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搜索

平价金条 | 转运珠 | 猫牌 | DIY串珠 | 时尚配饰 | 3D硬金 | 手镯

商品服务分类

金条投资

金银首饰

礼品收藏

晶石水饰

珍珠琥珀

翡翠玉石

钻石彩宝

猫券专区

平价金银

个性定制

品牌街

新品上市

线下体验店

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# 金猫银猫CSmall

买珠宝只选金猫银猫

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2017



## 金猫银猫集团有限公司

CSmall Group Limited

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 1815



← → ↻ <https://csmall.com>

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# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## 1. ABOUT THE REPORT

CSMall Group Limited (the “**Company**”) and its subsidiaries (together, the “**Group**”, “**we**”, “**us**” or “**our**”) are pleased to present our first Environmental, Social and Governance Report (“**this ESG Report**”). This ESG Report concerns environmental and social impacts, policies and initiatives of the Group and demonstrates our long-term commitment to ensuring that our activities, at all levels, are economically, socially and environmentally sustainable. Additional information in relation to the Group’s corporate governance and financial performance can be found in our 2017 annual report for the year ended 31 December 2017.

The scope of this ESG Report covers the environmental and social performances of the principal operating activities of the Group, namely the design and sale of gold, silver and jewellery products in the People’s Republic of China (the “**PRC**”), and spans over the period from 1 January 2017 to 31 December 2017 (the “**Reporting Period**”).

This ESG Report was prepared according to the “Environmental, Social and Governance Reporting Guide” (the “**ESG Reporting Guide**”) as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”). With reference to the ESG Reporting Guide, our ESG Report divides the relevant aspects and key performance indicators (“**KPI(s)**”), which are considered to be relevant and material to the Group’s business operations, into four subject areas: Environmental Protection, Employment and Labour Practices, Operating Practices, and Community Investment.

A complete index in compliance with the ESG Reporting Guide is also available at the end of this ESG Report for reference. Except for provisions that the Group believes are inapplicable to its operations, for which explanations have been given in the rightmost column of the said index, this ESG Report has complied with all the “comply or explain” provisions set out in the ESG Reporting Guide.

The Group is determined to be a responsible enterprise and is committed to perfecting its business and improving the local community. In order to determine what issues are relevant and material to our business with respect to sustainability, the Group is aware that the key is to identify and understand the issues with which our stakeholders are most concerned.

We define our stakeholders as people who affect our business or who are affected by our business. In our daily business, we actively exchange information with our stakeholders through our transparent platform while devoting to the continuous improvement of our communication system. We are also committed to maintaining a long-term partnership with our stakeholders and are actively engaged in addressing their concerns with timely follow-up actions.

We welcome comments and suggestions from our stakeholders. You may provide your comments on this ESG Report or towards our performance in respect of sustainability via email to [csmall.hk@pordahavas.com](mailto:csmall.hk@pordahavas.com).

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 2. ENVIRONMENTAL PROTECTION

The Earth, our precious planet, is the most valuable asset to us. The Group endeavours to protect this planet and build a sustainable future for our next generations.

As an integrated online and offline internet-based jewellery retailer, the Group did not have any manufacturing operation during the Reporting Period and therefore did not generate any hazardous waste in its operations. Nevertheless, we are committed to actively minimizing our impact on the environment and use of natural resources by reducing our generation of non-hazardous wastes and continuing to address various environmental issues including global warming, pollution and biodiversity.

During the Reporting Period, the Group complied with relevant laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, such as the Environmental Protection Law of the PRC (《中華人民共和國環境保護法》) and the Administrative Regulations on the Environmental Protection of Construction Projects (《建設項目環境保護管理條例》). The Group did not violate any environmental protection laws and regulations of the PRC, nor was it subject to significant fines, non-monetary penalties and litigation relating to environmental violations.

#### 2.1. Energy Efficiency Management

The Group is aware that our major contribution to the greenhouse gas emission and energy footprints lies in the electricity consumption of our operations. The Group has set up energy-saving policies and actively adopts energy saving measures as well as other measures to reduce our greenhouse gas emissions.

