



COME SURE

Group (Holdings) Limited

(Incorporated in the Cayman Islands with limited liability) Stock Code: 00794



2017

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

CONTENTS

2	ABOUT THE GROUP
3	ABOUT THIS REPORT
4	COMMUNICATION WITH STAKEHOLDERS
5	MESSAGE FROM EXECUTIVE DIRECTOR
6	ENVIRONMENTAL PROTECTION
6	Emissions
7	Use of Resources
8	The Environment and Natural Resources
9	CARE FOR EMPLOYEES
9	Employment
10	Development and Training
11	Labour Standards
12	Health and Safety
13	OPERATING PRACTICES
13	Supply Chain Management
13	Product Responsibility
14	Anti-corruption
14	Community Investment
15	ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

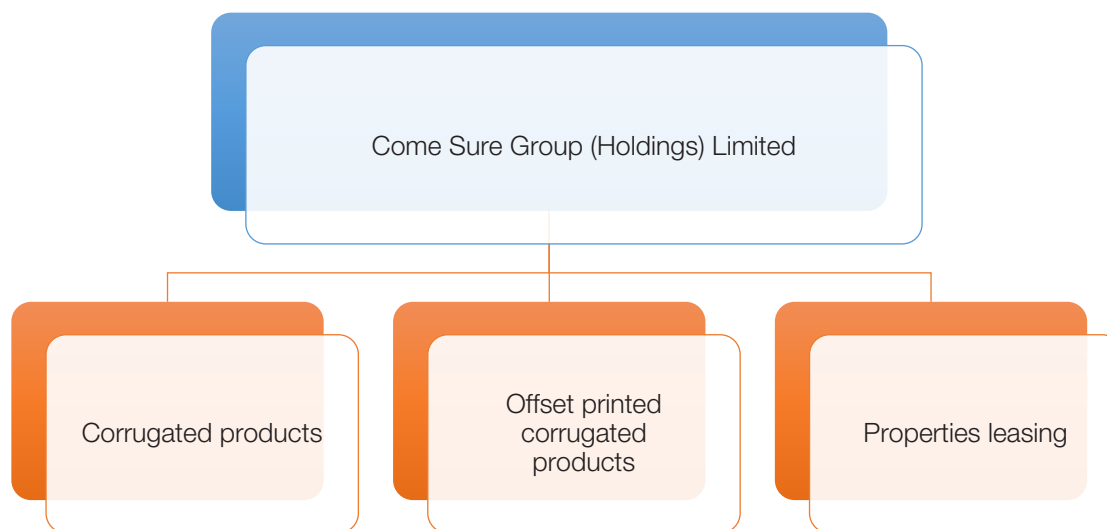
ABOUT THE GROUP

Come Sure Group (Holdings) Limited (“Come Sure Group” or the “Group”) has over 20 years’ history in manufacturing and sales of corrugated paperboards and paper packaging products. The Group is principally engaged in manufacturing and sales of corrugated cartons, corrugated paperboards and offset printed packaging products. The Group has established long-term relationships with over 250 domestic and overseas customers of different industries, such as electronic appliances, food and beverage, furniture, pharmaceutical and audio-visual products. The Group has production bases in Shenzhen, Jiangxi and Huizhou. The construction of the Group’s newly established Fujian Plant has been completed and commenced operation during the reporting period, thereby further enhancing the Group’s annual production capacity to 500 million square metres of corrugated paperboards and 400 million pieces of paper packaging products in aggregate.

The Group was one of the PRC Top 50 Enterprises in Paper Packaging Industry from 2010 to 2016 and Top 100 Printing Enterprises in the PRC for 14 consecutive years from 2003 to 2016, and was awarded Hong Kong Outstanding Enterprises for 5 consecutive years from 2010 to 2014 by Economic Digest.

In line with the increasing market demand for corrugated paper packaging products, the industrial standards have also been continuously enhancing. Come Sure Group will continue to focus on upgrading its equipment and developing high value-added production technologies, as well as offering and promoting green packaging and environmental friendly paper-based products based on the market demand.

