

# Environmental, Social and Governance Report 2018

## INTRODUCTION

### COMPANY PROFILE

Jiahua Stores Holdings Limited (“**Jiahua Stores**”) (Stock Code: 00602), was incorporated on 4 September 2006 and listed on the Main Board of the Stock Exchange of Hong Kong Limited (“**SEHK Main Board**”) on 21 May 2007. Our principal operating subsidiary, Shenzhen Baijiahua Department Stores Company Limited (the “**Company**”), is a wholly foreign-owned enterprise approved by the Ministry of Commerce of the People’s Republic of China (“**PRC**”). As of 31 December 2018, the Company operated 11 retail stores (among them, ten are operating as retail stores and one is used for leasing purpose) and one shopping mall. They are located in Shenzhen, Foshan and Guangxi. During the year, the Group has disposed of its beverage subsidiary (including four main theme restaurants and one specialty restaurant) to an independent third party. Besides, the Group also involves in commercial factoring service and supply chain financing. Over the past years, the Group has persisted in continuous improvement and capitalising on market conditions, perfecting its customer service and providing high quality products. The Company has obtained recognition from the community and titles as “China’s Top 100 Chain Operators”, “Guangdong Top 50 Chain Stores”, “Shenzhen Top 100 Enterprises”, “Shenzhen Top 30 Chain Stores”, “Shenzhen Famous Stores” and “Shenzhen Traditional Stores” etc.

### REPORTING GUIDE

This report has been prepared in accordance with the Environmental, Social and Governance (“ESG”) Reporting Guide as set out in Appendix 27 to the Listing Rules of SEHK Main Board and with reference to the actual operations of Jiahua Stores. The purpose of this report is to help stakeholders of the Company to improve the understanding of Company’s ESG issues and its sustainable development strategy, so as to enhance the communication between the Company and its stakeholders. If you are in any doubt in respect of this report, please contact us through the e-mail: [esgreport@szbjh.com](mailto:esgreport@szbjh.com).

### REPORTING PERIOD AND REPORTING SCOPE

The scope of this report comprises Jiahua Stores and the reporting period covers the fiscal year from 1 January 2018 to 31 December 2018 (“**the Year**”), focusing on disclosing the ESG impact brought by the operating activities of the retail outlets and shopping mall of Jiahua Stores.

### ESG MANAGEMENT APPROACHES

The sustainability taskforce of Jiahua Stores is responsible for formulating and implementing ESG strategies. Based on the professional organization structure, customize work procedures and business administration,

Jiahua Stores has established a full set of standard processes, covering marketing planning, business development, store planning, procurement and distribution, quality inspection and financial control, with an aim to apply standardized operation and scientific decision-making, as well as integrate the concept of sustainable development into our daily operations.

Jiahua Stores acknowledges its social responsibilities by disclosing in this report about the ESG performance of the Company to each stakeholder. ESG issues are addressed both at group and business level. The Board has delegated day-to-day responsibility for corporate governance and sustainability matters to the Governance Working Group ("GWG"). This group provides strategic direction, establishes sustainability policy and objectives, oversees corporate governance matters and monitors progress. The sustainability taskforce collects and analyses data, evaluates performance and reports major issues to GWG on a periodic basis.

We identify key ESG risks in relation to indirect carbon emission, product and occupational safety according to the business nature of retail industry. The table below sets out our responses to relevant risks.

<u>ESG risks</u>	<u>Actions taken in 2018</u>	<u>Relevant chapters</u>
Indirect Carbon Emission	We have cut down the Company's indirect carbon emission by applying multiple means of energy conservation to optimize our electricity consumption, such as renovating the low-voltage power distribution grid for better energy efficiency, utilizing more eco-friendly lighting LED, installing intelligent control system for cooling equipment and intelligent control cabinet.	Environmental protection
Product Safety	The Company has passed the annual review of ISO9000 management system. We have strengthened product quality inspection by inspecting new commodities and conducting sampling inspection on goods on sale in stores. According to the Food Safety Traceability Credit Management System of Shenzhen (深圳市食品安全追溯信用管理系统), the Company demands all incoming pre-packaged food to record its features and components in the	Operational excellence

“Food Traceability System”.