As such, we actively maintain a steady focus on reducing our energy consumption to manage our impact on the environment, including adopting the following measures:

- LED lighting systems are widely set up in workplaces;
- equipment, machines and electronic devices shall be turned off after office hours;
- indoor temperature is maintained at an optimal level for comfort;
- telecommunications systems are recommended in place of unnecessary travel arrangements wherever appropriate and possible; and
- signages are displayed at appropriate areas to raise awareness of energy saving.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

The Group believes that the implementation of the measures mentioned above will enhance the awareness of energy conservation among our employees and result in a gradual change in behaviour and practice. At the same time, those measures, as we anticipate, will significantly reduce the use of energy in the workplace, thereby achieving the ultimate goal of reducing greenhouse gas emission and protecting our environment. Our performance of energy use and emission during the Reporting Period is discussed in Section 2.4 of this ESG Report.

### 2.2. Resources Conservation and Waste Management

In addition to energy saving initiatives, the Group considers environmental protection and the preservation of natural resources as indispensable components of our sustainable and responsible business. Through actively promoting various environmentally friendly measures, we encourage efficient use of resources, including paper which is the main raw materials used in our operations, and endeavour to generate minimal non-hazardous waste throughout our operation.

As part of our environmental protection policies, all employees are encouraged to reduce paper usage by duplex printing, paper recycling and extensive use of electronic information systems for distributing internal administrative documents. We believe that these initiatives reflect our commitment to offering our customers the best quality of service with the least adverse impact on our planet.

We have not only established policies with respect to reducing the impacts of operational activities on the environment, but have also sought business partners who share our commitments to environmental protection and compliance with the applicable environmental laws and regulations.

In light of the above measures, the Group believes that the paper usage behaviour in the workplace will gradually change, and we will ultimately achieve the goal of reducing paper usage and protecting our environment. In the future, we will continue to realize our commitment to environmental protection, strive to build a greener and healthier environment and fulfil our responsibilities as a member of the community we all live in.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 2.3. Environmental Performance

In accordance with the ESG Reporting Guide of the Stock Exchange, our environmental performances of “Energy Use and Emissions” and “Resources Use” during the Reporting Period are tabulated below.

**Table 1 – Energy Use and Emissions**

	Unit	2017
Electricity	kWh	312,248
Unleaded Petrol	L	4,936
Greenhouse Gas Emissions	CO <sub>2</sub> e (kg)	292,005
Nitrogen Oxides	g	40,303
Sulphur Oxides	g	73
Particulate Matter	g	3,862

**Table 2 - Resources Use**

	Unit	2017
Paper	kg	1,078

During the Reporting Period, the Group produced approximately 75 tonnes of non-hazardous waste in total.

## 3. EMPLOYMENT AND LABOUR PRACTICES

As a leading integrated online and offline internet-based jewellery retailer operating in the PRC, the Group always focuses on the diversified design of jewellery products and the value of our brand which are notably results of the efforts of the Group’s employees. As such, we fully understand that our business development is largely driven by the continued quality services of our experienced and knowledgeable management team and other key employees. The Group has set itself in a good position to maintain robust business performances and growth for our employees.

During the Reporting Period, the Group complied with relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, such as the PRC Labour Law (《中華人民共和國勞動法》), the PRC Law on Labour Contract (《中華人民共和國勞動合同法》), the Regulations on Insurance for Labour Injury (《工傷保險條例》), the Social Insurance Law of the PRC (《中華人民共和國社會保險法》) and the Regulations on the Management of Housing Funds (《住房公積金管理條例》).

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 3.1. Employment

With an objective to uphold an open, fair, just and reasonable human resource policy, the Group has formulated a set of recruitment policies with respect to equal opportunity, diversity and anti-discrimination.

During the Reporting Period, apart from continuing to strictly observe the aforesaid laws and regulations, we have also complied with our employment policies relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. For instance, we have provided competitive remuneration packages, including internal promotion opportunities and performance-based bonuses, to recruit and retain experienced employees. In accordance with the relevant national laws and regulations, our employees are entitled to national statutory holidays, paid annual leave, marriage leave and maternity leave during their terms of employment with the Group.

Our employees are mainly based in the PRC, and thus the Group has joined various insurance and welfare schemes with respect to pension insurance, unemployment insurance, maternity insurance, occupational injury insurance and medical insurance in accordance with the Social Insurance Law of the PRC (《中華人民共和國社會保險法》). In addition, the Group has also contributed to the housing provident fund pursuant to the Regulations on the Management of Housing Funds (《住房公積金管理條例》).