Business Structure of the Group



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ABOUT THIS REPORT

This is the first Environmental, Social and Governance Report published by Come Sure Group to disclose the initiatives and performance of the Group over sustainable development in an open and transparent manner, so as to improve the confidence in and understanding of the Group among its stakeholders.

Reporting Year

All information contained herein reflects the performance of Come Sure Group on environmental management and social responsibility from April 2016 to March 2017. Subsequently, the Group will publish an Environmental, Social and Governance Report on a regular basis each year, which can be accessed by various sectors at any time, to continuously enhance its transparency and accountability.

Scope of Report

The Report focuses on the operation of Come Sure Group's production base located in Shenzhen ("Shenzhen Plant") in respect of the production of corrugated cartons and corrugated paperboards¹. The Group will extend the scope of disclosures and will ultimately cover all operations of the Group when its data collection system is better established and its environmental, social and governance work is strengthened.

Reporting Criteria

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "Guide") issued by The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). The Report outlines the environmental, social and governance performance of Come Sure Group in a concise manner. Information contained herein is sourced from the official documents and statistical data of the Group as well as the consolidated and summarized information on monitoring, management and operation provided by its subsidiaries under its relevant system. The last chapter contained herein includes a complete index for readers' quick reference. This Report is prepared in Chinese and English, both of which have been uploaded to the Group's website at www.comesure.com. In case of any conflict or inconsistency between the Chinese and the English versions, the Chinese version shall prevail.

Comments and Feedback

Our continuous improvement relies on your valuable opinions on both the contents and forms of this Report. If you are in doubt or have any recommendations, you are welcome to email us at catherinetsang@irregularconsulting.com to help us in continuously enhancing our environmental, social and governance performance.

¹ Being operated by Come Sure Packing Products (Shenzhen) Company Limited, a wholly-owned subsidiary of the Group.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

COMMUNICATION WITH STAKEHOLDERS

Four reporting principles underpinning the preparation of an environmental, social and governance report are stated in the Guide issued by the Stock Exchange, including materiality, quantitative, balance and consistency. As stated by the Stock Exchange, stakeholder engagement is a method to assess materiality. By communicating with the stakeholders, enterprises are able to understand a wide range of opinions, and identify crucial environmental and social issues.

For Come Sure Group, stakeholders represent groups and individuals who have significant influence over the Group's business, or those who are affected by the Group's business. The Group's stakeholders include not only internal staff, management and directors, but also external customers, business partners, investors, regulatory authorities and various community groups. The Group communicated with its substantial stakeholders in different ways last year. In preparation of this Report, the Group engaged a professional consulting firm to conduct a materiality analysis through management interviews, and incorporated the advices of the professional consultants to clarify important reporting issues and to determine the direction of the Group's sustainability.

Ways of Communication with the Stakeholders during the Reporting Period

Internal stakeholders	External stakeholders
<ul style="list-style-type: none"> • Directors of the Company • Senior management • Middle management • General staff • New staff 	<ul style="list-style-type: none"> • Suppliers • Customers • Governments/regulatory authorities • Communities • Employees' families • Shareholders • Investors • Investment analysts • Banks
<p>Ways of communications:</p> <p>Meetings, emails, telephones, intranet, interviews, surveys, trainings, panel discussions, visits and exchanges, site visits, annual reports, announcements, general meetings, company's website and the Stock Exchange's website</p>	

The business of Come Sure Group has impacts on various stakeholders, while stakeholders also have different expectations towards the Group. Looking ahead, for a comprehensive materiality analysis, the Group will continuously strengthen communication with its stakeholders, and extensively collect their opinions in numerous ways. In the meantime, the Group will also enhance its principles of quantitative, balance and consistent reporting, so as to define the contents of the report and the presentation of the information in a way which is to the satisfaction of the stakeholders.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

MESSAGE FROM EXECUTIVE DIRECTOR

“We hope to sharpen our competitive edge by promoting corporate social responsibility and become a leading sustainable company in the industry”

Founded in 1992, Come Sure Group has been committed to delivering high quality and environmental products to the market. We uphold the principle of combining economic and social benefits, and are convinced that the promotion of corporate social responsibility not only sharpens an enterprise's competitive edge, but also helps enhance the overall efficiency and corporate social value.