Occupational Safety and Health      The Company has formulated Measures for Work-related and Accident Injury (《員工工傷、意外傷害處理辦法》), required employees to participate in the training on occupational safety and health education, executed fire drills regularly. In addition, it has established a fitness team and hold annual sports day to promote health maintenance.

## ENVIRONMENTAL PROTECTION

As Jiahua Stores principally engages in operating supermarkets, department stores, and shopping mall (other businesses such as provision of factoring services, supply chain financing and operation of restaurants are insignificant), whose impact on environment mainly arises from the package and transportation of commodities as well as the energy consumption incurred from daily operation, which includes, among others, the running of lighting systems and freezers. In 2018, the Company has strictly complied with relevant environmental legislation and regulation, including the Environment Protection Law, and there is no material penalty or non-monetary sanctions for violating environmental laws and regulations.

The major energy consumption of Jiahua Stores in its business operation are electricity, gasoline, diesel and fuel gas, of which more than 90% of energy consumption is electricity. In 2018, the total energy consumption of Jiahua Stores was 206,985 GJ (2017: 178,906 GJ\*). The increase was due to addition of Bantian shopping mall. The direct energy consumption of fuel and gas were 53,570 litres and zero cubic meters (2017: 58,947 litres and 18,500 cubic meters), representing a decrease of 9.1% and 100% as compared with 2017, respectively. Due to the commencement of Bantian shopping mall in December 2017 and the commencement of preparation work for Guanlan shopping mall in December 2018, more business transportation of staff and resulted in increase use of gasoline. Besides, electricity supply was stable in 2018. There was less power cut which made diesel usage decrease. On the other hand, due to safety consideration, cooking equipment in stores was changed to electric equipment. No fuel gas was used. During the year, water consumption was 349,296 tons (2017: 291,966 tons\*), increased by 19.6% as compared to 2017 as a result of store renovation and aging of equipment.

<u>Resource Type</u>	<u>Unit</u>	<u>2018</u>	<u>2017</u>	<u>Changes</u>
Electricity	kWh	56,989,470	48,934,738*	+16.5%
Gasoline	Litre	24,123	22,836	+5.6%
Diesel	Litre	29,447	36,111	-18.5%

Fuel Gas	Cubic meter	-	18,500	-100%
Municipal Water	Ton	349,296	291,966*	+19.6%

\* As the Company has improved the method of data collection during the year, the data of oil consumption in 2017 should be restated.

Jiahua Stores has adopted various measures to reduce energy consumption. During the year, Shajing stores has two main highlights in electricity saving function. It has changed its inverter air conditioner and the replacement of LED lighting. As regards to water usage, the Company has posted tips about environmental protection on its in-house key areas to remind employees and visitors to constantly save water and enhance their awareness of environmental protection.

### Emissions Management

During the year, the aggregate greenhouse gas emissions of the Company was 30,184 tCO<sub>2</sub>e, representing an increase of 16.1% as compared to 2017, which included direct emissions (scope 1) and indirect emissions (scope 2). The direct emissions (scope 1) amounting to 145 tCO<sub>2</sub>e were from fuel consumption of cars. The indirect emissions (scope 2) amounting to 30,039 tCO<sub>2</sub>e were from purchase of power supply.

<u>The greenhouse gas emissions</u>	<u>Unit</u>	<u>2018</u>	<u>2017</u>	<u>Change</u>
Direct emissions (scope 1)	tCO <sub>2</sub> e	145	198	-27%
Indirect emissions (scope 2)	tCO <sub>2</sub> e	30,039	25,794*	+16.5%
Total	tCO <sub>2</sub> e	30,184	25,992*	+16.1%

\* As the Company improved its data collection methods during the year, the data of the greenhouse gas emissions in 2017 need to be restated.

For the purpose of air pollutants emissions, the emissions of SO<sub>x</sub>, NO<sub>x</sub> and PM generated from using cars and power by the Company were 0.8 Kg, 617.8 Kg and 43.5 Kg respectively. During the year, wasted packing cartons generated from the Company were 1,135 tons in total, all of which have been collected properly and sold to the company engaged in recycling cartons. Our business operation does not generate hazardous waste.

