



EVER SUNSHINE LIFESTYLE SERVICES GROUP LIMITED

永升生活服务集团有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock code: 1995



Build a Better Life with Heart



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1. ABOUT THIS REPORT



Ever Sunshine Lifestyle Services Group Limited (hereinafter referred to as “Ever Sunshine Lifestyle” or the “Company”) and its subsidiaries (hereinafter referred to as the “Group”, “we” or “us”) are pleased to issue our first environmental, social and governance report (the “Report”). The Report highlights the Group’s sustainable development principles and commitment to fulfill our corporate social responsibilities, discusses our work in the environmental and social aspects, and summarizes our relationships with key stakeholders.

REPORTING STANDARDS

The Report is compiled in accordance with the Environmental, Social and Governance Reporting Guide (hereinafter referred to as the “Guide”) as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), the report coverage of which complies with the reporting principles in the Guide.

REPORTING SCOPE

The Report focuses on the Group’s core businesses, as well as the overall performance in implementing our sustainable development principles and corporate social responsibilities during the period from 1 January 2018 to 31 December 2018 (hereinafter referred to as the “Year” or the “Reporting Period”). Unless otherwise specified, the scope of the Report includes such businesses under direct control of the Group. For details of the corporate governance of the Group, please refer to the section of Corporate Governance Report set out in the 2018 Annual Report and the official website of the Group (www.ysservice.com.cn).

REPORTING LANGUAGE

The Report is written in Traditional Chinese and English and published in electronic format. In case of any conflict or discrepancy between the Traditional Chinese and English versions, the Traditional Chinese version shall prevail.

FEEDBACK ON REPORT

We value your opinion on the Report. Your feedback is critical to the Group’s development of short-term and long-term sustainability strategies. If you have any questions or suggestions, please contact us at IR@ysservice.com.cn.



2. INTRODUCTION OF THE GROUP



The Group is a property management service provider with “Build a Better Life with Heart (用心構築美好生活)” as its business principle and is headquartered in Shanghai, China. Our business operation model is different from the traditional basic property service model. When designing our services, we take into account all life service scenes of property owners throughout the life cycle of real estate and observe the needs of customers. The Group's businesses cover a wide spectrum of properties, including high-end residentials, public areas, commercial and office buildings, and we endeavor to provide diversified integrated lifestyle services. We continue to expand our business nationwide, explore innovative business models, and promote the horizontal development in numerous sectors.

The Group offers three main categories of services, name, property management services, value-added services to non-property owners, and community value-added services. Our property management services cover a wide range of property types, including residential and non-residential properties (such as office buildings, shopping malls, exhibition centres, industrial parks, hospitals and schools), providing services such as cleaning, security, gardening and repair and maintenance services. We provide non-property owners, which mainly include property developers, with a wide range of value-added services, including sales assistance services, additional tailored services, housing repair services, pre-delivery inspection services, and preliminary planning and design consultancy services. Our community value-added services, including home living services, parking space management, leasing and sales services, property agency services, and common area value-added services, are provided to property owners and residents to improve their living experience and to preserve and increase the value of their assets.

2018 is the Group's first year of listing on the Main Board of the Stock Exchange. As at 31 December 2018, we had provided property management services and value-added services in 43 cities in China with a contracted gross floor area (“GFA”) of approximately 65.6 million sq.m., with an increase of approximately 96.4% as compared with the end of 2017, including a total GFA under management of approximately 40.2 million sq.m. serving more than 200,000 households. During the Year, the Group's revenue increased by approximately 48.3% to approximately RMB1,075.8 million, among which, revenue generated from the property management services was approximately RMB666.9 million, revenue from the value-added services to non-property owners was approximately RMB210.5 million, and revenue from the community value-added services was approximately RMB198.4 million. Profit for the Group for the Year was approximately RMB100.2 million, with an increase of approximately 31.2% as compared to approximately RMB76.4 million in 2017. The core profit for the year 2018 (i.e. the profit excluding impact of the listing expenses) was approximately RMB125.9 million, representing an increase of approximately 64.8% from that of 2017.



2. INTRODUCTION OF THE GROUP

Benefiting from the favourable development trend within the industry, fast-growing market demand, support from various stakeholders, and our development strategy, the Group has been able to grow rapidly with solid and improving performance and overall development trend. In June 2018, we were honoured with the title of “2018 China Leading Office Property Management Companies (2018年中國辦公物業管理領先企業)” and “2018 China's Top 100 Property Management Companies (2018中國物業服務百強企業)” by China Index Academy, ranking 20th among our peers in the industry in terms of overall performances. Awards received by the Group in the year are listed as follows, in recognition of the Group's contribution to and status in the industry with well-recognised business development and sustainable development:

Honours	Issuing Agencies/Associations
2018 China's Top 100 Property Management Companies	China Index Academy
2018 China Leading Office Property Management Companies	China Index Academy
2018 China's Property Services Market-Oriented Operation Leading Brand Enterprises (2018中國物業服務市場化運營領先品牌企業)	China Index Academy
2018 TOP 50 Influential Wechat Official Account by Property Management Companies Media Evaluation (2018物業管理媒體測評微信公眾號影響力TOP50)	China Property Management Institute
2018 Shanghai Property Service Enterprise Five-Star Comprehensive Service Capability Enterprise (2018年上海市物業服務企業綜合服務能力五星企業)	The Trade Association of Shanghai Property Industry (上海市物業行業協會)
2018 TOP 100 Property Service Enterprise Comprehensive Strength Evaluation (2018物業服務企業綜合實力測評TOP100)	China Property Management Institute, Shang E-House Real Estate Research Institute (上海易居地產研究院) and China Real Estate Appraisal (中國房地產測評中心)
2018 2nd International Property Management Industry Expo Excellent Organization Award (2018第二屆國際物業管理產業博覽會優秀組織獎)	China Property Management Institute
2018 Chinese Community Poverty Alleviation Alliance Director Unit (2018中國社區扶貧聯盟理事單位)	China Community Poverty Alleviation Alliance (中國社區扶貧聯盟)



3. SUSTAINABLE DEVELOPMENT STRATEGY



The Group actively constructs a value chain for sustainable development services in order to fulfill our corporate social responsibilities. The Group's sustainability strategy covers aspects concerning our professional services, our employees, the environment, and the community. In developing the business of the Group, we have also continued to enhance the environmental, social and governance performance of the Group. During the Year, our sustainable development strategy has four main points, namely: "Building a Green Culture", "Professional Service Team", "Building Brand Integrity" and "Social Contribution".