To the best of our knowledge, production enterprises will inevitably affect the environment during the course of operation. Therefore, we strive to consolidate the position of Come Sure Group as a “one-stop green packaging partner” through implementing corresponding environmental policies. Production bases are required to comply with a series of stringent management procedures. While ensuring our products are complied with international environmental standards, the Group also makes sure all emissions arising from the operation are complied with national and local standards. We engage a professional certification authority to monitor emissions of greenhouse gases, waste water, exhaust gases and other wastes on an annual basis, in order to lay down targets and plans for emission reduction, and implement environmental protection measures.

Come Sure Group considers energy saving as an important way to enhance its core competitiveness. We managed to reduce resource consumption in terms of production, storage and transportation during daily operation. For instance, we put orders using similar paper types and based on the locations of the customers together for concentration of production and transportation, with a view to facilitating efficient use of raw materials, energy, water and other resources.

In the practice of sustainable development, Come Sure Group also actively works with business partners to improve the sustainable development performance of supply chain. Not only do we require our business partners to strictly comply with local laws and regulations, regular evaluation of suppliers' performance in environmental protection and product quality is also conducted to engage them in environmental protection and continuously improve product quality.

We value every employee and provide them with a reasonable working environment. We ensure that the employment system of Come Sure Group abides by relevant laws and regulations, strives to maintain work-life balance among our employees, and provides a quality working environment to attract and retain talents.

In future, we will actively listen and respond to the expectations of our stakeholders, and cooperate with different sectors in achieving sustainable development. Leveraging on the promotion of environmental management and social care, Come Sure Group is well poised for sharpening its competitive edge and becoming a leading sustainable company in the industry.

Come Sure Group (Holdings) Limited
CHONG Wa Ching
Executive Director

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ENVIRONMENTAL PROTECTION

Emissions

Climate change has constituted serious impacts on global economy and development. Global warming is imminent. As a production enterprise, it is inevitable for Come Sure Group to produce various emissions during the operation. In such regard, the Group's Shenzhen Plant had Control Procedures for Noise, Waste Water and Exhaust Gases (《噪聲、廢水、廢氣控制程序》) and Management Procedures for Supervision and Measurement (《監視與測量管理程序》) in place, defining management substances, targets, procedures and duties to control effects on surroundings.

In November 2016, Paris Agreement came into effect with an aim to keep the global temperature rise well below 2 degrees Celsius above pre-industrial levels and pursue efforts to limit the temperature increase to even further 1.5 degrees Celsius.

As for the management of greenhouse gas emissions, Shenzhen Plant has formulated Management Procedures for Quality of Quantitative Data of Greenhouse Gases (《溫室氣體量化數據質量管理程序》) and Management Procedures for Quantification and Report of Greenhouse Gases (《溫室氣體量化和報告管理程序》) based on the principles of "consistency, integrity, transparency and accuracy" to inspect and manage the emissions of greenhouse gases from the plant. A consultant company is engaged, on an annual basis, for carbon inspection of the plant, which quantifies and reports the emissions of the sources of greenhouse gases in the plant, so as to enhance efficiency in carbon reduction. From March 2016, the plant has been using gas boilers instead of boilers with biomass pellet as fuel for heating. Compared with traditional boilers, gas boilers can effectively reduce the emissions of greenhouse gases.

Further detailed data of greenhouse gas emissions is as follows:

	Emissions (tonnes of CO ₂ e)
Aspect 1: direct greenhouse gas emissions ²	2,068
Aspect 2: indirect greenhouse gas emissions from energy ³	3,888
Total	5,956
Biomass or biofuel combustion emissions	2,854

Notes: The above carbon emission data covers the period from 1 January 2016 to 31 December 2016. The Group will amend the reporting period of carbon interrogation next year to be consistent with that of its annual report.

