



AGILE
雅居樂

AGILE GROUP HOLDINGS LIMITED
雅居樂集團控股有限公司

(Incorporated in the Cayman Islands with limited liability) Stock Code: 3383



Develop our **future**
with **vision** and **enthusiasm**

Environmental, Social and Governance Report 2018



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ABOUT AGILE

Corporate Profile

Agile Group Holdings Limited (“Agile” or the “Group”; Stock Code: 3383), established in 1992, is principally engaged in the development of large-scale mixed-use property projects, with extensive presence in the businesses such as property management, environmental protection, construction, real estate construction management and commercial. As a renowned brand in China, the Group has established diversified businesses in various cities and regions in China and overseas.

The shares of Agile have been listed on the Main Board of The Stock Exchange of Hong Kong Limited (“Hong Kong Stock Exchange”) since 2005 and are constituent stocks of Hang Seng Composite Index, Hang Seng Global Composite Index, Hang Seng Stock Connect Hong Kong Index Series, Hang Seng High Dividend Yield Index, Hang Seng Mainland Properties Index, Hang Seng High Beta Index, Hang Seng China (Hong Kong-listed) 100 Index, MSCI China Index and Lippo Select HK & Mainland Property Index.



ABOUT AGILE (Continued)

Business Overview

The Group adopts the operating model of “focusing on property development, supported by a diversified range of businesses”, driving the steady and healthy growth of each business segment.



Property Development
Property development projects were located in various cities and regions in China and overseas. A land bank with a total planned GFA of over 36 million sq.m. covered 65 cities as at the end of 2018



A-Living
Quality property management services were rendered. The GFA under management was 138.1 million sq.m. and the contracted GFA was 229.8 million sq.m. as at the end of 2018



Environmental Protection
Business segments included hazardous waste treatment, water treatment and common solid waste treatment



Construction
The principal businesses including general construction contracting, landscaping and home decoration were supported by design consulting and materials trading businesses

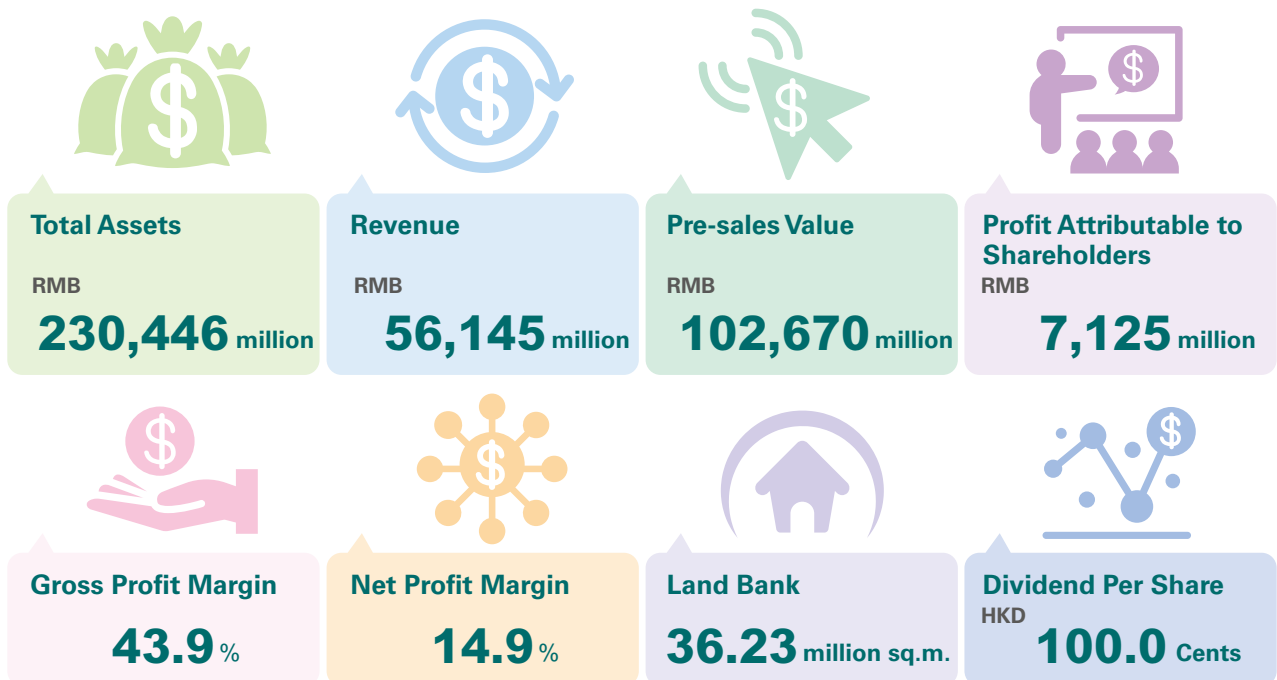


Real Estate Construction Management
Services included design and application for construction, construction management, cost control, brand export and product marketing



Commercial
Commercial projects including hotel, investment property, community retail and culture and tourism retail projects were integrated

Business Performance Highlights (As at 31 December 2018)



ABOUT THIS REPORT

Introduction

Agile is pleased to present the third Environmental, Social and Governance (“ESG”) Report (this “Report”). Based on previous reports, this Report will elaborate in greater detail on the development and performance in relation to the aspects of ESG of Agile in 2018, so that stakeholders have a more thorough understanding of the Group’s core philosophy of and related work on sustainability.

Reporting Scope

This Report details Agile’s performance related to sustainability within its business operations in Mainland China and Hong Kong during the reporting period from 1 January 2018 to 31 December 2018. The reporting scope covers the Group’s business segments including property development, property management, environmental protection, construction, real estate construction management and commercial. This Report draws on the data of previous years for reference where necessary, and the amounts listed in this Report are denominated in Renminbi (“RMB”). To consistently improve the Group’s disclosure of ESG performance data, the Environmental KPIs on the main construction sites of construction business and the places where the hotels under the commercial business operate, as well as the relevant data covering training, health and safety and suppliers are added in this Report.

A-Living Services Co., Ltd. (“A-Living”), the property management arm of the Group, also released its ESG report in 2018. Please refer to that report for further information on A-Living’s sustainability performance.

Reporting Principles

This Report has been prepared in accordance with the ESG Reporting Guide under Appendix 27 of the Rules Governing the Listing of Securities on Hong Kong Stock Exchange.

Access to this Report

This Report is available in Traditional Chinese and English. An electronic version of this Report can be downloaded from the websites of Hong Kong Stock Exchange at www.hkex.com.hk and Singapore Exchange Limited at www.sgx.com and the Group’s official website at www.agile.com.cn.

Feedback and Suggestions

Stakeholders’ valuable feedback is of great importance to the Group in terms of sustainable development. You are welcome to provide feedback and suggestions regarding this Report or the Group’s sustainability performance.

Contact Us

Capital Markets and Corporate Affairs Department

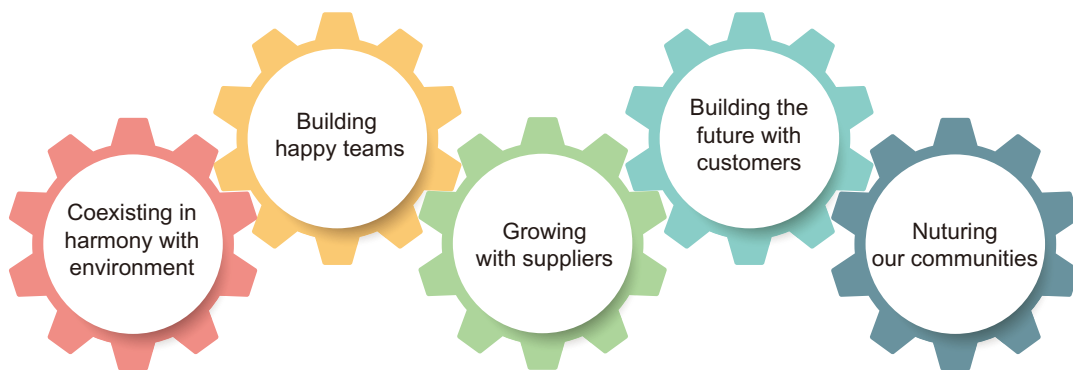
Email: ir@agile.com.cn

OUR SUSTAINABILITY APPROACH

Principles and Objectives

Adhering to the brand philosophy of “Lifestyle of a Lifetime”, the Group develops and manages each of its property projects with empathy. We understand the subtle needs of each individual and change the details of lifestyle, bringing sustainable returns to owners and customers, so that they can live a life of joy. To this end, we attach importance to supplier management to ensure the supreme quality of our products and services, thus creating livable and comfortable homes for owners and residents. We are also committed to protecting our environment, caring about our employees and promoting the sustainable development of our communities. This Report will elaborate on the five major aspects of the Group’s work on sustainability, as well as related achievements and future plans.