3.1. ENVIRONMENTAL, SOCIAL AND GOVERNANCE SYSTEMS

The board of directors of the Company (the “Board”) takes full responsibility for the environmental, social and governance strategies and the report thereof, and is responsible for assessing and determining all environmental, social and governance risks, as well as ensuring the appropriateness and effectiveness of the relevant risk management and internal control systems. In order to incorporate environmental, social and governance considerations into our daily operations, the Group has set up the Environmental, Social and Governance Committee to manage our environmental, social and governance related risks, and to implement such environmental, social and governance policies, the progress and result of which are reported to the Board on a regular basis.



The Environment, Social and Governance Committee is led by the chief executive officer of the Group and consists of the person-in-charge of various functional departments within the Group's headquarters. Its main responsibilities include:

- Identifying environmental, social and governance matters related to the Group and our main operations, and/or affecting shareholders and other key stakeholders;
- Maintaining the operation of the corporate social responsibility management system, and enhancing employees' awareness of corporate social responsibility;
- Facilitating the implementation of the environmental, social and governance policies across various departments;
- Identifying and making arrangements to gather the views of stakeholders on major environmental, social and governance issues, and understanding and responding to such opinions through appropriate channels;

3. SUSTAINABLE DEVELOPMENT STRATEGY

- Reviewing and monitoring the Group's environmental, social and governance policies and practices;
- Ensuring that the Group meets the relevant legal and regulatory requirements, and monitoring and responding to the latest environmental, social and governance issues; and
- Advising the Board in a prompt manner to enhance the Group's environmental, social and governance performance.

3.2. STAKEHOLDER ENGAGEMENT

Support from our stakeholders is the basis for the stable development of the Group's businesses. Therefore, the Group attaches great importance to stakeholder engagement, especially on environmental, social and governance issues. During the Year, we have maintained communication with internal and external stakeholders, including our customers, employees, shareholders/investors, the government, business partners, suppliers, the media, and community/non-government associations. Communication with stakeholders through diversified channels allows us to understand their major concerns. Their opinions form an important basis for the Group in formulating our sustainable development strategy.

Stakeholders	Major Concerns	Main Communication Channels
Customers	<ul style="list-style-type: none">• Customer service• Customer interests• Data security• Complaint handling	<ul style="list-style-type: none">• Daliy operation/communication• Customer service center• Customer satisfaction survey and feedback• Customer advisory group• Customer relationship manager visits• Online service platform
Employees	<ul style="list-style-type: none">• Salary and benefits• Occupational health and safety• Financial performances• Training and development• Effective communication	<ul style="list-style-type: none">• Performance review/assessment• Group discussion/meeting• Channels for employees to express their opinions• Staff communication conferences• Special advisory committees/panels• Seminars/workshops• Volunteer activities• Publications/business briefings• Employee intranet

3. SUSTAINABLE DEVELOPMENT STRATEGY



Stakeholders	Major Concerns	Main Communication Channels
Shareholders/investors	<ul style="list-style-type: none"> Financial performance Operation compliances Information transparency Effective communication 	<ul style="list-style-type: none"> Investor meetings Corporate communication
Government	<ul style="list-style-type: none"> Compliance with laws 	<ul style="list-style-type: none"> Daily management Supervision and inspection Trainings Work meetings
Business Partners	<ul style="list-style-type: none"> Operation compliances Harmonious communion Mutual development 	<ul style="list-style-type: none"> Co-organization of events and activities Meetings Visits
Suppliers	<ul style="list-style-type: none"> Fair competition Procurement transparency Sustainable supply chain 	<ul style="list-style-type: none"> Supplier management procedures Supplier/Contractor evaluation system Meetings Field inspections
Media	<ul style="list-style-type: none"> Information transparency 	<ul style="list-style-type: none"> Press releases Media events Interviews with senior management
Community/ non-governmental associations	<ul style="list-style-type: none"> Community charities Environmental Protection 	<ul style="list-style-type: none"> Volunteer works Community activities



4. BUILDING A GREEN CULTURE



The Group understands the importance of a sound environmental management system for its business operations. We have improved our environmental management system to enhance the performance of the Group's businesses in terms of environmental friendliness, and to mitigate our negative impact on the environment. We have compiled the Corporate Environmental Policy, which outlines the Group's objectives and measures for improving the environmental management system, to actively build a green corporate culture for the Group. During the Reporting Period, the Group did not violate any environmental protection laws, have any major accidents affecting the environment and natural resources, or receive any environmental penalties and litigation notices.

4.1. LOW CARBON MANAGEMENT CULTURE

Global climate change is a global topic of continuous concern. In recent years, China has actively controlled its carbon emissions, and has taken the initiative to lead the world in carbon management. From participating in the non-legally binding 2009 Copenhagen Accord and the 2016 Paris Agreement, to participating in the 2017 United Nations Climate Change Conference, China has taken an increasingly proactive role in combating climate change. The National Energy Commission of China has adopted the "Revolutionary Strategy for Energy Production and Consumption (2016-2030)" in 2016 to clarify the overall goals and related strategies of the energy revolution and to promote green production and low-carbon enterprises. In 2018, the State Council of China also issued the "2018 Annual Report on China's Policies and Actions on Climate Change (《中國應對氣候變化的政策與行動 2018 年度報告》)", which is designed to mitigate climate change, adapt to climate change, encourage local action, and raise public awareness. The Group has been keen in complying with China's climate change response strategy, and strongly promoting the low carbon management culture of the corporation.