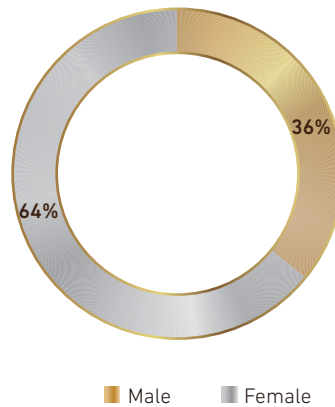
In accordance with the ESG Reporting Guide of the Stock Exchange, details of the Group's workforce during the Reporting Period are tabulated as well as presented in charts below.

**Table 3 - Our Workforce**

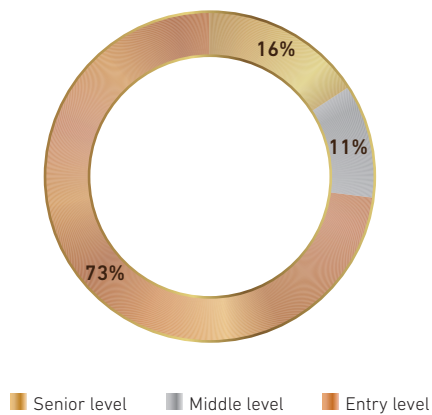
	2017
Total Number of Full-Time Employees	330
Turnover Rate by Gender	
Male	5%
Female	48%
Turnover Rate by Age	
Under 30 years old	22%
30 - 50 years old	39%
Over 50 years old	50%

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

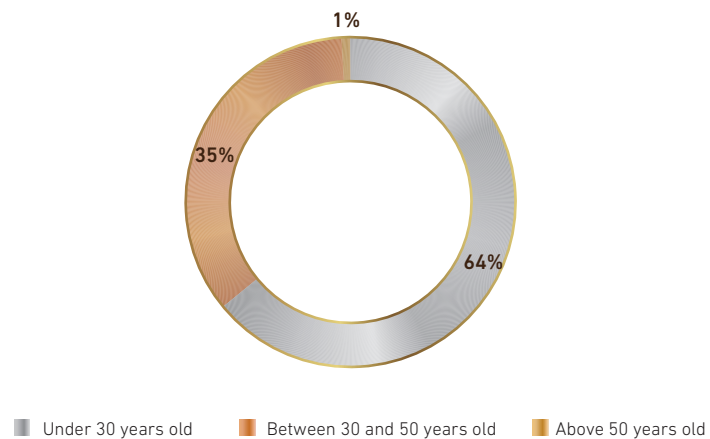
Total Workforce by Gender in 2017



Total Workforce By Employment Type In 2017



Total Workforce by Age Group in 2017





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 3.2. Health and Safety

The health, happiness and well-being of our employees are always the top priority of the Group. We are committed to protecting them from potential occupational hazards and health and safety risks and achieving zero accidents and injuries.

Health and safety requirements are incorporated into the Group's policies for all employees to comply with. In addition, the Group maintains a risk management system which includes procedures of identification and prevention of risks and hazards in the workplaces and follow-up actions for accidents or personal injuries.

In support of our commitment to provide a safe and healthy work environment, we have taken the following measures:

- installed air purifiers in relatively crowded areas such as conference and meeting rooms;
- smoking and abuse of alcohol and drugs are prohibited in the workplace;
- provided clean and tidy rest area such as the pantry;
- ensured that sufficient ventilation and lighting systems are installed in the offices and workplaces;
- provided adjustable chairs and monitors for eye protection; and
- put up posters of proper working postures and lifting method and uploaded the same to the intranet.

During the Reporting Period, the Group complied with relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards, such as the Work Safety Law of the PRC (《中華人民共和國安全生產法》) and the Prevention and Control of Occupational Diseases Law of the PRC (《中華人民共和國職業病防治法》), by ensuring that the employees are working in a safe environment in respect of health, hygiene, ventilation, gas safety, building structure and means of escape.

**Table 4 - Health and Safety**

	2017
No. of Work Related Fatalities	Nil
Rate of Work Related Fatalities	Nil
No. of Injuries at Work	Nil
Lost Days due to Injury at Work	Nil

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 3.3. Development and Training

Considering that each position in the Group requires unique professional know-how, we ensure that our employees receive proper training and mentoring in order to enhance their knowledge and improve their skillsets and capabilities. The Group provides comprehensive on-the-job training to employees. Training programs cover a wide variety of topics in order to cater to the needs of specific skillsets with respect to employees' positions, including corporate culture, health and safety, business ethics and corruption prevention for headquarters staff, as well as product knowledge, storefront display, sales techniques and store management for retail staff.