Shenzhen Plant stores oily water and waste chemicals generated from the operation in specialized containers and delivers to qualified recycling companies for centralized processing. Other sewage such as waste water from cleaning equipment and printing ink shall be processed before discharging. Direct discharge into sewer is prohibited.

Shenzhen Plant has installed sound insulation and anti-vibration for equipment with high noise level. Yurts were also established around corrugating machines to reduce noise decibels not exceeding 60 during day time and not exceeding 50 during night time.

² Direct greenhouse gas emissions include fuel consumed by generators, boilers, business vehicles, forklifts/clamp trucks; and fugitive emissions from carbon dioxide fire extinguishers.

³ Indirect greenhouse gas emissions from energy include purchased electricity.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Solid waste arising from the operation of Shenzhen Plant includes: domestic waste, plastic, wood, waste papers, electrical appliances, etc. Shenzhen Plant has strictly complied with the requirements of the Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste. Solid waste is categorized into "recyclable waste", "non-recyclable waste" and "hazardous waste", which will be recycled and processed by qualified recycling companies.

Shenzhen Plant has engaged an inspection firm to conduct regular supervision of exhaust gases, waste water and noise to ensure its emissions are in compliance with Emission Limits of Air Pollution (《大氣污染排放限值》), Emission Limits of Water Pollution (《水污染排放限值》), Noise Standards for Industrial and Corporate Sectors (《工業企業廠界雜訊標準》) and other national standards. During the reporting period, there was no non-compliance with any relevant environmental laws and regulations by Shenzhen Plant of the Group.

Use of Resources

Shenzhen Plant has formulated Energy Saving Control Procedures (《節能降耗控制程序》) and implemented various measures to reduce resource consumption during the operation.

Shenzhen Plant conducts production planning and put orders using similar paper types together for concentration of production, which not only reduce the start-up frequency of our machinery and equipment, but also facilitate efficient use of energy and raw materials. In terms of transportation, orders with delivery locations close to each other shall be transported by the same vehicle to reduce the number of round trips, thereby reduce fuel consumption.

Shenzhen Plant is committed to saving water with new technology. To make good use of water resources, waste water shall be reused in corrugating machines for beating pulp after sewage treatment. The Group has installed water meters to monitor monthly water consumption. ISO Implementation Committee of the plant shall look into any cause giving rise to any occurrence of abnormal water consumption with concerned departments, and take corrective and preventive measures accordingly.

Overview of Environmental Performance Indicators for Water Resources

	Unit	Total	Types/Methods
Total water Consumption	Tonne	7,109	Production water, daily water for employees
Total water discharge	Tonne	171	Discharged into sewage outfall
Total sewage reuse	Tonne	6,938	Reused in production

Paper is the major consumables during plant operation in terms of paperboard and carton production or daily office operation. Warehouse staff responsible for the management of raw paper materials is required to control paper usage from the source in accordance with relevant requirements. During the production of cartons, substandard paper products in each process shall be sent to collator for reuse in producing other products to avoid waste. Through the ERP system and local area network, the plant promotes paperless practice, encourages departments to reuse single-sided papers and delivers waste papers to recycling factories after centralized collection.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Overview of Environmental Performance Indicators for Production Resources

Major raw materials in production	Unit	Total	Types
Pallet film	Kilogram	37,314	Used in packing of corrugated paperboards and cartons
Packing strap	Kilogram	23,560	
Raw paper	Tonne	67,778	Used in production of corrugated paperboards and cartons
Amylum	Tonne	1,105	
White emulsion	Kilogram	58,525	
Stitching wire	Kilogram	42,145	
Ink	Kilogram	77,264	

To ensure proper operation of the boilers and avoid unnecessary resource consumption, Shenzhen Plant had management guidelines in place to regulate equipment maintenance and repair. The plant conducts regular cleaning of filter valves and flues of the boilers, and designates maintenance personnel to inspect and report any abnormal conditions of the equipment.