4.1.1. Greenhouse Gas Emissions Management

Emphasis has been placed on greenhouse gas emissions management in order to combat global climate change. We have conducted greenhouse gas ("GHG") emissions inspections for the office of the Group's headquarters in Shanghai (the "Head Office") and our office of the Eastern China Regional Division (the "Eastern China Regional Office") in compliance with the Greenhouse Gas Protocol (《溫室氣體盤查議定書》) issued by the World Resources Institute and the World Business Council for Sustainable Development and the ISO14064-1 set by the International Organization for Standardization. A summary of GHG emissions during the Reporting Period is as follows:

Greenhouse gas emissions		Unit	Quantity
Scope 1	Direct greenhouse gas emissions	Tonnes of carbon dioxide equivalents (CO ₂ e)	13.8
Scope 2	Indirect greenhouse gas emissions from energy use	Tonnes CO ₂ e	52.9
Scope 3	Other indirect greenhouse gas emissions	Tonnes CO ₂ e	165.9
Total greenhouse gas emissions (Scope 1, 2 & 3)		Tonnes CO ₂ e	232.6



4. BUILDING A GREEN CULTURE



Greenhouse gas emissions intensity	Unit	Quantity
Per square meter (Scopes 1, 2 & 3)	Metric tons of carbon dioxide equivalent/ square meter	0.1
Per employee (Scopes 1, 2 & 3)	Metric tons of carbon dioxide equivalent/ employee	1.2

Scope 1: Direct greenhouse gas emissions from sources owned and controlled by the Group.

Scope 2: Greenhouse gas emissions indirectly caused by electricity generation, heating and cooling or steam purchased by the Group.

Scope 3: Emissions include greenhouse gas emissions that are indirectly generated by sources that are not owned or directly controlled by the Group but are related to the Group's business activities.

According to the results of the greenhouse gas emissions inspections, the Group's greenhouse gas emissions can be divided into direct emissions (Scope 1) and indirect emissions (Scopes 2 and 3). Such greenhouse gas emissions are generated from the fuel consumption of vehicles of the Group (Scope 1), the use of electricity in business operations (Scope 2), water consumption, employees overseas business travel, wastes disposal and use of paper (Scope 3).

During the Year, the Head Office and the Eastern China Regional Office accounted for a total of 232.6 metric tons of carbon dioxide equivalent, while the intensities of greenhouse gas emissions was 0.1 metric tons of carbon dioxide equivalent per square meter and 1.2 metric tons of carbon dioxide equivalent per employee. In the coming year, the Group will continue to monitor our greenhouse gas emissions in all areas, and conduct comparative analysis to strengthen management of greenhouse gas emissions. In addition, we hope to gradually expand the coverage of the Group's greenhouse gas emissions inspections to enhance the overall environmental performance of the Group, and continue to fulfill its corporate social responsibilities.

In addition to conducting greenhouse gas emissions inspections, the Group also promotes green office practices to raise employees' awareness of reducing greenhouse gas emissions. We introduce low-carbon driving habits to our drivers, and advocate the use of public transport to our employees. We also encourage employees to use video conferences to replace non-essential overseas business trips as often as possible, and elect direct flights for inevitable business trips.



4.2. GREEN OFFICES

We advocate the concept of green office by incorporating it into our business operations. Shanghai Yongsheng Property Management Co.,Ltd. (上海永升物業管理有限公司), a subsidiary of the Group, was certified under the national standard of "Environmental Management System Requirements and Implementation Guidelines (《環境管理體系要求及使用指南》)" of the People's Republic of China [GB/T 24001-2004/ISO 14001:2004] in recognition of the sound environmental management of our daily business operations.

4.2.1. Energy Management

In an effort to save energy and reduce consumption, we manage energy usage in different ways. The Group's offices utilize sunlight to the largest extent, and have installed lightings with high energy efficiency. We divide the office into different areas, each with an independently controllable lighting system to allow flexible usage of the lightings by the employees. We post notices in the office to remind employees to switch off unused electronic devices. We also regularly assess the brightness at different spots in the office to lower the lighting power density and hence lighting energy consumption. In addition, the Group has adopted centralised water-cooled air-conditioning control system, and uses a variable-speed drive to reasonably adjust the air-conditioning temperature as needed. While maintaining the image of the Group, the Group allows employees to wear appropriate casual clothes to work to reduce the demand for air-conditioning. We also regularly clean the lightings and filters of air-conditioning systems to improve energy efficiency.

We regularly monitor electricity usage so as to make timely adjustments to the energy-saving measures. During the Year, the Head Office and the Eastern China Regional Office consumed a total of 75,143.8 kWh of electricity in our course of operation, our energy consumption intensity was 30.6 kWh per square meter and 381.4 kWh per employee. In the coming year, we will continue to monitor the energy consumption of the Group's business operations.

In addition to the use of electricity, the Group also monitors the fuel consumption of its vehicles. We regularly arrange for examinations of our fleet to ensure the engines, tires and other parts are functioning properly to improve fuel efficiency. During the Reporting Period, vehicles under the name of the Group's Head Office and the Eastern China Regional Office consumed a total of 6,060.0 liters of petrol.

4.2.2. Water Management

In the face of global water shortage crisis, the Group is committed to foster employees' habit of preserving water. We post various signs in the washrooms to remind employees to turn off the faucets and adopt dual flush toilets that give users a choice of flushes to help preserve water. We also lower the water pressure to facilitate control of water flow. At the same time, the Group performs routine maintenance work, regularly checks the water meter readings and whether the water tanks are overflowing, and tests for leakage in concealed water pipes to timely repair such problems. During the Year, the Head Office and the Eastern China Regional Office used a total of 125.0 cubic meters of water during business operations, while the intensities of water consumption were 0.1 cubic meters per square meter and 0.6 cubic meters per employee. In the coming year, we will continue to monitor the water consumption of the Group in the course of its business operations. We will encourage employees to preserve every drop of water and make good use of water resources.





