue to practice CSR, provide higher-value products and services for stakeholders, and make an effort to contribute to the building of a harmonious society. In 2017, we make the following commitments to our stakeholders:

Issue		Commitment
Aspect A1	Emission	Introduce advanced technology and equipment to reduce the waste generated during maintenance of road and bridge surfaces; reuse pitch and other hazardous wastes to fill the pit slots of roads around communities, so as to increase their flatness.
		Keep track of greenhouse gas emission of the Company during the operation, and develop emission reduction plans
		Require the subordinate project companies to implement the emission reduction plans to achieve the goal of reducing carbon emission by 5% in 2017
Aspect A2	Use of resources	Carry out the project of energy-saving lamps for tunnels, replace high-pressure sodium lamps with LED energy-saving lamps, and optimize lighting control box to save electricity
hipeeth2		Keep track of the consumption of petrol and electricity during the operation of the Company, and develop energy efficiency plans
Aspect A3	The environment and natural resources	Improve the green coverage on both sides of the road, and protect the ecological environment
Aspect B1	Employment	Strictly implement anti-discrimination recruitment policies to promote employee diversity
Aspect B2	Health and safety	Strengthen employee safety education and provide a full range of protective equipment for outdoor workers
Aspect B3	Development and training	Develop reasonable training programs to enhance the knowledge and skills of employees to perform their duties
Aspect B4	Labour standards	Strictly prohibit child labor and forced labor
Aspect B5	Supply chain management	Convey Yuexiu Transport's CSR concept to suppliers, require suppliers to strictly implement Yuexiu Transport's practices about products and services, and eliminate unqualified suppliers on time
1	the second	Strengthen the investigation and elimination of potential safety hazards of road and bridge to ensure traffic safety
Aspect B6	Product responsibility	Improve the transparency of the charges, improve the quality of service, and reduce the customer complaints to be less than 300 times
Aspect B7	Anti-corruption	Strengthen the building of honest administration, and improve anti-corruption measures and reporting procedures
Aspect B8	Community investment	Formulate the Group's guidelines for community investment, and encourage subordinate project companies to actively carry out community welfare activities
		Organize employees to participate in various voluntary activities

## **List of policies**

Issue	Policy
	1. Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution
Aspect A1: Emission	2. Law of the People's Republic of China on the Prevention and Control of Water Pollution;
	3. Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes
Aspect A2: Use of resources	1. Energy Conservation Law of the People's Republic of China
hispeet h2. Ose of resources	2. Cleaner Production Promotion Law of the People's Republic of China
Aspect A3: The environment and	1. Environmental Protection Law of the People's Republic of China
natural resources	2. Water and Soil Conservation Law of the People's Republic of China
	1. Recruitment Management System of Yuexiu Transport Infrastructure Limited
	2. Administrative Measures for Labor Contract of Yuexiu Transport Infrastructure Limited
Aspect B1: Employment	3. Administrative Measures for Remuneration of Yuexiu Transport Infrastructure Limited
	4. Administrative Measures for Employee Attendance of Yuexiu Transport Infrastructure Limited
	5. Administrative Measures for Employee Performance of Yuexiu Transport Infrastructure Limited
	1. Management of Safety Production of Yuexiu Transport Infrastructure Limited
	2. Emergency Preparation Plan for Safety Production Accidents of Yuexiu Transport Infrastructure Limited
Aspect B2: Health and safety	3. Administrative Regulations on Safety Production Information of Yuexiu Transport Infrastructure Limited
	4. Safety Production Conference System of Yuexiu Transport Infrastructure Limited
	5. Administrative Measures for Building of Volunteer Fire Brigade of Yuexiu Transport Infrastructure Limited
	6. Guidance Manual for Safety Production in Office Areas of Headquarters of Yuexiu Transport Infrastructure Limited
Aspect B3: Development and training	1. Administrative Measures for Training of Yuexiu Transport Infrastructure Limited
Aspect B4: Labour standards	1. Recruitment Management System of Yuexiu Transport Infrastructure Limited
Aspect b4. Labour standards	2. Administrative Measures for Labor Contract of Yuexiu Transport Infrastructure Limited
Aspect B5: Supply chain management	1. Purchasing Management System of Yuexiu Transport Infrastructure Limited (Trail)
	1. Administrative Measures for Road Maintenance Engineering of Yuexiu Transport Infrastructure Limited
	2. Administrative Measures for Emergency Projects of Yuexiu Transport Infrastructure Limited
Aspect B6: Product responsibility	3. Administrative Measures for Post-assessment of Road Maintenance Engineering of Yuexiu Transport Infrastructure Limited
	4. Administrative Measures for Final Acceptance (Handover) of Road Maintenance Engineering of Yuexiu Transport Infrastructure Limited
Aspect B7: Anti-corruption	1. Detailed Rules for Implementation of the Responsibility System of Building of Party Style and Honest Administration of Yuexiu Transport Infrastructure Limited
Aspect B8: Community investment	None