Five major aspects of our sustainability work:



Stakeholder Engagement

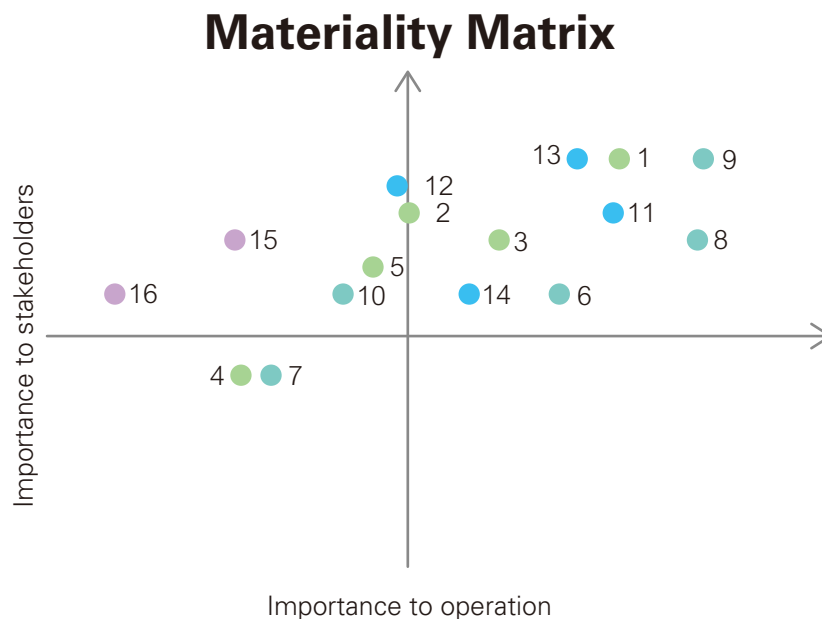
The Group believes that we can discern opportunities, manage operational risks and continuously enhance our performance on sustainability by timely and effectively communicating with stakeholders and carefully listening to their voice. To this end, we have rolled out a wide range of channels to collect stakeholders’ opinion, so that we can continuously improve our ESG policies and formulate related measures and plans.



OUR SUSTAINABILITY APPROACH (Continued)

Materiality Assessment

The Group attaches great importance to the views of stakeholders. During the year, different groups were invited to give opinions on current ESG aspects and the challenges faced by various business segments. Apart from reviewing the results of previous years’ opinion surveys, we also collected stakeholders’ views on various ESG aspects and the relative importance of their impact on our operation through different channels, such as regular meetings, opinion surveys, seminars and trainings. Upon detailed analysis, a related summary is listed as follows.



Identified Material Aspects

- | | | | |
|---|-------------------------------------|--|--|
| 1 Climate change and energy consumption | 6 Employee development and training | 11 Product responsibility | 15 Community engagement and contribution |
| 2 Water resources | 7 Diversity and equal opportunities | 12 Sourcing raw materials and products from eco-friendly suppliers | 16 Encouraging employees to participate in social services |
| 3 Wastes | 8 Employee care and welfare | 13 Anti-corruption | |
| 4 Product materials | 9 Occupational health and safety | 14 Communication mechanism and transparency of the Group | |
| 5 Protection of natural resources | 10 Employment and labour practices | | |

Material aspects are defined as the matters of greatest concern to the Group and external stakeholders. Such aspects will be elaborated in relevant sections of this Report, with an aim to providing a better understanding of the common ESG challenges faced by the Group, the government and our fellows, and to enable us to continuously improve our long-term plans on sustainability.



**COEXISTING IN
HARMONY WITH
ENVIRONMENT**

COEXISTING IN HARMONY WITH ENVIRONMENT

Environmental protection is vital to the high-quality development and transformation of China’s economy and society. As a good corporate citizen, the Group always strictly complies with relevant laws and regulations and incorporates environmental protection measures into its business operation. Besides, the Group formulates environmental protection policies to ensure the reduction of emissions and effective use of resources, and to minimise the impact of its operation on the environment and natural resources.

Environmental Protection Policies

The Group strictly adheres to all the laws and regulations relating to environmental protection in the People’s Republic of China (“PRC”) as well as at the places where we operate. During the year, no material non-compliance reports were received.

In accordance with applicable regulations and Agile’s philosophy and business development needs, the Group has also formulated the following environmental protection policies, which outline the importance of compliance, continuous improvement and environmental management awareness.






COEXISTING IN HARMONY WITH ENVIRONMENT (CONTINUED)

Reduction of Emissions

The construction business of Agile has developed green operation management measures for dust and emissions control, in order to reduce the impact of construction projects on the surroundings and the health of residents, and to actively fulfil the environmental responsibilities.

Dust Control Measures

-  Implementing dust control on construction sites in accordance with applicable national regulations
-  Implementing effective dust control measures on construction sites, such as water spraying, ground hardening, fence installation, dense net coverage, etc.
-  Setting up wheel washing equipment at the entrances and exits of construction sites for better dust control

Emission Control Measures

-  Conducting site patrols using electric vehicles to reduce vehicle emissions

In 2018, the property development arm of Agile covered the whole bare soil surfaces of the construction sites of over 100 projects. For instance, the whole bare soil surface of the construction site of Agile Garden Shenyang was covered to reduce the dust level. In the meantime, the property development arm adopted prefabricated construction in about 4% of its projects across Mainland China. The building components were centrally made at the prefabrication plants, and then were delivered to the construction sites for assembly, greatly reducing the dust level resulting from on-site manufacturing of building components. It could also keep the construction sites clean and minimise the environmental impact of manufacturing of building components on the site areas. The picture shows Agile Chairman Nanjing where prefabricated building components are adopted.



COEXISTING IN HARMONY WITH ENVIRONMENT (CONTINUED)



Disposal of Non-hazardous Waste

In respect of waste management, the Group complies with applicable laws and regulations such as the Environmental Protection Law of the PRC, the Environmental Impact Assessment Law of the PRC and the Administrative Measures for Municipal Solid Waste, and strives towards the reduction, recycling and safe disposal of solid waste. Our construction business regularly evaluates production processes to identify the sources of waste, with an aim to developing action plans on waste reduction. Agile's real estate construction management segment collects and cleans up general and construction waste generated in the course of construction in accordance with relevant urban management regulations in respective cities. Besides, it commissions licensed entities to dispose of hazardous waste and complete relevant formalities in accordance with the law. In order to reduce solid waste emissions during the operation, Agile's environmental protection business replaced the belt filter presses with the plate and frame filter presses at its water treatment plant in Hainan Clearwater Bay. With the plate and frame filter presses installed, the water content of sludge decreased from 80% to 60% and the volume of sludge discharged decreased significantly by half during the operation.

On the other hand, A-Living, the Group's property management arm, has set up a number of garbage collection points in residential communities for separating food waste, recyclable waste and hazardous waste, and engages professional contractors for regular clearing. It has installed reverse vending machines in residential communities in Guangzhou and Jinan, etc. to encourage residents' participation in the sorting and recycling of metals, plastics, textiles, paper, glass, etc., with financial incentives. It also actively participated in an environment protection event named "See it! Map it! Bag it! Move it!" on the World Cleanup Day, attracting more than 2,000 volunteers from different residential communities. A-Living encouraged volunteers to organise cleaning activities or clean up litter and waste, raising the public awareness on waste sorting and waste reduction.

COEXISTING IN HARMONY WITH ENVIRONMENT (CONTINUED)



Disposal of Hazardous Waste

The Group strictly abides by applicable laws and regulations such as Technology Policy for the Prevention and Control of Pollution Caused by Hazardous Wastes. Our construction business stores hazardous waste separately in dedicated containers with special marks and arranges licensed companies to collect and dispose of such hazardous waste.

In addition, the environmental protection business of Agile has established an integrated industrial chain of investment, research and development, construction and operation in hazardous waste treatment. It owns dozens of licensed companies specialised in disposing of hazardous waste in 45 categories including medical waste, waste mineral oil, waste organic solvents, acid and alkaline waste, and waste containing heavy metal. As at 31 December 2018, its maximum hazardous waste treatment capacity exceeded 2.7 million tonnes per year, while the total capacity of landfills was over 14 million cubic metres, ahead of those of other companies in the hazardous waste treatment industry in Mainland China. Agile's environmental protection arm is also exploring the possibility of introducing big data and industrial property management in the hazardous waste industry and setting up an information platform and a logistics platform, with an aim to steering China's hazardous waste industry towards the "Internet +" era.

COEXISTING IN HARMONY WITH ENVIRONMENT (CONTINUED)



Use of Resources

Energy Saving and Reduction of Emissions

At present, the entire construction industry faces enormous challenges in terms of low carbon, environmental protection, energy saving and reduction in consumption. Green building design and green construction will be the future trend. To this end, the Group's construction business actively explores "new technologies, new materials, new products and new technique" while implementing comprehensive management strategies for the conservation of energy, land, water and materials as well as for environmental protection. In respect of property development, safe and effective energy-saving outdoor construction materials are selected according to thermal insulation and energy-saving analysis on exterior walls, roof surface and balconies of the buildings, so as to reduce energy consumption of properties. To minimise unnecessary power and water consumption during the course of construction, we strictly follow the regulations on building energy conservation promulgated by governments of all levels and continuously improve our construction management. At the preliminary stage of project planning, our planning team and property management team jointly estimate energy consumption in public areas to establish the most appropriate lighting configuration standards so as to reduce unnecessary energy consumption.

The commercial business has installed energy-saving lights and waste heat recovery device in air conditioning system in certain hotels for the purpose of precooling and preheating fresh air with recycled waste heat. Meanwhile, heat recovery units have been installed in the boiler exhaust pipes to preheat soft water in boilers with recycled waste heat. Coupled with the use of air source heat pumps and solar energy to heat water for domestic use and other measures, reduction of energy consumption in hotels can be effectively achieved.