<u>Air Pollutants</u>	<u>Unit</u>	<u>2018</u>	<u>2017</u>	<u>Change</u>
SO <sub>x</sub>	Kg	0.8	0.7	+14.3%
NO <sub>x</sub>	Kg	617.8	201.6	+206.4%
PM	Kg	43.5	17.3	+151.4%

In order to reduce air pollutants and greenhouse gas emissions, Jiahua Stores has governed and controlled the waste gas emissions from cars and disposed of cars used for a long time on a regular basis. During the period, we set up special flues for catering, through which the catering smoke was processed and then discharged it to the roof of the building; the in-house drainage was disposed on a basis of rainwater and

sewage diversion, and the domestic sewage was processed and discharged to municipal sewage pipes. Also, the catering wastewater after oil removal and pretreating of septic tank was discharged to municipal sewage pipes, and the roof and outdoor rainwater were collected and then discharged to municipal rainwater pipes. For the general public, Jiahua Stores encouraged customers to use recyclable shopping bags and environmental-friendly tableware to reduce the use of resources and achieve waste reduction from the origins.

## CARING FOR OUR PEOPLE

Jiahua Stores regards talent management as an important element of sustainable development strategy. In addition to formulating the Employee Handbook, which enables employees to understand the Company's operations and various regulations, it has also formulated relevant internal policies to safeguard the basic rights and interests of employees. We committed to provide employees with safe and comfortable working environment and comprehensive training.

Jiahua Stores respects every employee, and strictly abides by relevant state labor laws and regulations, including the "Labor Law of the People's Republic of China", to protect the legal rights and interests of employees. The Company is committed to creating an equal working environment for employees. It is forbidden to discriminate against any form of sex, age, nationality, race, religion or disability. In addition, applicants' identification cards should be scrutinized during recruitment by the Company to avoid child and forced labor in accordance with the measures specified in the Recruitment Management Regulations. In 2018, the Company did neither receive any complaints about discrimination and harassment of any type nor have any employment incidents of child and forced labor.

## EMPLOYEE COMPOSITION

As of 31 December 2018, Jiahua Stores had 1,282 employees (2017: 1,503), of whom 30% were less than 30 years old, 67% were between 30 and 50 years old, 3% were over 50 years old; 49% were male and 51% were female; 27% were managerial grade and 73% were frontline staff; and 27% hold a bachelor's degree or higher.

The total employee dismissal rate and recruitment rate of Jiahua Stores were approximately 56% and 47% respectively in 2018. The total employee dismissal rate was higher than that of 2017. The loss of employees and new employees by age and gender were as follows:

<u>Age</u>	<u>Loss of Employees</u>		<u>New Employees</u>	
	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
<30	419	492	397	551
30-50	300	213	211	255

>50	3	9	-	-
Total	722	714	608	806

<u>Gender</u>	<u>Loss of Employees</u>		<u>New Employees</u>	
	2018	2017	2018	2017
Male	317	256	259	344
Female	405	458	349	462
Total	722	714	608	806

#### EMPLOYEE BENEFITS

In order to enhance the employees' sense of belonging towards and cohesion in the Company, we held diversified employee activities during the year, including the commendation ceremony, employee sports day, employee trips, birthday parties, and skill competitions, so as to make the employees get a balance between their work and life and meet the spiritual and cultural needs of the employees.

#### OUTDOOR DEVELOPMENT PROGRAMS

In the first half of 2018, the Company had organized two outdoor development programs for new employees. The respective activities including wall climbing and running through fire line make them feel the power of cooperation. Such program also helps them to build trust and sense of responsibility, adapt to the Company and culture a positive thinking attitude towards their future works.

#### BIRTHDAY PARTIES BY CONSTELLATION FOR EMPLOYEES

During the year, the Company has organized birthday parties according to our employees' constellation in four places including Jin Xiu Zhong Hua Min Su Cun of Shenzhen, Sunflower Garden of Panyu Guangzhou, Stella Complex in Longgang Bantian Ling Hui Shopping mall of Shenzhen, and Zhongshan Changjiang Shui Shi Jie. This is used to express the care to employees and provide social interchange platform for store employees.