### **Data table**

ESG reference	Index	Unit 2	016 data
	A. Environment		
	Aspect A1: Emission		
A1.1	Emission/treatment of waste water and gas produced in operation	Ton	54.18
	Greenhouse gas emission in total	Ton	54.18
	Greenhouse gas emission resulting from combustion of fossil fuel	Ton	14.14
A1.2	Greenhouse gas emission resulting from electricity use	Ton	40.04
	Greenhouse gas emission intensity	Ton/RMB 1 million operational income Ton/person	0.02 0.04
	Emission of hazardous waste		
	Total hazardous waste produced	Ton	15,300.46
	Pitch	Ton	13,778.3
	Others (including snowmelt agent, coating, paint, curing agent, resin, polyethylene and other chemicals used during the maintenance process)	Ton	1,522.16
	Intensity of hazardous waste produced	Ton/RMB 1 million operational income Ton/person	6.07 10.24
A1.3	Pitch	Ton/RMB 1 million operational income Ton/person	5.47 9.23
	Others (including snowmelt agent, coating, paint, curing agent, resin, polyethylene and other chemicals used during the maintenance process)	Ton/RMB 1 million operational income Ton/person	0.60 1.02
A1.4	Emission of non-hazardous waste		
	Aspect A2: Use of resources		
	Energy consumption in total and intensity		
	Consumption of petrol	Litre	6,498
	Power consumption in offices	kWh	63,515.4
	Intensity of energy consumption		
A2.1	Consumption of petrol	Litre/RMB 1 million operational income Litre/person	e 2.58 4.35
	Power consumption in office buildings	kWh/RMB 1 million operational incom kWh/person	25.2 42.51

ESG reference	Index	Unit	2016 data
	Consumption of raw materials	Ton	
	Pitch		1,176.07
·	Cement		19,597.3
	Building stones		17,723.8
	Water consumption in total and intensity	Litre	
·	Water consumption in offices	Litre	1,515,003
2.2	Water consumption in factories	Litre	0
	Water consumption intensity	1,000 litre/RMB 1 million operational income	0.60
2.3	Total packaging materials used for finished products and with reference to per unit produced	1,000 litre/person Ton	1.01
	The main business does not involve the use of packaging materials		N/A
	B. Society		
	Employment and labor pract	tices	
	Aspect B1: Employment		
	Total workforce by gender, employment type, age group and geographical region	Person	1,493
	Male		820
	Female		673
	Full-time employees		1,493
	Part-time employees		0
.1	30 and below		743
	Aged 30-50		686
	50 and above		64
	Number of employees in Southern China (headquarters, Northern Second Ring, Cangyu)		637
·	Number of employees in Eastern China		0
·	Number of employees in Northern China (Weixu, Jinfu)		393
	Number of employees in Central China (Suiyuenan, Hanxiao, Changzhu)		463
	Employee turnover and turnover rate by gender, age group and geographical region	Percentage (%)	
1.2	Male	%	12.84
	Female	%	15.69
	Terridie	70	15.05

32

189

59

38

40

1

1

ESG reference	Index	Unit	2016 data
	Part-time employees	%	N/A
	30 and below	%	15.82
	Aged 30-50	%	11.57
	50 and above	%	15.94
	Number of employees in Southern China (headquarters, Northern Second Ring, Cangyu) Number of employees in Northern China	%	11.27 14.57
	(Weixu, Jinfu) Number of employees in Central China (Suiyuenan, Hanxiao, Changzhu)	%	14.57
	Aspect B2: Health and safet	у	
B2.1	Number and rate of work-related fatalities	Number	0
B2.2	Lost days due to work injury (ordinary work injury)	Day	0
	Aspect B2: Health and safet	у	
	Percentage of trained employees by gender and employee category	Percentage (%)	
	Male		57%
B3.1	Female		43%
	Full-time employees		100%
	Part-time employees		0
	The average training hours completed per employee by gender and employee category	Hour	
	Male		24.12
B3.2	Female		25.62
	Full-time employees		24.80
	Part-time employees		0
	Operating practices		
	Aspect B5: Supply chain manage	ement	
	Number of suppliers by region	Number	
	Hunan		89
	Hubei		74

B5.1

Tianjin

Guangdong

Hong Kong

Shaanxi

Shanghai

Guangxi Henan

ESG reference	Index	Unit	2016 data
	Aspect B6: Product respon	sibility	
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons		N/A
	Number of products and service related complaints received	Number	437
	Not toll-free for fake fresh		319
	Leaving behind pass card		0
	Graylist vehicles		0
	Dispute over weighting		5
B6.2	Service attitude in service area		0
	No fault complaint		31
	No-fault complaint of the toll station		35
	Highway property and road and bridge		1
	Query about airport collection fee, charges for autopass vehicles only, ETC and so on		43
	Directional road signs		3
	Aspect B7: Anti-corrup	tion	
B7.1	Legal cases regarding corrupt practices	Case	0
	Community investm	ent	
	Aspect B8: Community invo	estment	
	Resources contributed to the focus areas		
B8.2	Annual volunteer services	Person	64
	Hong Kong July 1st celebration carnivals by all sectors of Hong Kong Island	Person	1

## Index

The Index describes the Company's compliance with the "Comply or Explain" and the "Proposed Disclosure" indicators under the Environmental, Social and Governance Reporting Guide during the reporting period.