The Environment and Natural Resources

Come Sure Group attaches great importance to the effects of our operation on the environment and natural resources. Shenzhen Plant has developed Control Procedures for Identification and Evaluation of Environmental Factors (《環境因素識別與評估控制程序》), requiring each department to identify its own environmental factors. In response to important environmental factors, concerned departments are required to formulate management measures. The ISO officer of the plant gathers and organizes information on international and national regulations and standards in respect of hazardous substances control of the environment regularly, and has developed internal standards for management of environmental substances based on customers' requirements. The plant has circulated the standards to suppliers and relevant departments, so as to ensure that there are no excessive hazardous substances from suppliers' raw materials and products of the plant.

Shenzhen Plant has established a series of control procedures for the handling, storage, use and disposal of hazardous chemicals. Chemical storage of the plant is designated in an area with good ventilation, keeping away from the office and people. Hazardous chemicals warehouse of the plant is equipped with adequate fire facilities. Emergency drills and trainings are also conducted for all staff to ensure prompt and proper actions shall be made in case of any environmental incidents.

During the reporting period, there was no chemical leakage which had caused material impacts on the environment by Shenzhen Plant.

The Proportion of Certified Raw Materials with Sustainable Development Quality

Raw materials used	The proportion of purchased or used materials with sustainable development quality certified by partnering manufacturers
Raw paper	100%
Amylum	
White emulsion	
Stitching wire	
Ink	

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

CARE FOR EMPLOYEES

Employment

Come Sure Group strives to create an equal employment environment without any discrimination for our employees, regardless of race, nationality, place of origin, age, gender, religion, disability, marital status, pregnancy, social orientation and other factors. If there is any discrimination occurred in the plant, investigation and punitive measures shall be made. During the recruitment process, priority will be given to internal employees, while the criteria for recruitment and promotion will be based on the employees' performance and calibre, which means that, employees with outstanding performance are first considered to be promoted by Shenzhen Plant in accordance with the requirements of Human Resources Management Procedures (《人力資源管理程序》), in order to give full scope to the talents.

Shenzhen Plant has implemented Control and Management System of Working Hours, Wages and Benefits (《工時、工資、福利控制管理制度》) to ensure that employment and labour practices are in compliance with the requirements of the Labour Law of the People's Republic of China and the Labour Contract Law of the People's Republic of China. The plant conducts regular meetings and surveys with the employees to better understand their opinions and make improvement. The plant also takes care of employees' needs and facilitates their work-life balance by implementing various welfare measures and organizing different leisure activities for the employees, such as provision of free meals and recreational facilities, including reading room, basketball court, garden, etc..

Overview of Employment Performance Indicators

		Under the age of 30	Aged 30–50	Over the age of 50		
Number of employees	Male	76	311	25	Male/Female ratio in terms of number 3:1	Male/Female ratio in terms of salary 1:1.05
	Female	43	95	0		

		Under the age of 30	Aged 30–50	Over the age of 50	Total new employees	Percentage of new employees in total employees
New employees	Male	20	40	0	60	13.82%
	Female	10	6	0	16	

		Under the age of 30	Aged 30–50	Over the age of 50	Total number of employee turnover	Percentage of employee turnover in total employees
Employee turnover	Male	8	12	0	20	4.47%
	Female	4	3	1	8	

As Shenzhen Plant is principally engaged in production and manual work is generally required in production-related positions, male employees outnumber female employees in the plant. However, the average salary ratio of male and female employees of the plant is approximately 1:1, a testament of equal treatment for both male and female employees of the plant. During the reporting period, the plant was not involved in any cases in relation to the violation of employment and labour practices.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Development and Training

Come Sure Group values the personal development of our staff and encourages them to unleash their potentials. Shenzhen Plant has issued Regulations for Staff Training and Management (《員工培訓管理規定》) with an aim to enhance the performance and skills of staff and their awareness of environmental protection and safety by providing them with various kinds of training. “Project Hope training room (希望工程室)”, which is a specifically designed learning facility, has been set up in the plant. The main contents of the learning facility shall be updated every two months while Staff Feedback Corner (員工心聲板) shall be updated at any time for the purpose of offering more learning opportunities to their staff and foster their learning habit accordingly.