Training sessions are conducted in person for those employees working at the Group's headquarters and online for those employees working at the Group's various retail stores. 87% of all employees who attended trainings in 2017 were retail workers who required more frequent training to keep pace with customer demands and market trends. For example, there have been training sessions on product display, after-sales customer service, sales techniques and holiday sales strategies for occasions such as Chinese Valentine's Day (七夕) and Singles' Day (光棍節).

Moreover, the Group is convinced that the sense of belonging and morale of the employees are always key drivers to the Group's healthy and prosperous growth. We therefore seek to create a distinct corporate culture that promotes team work and collaboration. Regular and festival gatherings such as Mid-Autumn Festival and Chinese New Year dinners were organised during the Reporting Period to boost the harmonious spirit of different levels of staff members in the Group. The Group believes that such a corporate culture and working environment will naturally achieve a synergistic result to facilitate employee retention and improve productivity.

**Table 5 - Employee Training**

	Unit	2017
The percentage of employees trained by gender		
Male	%	81%
Female	%	86%

### 3.4. Labour Standards

Being fully aware that exploitation of child and forced labour violates human rights and international labour conventions, the Group has established policies that prohibit any forced, bonded or otherwise involuntary labour throughout its operations. Additionally, through its procurement and tendering policies, the Group also endeavours to ensure that its suppliers and contractors are free from the employment of forced, bonded or otherwise involuntary labour. For details of the Group's policies in relation to its selection of OEM suppliers, please refer to Section 4.1 of this ESG Report.

During the Reporting Period, the Group complied with relevant laws and regulations that have a significant impact on the Group relating to preventing child and forced labour, such as the Law on the Protection of Minors of the PRC (《中華人民共和國未成年人保護法》) and the Provisions on the Prohibition of Using Child Labour (《禁止使用童工規定》).

During the Reporting Period, the Group did not receive any report of material violation of relevant legislations and regulations regarding prevention of child and forced labour.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 4. OPERATING PRACTICES

The Group is determined to pursue sustainability in our core business, as part of the obligations of a responsible corporate citizen. We encourage all our business partners to incorporate sustainability practices and policies into their operations thoroughly in order to work with us in the pursuit of sustainable development.

#### 4.1. Supply Chain Management

As an integrated online and offline internet-based jewellery retailer, we have a diversified sales network through our self-operated online platform, third-party online sales channels and our offline sales network.

Supply chain management has always been one of the key aspects of the Group's operation. To maintain a high quality of our customer service and products, we have formulated policies and guidelines for various aspects of our self-operated online sales, including standardised operating procedures, warehousing and staff training. We also keep track of the latest industry trends and customer needs such that we are in a better position to bring the best experience to our customers.

We are committed to actively collaborating with our suppliers to reduce potential social and environmental risks and deliver the highest standard of products and services precisely and consistently. When we select our OEM suppliers, we follow our established policies to make sure that the nominated suppliers can meet our various requirements in respect of infrastructure and production capacity, market reputation and track records in relation to compliance with legal, ethical and social aspects such as the use of child and forced labour, workplace health and safety, mitigation of environmental impacts, protocols against sexual and gender discrimination, and protocols against harassment and abuse. To maintain good corporate control and governance, inspections and assessments of suppliers may be conducted by the Group if necessary.

During the Reporting Period, we had 125 suppliers in total, all of which were located in the PRC.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 4.2. Product Responsibility

The products offered by the Group comprise self-branded and third-party branded jewellery products. Aiming to embrace the product philosophy of affordable luxury, our self-branded jewellery products are designed by our in-house designers of our product development team and, to a lesser extent, our external designers recommended by art and design institutions and colleges that collaborate with us.

In compliance with relevant laws and regulations in relation to advertising and labelling, the Group ensures that there are no false and misleading messages in our advertisements and promotion activities. Every product is correctly labelled with sufficient information and directions for use as required by legislation and industry codes of practice.

The Group, being committed to the highest standards of product safety, strives to provide quality assurance services to make sure that our products constantly meet the requirements of our customers and all legal standards and are safe for their intended use and also in circumstances of reasonably foreseeable misuse.

The Group carries out continuous and regular assessments of product quality and is keen to make improvements and changes. The Group allocates resources to the provision of training sessions and development opportunities so as to build a competent and experienced product safety team.