At offices, Agile also emphasises the effective use of resources. Our environmental protection business is committed to promoting green measures such as "two-sided printing" and "paperless office" and encouraging employees to recycle office materials such as using dryers in toilets to reduce the waste of tissue papers. Besides, it recycles and centrally disposes of express delivery cartons used in daily office operation, with an aim to reducing the waste of resources.

COEXISTING IN HARMONY WITH ENVIRONMENT (CONTINUED)

Use of Resources

In the course of construction, we make good use of recyclable materials. In 2018, the property development business introduced the Manual on Application of Aluminium Alloy Formwork System (Trial Version). All wooden moulds used in construction projects were replaced by the light, durable and eco-friendly aluminium counterparts. All wooden building supports were also replaced by eco-friendly steel building supports, so as to reduce the use of wood. About 10% of Agile's projects across Mainland China adopted the new aluminium alloy formwork system. For instance, aluminium formwork supports were used in Shenyang Agile Garden to reduce the consumption of wood and to ensure a safer and cleaner construction environment.

The Group's real estate construction management business also adopts a new technique to strengthen wooden formwork joints by screws, in order to prevent bulging or cement leakage at the joints between external walls after cement solidification, etc.. This new technique has greatly reduced the resources used in and costs incurred from the repairs caused by the defects in old techniques.

Water Management

As for water management, we strictly abide by applicable laws and regulations such as the Law of the PRC on Prevention and Control of Water Pollution and the Discharge Standards of Pollutants for Municipal Wastewater Treatment Plants. Our real estate construction management business promotes water conservation in construction sites. Separate sewage pipelines and tanks, which are built to collect domestic sewage and wastewater generated from construction activities, are connected to municipal wastewater pipelines for discharge in accordance with relevant regulations.

A-Living has deployed high-efficiency automatic sprinkling devices and micro-sprinkling devices in landscaped areas surrounding our properties, effectively reducing the irrigation water consumption for greening and maintenance purpose. The commercial business has installed water-saving devices at faucets and showers in bathrooms, kitchens and staff changing rooms of certain hotels to reduce water consumption. Some hotels also use purified water recycled by water reclamation systems for garden irrigation to reduce the use of municipal water.

To provide clean water resources, the environmental protection arm of Agile owns several water plants and sewage treatment plants in Guangdong, Shandong, Hainan and Yunnan, etc. to deliver the water supply, domestic sewage treatment and industrial wastewater treatment services to these provinces. In 2018, the daily maximum water treatment capacity of the environmental protection arm exceeded 2.1 million tonnes. Besides, the Group carries out integrated water environment management projects such as integrated river basin restoration, offshore pollution control and water supply and drainage pipeline network construction in Hainan, Yunnan, Guizhou and Guangdong to provide comprehensive urban water management and water environment upgrading services.

The Environment and Natural Resources

Building Planning in Response to Climate Change

As the problem of climate change becomes increasingly serious, the Group makes reference to the recommendations of the Taskforce on Climate-related Financial Disclosures in the course of construction and project development, with an aim to identifying climate-related risks and opportunities. The Group understands that green construction and green building design will be the future trend in the real estate industry. To this end, it is committed to achieving harmonious coexistence amongst people, buildings and the natural environment during the stage of design and construction. For instance, the Group takes sunshine, distance between buildings, ventilation, lighting and other factors into consideration when designing its products, so as to ensure balance between product design, climate and environment and comply with applicable regulations in Mainland China.

COEXISTING IN HARMONY WITH ENVIRONMENT (CONTINUED)

Green Building

While improving research and development and application of green building technologies, the Group promotes green construction management and protects the biodiversity and ecosystem in the surroundings of each project site. In the meantime, we support and obtain green building certifications at home and abroad. Agile Garden in Sanxiang, Zhongshan (Phases 1–8), Metro Agile Zhongshan (Phases 1–6), Majestic Garden Nanhai in Foshan, South Lagoon Guangzhou and Grand Palace in Guangzhou and Clearwater Bay Golfer's Paradise in Hainan have applied for certifications such as ISO 14001:2015 Environmental Management System. During the period from 2017 to 2018, Agile owned a total of 81 green building projects, 14 of which received the Certificates of Green Building Design Label under the China Green Building Evaluation Standard.

Agile International Financial Center Nanning

This project adopts green building technologies including solar photovoltaic power generation, high-efficiency and energy-saving air-conditioning units, high-performance concrete technology and power-saving lighting technology, and has received the Certificate of Green Building Design Label (Two-star) under the China Green Building Evaluation Standard.



COEXISTING IN HARMONY WITH ENVIRONMENT (CONTINUED)

Research on Sponge Cities Technologies

The Group is aware of the extreme rainfall events caused by climate change. In view of this, we have set up designated area in our production and research base completed in 2018, to demonstrate sponge city technologies such as bioswales and rain gardens, so as to facilitate the application of such technologies in the Group's projects.



Agile Bay Area Villa Chongqing and Agile Mountain Chongqing

Agile Bay Area Villa Chongqing and Agile Mountain Chongqing have adopted sponge city technologies to strengthen their resilience to adapt to climate change and to tackle natural disasters. Both projects feature permeable bricks and permeable pavements. Coupled with the rainwater harvesting and recycling systems, rainwater is channelled to retention pipelines through gullies for recycling and reuse.



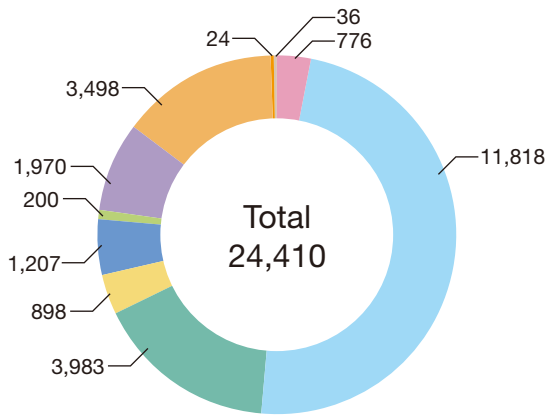


**BUILDING
HAPPY TEAMS**

BUILDING HAPPY TEAMS

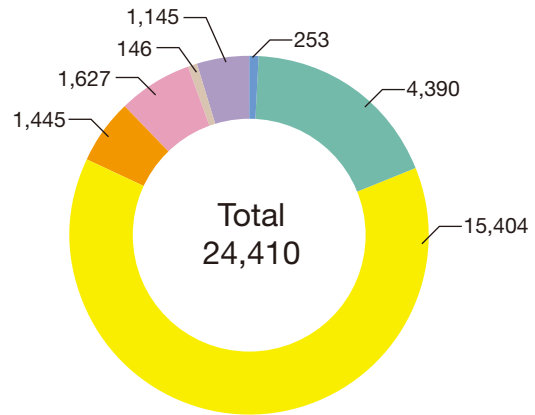
In the modern business and economic development, human resources are one of the main drivers for enhancing the core competitiveness of enterprises. Agile firmly believes that outstanding talents are important asset of the Group and an indispensable part for our success and steady growth. Therefore, we always adhere to the philosophy of “putting people first” and “Lifestyle of a Lifetime” while facilitating the happy growth of employees and the long-term development of the Group.

Staff Breakdown by Region



- Guangzhou Headquarters
- Southern China
- Eastern China
- Northern China
- Central China
- Northeastern China
- Western China
- Hainan and Yunnan
- Hong Kong and Macau
- Overseas

Staff Breakdown by Business Segment



- Agile Group Holdings
- Property Development
- A-Living
- Environmental Protection
- Construction
- Real Estate Construction Management
- Commercial

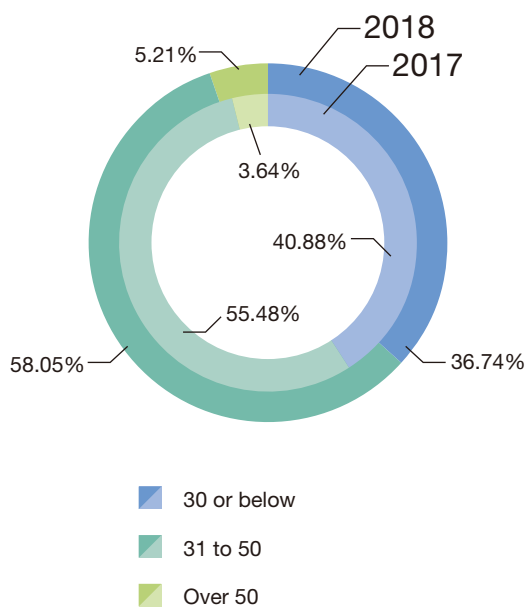
BUILDING HAPPY TEAMS (CONTINUED)

Employment and Labour Practices

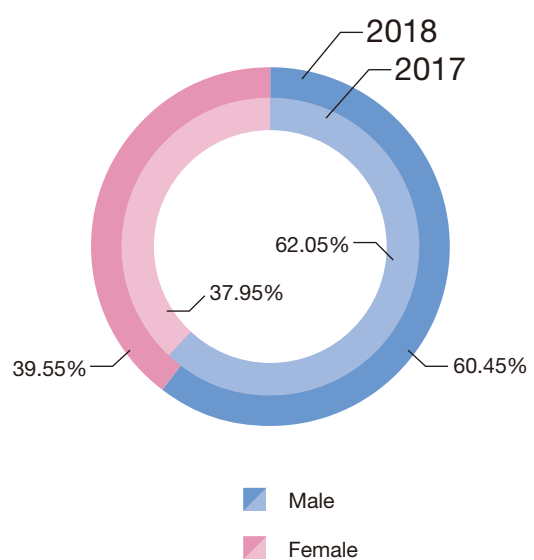
Agile strictly abides by the Labour Contract Law of the PRC, the Labour Law of the PRC and the Provisions on the Prohibition of Using Child Labour, etc.. The Group has also established a sound human resources management system to systematically manage the affairs on compensations and benefits, employee recruitment and promotion, working hours, equality, diversity and so on. Apart from providing employees with good development prospects and clear career paths, the Group is also committed to building a growing and happy team. Besides, the Group respects and values different ideas, backgrounds, experiences and perspectives, and promotes the effective collaboration of all employees. We attach great importance to equal opportunities and refrain from discrimination based on age, gender, nationality, ethnicity, religious belief, etc.. We are striving for creating and maintaining cultural diversity.