Contents of the Learning Facility, “Project Hope training room”

Categories	Contents
Experience from working	• Insight gained from work
	• Personal milestones
Feedback from staff	• Advices for the Company
	• Personal appeals
Art Corner	• Literature
	• Insight on life
	• Travel notes
Reviews	• Book reviews
	• Movie and TV programme reviews
	• Any other commentaries
Quotes and Maxims	• Quotes from celebrities
	• Ancient family maxims
Science	• Health and hygiene
	• Science and technology
	• Information about occupational diseases and their prevention
Selected Training	• Main contents of internal and external training
	• Staff's insight from training
Calligraphy and Photography	• Chinese brush and fountain pen calligraphy
	• Delightful or enlightening photos

The plant requires all technical staff to undertake pre-job training. The plant shall provide external training for their staff according to operational needs. Staff or their departments may also apply for training and the plant shall arrange training sessions accordingly based on operational needs.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Overview of Performance Indicators for Training and Development

		Management	Managerial staff	General staff	Percentage of total trainees
Proportion of trainees (%)	Male	100%	100%	100%	100%
	Female	100%	100%	100%	

		Management	Managerial staff	General staff	Training hours per capita (hours/year)
Training hours (hours)	Male	3,520	1,536	15,984	50
	Female	320	64	6,336	

Labour Standards

Come Sure Group fully understands that child and forced labour violates basic human rights and international labour conventions, and poses threats to the sustainable social and economic development. In regard to this, Shenzhen Plant strictly complies with Provisions on the Prohibition of Using Child Labour and protects human rights. The plant forbids the employment of forced or child labour (i.e. persons below the age of 16) in any manner.

Shenzhen Plant shall check the identity cards of staff during recruitment process to ensure that they are at least at the age of 16 and forbid underage staff (i.e. persons over the age of 16 but under the age of 18) from participating in dangerous work, night work and overtime employment. In case that any child labour is recruited by the Group, the plant shall pay severance payment and escort the child labour to his/her place of origin in healthy and safe condition.

Shenzhen Plant has formulated Regulations for Management of Non-forced Labour (《非強迫勞工管理制度》) which provides that the plant shall not distract the belongings of staff. If the plant requires any staff to work overtime, it has to ensure that the staff should work on a voluntary basis. In case of any forced labour, the staff representative shall assemble evidences and discuss with the representative of the management so as to come up with any solution.

During the reporting period, there was no non-compliance with any relevant laws and regulations in respect of prevention of child or forced labour by Shenzhen Plant of the Group.

The International Labour Organization is a specialized agency of the United Nations to enact labour standards by way of international labour conventions and proposals, thereby improving the working and living standards around the world. China is a founding member and a standing member of the International Labour Organization.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Health and Safety

Production enterprises put utmost importance in maintaining the occupational health and safety of staff. Shenzhen Plant of the Group conducts its business in compliance with the industrial standards and Work Safety Law of the People's Republic of China and endeavors to provide a healthy and safe working environment for its staff.

Shenzhen Plant has established its safety management regime by implementing System on Investigation of Production Safety and Hidden Peril Governance (《安全生產檢查與隱患治理制度》) and System on Education and Training of Production Safety (《安全生產教育培訓制度》). The plant has set up EHS (Environment, Health and Safety) Management Committee and Machinery Safety Committee to ensure its working procedures comply with the statutory safety regulations by conducting regular risk assessment in respect of occupational health and machinery safety. On one hand, personal protective equipment shall be provided to relevant staff of different job nature by the plant. For example, staff operating printing machines and corrugating machines, staff being responsible for manual cutting from paperboard department and staff being responsible for paper-pulping and wasted paper packaging shall be furnished with earplugs, cut-resistant gloves, and masks and gloves, respectively. On the other hand, the plant shall provide regular Three-tier Safety Education (三級安全教育)⁴ for its staff for enhancing their awareness of production safety. The plant also provides annual body check for its entire staff and arranges treatment for staff suffering from occupational diseases.