We are well recognised by our customers for the authenticity and quality of our jewellery products, which significantly contribute to the market recognition of our brand. Moreover, the intellectual property rights of the Group and its contractors are under strict protection in accordance with corporate policies. For example, our trademarks, product design patents and software copyrights are promptly registered with the relevant authorities, and our standardised franchise agreements provide that franchisees may only use our trademarks for the promotion of products they source from us and upon our prior written consent.

During the Reporting Period, there had been no material infringement of our intellectual property rights or material intellectual property claims against us. There were no cases of product recall due to safety and health reasons nor complaints received against our products due to health and safety issues during the Reporting Period.

During the Reporting Period, the Group complied with relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress, such as the Trade Descriptions Ordinance (《商品說明條例》) (Chapter 362 of the Laws of Hong Kong), the PRC Product Quality Law (《中華人民共和國產品質量法》) and the PRC Law on Protection of the Rights and Interests of Consumers (《中華人民共和國消費者權益保護法》).

**Table 6 – Product Recalls and Complaints**

	2017
Percentage of sold/shipped products recalled due to safety and health reasons	Nil
Percentage of complaints received about the products related to health and safety issues	Nil

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 4.3. Customer Data Protection

In our operation, we are committed to developing and strengthening our data mining and analytical capabilities to enhance the shopping experience for our customers. Therefore, the Group unavoidably collects and possesses information of individual customers.

The Group undertakes to strictly comply with relevant laws and regulations in relation to privacy that have a significant impact on the Group and ensure that all data are securely kept in our internal system with access control. The Group also includes data privacy requirements in our corporate policies, under which customer data is used exclusively for matters relating to the Group's business operation. We strive to ensure that all collected data is free from unauthorized or accidental access, processing, erasure or other use.

### 4.4. Anti-Corruption

Upholding honesty, integrity and fairness in all aspects of our business and a high standard of business ethics which prohibits any form of bribery and corrupt practices, the Group has developed a set of anti-fraud and anti-bribery policies. For example, the Group has conducted regular systematic fraud risk assessments and monitored the effectiveness and deficiencies of risk control and mitigation through collaboration with external parties. Apart from anti-bribery and anti-corruption policies, the Group has also encouraged employees and other stakeholders such as customers and suppliers to proactively report any suspected misconduct to the Group.

During the Reporting Period, the Group complied with relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering, such as the Criminal Law of the PRC (《中華人民共和國刑法》), the Regulations of the PRC for Suppression of Corruption (《中華人民共和國懲治貪污條例》) and the Prevention of Bribery Ordinance (《防止賄賂條例》) (Chapter 201 of the Laws of Hong Kong).

During the Reporting Period, no cases of anti-corruption were concluded.

## 5. COMMUNITY INVESTMENT

As a member of the community that we cherish, the Group has put forth our best effort in helping local communities and people in need and contributing to the well-being of the community through donation programs. For example, in February 2018, the Group made a charitable donation of HK\$1,000,000 to The Community Chest of Hong Kong in connection with the stock code balloting for the listing of the Company.