Agile prohibits the employment of child and forced labour. The Group signs employment contracts with all full-time employees and work contracts with all interns and temporary staff to define the rights and obligations of both parties. In the meantime, the Group conducts a human resources review once every six months, conducting real-time inspections through the internal human resources data management system to avoid non-compliance. In case of any suspected non-compliance case, we will take follow-up actions in accordance with the Accountability System for Defaults. In 2018, we were not involved in any significant labour disputes or non-compliance cases which would have an adverse impact on our business.

Staff Breakdown by Age

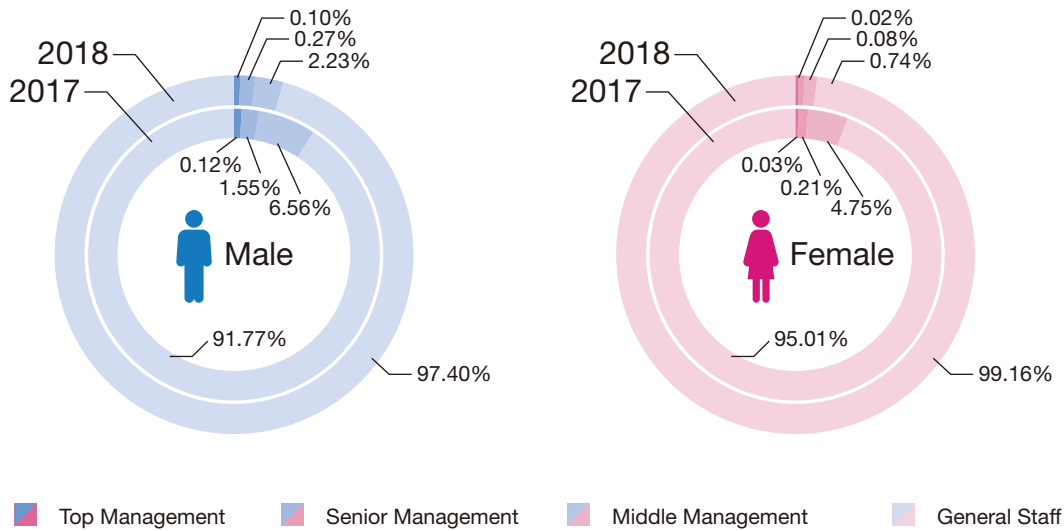


Staff Breakdown by Gender



BUILDING HAPPY TEAMS (CONTINUED)

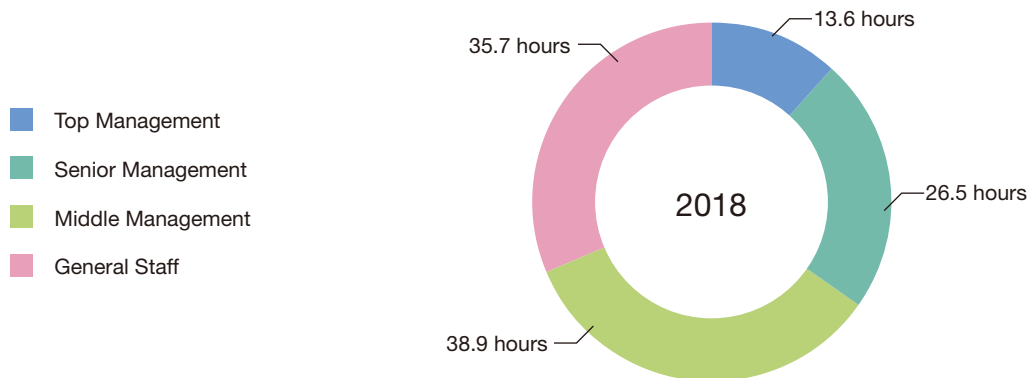
Staff Breakdown by Position and Gender



Employee Development and Training

Agile provides employees with an ideal workplace, equal career development opportunities and comprehensive training programmes, in addition to promoting work-life balance. Through integrated evaluation methods such as performance appraisals and human resources surveys, the Group provides employees with promotion paths for career advancement. We have also formulated training guidelines such as the Training System, Guidelines on Internal Trainer Management, Guidelines on Orientation Training for New Employees, Administrative Measures for Career Mentors and Guidelines on Supplier Training Management, in order to ensure the continued growth of employees in various regions and business segments.

Training Hours Breakdown by Position (Average Number of Training Hours Per Employee)



BUILDING HAPPY TEAMS (CONTINUED)

Agile provides employees with abundant learning resources and a well-established learning platform. In 2018, we actively established professional academies to render specialised training for staff at different levels and performing different functions. Key training programmes of the Group are shown as follows:



In the Top Leaders Programme, we provide courses on investment management, strategic competence, etc.. We also invite founders of well-known real estate consulting firms to host the lectures. Through group discussion, case studies and role plays during lectures, the participating management members can improve their integrated capabilities.

In the Wise Leaders Programme, we organise “Future Leader Training Camp” for departmental directors and chiefs, with sessions on strategic thinking, leadership, business thinking, public speaking and presentation skills, etc..

In the Team π Programme, we provide “Team π Training” for new graduates, helping them grow rapidly and cultivate talents for the Group by carrying out on-the-job practice, key tasks, career coaching and performance assessment. In 2018, the programme attracted the participation from more than 300 newly graduated employees of the Group, being the largest one since Agile’s launch of campus recruitment and cultivation programmes. During the year, we also rolled out the “Future π” programme in eight major universities, featuring themed sharing sessions by senior management members of Agile, so as to enhance students’ professionalism and competence and to discover and select outstanding talents for Agile.



BUILDING HAPPY TEAMS (CONTINUED)

In addition, we have set up marketing academy, engineering academy as well as human resources and administration academy, with the focus on improving the professional competence of employees.

In future, we will continue to facilitate the development of every training programme, with the addition of three professional academies. We will also provide monthly onboard training for new staff and newly-promoted middle- and senior-level managers to enhance their understanding of our corporate culture and business operation and to accelerate their adaptation and integration.

Employee Care and Welfare

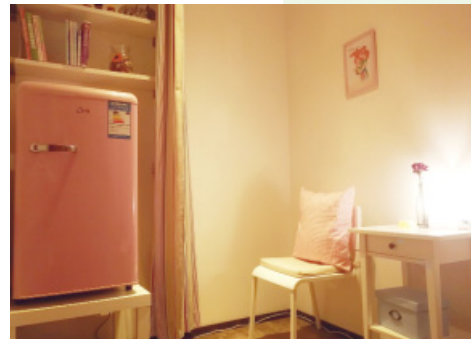
Human resources are one of the main drivers for the Group's sustainable development. In order to attract and retain outstanding talents, the Group provides fixed and floating salaries for employees, and shares outstanding financial results with employees by distributing profit bonuses and special bonuses. The Group determines and reviews staff remuneration regularly in accordance with their individual performance, work experience as well as the market rate, in order to ensure internal fairness and external competitiveness. Meanwhile, the Group is committed to providing employees with full benefits such as social security contributions, meal allowances, travel allowances, annual body checks and statutory leave. The Group currently implements five-day work so that employees can strike a balance between life and work.



BUILDING HAPPY TEAMS (CONTINUED)

The Group has launched the “Happy Living Cheer Up Station” programme to ensure the well-being of employees. For instance, we have organised an activity themed “Learning Basic Psychological Concepts for Happier Work and Life” for Team π members, in the hope that they can understand themselves better to deal with stress properly. We have provided probationary employees with the “Psycho-empowerment Experience Session” to let them understand stress and to learn and adopt different ways to manage and reduce stress. We have also set up a care hotline for employees to seek help for growth, work, family and other issues. The “Agile Foundation for Mutual Help” renders financial assistance for employees and their families who have suffered accidents or serious illnesses.

In addition, we have created a staff area named “Happy Home” which consists of six key functional zones including Knowing Agile, Happy Phone Charging Corner, 10-square-foot Breastfeeding Corner, Fun Activity Corner, Agile Toolkits and Happy Sharing Corner, so as to provide employees with comprehensive support. A series of “Happy Home” activities have been held in different regions. For example, in 2018, our Shanghai Regional Office organised a Mother’s Day event, inviting beauty and healthcare experts to share tips with female employees on healthcare and fatigue treatment. Our regional offices near Shanghai and in Hangzhou also organised handicraft and floral arrangements activities to enrich employees’ cultural life.