Two 7S inspection and fire safety inspection shall be conducted every month in Shenzhen Plant. Staff is required to keep workplace clean in order to prevent accidents. 7S inspections shall examine various production elements such as the staff, machines, materials, production methods and information based on seven criteria (i.e. sorting, rationalizing, clearing, cleaning, sustaining, safety and saving). The plant shall hold 7S conferences to address the unsatisfied areas and analyze the problems in order to formulate and enhance the management system. Besides, at least two fire drills and one fire safety training shall be organized by the plant annually so as to enhance the staff's awareness of fire safety.

Overview of Performance Indicators for Health and Safety

	Number of work injuries	Work injury rate per 1000 workers	Number of lost working days due to work injuries	Number of working days	Percentage of lost working days due to work injuries	Total number of hours absence from work	Total number of working hours	Percentage of lost working days due to work injuries
Male	2	5.45	105	118,656	0.09%	3,225	949,248	0.29%
Female	1		38	39,744		418	317,952	

⁴ Three-tier Safety Education represents the Plant safety education, workshop safety education and job safety education provided for newly-recruited officers and workers.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

OPERATING PRACTICES

Supply Chain Management

The performance of suppliers in sustainable development is correlated to Come Sure Group as a manufacturer. The Group values the relationship with its suppliers in hope for enhancing the environmental and social performance of the whole supply chain through cooperation and by setting high corporate ethical standard.

According to Procedures for Supplier Management (《供應商管理程序》) formulated by Shenzhen Plant, while selecting new suppliers, the plant shall also consider if the candidates possess any certifications of management system or products in relation to quality, environment and harmful substances in addition to their scales and reputation. The plant shall request the selected suppliers to sign an agreement to ensure that the raw materials and products supplied comply with the environmental laws and the requirements laid by the plant.

Regular inspections on suppliers shall be conducted by Shenzhen Plant. ISO specialists, quality specialists and merchandising specialists of the plant shall form an audit panel to perform on-site assessment of the suppliers and evaluate their performance in terms of quality, environment and disposal of harmful substances. Quality department of the plant shall conduct quality and environmental assessment on raw materials supplied by suppliers every month. If the suppliers are assessed as underperformed, the plant shall require the concerned suppliers to implement remedial measures within a specified timeframe. If the concerned suppliers still underperform after such measures have been taken place, the plant may consider reducing its size of order or even disqualifying the concerned suppliers.

Product Responsibility

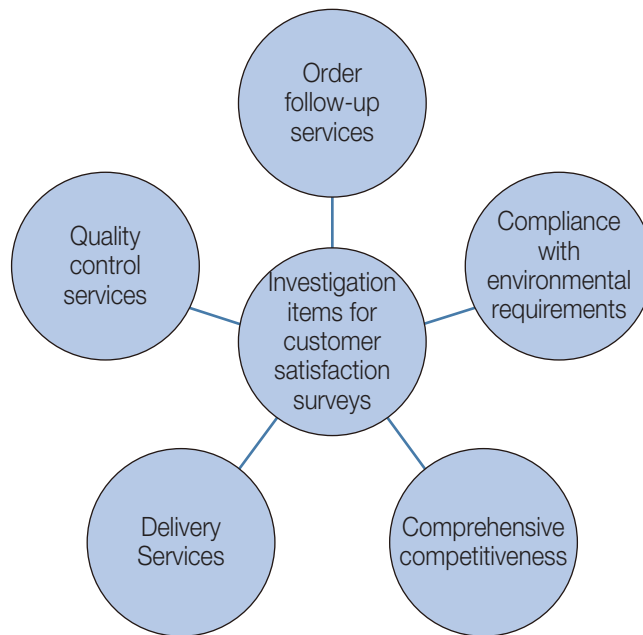
Excellent product quality is the cornerstone for the success of our business. Come Sure Group dedicates to providing quality products to customers by establishing management system, maintaining close relationships with customers and conducting regular quality assessment for products.