#### EMPLOYEE SPORTS DAY

In April, the Company held the 2018 Employee Sports Day in Xixiang Stadium in Baoan Central District. There were over 800 participants who compete in the events including running, badminton, basketball, long jump, group rope skipping and other track and field events etc. Prizes were awarded according individual and group merits. Through the event, it will enrich the daily life of employees and establish their exercise habit. In addition, employees can cultivate health importance, team work and diligent concept.



#### CHRISTMAS GATHERING

In 25 December 2018, the Company has organized a Christmas gathering named “Only you, meet at Christmas”. Light refreshment and souvenir were provided to participants. Other than group games, the episode “song guessing” pushed the atmosphere up. Participants wrote their wishes on the promise wall.

#### MERITOCRACY PRINCIPLE

Jiahua Stores places strong emphasis on our employees’ personal development and provides support to facilitate the achievement of their career planning. By establishing a promotion and upgrade system, the Company provides employees with a clear and fair promotion channel, which can be simply classified into three categories: the employee-level, the supervisory-level and the managerial-level. Such system also offers specific promotion condition and relevant assessment, and demonstrates our principle of fair competition and selecting candidates by merits. During the year, through organizing job fair, talent hunting, campus recruitment and other various methods in our recruitment program, the Company had improved quality and expertise of our new recruits.

The Company had arranged applicable training for our employees, assisting them to reach their potential and improve their competitiveness. During the year, the percentage of employees who had received training amounted to 94% and the average training hours per trainee amounted to 5 hours, both higher than that in 2017.

#### ORIENTATION TRAINING FOR NEW STAFF

During the year, there were three orientation training programs for new staff. These programs composed

basic knowledge of sales floor, commodity management, fire prevention and safety information and customer service technique etc. Through these trainings, the development history and corporate culture of our Group will be introduced to new staff and promoted sense of belonging and responsibility towards the Group.

#### PROFESSIONAL KNOWLEDGE ENHANCEMENT

In 2018, the Group has provided training on fresh meat and vegetable control. This covered methods of uplifting gross profit of goods and reducing stock loss. In addition, computer software training (including Computer-Aided Design) and motor car maintenance training were launched to increase operating efficiency. More importantly, seminars on internal control construction and enhancement were organized to give more idea and content on relevant crucial area of the organization to staff.

#### HEALTH AND SAFETY

Upholding the philosophy that emphasis on prevention lays a good foundation for safety production, Jiahua Stores is committed to providing a safe working environment to our employees and ensuring their life and health are under protection. The Company, by adhering to “Regulation on Work-related Injury Insurance of Guangdong Province” and taking into consideration its actual condition, has “Measures for Work-related Injury and Accident Injury” in place to elaborate the definition, reporting process, processing flow and indemnification treatment of work-related injury, so as to safeguard our employees’ lawful rights and interests in respect of accidental injury. During 2018, the Company reported a total of 13 work-related injury accidents, 687 days of labor day loss and no duty-related death. All work-related injury accidents had been properly resolved and equitable compensation has been provided to the injured employees.

The Company requires all employees to attend occupational safety and health training to enhance their safety awareness. All stores launched fire drill on a quarterly basis to raise awareness of fire prevention. During the year, nearly 95% employees participated in safety training and the average safety training hours per trainee amounted to 4 hours.

In order to encourage our staff to participate in sports activities and keep healthy, the Company has established a special fitness club and holds Sports Day annually to improve our employees’ awareness of health.

#### PROMOTE THE WORKING PHILOSOPHY OF “SPORTS, HEALTH, HAPPINESS AND EFFICIENCY” TO BUILD A “JOY AND ENERGETIC JIAHUA”

In daily rest breaks, the Company organizes various simple and relaxing office workout to relieve employees’ work-related stress, improve their condition of health and mood, and promote inter communication among them. The integration of entertainment and office workout is attractive for staff who have been fully



occupied with work.

## 2018 BALL GAMES

As part of our efforts to encourage our staff to do exercise frequently, the Company held the sixth staff table-tennis and badminton competition. In the enthusiastic atmosphere, participants showed their ability, the spirit of competition and the desire to win.