BUILDING HAPPY TEAMS (CONTINUED)

Occupational Health and Safety

The Group attaches great importance to the health and safety of our employees and strictly abides by applicable laws and regulations in China and at the places where we operate, including but not limited to the Production Safety Law of the PRC, the Occupational Disease Prevention and Control Law of the PRC and the Occupational Safety and Health Ordinance of Hong Kong. We have also put in place the Safety Management System, Office Environment Management System, etc.. A total of six property management projects of the Group have achieved OHSAS 18001:2007, an international standard for occupational health and safety. To effectively implement policies relating to occupational health and safety, Agile's employees are required to receive orientation training on production safety which aims to raise their awareness on occupational health and safety. Workers of construction sites are required to receive training on safety techniques, and to conduct works on site with all safety measures taken and personal protective equipment used. In case of emergency where personal safety is directly threatened, employees may stop working or leave the workplace after taking appropriate emergency measures; and promptly report the case to their supervisors. In 2018, a fatal work accident was unfortunately recorded in Guangzhou and Hainan respectively. An employee in Guangzhou died in a commuting accident. As for the accident in Hainan, to avoid similar recurrences, the Group has issued regulations for the management of beach buggies at scenic spots and provide safety education and training for employees in Hainan.

The Group also attaches great importance to the physical and mental health of the employees. In November 2018, Mr. Chen Zhuolin, Chairman and President of the Group, led more than 2,000 senior managers, employees and their families of various business segments from all over the country to participate in the third edition of Agile's Sports Day, during which over 700 of them took part in different activities. The Sports Day fully demonstrates the collaboration capability of our team and their awareness on a healthy lifestyle.



BUILDING HAPPY TEAMS (CONTINUED)

Integrity in Workplace

Agile strictly abides by the Criminal Law of the PRC, the Anti-Unfair Competition Law of the PRC, the Supervision Law of the PRC and the Criminal Procedure Law of the PRC which was newly amended in 2018, etc.. The Group has also formulated anti-corruption policies such as the Anti-Corruption System, the Code of Business Conduct and the Accountability System for Defaults, clearly defining corruption behaviours and providing employees with a clear guidance on identifying conflicts of interest. Besides, we have established anti-corruption management measures to ensure that our employees oppose corruption and value integrity. In 2018, Agile was not involved in any legal proceedings, claims or disputes which would have a major adverse impact on its business operation.

The Group has set up an "Anti-corruption Hotline" and "Anti-corruption Email Account", via which employees may report illegal acts within the Group either anonymously or by real-name registration. Within 48 hours after receipt of reports, thorough investigation will be carried out by responsible departments. In addition, we will handle the case according to the Accountability System for Defaults.

Apart from anti-corruption trainings for new staff, the Group organises anti-corruption educational activities for all employees every year. These activities include anti-corruption lectures, viewing of training videos which disseminate anti-corruption message and visits to anti-corruption educational bases.

The Group also regular organises supplier conferences every year and requests the suppliers to sign the anti-corruption agreements as attached to principal business contract, with an aim to arousing the suppliers' awareness on the importance of fair and honest cooperation.

In addition, as a member of China Anti-Corruption Enterprises Alliance, the Group actively organises and participates in relevant seminars to promote exchanges among members of the Alliance. The Group also does not recruit candidates who are on the Alliance's internal blacklist of employees involving in integrity matters.



GROWING WITH SUPPLIERS

GROWING WITH SUPPLIERS

As a provider of quality lifestyle that actively fulfils its corporate social responsibility, the Group is committed to creating a complete and efficient system of supply chain management. We work closely and establish good relationships with our suppliers to ensure that our products and services are of the best quality and cater to the needs of the market and society.

Well-established System

The Group has formulated Supplier Screening Review Template which is used to evaluate shortlisted construction contractors based on three criteria including suppliers' profiles and management models, site visit results and integrated assessment. We also require suppliers to follow relevant rules and systems of the Group, including the Guidelines on Supplier Cooperation and the Undertaking on Annual Strategic Tendering Services of Agile, so as to ensure their compliance and to promote good communication and cooperation between us and our suppliers.

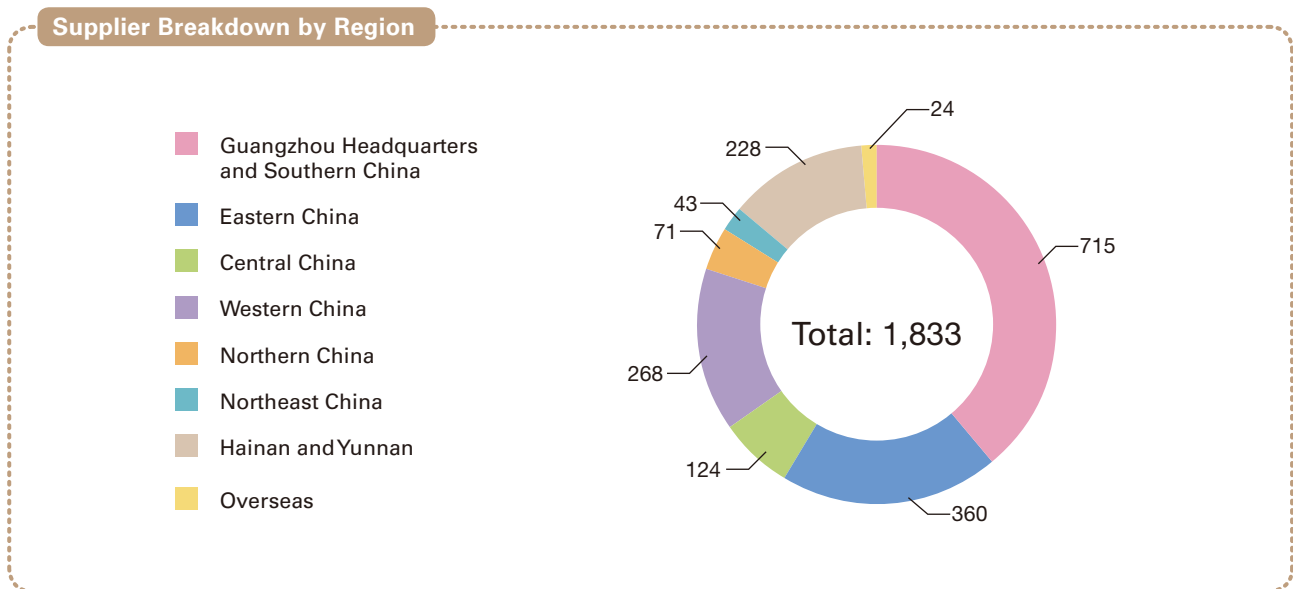
We have established a number of supplier management and procurement and tendering management systems, such as the Measures for Management of Materials Suppliers of Agile and the Measures for Identification and Handling of Quality Problems with Materials Supplied by Party A. We also conduct integrated evaluation of suppliers' products and services on a regular basis, commend outstanding suppliers and remove unqualified ones from our tender and procurement list, so as to ensure that the quality of suppliers meets our strict standards.

Supplier Selection and Cooperation

The Group strictly implements open and fair procurement and tendering policies. Our teams conduct on-site investigations of new suppliers which meet our requirements, so as to assess their work performance, environmental protection measures, product or service quality, partner relationships, customer services, on-time completion rates and safety standards, etc..



GROWING WITH SUPPLIERS (CONTINUED)



We conduct regular spot checks on all suppliers’ products, including surprise checks at plants and product sampling inspections. As for product sampling inspections, all product samples are to be submitted to nationally recognised testing organisations. We also conduct annual rating assessments on all suppliers so as to monitor their work performance, product quality, goods supply and after-sales service, etc.. We continuously review the approval procedures of the supplier performance assessment, striving to enhance the Group’s operation.

The Group works with different kinds of suppliers. It not only enables us to inspire creativity and provide quality products and services, but also helps promote local economic growth. In 2018, the Group worked with more than 1,800 suppliers and subcontractors. The Group selects local suppliers whenever possible, in order to reduce carbon footprint generated from shipment. During the year, more than 98% of suppliers or subcontractors of the Group were local. The Group also avoids over-reliance on a single supplier in a single field or chooses to have two companies supplying a single material, in order to minimise supply chain risk.

Besides, the Group works closely with suppliers to enhance each other’s performance on sustainable development. For example, we have worked with a ceramic supplier to jointly develop new products. Through technical examination and design optimisation, we have produced ceramic tile countertop to replace conventional marble countertop, with an aim to achieving reduction in the use of materials and environmental protection.

Future Plans

In future, the Group will continue to optimise our supply chain management. For example, we will develop new materials and new technologies. We will enhance our understanding of new technologies and products in various materials sectors, so as to introduce more fashionable and eco-friendly products. We believe that such practices will help save energy and reduce emissions, while enhancing the attractiveness and competitiveness of our products and services. We will also achieve the goal of a paperless office upon the completion of supply chain and procurement management systems, with a view to reducing paper use and ensuring an eco-friendly and efficient procurement procedure.



**BUILDING THE FUTURE
WITH CUSTOMERS**

BUILDING THE FUTURE WITH CUSTOMERS

Adhering to the brand philosophy of “Lifestyle of a Lifetime”, the Group has always been dedicated to providing customers with quality products and services. While setting up a well-established after-sales services management system, we also respect customer privacy and protect customer rights.

Product Quality

The Group strictly abides by the Product Quality Law of the PRC and implements comprehensive quality control in all of our projects to ensure compliance with applicable laws, regulations and market standards.