4.2.3. Paperless Office

The Group makes full use of innovative technology and has replaced the traditional paper-based office administration system with an electronic office system. We encourage employees to fully utilize electronic communication technologies, such as the Company's WeChat service account and e-mail to transmit information. Important documents such as daily notifications, public notices, and system announcements are also distributed through the electronic office system to achieve paperless communication and paperless circulation. Daily work approval processes of the Group are carried out through the electronic office system in order to achieve paperless approval.

In addition, the Group presets printers to print on both sides in an ink-saving mode, sets print limits for employees, and encourages employees to print on double sides and reuse single-sided paper as often as possible. We also post notices on the printers to remind employees to photocopy on double sides or reuse single-sided paper.

The Group regularly monitors the volume of papers used and makes appropriate adjustments to the supply of paper accordingly. During the Reporting Period, the total paper usage of the Head Office and the Eastern China Regional Office amounted to 2,153.7 kg, while the paper usage intensity amounted to 10.9 kg per employee. In the coming year, we will continue to monitor the Group's paper consumption and actively promote paperless office.

4.2.4. Waste Management

The Group promotes waste reduction at source and supports responsible use of natural resources. We encourage employees to reuse office supplies such as envelopes and binders, and use recyclable toner cartridges and ink cartridges. The office reception of the Group has replaced disposable paper cups with porcelain cups, minimizing the use of disposable and non-recyclable products to lower the consumption of natural resources. From time to time, we also conduct stocktaking of various types of materials and assess the consumption level to avoid excessive purchases and excessive inventory.

In addition, we actively participate in recycling schemes. Used batteries are collected and recycled at the Group's property service centers. We also regularly invite dedicated recycling service providers to collect used paper products, various plastic products, used ink cartridges, used toner cartridges, end-of-life computers and other electronic equipment at the Group's offices.

During the Year, the Head Office and the Eastern China Regional Office generated a total of 3000.0 kg of non-hazardous waste. The intensity of non-hazardous waste was 1.2 kg per square meter and 15.2 kg per employee. The total amount of hazardous waste comprised of 30 computers, 220 batteries and 15 used ink/toner cartridges. The computers and batteries were recycled and the used ink/ toner cartridges were disposed. In the future, we will continue to monitor the Group's generation of non-hazardous and hazardous waste to further minimize the impact of the Group's activities on the environmental and natural resources.



5. PROFESSIONAL SERVICE TEAM



Employees are the foundation for the Group's business operations and an important asset of the Group. We value talent management. By providing employees with an ideal working environment and opportunities for sustainable development, the Group and our employees improve and grow together. We have compiled the "Employee Handbook" (《員工手冊》), which introduces such rules and regulations within the Group, and explains the rights and responsibilities of employees, improving the talent management system of the Group. As at 31 December 2018, the Group has a total of 6,066 employees.

5.1. EMPLOYMENT PRACTICE

The Group strictly abides by the laws and regulations of the People's Republic of China on labor and employment, including the Labor Law of the People's Republic of China (《勞動法》), Labor Contract Law of the People's Republic of China (《勞動合同法》), Law of the People's Republic of China on the Protection of Minors (《未成年人保護法》), provisions on the Prohibition of Using Child Labor (《禁止使用童工規定》). We are determined to promote the ideal workplace atmosphere of equality and openness, tolerance, harmony and trust, and ensure that employees can work without discrimination or harassment. During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations relating to remuneration and dismissal, recruitment and promotion, hours of work, equal opportunities, diversity, anti-discrimination, child labor prevention or compulsory labor.

In order to standardize the recruitment management of the Group, we have stipulated the "Recruitment and Induction Process" (《招聘及入職流程》), which clearly lists the procedures for submission of a recruitment request, interview screening, approval and hiring, and induction process. The applicant's abilities, qualifications and skills, development potential and values are the main considerations for our recruitment of employees, and their gender, age, ethnicity, and family background will not affect their employment opportunities. During the recruitment process, we conduct strict background check on the identities of applicants and verify their identities to avoid child or forced labor.

5.2. WELFARE AND REMUNERATION

The Group's employee remuneration system is well-designed with a view to attract, retain and motivate suitable talents in the human resources markets. Fairness, competitiveness, motivation, economic value and legality are the five principles in determining the remuneration of our employees. We comply with relevant national laws, regulations and institutional policies, consider the Group's economic efficiency and affordability, and refer to the industry's remuneration policy and market salary survey analysis to determine the overall salary level of employees. To complement the performance evaluation of the duties of each position, we link the remuneration with the performance assessments, and motivate employees through the design of performance-based compensation.





Regarding the benefit system, the Group's benefits can be divided into three parts: statutory benefits, basic benefits, and special benefits. Statutory benefits refer to the various benefits that are implemented in accordance with the actual conditions and the relevant national and regional laws and regulations; basic benefits refer to those enjoyed by all employees, with special emphasis on the inclusiveness and security of such benefits; as for special benefits, such benefits are provided to employees who have met specific conditions. In accordance with the national or local government regulations, we provide social insurance to eligible employees, as well as housing provident fund and other statutory employee benefits and coverages. In addition to statutory holidays, employees can enjoy sick leave, work-related injuries leave, causal leave, official leave, annual leave, marriage leave, bereavement leave, pre-maternity leave, maternity leave and breastfeeding leave. We also provide employees with a series of caring activities, holiday bonuses for major traditional festivals, employee birthday bonuses or gifts, employee health plans and other basic benefits to promote work-life balance. To meet the needs of employees in different job positions and work situations, the Group enrolls in various social welfare programs for the employees, and provides dormitory as well as special benefits such as high and low temperature allowances, wedding benefits, funeral leave and condolence money to show our care towards our employees.