Note:		means already disclosed in the report;	e	means not	completely	disclosed;
	$\sim$					

Omeans not disclosed; N/A means this indicator does not apply to the Group.

Aspect	Key performance indicators	Disclosure	In page	Note
	A. Environment			
General disclosure	Policies relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	٠	P14	
A1.1	The types of emissions and respective emissions data.	•	P14	
A1.2	Greenhouse gas emissions in total and intensity.	۲	P14	
A1.3	Total hazardous waste produced and intensity.	۲	P14	
A1.4	Total non-hazardous waste produced and intensity.	۲	P14	
A1.5	Description of measures to mitigate emissions and results achieved.	•	P14	
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	٠	P14-15	
General disclosure	Policies on efficient use of resources, including energy, water and other raw materials.	•	P15	
A2.1	Energy consumption in total and intensity.	•	P15	
A2.2	Water consumption in total and intensity.	•	P15	
A2.3	Description of energy use efficiency initiatives and results achieved.	•	P16	
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	•	P16	
A2.5	Total packaging material used for finished products and with reference to per unit produced.	N/A		N/A
General disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	•	P17	
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	•	P17	
	B. Society			
	Employment and labor pract	tices		
General disclosure	Policies relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity antidiscrimination, and other benefits and welfare and compliance with relevant laws and regulations that have a significant impact on the issuer.		P18-20	
B1.1	Total workforce by gender, employment type, age group and geographical region.	•	P18	
B1.2	Employee turnover rate by gender, age group and geographical region.	•	P18	
General disclosure	Policies relating to providing a safe working environment and protecting employees from occupational hazards and compliance with relevant laws and regulations that have a significant impact on the issuer.	٠	P19	

Aspect	Key performance indicators	Disclosure	In page	Not
B2.1	Number and rate of work-related fatalities.	•	P19	
B2.2	Lost days due to work injury.	•	P19	
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	٠	P19	
General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	•	P19-20	
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	٠	P20	
B3.2	The average training hours completed per employee by gender and employee category.	٠	P20	
General disclosure	Policies relating to preventing child and forced labour and compliance with relevant laws and regulations that have a significant impact on the issuer.	٠	P18	
B4.1	Description of measures to review employment practices to avoid child and forced labour.	•	P18	
B4.2	Description of steps taken to eliminate such practices when discovered.	•	P18	
	Operating practices			
General disclosure	Policies on managing environmental and social risks of the supply chain.	•	P23	
B5.1	Number of suppliers by geographical region.	•	P23	
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	٠	P23	
General disclosure	Policies relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress and compliance with relevant laws and regulations that have a significant impact on the issuer.	٠	P25	
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A		N/A
B6.2	Number of products and service related complaints received and how they are dealt with.	•	P26	
B6.3	Description of practices relating to observing and protecting intellectual property rights.	N/A		N/A
B6.4	Description of quality assurance process and recall procedures.	•	P25	
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	N/A		N/A
General disclosure	Policies relating to bribery, extortion, fraud and money laundering and compliance with relevant laws and regulations that have a significant impact on the issuer.	٠	P10	
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.	٠	P10	
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	•	P9-10	

Aspect	Key performance indicators	Disclosure	In page	Note
	Community			
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.	•	P22	
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	•	P22	
B8.2	Resources contributed (e.g. money or time) to the focus area.	٠	P22	

### Feedback

Dear reader:

Thank you for reading this report! As this is our first Environmental, Social and Governance (ESG) Report, so we do wish you can make a comment on this report and present your valuable advice to help us make continuous improvements to the report.

Email address:
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Feedback on 2016 Environmental, Social and Governance Report of Yuexiu Transport Infrastructure Limited

Name	
Work unit	
Post	
Contact No.	
Email	
Your comment: (Please tick as appropriate)	
Do you think this report highlights the important information of the Company in respect of the environment, society and governance?	
Very good	d 🗌 Fairly good 🗌 General 🗌 Fairly poor 🗌 Very poor
Do you think the information and indicators disclosed in this report are clear, accurate and complete?	
Very good	d Fairly good General Fairly poor Very poor

Very poor

#### Do you think the arrangement of content and style design of this report are reader-friendly?

□ Very good □ Fairly good □ General □ Fairly poor

Which part are you most interested in?

What other information that you need to know about is not reflected in this report?

What advice do you have for our future release of environmental, social and governance reports?





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🛟 本報告採用可降解環保再生紙製作