Our engineering management team strictly inspects the quality, progress and safety performance of projects on a daily basis. The team members also supervise the progress, quality and safety performance of construction contractors and commission third parties to conduct a number of assessments each year on the safety and quality performance of construction contractors in accordance with the Rules for Implementation of Construction Contractor Assessment Management to prevent violations. Besides, we have applied for ISO 9001:2015 Quality Management System certification for different projects, in order to ensure customer confidence and quality assurance.

In the meantime, Agile pays attention to the surroundings of its residential projects. By conducting soil testing for radon before construction, we ensure that the concentration of radon is within the national standard. Upon the completion of residential projects, the Group also introduces ventilation systems as necessary to improve air quality, which demonstrates our commitment to performing our social responsibilities as a real estate developer.

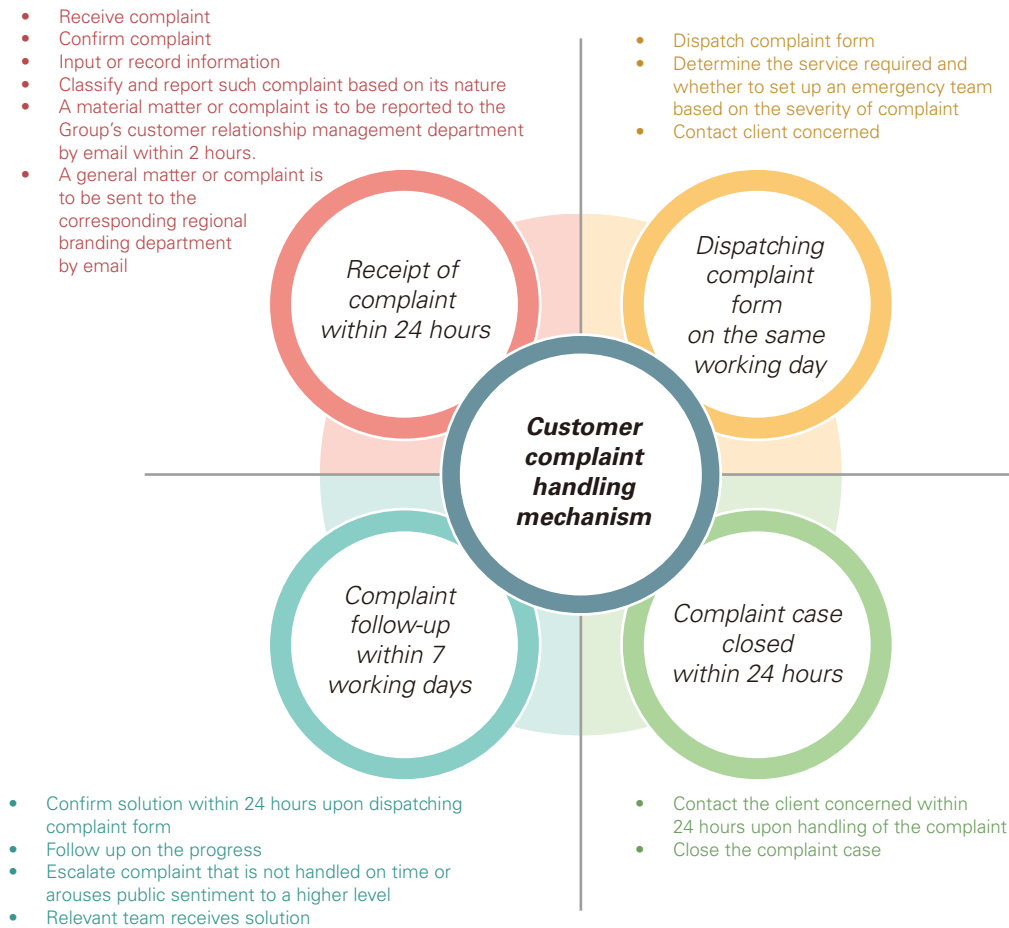
Customer Services

In the process of marketing, sales and delivery, the Group strictly abides by the Advertising Law of the PRC and the Consumer Rights and Interests Protection Law of the PRC. In 2018, we developed and adopted standardised product solutions, and formulated relevant rules and guidelines such as the Rules on Delivery Management of Agile’s Projects (Trial) and the Project Delivery Guidelines. In order to safeguard customers’ interests and improve their satisfaction, dedicated teams at A-Living, the property management arm of the Group are responsible for dealing with enquiries and complaints from customers. Also, the inter-departmental delivery teams are responsible for formulating strict standards for property delivery. To ensure the quality of the Group’s properties, over 100 items of each flat are inspected in detail before delivery.

We value our customers’ opinions and have introduced a comprehensive feedback mechanism to collect their views during a property development cycle. At the same time, we have developed a customer complaint handling mechanism to promptly follow up their requests. In 2018, we got a score of satisfaction as high as 96% given by prospective owners, which demonstrates our commitment to product quality and recognition by our customers.



BUILDING THE FUTURE WITH CUSTOMERS (CONTINUED)



In terms of protecting customer data and privacy, the Group strictly follows the Cybersecurity Law of the PRC as well as other laws and regulations on personal data protection. We also manage customer databases in a strict manner to protect customer data and privacy. To prevent the loss of the Group's intangible assets, Agile has formulated and implemented the Trademark and Brand Management Standards to ensure our compliance with laws relating to intellectual property rights as implemented by the Trademark Office of the State Administration for Industry and Commerce of the PRC and to protect our intellectual property rights while refraining from infringing other parties' intellectual property rights.



**NUTURING OUR
COMMUNITIES**

NUTURING OUR COMMUNITIES

Upholding the philosophy of “benefiting from society, giving back to society”, Agile actively fulfils its corporate social responsibility and supports various charitable activities. We also encourage employees to participate in meaningful community activities to facilitate the sustainable development of communities. In 2018, the Group contributed RMB121 million in charitable and other donations, with an accumulated amount of RMB1.6 billion. Mr Chen Zhuolin, Chairman and President of Agile, has been listed on the “Hurun China Philanthropy List” for a number of times and is a frequent winner of the “China Charity Award”.

Agile’s community involvement covers the aspects of:

 <p>Education and Sponsorship</p>	 <p>Promotion of Chinese Culture</p>	 <p>Caring for the Communities</p>	 <p>Encouraging Staff to Participate in Social Services</p>
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Education and Sponsorship

Agile has always been dedicated to supporting education and sponsorship. We actively put extensive efforts in fostering charitable educational activities in the communities. The followings were the key educational and sponsored education activities led by the Group in 2018.

Agile Sunshine Playroom Building Campaign

The “Agile Sunshine Playroom Building Campaign”, jointly organised by Agile, Beijing Western Sunshine Rural Development Foundation and Bazaar Charity Fund, is dedicated to providing children in remote areas with suitable playing and learning facilities, as well as educational books, toys and child teaching materials. Since 2017, the Group has enticed volunteers from all walks of life to jointly build “Agile Sunshine Playrooms”. By the end of 2018, the Group built a total of five playrooms in Nanchong of Sichuan Province, Shangluo of Shaanxi Province, Xuanwei of Yunnan Province, Longnan of Gansu Province and Longxian of Shaanxi Province, providing a funny and educational space for local children. Agile’s teams and volunteers not only participated in building works, but also played games with local children, told them stories and visited underprivileged local families. According to data available, nearly 400 children directly benefited from our efforts.



NUTURING OUR COMMUNITIES (CONTINUED)

“Building the Future with Agile” Charity Walk

Since 2017, the Group has launched the “Building the Future with Agile” Charity Walk, which aims to sponsor students, teachers and schools in impoverished mountainous areas. In 2018, Agile launched two assistance programmes for 16 primary and secondary schools and kindergartens that we built after the Wenchuan earthquake. The programme included building and renovating teaching buildings, setting up remote online classrooms and donating books, etc.. Agile’s teams also visited primary schools we built to express our care and support to the teachers and students.



Future π Programme

In 2018, we cooperated with eight key universities in Chongqing, Nanjing, Xi’an and Guangzhou, etc. to officially launch a special training programme named “Future π ” that targets their students. We have successively set up a “Future π ” fund for each of the eight universities to support the operation of “Future π ” studios and “Future π ” clubs, so as to further explore the potential of the students and enhance their professionalism and capabilities. A number of senior management members of the Group also visited the universities and gave a talk in sharing sessions to support the educational activities in communities.

Joint University Eco-Business Innovation Award

Since 2011, we have sponsored the “Joint University Eco-Business Innovation Award” organised by the Environmental Management and Technology Students’ Society, Hong Kong University of Science and Technology Students’ Union. The event is a seven-month programme that includes company visits, workshops, field trips and a green business competition. In 2018, participants were required to formulate a green business solution with Agile Changjiang Hotel Zhongshan being the blueprint and use that solution for developing the hotel and the nearby La Cité Greenville Zhongshan into a green and low-carbon community. Agile arranged a field trip and project tour for the five finalist teams to let them gain a better understanding of how Agile would build a green low-carbon community. Agile also offered generous prizes and summer internship opportunities for the winning team.

NUTURING OUR COMMUNITIES (CONTINUED)

Scholarships and Study Subsidies

Over the years, Agile has set up education foundations, scholarships and study subsidies in various places to help underprivileged students pursue their studies and lay a cornerstone for the future of Mainland China. For example, in order to cultivate more marine research professionals, Agile donated a total of RMB120 million to Hainan Tropical Ocean University from 2016 to the end of 2018. The donation was used for construction of university facilities, student scholarships, study subsidies and building teaching team.