5.3. HEALTH AND SAFETY

We strictly abide by relevant laws and regulations, such as the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), the Law of the People's Republic of China on Work Safety (《中華人民共和國安全生產法》), the Regulations on Supervision and Administration of Occupational Health in Workplace (《工作場所職業衛生監督管理規定》), the Regulation on Work-Related Injury Insurances (《工傷保險條例》) and the Occupational Safety and Health Ordinance (《職業安全及健康條例》) of the Hong Kong Special Administrative Region and other relevant laws and regulations, and strive to provide employees with a safe working environment. During the Reporting Period, the Group was not aware of any non-compliance with any relevant laws and regulations regarding the provision of a safe working environment and protection of employees to avoid occupational hazards, and has no working days lost due to work-related injuries or fatalities caused by any serious work accident involving our employees.

Shanghai Yongsheng Property Management Co., Ltd, a subsidiary of the Group, was certified under the "Occupational Health and Safety Management System Requirements" (《職業健康安全管理体系要求》) [GB/T 28001-2001/OHSAS 18001:2007], and implemented a series of policies to ensure work safety. We require our employees to strictly abide by such labor disciplines during their work, carefully implement safety production rules and regulations, and follow such operational procedures and properly wear and use personal protective equipment at work. From time to time, the Group also instills in the staff the correct concept of occupational safety to increase their awareness of occupational safety and enhance their abilities to prevent and respond to accidents. In addition, we have contacted external professional organizations to provide health check-up services for employees and cover all relevant expenses. During the Year, the number of employees who have received occupational health examinations was 1,108.

5.4. TALENT DEVELOPMENT PROGRAMME

The Group is concerned about the career development of its employees and has developed a comprehensive training programme. We formulate training resources for the development of employees based on three factors, i.e. system, curriculum and tutor, to ensure that our employees can develop their skills and maximise their potential. In line with the responsibilities of different positions and the career development stages of the employees, we provide targeted training, including new employee orientation, professional skills training, comprehensive abilities training for employees in the talent pool, and advanced core abilities training for on-the-job managers.

Training category	Details of training
New employee orientation	New employees will receive detailed trainings on topics such as “Introduction to Enterprise” (《企業介紹》), “Corporate Culture” (《企業文化》), “Introduction to Human Resources System” (《人力資源制度簡介》) and “Guidelines for the Use of IT Equipment” (《IT 設備使用指南》) within the first 2 months after joining the Company to help them understand the Company as well as the relevant systems and requirements of their jobs. Through the orientation training programme, employees can quickly adapt to their working environment, make good use of such tools, and quickly integrate into the team to carry out their work.
Professional skills training	Targetting at the different positions of new employees, face-to-face counseling is provided by professionals in various fields for specific tasks. For the professional qualification projects for existing employees, the Group organizes special training camps, such as “Supervisors Training Camp” (「主管訓練營」) and “Project Manager Training Camp” (「項目經理訓練營」) to enhance their comprehensive management capabilities and professional skills.
Comprehensive abilities training for employees in the talent pool	The Company provides training for employees in the talent pool for the Company's key positions, and devises a targeted training system and launches training camps in stages, so as to improve the suitability of the employees in the talent pool, and provide suitable comprehensive ability trainings.
Advanced core abilities training for on-the-job managers	The Group makes use of various external training resources to enhance project management insight, strategic thinking, risk management concepts, innovative service ideas, etc., to allow our employees look into the future.

During the Year, all employees of the Group had received different levels of training. Through targeted training programmes, we have expanded our talent pool and optimized the talent supply chain mechanism, so as to achieve a win-win situation between the Group and our employees.



6. ESTABLISH BRAND INTEGRITY



As a property management service provider, the Group attaches great importance to brand integrity. We focus on the professional ethics of our employees and strive to standardize the entire business operation process to continuously enhance brand influence and industry status, and to provide customers with a better service experience. Shanghai Yongsheng Property Management Co.,Ltd., a subsidiary of the Group, was certified under the “Quality Management System Requirements” (《質量管理體系要求》) [GB/T 19001-2008/ISO 9001:2008], and has set up comprehensive property service standards, management system and quality control system.

6.1. INTELLIGENT MANAGEMENT

The Group adopts scientific decision-making as well as constant innovation and improvement as our important business management principles. In our continuous business innovation, we make full use of the latest technologies such as the internet, the Internet of Things (IoT), artificial intelligence and big data, and strive to become a technology-based lifestyle service enterprise and build our image as a smart community lifestyle service provider. Through setting up smart communities, including the establishment of “Joy Life” (悦生活) online service platform, smart IoT platform, financial personnel sharing platform and business analysis platform, the Group combines technology and property services to achieve delicacy management, thereby improving cost-efficiency and service quality, and providing customers with more convenient, professional and quality services.

6.2. CUSTOMER SERVICE PRIORITY

The Group’s property management services are based on the principle of customer orientation, and we strive to continuously improve and explore innovative ideas to provide customers with “satisfactory + surprising” (滿意 + 驚喜) services. We have a large customer service team of more than 1,000 employees, and our team upholds the “Five Hearts” (「五心」) principle in serving the customers, i.e. to take care of customers’ needs with care, devotion, attention, love and consideration.

We value customer feedback on the Group’s property management services. In order to standardize the process of customer complaint handling, we have compiled the “Complaint Management Regulations” (《投訴管理規定》) to clarify the guidelines for various procedures, including complaint acknowledgement, reception, handling, negotiations, finalization, review, data compilation and analysis. The Property Division of the Group’s headquarters is responsible for monitoring the entire complaint handling process. Channels of complaints include letters, visits, calls, emails, the internet, reports, dialogs and redirected opinions, group call centers, etc.. Once a complaint is accepted, we will classify the complaint level, determine the nature of the complaint, and handle the complaint in a timely and effective manner in accordance with the established customer complaint handling procedures. During the Year, the Group received a total of 4,140 complaints and all cases have been properly handled.