As the Group is relatively new and had been focusing on business development and pre-listing preparations during the Reporting Period, the Group currently do not have concrete policies on community engagement. In the future, the Group will devise and put in place such policies, thereby attaching greater importance to community services, encouraging our staff members to actively engage in voluntary services and joining hands together to disseminate the spirit of service to the community where we all live.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### 6. ESG REPORTING GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant sections in this ESG Report	Remarks
<b>Aspect A1: Emissions</b>			
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	Environmental Protection	
KPI A1.1	Types of emissions and respective emissions data	Environmental Protection	
KPI A1.2	Greenhouse gas emissions in total and, where appropriate, intensity	Environmental Protection	
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity	—	The Group has not identified any hazardous waste being produced in our core business.
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity	Environmental Protection	
KPI A1.5	Description of measures to mitigate emissions and results achieved	Environmental Protection	As the Company was listed on the Stock Exchange only in 2018, this ESG Report is the Group's first ESG report. In terms of results achieved, quantitative comparisons will be disclosed in the Group's future ESG reports.
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Environmental Protection	As the Company was listed on the Stock Exchange only in 2018, this ESG Report is the Group's first ESG report. In terms of results achieved, quantitative comparisons will be disclosed in the Group's future ESG reports.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects, General Disclosures and KPIs	Description	Relevant sections in this ESG Report	Remarks
<b>Aspect A2: Use of Resources</b>			
General Disclosure	Policies on efficient use of resources including energy, water and other raw materials	Environmental Protection	
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity	Environmental Protection	
KPI A2.2	Water consumption in total and intensity	—	With no manufacturing operations during the Reporting Period, the Group's water consumption was minimal and was mainly used by our staff during working hours for daily non-production purposes, and no issues have been identified.
KPI A2.3	Description of energy use efficiency initiatives and results achieved	Environmental Protection	As the Company was listed on the Stock Exchange only in 2018, this ESG Report is the Group's first ESG report. In terms of results achieved, quantitative comparisons will be disclosed in the Group's future ESG reports.
KPI A2.4	Description of whether there is any issue in sourcing water, water efficiency initiatives and results achieved	—	Please refer to the explanation for KPI A2.2 above.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects, General Disclosures and KPIs	Description	Relevant sections in this ESG Report	Remarks
<b>Aspect A2: Use of Resources</b>			
KPI A2.5	Total packaging material used for finished products, and if applicable, with reference to per unit produced	—	Use of packaging material is not applicable to the Group's gold, silver and jewellery products, since containers such as paper boxes, jewellery pouches and paper bags are seen as integral to the products themselves.
<b>Aspect A3: The Environment and Natural Resources</b>			
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources	Environmental Protection	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	Environmental Protection	
<b>Aspect B1: Employment</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Employment and Labour Practices	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	Employment and Labour Practices	Breakdown by geographical region would not be meaningful as the Group's workforce is predominantly based in the PRC.
KPI B1.2	Employee turnover rate by gender, age group and geographical region	Employment and Labour Practices	Breakdown by geographical region would not be meaningful as the Group's workforce is predominantly based in the PRC.



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects, General Disclosures and KPIs	Description	Relevant sections in this ESG Report	Remarks
<b>Aspect B2: Health and Safety</b>			
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	Employment and Labour Practices	
KPI B2.1	Number and rate of work-related fatalities	Employment and Labour Practices	
KPI B2.2	Lost days due to work injury	Employment and Labour Practices	
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Employment and Labour Practices	
<b>Aspect B3: Development and Training</b>			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Employment and Labour Practices	
KPI B3.1	The percentage of employees trained by gender and employee category	Employment and Labour Practices	For the Reporting Period, the relevant figures by employee category were not fully collected. The Group will step up its data collection efforts in the years to come.



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects, General Disclosures and KPIs	Description	Relevant sections in this ESG Report	Remarks
<b>Aspect B3: Development and Training</b>			
KPI B3.2	The average training hours completed per employee by gender and employee category	—	For the Reporting Period, the relevant figures were not collected. The Group will step up its data collection efforts in the years to come.
<b>Aspect B4: Labour Standards</b>			
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	Employment and Labour Practices	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	Employment and Labour Practices	
KPI B4.2	Description of steps taken to eliminate child and forced labour practices when discovered	—	No such incidents were reported during the Reporting Period.
<b>Aspect B5: Supply Chain Management</b>			
General Disclosure	Policies on managing environmental and social risks of the supply chain	Operating Practices	
KPI B5.1	Number of suppliers by geographical region	Operating Practices	
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Operating Practices	

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects, General Disclosures and KPIs	Description	Relevant sections in this ESG Report	Remarks
<b>Aspect B6: Product Responsibility</b>			
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	Operating Practices	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Operating Practices	
KPI B6.2	Number of products and service related complaints received and how they are dealt with	Operating Practices	
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	Operating Practices	
KPI B6.4	Description of quality assurance process and recall procedures	Operating Practices	The Group currently does not have recall procedures in place since product recall is not common in the industry. Indeed, there were no cases of product recall due to safety and health reasons during the Reporting Period.
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Operating Practices	
<b>Aspect B7: Anti-corruption</b>			
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	Operating Practices	

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects, General Disclosures and KPIs	Description	Relevant sections in this ESG Report	Remarks
<b>Aspect B7: Anti-corruption</b>			
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Operating Practices	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	—	The Group is working on this aspect.
<b>Aspect B8: Community Investment</b>			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration communities' interests	Community Investment	The Group is working on this aspect.
KPI B8.1	Focus areas of contribution	—	The Group is working on this aspect.
KPI B8.2	Resources contributed to the focus areas	—	The Group is working on this aspect.