Promotion of Chinese Culture

In order to promote Chinese culture and support the Chinese language education overseas, we have been donating to support the “Agile Special Fund for Chinese Culture Inheritance Work” under the Chinese Language and Culture Education Foundation of State Council since 2008. To date, through the fund, hardware facilities of 100 Chinese schools in around 70 countries including Germany, the United Kingdom, Thailand and Indonesia have been upgraded, and thousands of overseas Chinese language teachers have been given the opportunity to learn Chinese culture.

Caring for the Communities

As a corporate that actively fulfils its corporate social responsibility, Agile has been supporting environmental protection, sports and poverty alleviation initiatives in the communities to make contribution to society while driving the business development.

“Joining Agile for Charity” Poverty Alleviation Campaign

In 2018, the Group launched a poverty alleviation campaign entitled “Joining Agile for Charity” and made a donation of RMB20 million to Baoshan, Tengchong and Xishuangbanna respectively in Yunnan Province, for the sake of supporting poverty alleviation works in those areas, such as local education development, renovation of dilapidated houses, construction of infrastructure, improvement of living environment and support of industrial development. In addition, Agile donated RMB100 million to Hainan for the construction of five beautiful villages, as well as for renovation of local dilapidated houses, and agricultural development project, etc..

“Famine 30”

In order to arouse the public awareness on poverty, famine, disasters and disability, Agile has been sponsoring the “Famine 30” campaign in Hong Kong and Macau organised by World Vision for nine consecutive years since 2010.



NUTURING OUR COMMUNITIES (CONTINUED)



Community Sports Activities

Agile actively supports and encourages local residents to participate in community sports activities. For example, in 2018, Agile sponsored “The 6th Overseas Chinese Fitness Walking Marathon (Taishan)” hosted by the Taishan People’s Government. The competition attracted 7,000 participants, raising local residents’ attention and deepen their understanding to fitness walking.

Community Environmental Protection Activities

The Group also supports environmental protection activities with a view to building a clean and beautiful home for local residents. For example, we have participated in the “Lai See Packets Reuse and Recycle Programme” organised by Greeners Action, a Hong Kong green group, for the eighth consecutive year. We have also continued to stop issuing lai see packets for the third consecutive year. We have made earnest efforts to reduce paper use and to promote resources conservation. In 2018, more than 90 Agile’s properties in Mainland China, including residential estates, hotels, shopping malls and offices took part in the programme. To reduce carbon dioxide emissions, Agile continued with its policy of recycling and reusing lai see packets locally at its properties in Mainland China by distributing lai see packets collected under the programme to local residents and employees.

NUTURING OUR COMMUNITIES (CONTINUED)



Encouraging Staff to Participate in Social Services

Over the years, the Group has been encouraging employees to participate in community services. In 2018, we joined hands with International China Concern (“ICC”) to launch the “2018 Agile Future π Nationwide Charity Walk Campaign”. Nearly 800 students from eight universities, including Hainan University, Yunnan University and Tongji University, and Agile staff participated in the campaign, showing care to disabled orphans. All donations raised in the campaign was used to support an ICC project — Changsha Rainbow Disabled Children Service Centre.

In order to enhance employees’ awareness on environmental protection, Agile has been organising the Ecological Environmental Protection Day since 2007. In the meantime, the Group encourages employees across the country to actively participate in and support community activities organised by various green groups, such as the “Earth Hour” organised by WWF, as well as “Green Run 2018”, “Hong Kong Green Day”, “Eco Expo” and “Green Carnival” organised by the Green Council.

APPENDIX 1 — HONOURS AND AWARDS

Honours and Awards	Organisation
Caring Company	The Hong Kong Council of Social Service
Corporate Social Responsibility Award 2018	Capital magazine
Outstanding ESG Award 2018	Economic Digest magazine
Green Office Awards Labelling Scheme and Eco-Healthy Workplace	World Green Organisation
Guangdong Real Estate Chamber of Commerce Member Enterprises Outstanding Contribution Award for Poverty Alleviation	Guangdong Real Estate Chamber of Commerce
Best Corporate Issuer — North Asia	The Asset magazine
Best High Yield Bond — China	The Asset magazine
The 4 th Investor Relations Awards 2018 — Certificate of Excellence	Hong Kong Investor Relations Association
The Listed Enterprise Excellence Awards 2018 — Corporate Governance Awards	Capital Weekly magazine
2018 National Top 10 Legal Affairs Department	CLO magazine
China 2018 Top 15 In-house Legal Team	Asia Legal Business magazine
2018 Ranking of China's 100 Best Real Estate Enterprises 2018 Top 30 Listed China's Real Estate Enterprises	Guandian Real Estate New Media
The Seventeenth (2018) Guangdong Real Estate Enterprises of High Credit Ratings Top 20	Industrial and Commercial Bank of China Limited (Guangdong Branch) Agricultural Bank of China Limited (Guangdong Branch) Bank of China Limited (Guangdong Branch) China Construction Bank Corporation (Guangdong Branch) China Real Estate Enterprises of High Credit
China Property Award of Supreme Excellence 2018	Organising Committee of China Property Award of Supreme Excellence
Outstanding China Real Estate Enterprise 2017	Quamnet
Hong Kong Outstanding Enterprises 2018 — Main Board Category	Economic Digest magazine
Global Brand Awards — Best Property Development Brand (China)	Global Brands magazine
2018 China Top 100 Real Estate Developers	China Real Estate TOP 10 Research Group
The TOP 20 of 2018 Top 100 China Real Estate Enterprises in terms of Supply Chain Integrity	China Real Estate Association
Top Graduate Employers China 2018	51job.com yingjiesheng.com

APPENDIX 2 — ESG PERFORMANCE DATA

Environmental KPIs

Agile consistently improves the disclosure of its environmental data. In 2018, we expanded the collection of environmental KPIs to main construction sites of construction business and hotels under commercial business.

Environmental KPIs	Unit	2017	2018 ²		
		Main offices of the Group	Main offices of the Group and property development business	Main construction sites	Hotels ³
Emissions					
Nitrogen Oxides ("NO _x ") emissions	tonnes	0.34	1.48	0.30	0.79
Sulphur Oxides ("SO _x ") emissions	tonnes	0.0033	0.0045	0.0012	0.0013
Particulate Matter ("PM") emissions	tonnes	0.03	0.14	0.028	0.048
Greenhouse Gas Emissions					
Total greenhouse gas ("GHG") emissions	tonnes CO ₂ e	10,672.59	10,226.36	4,300.96	34,778.88
Total greenhouse gas ("GHG") emissions intensity ⁴	tonnes CO ₂ e/m ²	0.61	0.24	—	0.10
Greenhouse gas emissions (Scope 1)	tonne CO ₂ e	605.69	824.95	262.77	4,475.34
Greenhouse gas emissions (Scope 2)	tonne CO ₂ e	10,066.91	9,401.40	4,038.20	30,303.54
Waste					
General waste disposed	tonnes	—	—	492.00	—
Total amount of construction and demolition waste recycled	tonnes	—	—	49.23	—
Total amount of hazardous waste recycled	tonnes	—	—	1.00	—
Material Usage					
Office paper	tonnes	89.64	520.71	—	—
Concrete	tonnes	—	—	51,550.40	—
Brick	tonnes	—	—	2.16	—
Steel	tonnes	—	—	3,092.62	—

APPENDIX 2 — ESG PERFORMANCE DATA (Continued)

Environmental KPIs		2017	2018 ²		
			Main offices of the Group	Main offices of the Group and property development business	Main construction sites
	Unit				
Energy Consumption					
Total energy consumption	GJ	48,014.61	50,352.33	20,871.51	209,242.97
Total energy consumption intensity ⁴	GJ/m ²	2.73	1.16	—	0.58
Total direct energy consumption	GJ	7,443.52	10,098.63	3,452.39	78,326.39
Total direct energy consumption intensity ⁴	GJ/m ²	0.42	0.23	—	0.22
Petrol	GJ	7,196.28	10,098.63	1,394.85	1,672.70
Diesel	GJ	247.24	0	2,057.54	1,482.61
Natural gas	GJ	—	—	—	75,171.08
Total indirect energy consumption	GJ	40,517.09	40,253.70	17,419.13	130,916.58
Total indirect energy consumption intensity ⁴	GJ/m ²	2.30	0.93	—	0.36
Purchased electricity	GJ	40,517.09	40,253.70	17,419.13	130,916.58
Water Consumption					
Total water consumption	m ³	516,362.28	837,853.97	203,162.19	1,079,403.00
Total water consumption intensity ⁴	m ³ /m ²	29.33	19.26	—	2.98

Remark 1: “—” denotes that data is not applicable or is not collected.

Remark 2: In view of the expansion of environmental data coverage and business classification, the above data has reflected the actual situation in 2018.

Remark 3: The scope of hotel operations includes Shanghai Marriott Hotel City Centre, Raffles Hainan, Holiday Inn Resort Hainan Clearwater Bay, Sheraton Bailuhu Resort Huizhou and Howard Johnson Agile Plaza Chengdu.

Remark 4: The intensity is changed from per full time employee in 2017 to per gross floor area to reflect the performance in different business units.

APPENDIX 2 — ESG PERFORMANCE DATA (Continued)

Social KPIs

To continuously improve the disclosure of its social data, the Group included additional data related to training, health and safety and suppliers in 2018.