6.3. CUSTOMER DATA SECURITY

The Group's property management business involves a large customer profile. In order to comprehensively protect customer data and related business data, we have complied with relevant national laws and regulations including the Regulations on Security Protection of Computer Information Systems (《電腦資訊系統安全保護條例》), the Administrative Measures for Security Protection of International Networking of Computer Information Networks (《電腦資訊網路國際聯網安全保護管理辦法》), the Provisions on Technical Measures for Security Protection of Internet (《互聯網安全保護技術措施規定》), the Requirements for Security Protection of Interactive Internet Services (《互聯網互動式服務安全保護要求》), the Basic Procedures and Requirements for Security Assessment of Internet Services (《互聯網服務安全評估基本程式及要求》), and the Personal Data (Privacy) Ordinance (《個人資料(私隱)條例》) of the Hong Kong Special Administrative Region, and adopted a series of measures to ensure the security of information systems and our infrastructure. We have compiled the "Software Management System" (《軟件管理制度》), "System Development and Change Management System" (《系統開發和變更管理制度》), "Information System Account Password Management System" (《信息系統賬號密碼管理制度》), "Information System Backup Management System" (《信息系統備份管理制度》), "Business Continuity Management System" (《業務持續性管理制度》), which stipulate the management tasks of software development, user access, account passwords, information backup, daily operation and maintenance, etc., to improve the overall operational level and reliability of our information system and equipment, thus improving our information management system. In addition, the Group compiled the "Archives Management System" (《檔案管理制度》) to streamline the procedures for collecting, archiving, organizing, storing and utilizing various business management files to further ensure the integrity of customer data.

In terms of information disclosure, the Group strictly abides by the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), the Patent Law of the People's Republic of China (《中華人民共和國專利法》), the Detailed Rules for the Implementation of the Patent Law of the People's Republic of China (《中華人民共和國專利法實施細則》), the Trademark Law of the People's Republic of China (《中華人民共和國商標法》) and the Regulations on the Customs Protection of Intellectual Property Rights of the People's Republic of China (《中華人民共和國知識產權海關保護條例》) and other laws and regulations, and closely review the information disclosed throughout our businesses. We take great care in advertisements and matters related to intellectual property to ensure that we deliver complete, true and accurate information to the public and eliminate all fraudulent use of false and misleading trade descriptions. The Group endeavours to safeguard all legal rights of intellectual property rights, legal patent rights, trademark rights and copyrights of the Group and our business partners. During the Reporting Period, the Group maintained a total of 18 registered patents.

6.4. ANTI-CORRUPTION AND TRANSPARENT OPERATION

The Group abides by the Criminal Law of the People's Republic of China (《中華人民共和國刑法》), the Anti-Money Laundering Law (《中華人民共和國反洗錢法》), and other laws and regulations clean operation, prohibiting acts of malpractice. In order to establish the Group's discipline and improve on our risk management and flexibility, we have compiled the "Comprehensive Risk Management Measures" (《全面風險管理辦法》), Internal Audit Charter (《內部審計章程》), "Internal Audit Management Regulations" (《內部審計管理規定》) and "Eight Military Regulations" (《八項軍規》) to establish an effective risk management mechanism, and standardize the Group's internal management processes and employees' code of conduct, so as to maintain the Group's positive professional image. We have established an employee integrity system, and prohibit employees to ask for bribes or accept bribes in the course of our business activities. We also require companies that conduct businesses with the Group to sign the "Integrity Commitment Letter" (《廉政承諾書》) to jointly fulfill the responsibility of building a clean and honest structure.



In order to strengthen the monitoring of the Group's daily operations, we have formulated the "Regulations on Reporting Management" (《舉報管理實施細則》), which outlines the policy of the Group's reporting system. The risk management department at the Head Office sets up a designated reporting channel, and assigns a designated person to handle all matters in relation thereto. We keep strict confidentiality of information on the informants, encourage real-name reports submitted through letters, telephones and emails, and take any acts of retaliation against informants and witnesses seriously. After receiving any reports, we promptly verify the clues of the report according to relevant requirements under the "Internal Audit Management Regulations". If such report is found to be inaccurate, we will make a clarification to a certain extent. If it is confirmed that the matter involves suspected violations, we will take appropriate actions according to the "Employees' Awards and Punishment Management System" (《員工獎懲管理制度》) or set up a special report investigation team to conduct investigations. During the Reporting Period, we are not aware of any action against the Group or our employees, nor were there any incidents of corruption, bribery, extortion, fraud and money laundering.

6.5. SUPPLY CHAIN MANAGEMENT

In addition to internal monitoring and management of the Group, we also value collaboration with our business partners. In line with the Group's business management principles of cooperation to achieve win-win solution, we work with suppliers to set up sustainable supply chains. We compiled the "Service Outsourcing Management Manual" (《服務委外管理手冊》), procurement procedures and supplier management workflow and work principles, so as to standardize the selection, engagement, performance evaluation of our service providers and their reward and penalty mechanisms to ensure that outsourcing of services can be carried out in an orderly manner. The Group will conduct goodwill review, data review and on-site assessment of newly engaged service providers. We will also arrange at least one annual information review for existing service providers to ensure the performance of the suppliers and the quality of their services.

Service providers involved in the Group's business mainly provide services such as cleaning, greening, engineering and maintaining order. During the Year, more than 160 suppliers from different regions in China provided relevant services to the Group and the breakdown by region is as follows:

Regions	Number of Suppliers (As at 31 December 2018)
Eastern China	102
Northern China	26
Central and Southern China	20
Western China	14
Northwest China	5

7. SOCIAL CONTRIBUTION

The Group has adhered to the business philosophy of “Build a Better Life with Heart (用心構築美好生活)”. In addition to serving our customers with care, we also contribute to the society by building a better community. During the Reporting Period, the Group spent around 80 days to organize community charity events, attracting more than 1,000 participants. We also received the honor of the “2018 China Community Poverty Alleviation Alliance Directing Unit” (「2018 中國社區扶貧聯盟理事單位」) issued by the China Community Poverty Alleviation Alliance.