Come Sure Group values the health of customers. By formulating Procedures for Harmful Substance Management (《有害物質管理程序》) that control harmful substances, Shenzhen Plant are able to deliver environmental-friendly and safe products to customers. The plant has formulated Indicators for Relevant Substance on Environmental Management (《相關環境管理物質指標》), which complies with the environmental laws of the European Union, to ensure that the raw materials supplied by suppliers and the products from the plant shall not contain excess harmful substances. The plant has also formulated Procedures for Product Inspection Control (《產品檢驗控制程序》), which provides procedures for inspecting and controlling various stages, including purchasing, production, finishing and delivery. The plant appoints individual inspection bodies for inspecting cartons produced by the Group to ensure that both of its products and services comply with the requirements in respect of the quality, environment and harmful substance management. Leveraging on the Group's persisted endeavor, products from the plant meet various environmental management standards, including ISO9001, ISO14001 and IECQ-QC08000:2012. Products from the plant also comply with other international standards including European Restrictions of Hazardous Substances (RoHS) and Waste Electrical and Electronic Equipment Directive (WEEE) adopted by the European Union.

Shenzhen Plant has established a leading group for the protection of intellectual property rights, which is responsible for the management of the protection of intellectual property in the plant. Prior to the vetting of any project, the plant shall assemble information in relation to the patents and technological documents and make advices on the protection of intellectual property rights. Upon the completion of projects, the competent department shall apply for patent in respect of the project output and take immediate measures for the protection of proprietary technology for the sake of the plant's intellectual property rights.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Shenzhen Plant takes initiative to gather product and service feedback from its customers through various means so as to optimize the service management system of the plant. By adopting Procedures for Customer Satisfaction Management (《客戶滿意度管理程序》), the plant conducts survey every six months with its customers that have any business transaction with the plant in the past three months, accounting for over 80% of total sales of cartons.



Anti-corruption

Come Sure Group believes that the establishment of corporate culture of integrity management underpins the sustainable development of an enterprise.

Shenzhen Plant has adopted Business Ethics Standard Management System (《商業道德規範管理制度》), which provides specific regulations in relation to issues such as the dealing with conflict of interests, anti-corruption and bribery for staff. For example, staff shall not accept any present and gift from customers in any form nor secure orders from customers through undue means. Whistleblowing procedures are provided in the plant to ensure that their staff can complain against or report any suspected act without any misgivings whatsoever through various means including suggestion box, staff interview, conference speaking, collective bargaining and direct report to general managers. The anti-corruption measures adopted by the Group are proved effective. During the reporting period, no case of breaches or litigation regarding corruption was brought against Shenzhen Plant and its staff.

Community Investment

Concurrent with the development of business, Come Sure Group is devoted to the performance of social responsibilities and adheres to harmony and integration while providing assistance to the needy in the society. The Group is proactively committed to provide funding for different community facilities throughout the last few years, including funding the schools to build and repair teaching buildings and making donations to support the construction of rural areas and disaster areas. Besides, the Group has also been providing scholarships to diligent students and support students in difficulties to finish their education through Chong Kam Chau Scholarships Fund (莊金洲獎學助學基金). During this year, the Group has formulated and adopted System for Corporate Social Responsibility Task Management (《企業社會責任工作管理制度》) to continuously focus on helping those from disaster areas and other underprivileged groups and contribute itself for the well-being of different social groups and the society as a whole.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

Key Aspects	Description	Page Index
A1 Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	6
A2 Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	7
A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	8
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.	9
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.	12
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	10
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.	11
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	13

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Key Aspects	Description	Page Index
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.	13
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.	14
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.	14