Social KPIs		2017		2018	
		Number	Percentage	Number	Percentage
Staff Overview					
Staff Breakdown by Region					
	Guangzhou Headquarters	683	3.88%	776	3.18%
	Southern China	9,362	53.19%	11,818	48.41%
	Eastern China	2,271	12.90%	3,983	16.32%
	Northern China	208	1.18%	898	3.68%
	Central China	252	1.43%	1,207	4.94%
	Northeast China	256	1.45%	200	0.82%
	Western China	1,617	9.19%	1,970	8.07%
	Hainan and Yunnan	2,874	16.33%	3,498	14.33%
	Hong Kong and Macau	33	0.19%	24	0.10%
	Overseas	46	0.26%	36	0.15%
Staff Breakdown by Business Segment					
	Agile Group Holdings	117	0.66%	253	1.04%
	Property Development	3,234	18.37%	4,390	17.98%
	A-Living	12,168	69.13%	15,404	63.11%
	Environmental Protection	547	3.11%	1,445	5.92%
	Construction	988	5.61%	1,627	6.66%
	Real Estate Construction Management	—	—	146	0.60%
	Commercial	—	—	1,145	4.69%
	Others	548	3.12%	—	—
Staff Breakdown by Age					
	Under 30	7,196	40.88%	8,968	36.74%
	31–50	9,765	55.48%	14,170	58.05%
	Above 50	641	3.64%	1,272	5.21%
Staff Breakdown by Gender					
	Male	10,922	62.05%	14,756	60.45%
	Female	6,680	37.95%	9,654	39.55%
Staff Breakdown by Position and Gender					
Male	Top management	13	0.12%	14	0.10%
	Senior management	170	1.55%	40	0.27%
	Middle management	716	6.56%	329	2.23%
	General staff	10,023	91.77%	14,373	97.40%
Female	Top management	2	0.03%	2	0.02%
	Senior management	14	0.21%	8	0.08%
	Middle management	317	4.75%	71	0.74%
	General staff	6,347	95.01%	9,573	99.16%

APPENDIX 2 — ESG PERFORMANCE DATA (Continued)

	Number of Training Hours	Number of Training Hours
Training Hours Breakdown by Position		
(Average Number of Training Hours Per Employee)		
Top management	—	13.6
Senior management	—	26.5
Middle management	—	38.9
General staff	—	35.7

	Number	Number	Percentage
Occupational Health and Safety			
Number and rate of work-related fatalities	—	2	0.01%
Number of work injuries	—	88	—
Lost days and rate of lost days due to work injury	2,087	4,734	0.04%
Supplier Breakdown by Region			
Guangzhou Headquarters and Southern China	—	715	39.01%
Eastern China	—	360	19.64%
Central China	—	124	6.76%
Western China	—	268	14.62%
Northern China	—	71	3.87%
Northeast China	—	43	2.35%
Hainan and Yunnan	—	228	12.44%
Overseas	—	24	1.31%

Remark 1: “—” denotes that data is not applicable or is not collected.

APPENDIX 3 — ESG REPORTING GUIDE CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs	Description	Remarks/Explanation/Chapter or Sub-chapter reference to 2018 ESG Report
A. Environmental		
Aspect 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	<ul style="list-style-type: none"> • Coexisting in Harmony with Environment — Environmental Protection Policies and Reduction of Emissions
KPI A1.1	The types of emissions and respective emissions data	<ul style="list-style-type: none"> • Environmental KPIs
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	<ul style="list-style-type: none"> • Environmental KPIs
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	<ul style="list-style-type: none"> • Environmental KPIs
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	<ul style="list-style-type: none"> • Environmental KPIs
KPI A1.5	Description of measures to mitigate emissions and results achieved	<ul style="list-style-type: none"> • Coexisting in Harmony with Environment — Reduction of Emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	<ul style="list-style-type: none"> • Coexisting in Harmony with Environment — Reduction of Emissions
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	<ul style="list-style-type: none"> • Coexisting in Harmony with Environment — Environmental Protection Policies and Use of Resources
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in'000s) and intensity (e.g. per unit of production volume, per facility)	<ul style="list-style-type: none"> • Environmental KPIs

APPENDIX 3 — ESG REPORTING GUIDE CONTENT INDEX (Continued)

Subject Areas, Aspects, General Disclosures and KPIs	Description	Remarks/Explanation/Chapter or Sub-chapter reference to 2018 ESG Report
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	<ul style="list-style-type: none"> Environmental KPIs
KPI A2.3	Description of energy use efficiency initiatives and results achieved	<ul style="list-style-type: none"> Coexisting in Harmony with Environment — Use of Resources
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	<ul style="list-style-type: none"> Coexisting in Harmony with Environment — Use of Resources; No issues in sourcing water which may materially affect the Group during the reporting period
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	<ul style="list-style-type: none"> Not applicable to the Group's business
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	<ul style="list-style-type: none"> Coexisting in Harmony with Environment — Environmental Protection Policies and The Environment and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	<ul style="list-style-type: none"> Coexisting in Harmony with Environment — The Environment and Natural Resources
B. Social		
Employment and Labour Practices		
Aspect B1: Employment		
General Disclosure	Information on: <ul style="list-style-type: none"> (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 	<ul style="list-style-type: none"> Building Happy Teams — Employment and Labour Practices and Employee Care and Welfare

APPENDIX 3 — ESG REPORTING GUIDE CONTENT INDEX (Continued)

Subject Areas, Aspects, General Disclosures and KPIs	Description	Remarks/Explanation/Chapter or Sub-chapter reference to 2018 ESG Report
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	<ul style="list-style-type: none"> Building Happy Teams — Employment and Labour Practices and Social KPIs
KPI B1.2	Employee turnover rate by gender, age group and geographical region	<ul style="list-style-type: none"> We will seek to provide this information in our future reports
Aspect B2: Health and Safety		
General Disclosure	Information on: <ul style="list-style-type: none"> (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 	<ul style="list-style-type: none"> Building Happy Teams — Occupational Health and Safety
KPI B2.1	Number and rate of work-related fatalities	<ul style="list-style-type: none"> Building Happy Teams — Occupational Health and Safety and Social KPIs
KPI B2.2	Lost days due to work injury	<ul style="list-style-type: none"> Social KPIs
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	<ul style="list-style-type: none"> Building Happy Teams — Occupational Health and Safety
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	<ul style="list-style-type: none"> Building Happy Teams — Employee Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	<ul style="list-style-type: none"> We will seek to provide this information in our future reports
KPI B3.2	The average training hours completed per employee by gender and employee category	<ul style="list-style-type: none"> Building Happy Teams — Employee Development and Training and Social KPIs
Aspect B4: Labour Standards		
General Disclosure	Information on: <ul style="list-style-type: none"> (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 	<ul style="list-style-type: none"> Building Happy Teams — Employment and Labour Practices

APPENDIX 3 — ESG REPORTING GUIDE CONTENT INDEX (Continued)

Subject Areas, Aspects, General Disclosures and KPIs	Description	Remarks/Explanation/Chapter or Sub-chapter reference to 2018 ESG Report
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	<ul style="list-style-type: none"> Building Happy Teams — Employment and Labour Practices
KPI B4.2	Description of steps taken to eliminate such practices when discovered	<ul style="list-style-type: none"> Building Happy Teams — Employment and Labour Practices; No relevant non-compliance practices of the Group was discovered during the reporting period
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain	<ul style="list-style-type: none"> Growing with Suppliers
KPI B5.1	Number of suppliers by geographical region	<ul style="list-style-type: none"> Growing with Suppliers and Social KPIs
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	<ul style="list-style-type: none"> Growing with Suppliers
Aspect B6: Product Responsibility		
General Disclosure	Information on: <ul style="list-style-type: none"> (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 	<ul style="list-style-type: none"> Building the Future with Customers
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	<ul style="list-style-type: none"> There was no significant case of the Group regarding product responsibility during the reporting period
KPI B6.2	Number of products and service related complaints received and how they are dealt with	<ul style="list-style-type: none"> No complaint which may materially affect the Group during the reporting period; the Group will continuously carry out customer satisfaction surveys to understand customer's opinions
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	<ul style="list-style-type: none"> Building the Future with Customers — Customer Services

APPENDIX 3 — ESG REPORTING GUIDE CONTENT INDEX (Continued)

Subject Areas, Aspects, General Disclosures and KPIs	Description	Remarks/Explanation/Chapter or Sub-chapter reference to 2018 ESG Report
KPI B6.4	Description of quality assurance process and recall procedures	<ul style="list-style-type: none"> Building the Future with Customers — Product Quality
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	<ul style="list-style-type: none"> Building the Future with Customers — Customer Services
Aspect B7: Anti-corruption		
General Disclosure	Information on: <ul style="list-style-type: none"> (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 	<ul style="list-style-type: none"> Building Happy Teams — Integrity in Workplace
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	<ul style="list-style-type: none"> There was no relevant concluded legal case which may materially affect the Group during the reporting period
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	<ul style="list-style-type: none"> Building Happy Teams — Integrity in Workplace
Community		
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	<ul style="list-style-type: none"> Nurturing our Communities
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	<ul style="list-style-type: none"> Nurturing our Communities
KPI B8.2	Resources contributed (e.g. money or time) to the focus area	<ul style="list-style-type: none"> Nurturing our Communities

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