7.1. BUILDING A HEALTHY COMMUNITY

The Group is committed to the community and pays attention to the physical and mental health of people from all walks of life. According to the positioning of the parties within different projects, we organize diverse community cultural activities within the community combining elements of traditional Chinese festivities, such as the Xulin Festival (旭鄰節), film festivals, markets and carnivals, etc., to bond the community.



Activities at the Xulin Festival

7. SOCIAL CONTRIBUTION

In September 2018, we launched a free clinic activity with the theme “Health within Community”, which provided a number of physical examination services such as measurement of blood pressure and blood glucose for approximately 100 property owners in Langfang CIFI Path Walf in the Pan Bohai Rim.



Community Clinic Activities

We noticed the lack of supporting facilities and the aging of facilities in the property community of Pattaya Garden (芭堤花園) in Jiangsu, China. The Group coordinated the relevant residents' committees to build a daytime care center using funds from the community, which provided catering, leisure, entertainment and healthcare services in the property community of Pattaya Garden in order to cater the needs of the elderly in the community. The Group also operates the Senior Citizens' School to provide the elderly with interest classes to fulfill their daily entertainment and social needs, enriching the daily life of the elderly and achieving the goal of lifelong learning.

In addition, in order to promote the spirit of respecting the elderly, the Group held an event with the theme “Respect the Elderly and Your Bill will be on Us” (「您為敬老排行奮戰，管家為您孝心買單」) in October 2018 in the form of online mini-games, which lasted 63 hours and attracted more than 500 property owners from the Western China to compete for the rankings. We used housekeeping services as an incentive to promote a healthy and clean community culture.

7. SOCIAL CONTRIBUTION

7.2. HELPING DISADVANTAGED GROUPS

We care for the disadvantaged and safeguard their rights. In response to the needs of children in the community, we set up the “Four-Thirty School” (「四點半學堂」) to provide self-study areas for children after school, and child care services for parents who are unable to take care of their children at that period of time. We have also organized “Delivery with Care”(「護學崗」) service to escort school children in the community to and from school to protect their safety.

The Group pays close attention to the development within the society and provides support to the disadvantaged groups in due course. During the Year, an incident occurred in Hefei City, Anhui Province, China, where a pregnant melon farmer was beaten by a drunk man. After learning about the incident, we took the initiative to care for the needs of the pregnant woman and her family, and actively planned charity activities, set up charitable melon stalls, and called on the public to help them solve their livelihood problems. We managed to help the family sell more than 20,000 kilograms of watermelon within 4 days.



Charitable Melon Sale

8. CONCLUSION

As a property management service provider, the Group has adhered to the business philosophy of “Build a Better Life with Heart (用心構築美好生活)”. We strive to construct a value chain of sustainable development services. Through developing a sound environmental management system, we have included environmental conservation concepts in our business operations, mitigating the negative impacts on the environment. The Group attaches great importance to brand integrity and the professional ethics of our employees. We are committed to standardize the entire business operation process to continuously enhance brand influence and industry status, and to provide customers with a better service experience. We also pay close attention to the development within the society. We are determined to safeguard the rights of the disadvantaged groups, and provide support to the community development, fulfilling our corporate social responsibilities.



APPENDIX 1: SUSTAINABILITY DATA STATEMENTS



The Sustainability Data Statements of the Head Office in Shanghai and the East China Regional office are as follows:

Environmental Aspects	Unit	For the year 2018
Greenhouse gas (GHG) emission inventory		
Direct GHG emissions (Scope 1)	Tonnes CO ₂ e	13.8
Indirect GHG emissions (Scope 2)	Tonnes CO ₂ e	52.9
Other indirect GHG emissions (Scope 3)	Tonnes CO ₂ e	165.9
Total GHG emissions (Scopes 1, 2 & 3)	Tonnes CO ₂ e	232.6
Total GHG emission intensity (per square meter)	Tonnes CO ₂ e/m ²	0.1
Total GHG emission intensity (per employee)	Tonnes CO ₂ e/employee	1.2
Fuel Consumption		
Gasoline consumption of Motor vehicle	Litre	6,060.0
Electricity consumption		
Total electricity consumption	kWh	75,143.8
Total electricity consumption intensity (per square meter of floor area)	kWh/m ²	30.6
Total electricity consumption intensity (per staff)	kWh/employee	381.4
Water consumption		
Total water consumption	m ³	125.0
Total water consumption intensity (per square meter of floor area)	m ³ /m ²	0.1
Total water consumption intensity (per staff)	m ³ /employee	0.6
Paper usage		
Total paper consumption	Kilogram	2,153.7
Paper consumption intensity	Kilogram/employee	10.9
Waste generated		
Total amount of non-hazardous waste generated	Kilogram	3,000.0
Non-hazardous waste intensity (per square meter of floor area)	Kilogram/m ²	1.2
Non-hazardous waste intensity (per staff)	Kilogram/employee	15.2
Hazardous waste generated (computer)	Set	30
Hazardous waste generated (battery)	Piece	220
Hazardous waste generated (used ink cartridge, toner cartridge)	Piece	15

Social Aspect		As at 31 December 2018/ For the year 2018
Number of employees	Headcount	6,066
Number of employees by gender		
Number of female employees	Headcount	2,380
Number of male employees	Headcount	3,686
Total number of employees by employment type		
Short term contract/part-time employee	Headcount	449
Junior employees	Headcount	4,546
Middle management	Headcount	1,051
Senior management	Headcount	20
Number of employees by age group		
Number of employees under the age of 30	Headcount	2,806
Number of employees aged between 30 to 50	Headcount	2,566
Number of employees aged 50 and above	Headcount	694
Number of employees by geographical region		
Number of employees in Northern China	Headcount	521
Number of employees in Northeastern China	Headcount	185
Number of employees in Eastern China	Headcount	4,042
Number of employees in Central China	Headcount	577
Number of employees in Western China	Headcount	600
Number of employees in Southern China	Headcount	141
Percentage of employees trained		100%
Average training hours of employees by gender		
Average training hours of each female employee	Hour	11.3
Average training hours of each male employee	Hour	29.8
Average training hours of employees by employment type		
Average training hours of each short term contract/ part-time employee	Hour	14.1
Average training hours of each junior employee	Hour	20.6
Average training hours of each middle-level employee	Hour	35.3
Average training hours of each senior employee	Hour	20.1