## OPERATIONAL EXCELLENCE

Under the guidance of market trend, Jiahua Stores strives to achieve better sales and operating results while upholding the principle of high quality service and corporate integrity. Focusing on the needs of our customers, we continue to improve our product quality and operate in strict compliance with all applicable laws with a view to providing the best products and services to our customers.

## SUPPLIER MANAGEMENT

In 2018, the Company has an aggregate of 1,252 suppliers located primarily in Mainland China. The Company has set stringent criteria for the supplier selection to guarantee our product quality and encourage suppliers to discharge their social responsibilities. Jiahua Stores strictly adheres to three major principles in relation to the introduction of new suppliers, i.e., vicinity, cost effectiveness and direct supply when possible. These principles have helped to reduce our operating costs, improve goods supply stability and prevent excessive resource consumption and waste gas emissions which would result from long distance delivery. Jiahua Stores manage its suppliers through a systematic agent and concessionaire introduction procedure as set out below:

Procurement department staff negotiate with new supplier	Terms of agreement determined with the supplier and reported to the procurement director for approval	Procurement agreement signed by the supplier and approved by procurement director	Finance department checks the relevant agreement and submits the agreement to the administrative department for filing
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In order to further enhance the cooperative relationships with our suppliers and have a thorough understanding of the delivery, service and creditworthiness of them, Jiahua Stores has formulated Feedback Handling Procedures and Management System for Key Suppliers. The target of mutual development will be achieved through comprehensive understanding and solving problems arising in the course of cooperation and conducting more communication.

To facilitate our suppliers, the Company has established an online service system for our suppliers who

would be able to request information they need through their respective account and password. Tenders of the Company are invited openly online and details of our procurement staff and contacts of the heads responsible for each product category in the procurement department are readily available to the public so as to prevent corruption. In addition, Jiahua Stores continues to apply Supplier Information Transmission Operation Process, and Jiahua Stores New Product Introduction Tracking Process in tracking the introduction of new products, pursuant to which suppliers would be updated with latest information on new product introduction and receive efficient services.

## PRODUCT QUALITY

Jiahua Stores has strictly complied with the “Food Safety Law of the PRC” and consistently complied with relevant laws and regulations. The Company has formulated the “Regulation for the Management of Prepackaged Food Batches”, the “Regulation for the Management of Food Batches” and the “Product Quality and Tracking Management Standards” to prevent, control and eliminate food contamination and harmful factors in food which could be harmful to human beings. The Company has passed the annual verification of the ISO9000 Management System few years ago.

In order to fulfill the corporate commitment to “Not selling fake and shoddy goods”, Jiahua Stores has strengthened the product quality inspection and ensured safety at the source by examining and controlling product quality from the introduction to the sales process, including inspection on new products and sampling inspection on the goods for sale within the stores. All goods are required to register their information in the “sampling inspection list of product quality”, and handled and inspected by the head of quality control department, so as to prevent goods not conforming to the national quality and sanitary standard and substandard goods from entering the store shelves and being sold to consumers.

Shenzhen city has launched the “Food Safety Traceability Credit Management System of Shenzhen” to enhance the prepackaged food safety of Shenzhen. The system serves as a platform established under the leadership of the Food and Drug Administration of Shenzhen Municipality with an aim to providing information on documentation and identification as well as food security assessment. Under such system, all prepackaged food entering Jiahua Stores is required to register its features and components in the “Food Traceability System” to ensure the product quality. In 2018, Jiahua Stores received 24 complaints on label identification. All relevant products had been suspended from selling immediately. Thereafter, we have strengthened the product quality inspection and ensured safety at the source by examining and controlling product quality from the introduction and receiving to the sales process, to avoid any further complaints. During the year, none of the products which have been sold or shipped needed to be recalled for safety and health reasons.