APPENDIX 2: HONG KONG STOCK EXCHANGE ESG REPORTING GUIDE INDEX

Description of the indicator			Section Reference	
A. Environmental				
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.	4.	Building a Green Culture
			4.1	Low Carbon Management Culture
			4.2	Green Offices
	A1.1	The types of emissions and respective emissions data	4.1	Low Carbon Management Culture
			4.1.1	Greenhouse Gas Emission Management
			Appendix 1: Sustainability Data Statements	
	A1.2	Total amount and intensity of greenhouse gas emissions	4.1	Low Carbon Management Culture
			4.1.1	Greenhouse Gas Emission Management
			Appendix 1: Sustainability Data Statements	
	A1.3	Total amount and intensity of hazardous waste generated	4.2	Green Offices
		4.2.4	Waste Management	
		Appendix 1: Sustainability Data Statements		
A1.4	Total amount and intensity of non-hazardous waste generated	4.2	Green Offices	
		4.2.4	Waste Management	
		Appendix 1: Sustainability Data Statements		
A1.5	Description of measures to mitigate emissions and results achieved.	4.1	Low Carbon Management Culture	
		4.1.1	Greenhouse Gas Emission Management	
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	4.2	Green Offices	
		4.2.4	Waste Management	

Description of the indicator			Section Reference
A. Environmental			
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources.	4.2 Green Offices 4.2.1 Energy Management 4.2.2 Water Management 4.2.3 Paperless Office
	A2.1	Direct and/or indirect energy consumption by type in total and intensity.	4.2 Green Offices 4.2.1 Water Management Appendix 1: Sustainability Data Statements
	A2.2	Water consumption in total and intensity.	4.2 Green Offices 4.2.2 Water Management Appendix 1: Sustainability Data Statements
	A2.3	Description of energy use efficiency initiatives and results achieved.	4.2 Green Offices 4.2.1 Energy Management
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	4.2 Green Offices 4.2.2 Water Management
	A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	Not applicable, the Group's business does not involve packaging materials
	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	4. Building a Green Culture
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	4. Building a Green Culture 4.1 Low Carbon Management Culture 4.2 Green Offices
A3: Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	4. Building a Green Culture

Description of the indicator			Section Reference	
B. social				
B1: Employment and Labour Practices	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	5.	Professional Service Team
			5.1	Employment Practice
			5.2	Welfare and Remuneration
	B1.1	Total workforce by gender, employment type, age group and geographical region	Appendix 1: Sustainability Data Statements	
	B1.2	Employee turnover rate by gender, age group and geographical region	To be disclosed in the future	
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	5.	Professional Service Team
			5.3	Health and Safety
	B2.1	Number and rate of work-related fatalities.	5.	Professional Service Team
			5.3	Health and Safety
	B2.2	Lost days due to work injury.	5.	Professional Service Team
			5.3	Health and Safety
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	5.	Professional Service Team
			5.3	Health and Safety

Description of the indicator			Section Reference		
B. social					
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	5.	Professional Service Team	
			5.4	Talent Development Programme	
	B3.1	The percentage of employees trained by gender and employee category.	5.	Professional Service Team	
			5.4	Talent Development Programme	
			Appendix 1: Sustainability Data Statements		
	B3.2	The average training hours completed per employee by gender and employee category.	Appendix 1: Sustainability Data Statements		
	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.	5.	Professional Service Team
				5.1	Employment Practice
B4.1		Description of measures to review employment practices to avoid child and forced labour.	5.	Professional Service Team	
			5.1	Employment Practice	
B4.2		Description of steps taken to eliminate such practices when discovered.	5.	Professional Service Team	
			5.1	Employment Practice	

Description of the indicator			Section Reference	
B. social				
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	6.	Establish Brand Integrity
			6.5	Supply Chain Management
	B5.1	Number of suppliers by geographical region.	6.	Establish Brand Integrity
			6.5	Supply Chain Management
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	6.	Establish Brand Integrity
			6.5	Supply Chain Management
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.	6.	Establish Brand Integrity
			6.1	Intelligent Management
			6.2	Customer Service Priority
			6.3	Customer Data Security
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Not applicable to the Group's property management business	
	B6.2	Number of products and service related complaints received and how they are dealt with.	6.	Establish Brand Integrity
			6.2	Customer Service Priority
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	6.	Establish Brand Integrity
			6.3	Customer Data Security
	B6.4	Description of quality assurance process and recall procedures.	Not applicable to the Group's property management business	
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	6.	Establish Brand Integrity
			6.1	Intelligent Management
			6.3	Customer Data Security

Description of the indicator			Section Reference		
B. social					
B7: Anticorruption	General	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	6.	Establish Brand Integrity	
	Disclosure		6.4	Anti-Corruption and Transparent Operation	
	B7.1		6.	Establish Brand Integrity	
		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.	6.4	Anti-Corruption and Transparent Operation	
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	6.	Establish Brand Integrity	
			6.4	Anti-Corruption and Transparent Operation	
B8: Community investment	General	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.	7.	Social Contribution	
	Disclosure		7.1	Building a Healthy Community	
			7.2	Helping Disadvantaged Groups	
		B8.1	Focus areas of contribution.	7.	Social Contribution
				7.1	Building a Healthy Community
			7.2	Helping Disadvantaged Groups	
	B8.2	Resources contributed (e.g. money or time) to the focus area.	7.	Social Contribution	