## CUSTOMER FIRST

In order to provide customers with the best service, Jiahua Stores regularly conducts customer satisfaction survey and sets up online feedback forms on the its website to allow customers to express their ideas at any time. Based on the valuable advice collected, the Company will continue to improve its service method and service standard. During the year, the Company conducted satisfaction survey among 800 customers in relation to products, marketing, personnel services, shopping environment and hygiene and cleanliness from its 8 stores. The survey result showed that our customers were satisfied with the Company's products, personnel services and shopping environment, except for some issues such as the lack of auxiliary facilities and unstable WIFI network, etc. Given this, we intended to add rest areas for customers' experience, and improve the function of mobile signal receivers to strengthen the service quality of WIFI operation. As for customer complaints, Jiahua Stores has developed the "Administrative Provisions on Receiving and Handling Customer Complaints" (《接受和處理顧客投訴的管理規定》) and the "Handling Methods and Processes on Receiving Customer Complaints" (《接待顧客投訴的處理方法和流程》) to enable our employees to handle customer complaints more systematically, with the promise that "Jiahua Stores shall accept all returned goods which has been expired". Customer complaints made to stores, by phone, to Company headquarter and to government departments or the media will be received and handled by the specialized receptionists delegated from the customer service center. Related responsible officers will address the complaints within 1 to 3 working days and deliver feedbacks to the customers.

#### INTEGRITY BUILDING

Jiahua Stores strictly complies with the relevant anti-corruption rules and regulations of the country, including AntiUnfair Competition Law of the PRC (《中華人民共和國反不正當競爭法》) and ensures that its staff meet professional ethics. In 2018, there was no corruption case in the Company. The Company has established a sound whistleblowing mechanism internally to deal with any suspicious business bribery case. The informer may complain by e-mail and tip-off hotline of the Company with evidence in various forms. The Company will arrange officials and the personnel departments of the retail stores to carry out investigations on the suspected persons when receiving whistle-blowing and keep relevant record in file.

#### CARING FOR THE COMMUNITY

Jiahua Stores actively commits itself to public services and cares for the community. The Company has periodically organized activities to encourage our staff to participate in voluntary work and give back to the community through different ways.

## HKEX ESG CONTENT INDEX

<u>KPI</u>	<u>Requirements of HKEX ESG Reporting Guide</u>	<u>Content/Notes</u>
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.	Environmental protection – emissions management
KPI A1.1	The types of emissions and respective emissions data.	Environmental protection – emissions management
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental protection – emissions management
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	No hazardous waste was produced during operation of the Company
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental protection – emissions management
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Environmental protection – emissions management
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Environmental protection – emissions management
Aspect A2	Use of Resources	
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental protection – resources consumption
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,	Environmental protection – resources consumption

	per facility).	
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental protection – resources consumption
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Environmental protection – resources consumption
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Environmental protection – resources consumption
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Environmental protection – emissions management
Aspect A3	The Environment and Natural Resources	
General Disclosure	Policies on minimising 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 the actions taken to manage them.	Environmental protection
B. Social		
Aspect B1	Employment	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Caring for our people – employees' rights, employee benefits, meritocracy principle
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Caring for our people – employee composition
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Caring for our people – employee composition
Aspect B2	Health and Safety	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to providing	Caring for our people – health and safety

	a safe working environment and protecting employees from occupational hazards.	
KPI B2.1	Number and rate of work-related fatalities.	Caring for our people – health and safety
KPI B2.2	Lost days due to work injury.	Caring for our people – health and safety
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Caring for our people – 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.	Caring for our people – meritocracy principle
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Caring for our people – meritocracy principle
KPI B3.2	The average training hours completed per employee by gender and employee category.	Caring for our people – meritocracy principle
Aspect B4	Labour Standards	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labour.	Caring for our people – employees’ rights
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Caring for our people – employees’ rights
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	There were no employment incidents of child and forced labour during the year.
Aspect B5	Supply Chain Management	
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Operational excellence – supplier management
KPI B5.1	Number of suppliers by geographical region.	Operational excellence – supplier management

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.	Operational excellence – supplier management
Aspect B6	Product Responsibility	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Operational excellence – product quality
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Operational excellence – product quality
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Operational excellence – product quality, customer first
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Operational excellence – product quality
KPI B6.4	Description of quality assurance process and recall procedures.	Operational excellence – product quality
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Operational excellence – product quality
Aspect B7	Anti-corruption	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering.	Operational excellence – construction of integrity
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.	There was no corruption case during the year
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Operational excellence – construction of integrity
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.	Caring for the community
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Caring for the community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Caring for the community

- End -