



COME SURE

Group (Holdings) Limited

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

Environmental, Social And
Governance Report

2019



CONTENT

About This Report	1
About Come Sure	2
Compliance with Laws and Regulations	2
Business Ethics	3
Sustainability at Come Sure	6
Stakeholder Engagement	6
Protecting our Planet	8
Design Smart	8
Repurpose Wood	8
Produce Sustainably	10
Recycle and Reuse	14
Caring for People	16
Build Long-term Relationship with Customers	16
Ensure Diversity and Equality	17
Guarantee Health and Safety	18
Nurture Our People	20
Engage our Employees and Community	22
Key Performance Data	23
ESG Guide Content Index	26

About This Report

Come Sure Group Holdings Limited (the “Company” or “Come Sure”, and together with its subsidiaries, the “Group”) is pleased to present its Environmental, Social and Governance (“ESG”) Report (the “Report”) for the year ended 31 March 2019.

The purpose of this Report is to communicate the Group’s visions, commitments, policies, operating practices, performances and plans relating to social and environmental issues and aspects that are material to the Group’s operations. All information published in this Report is compiled by relevant departments based on existing policies or practices, and official documents or reports, as we strive to keep the disclosure of such information accurate, genuine and honest. We are committed to disclosing and updating our ESG performances through ESG reporting annually in a transparent manner.

The board of directors of the Company (the “Board”) are responsible for our ESG strategies and reporting, and are committed to taking gradual steps to improve our ESG report and performances.

Reporting Framework

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited. This Report adheres to the “comply or explain” and “recommended disclosure” provisions of the ESG Guide.

Reporting Scope

This Report covers relevant information from the Group’s operations in the production of “corrugated paperboards and cartons” at the main production base (the “Plant”) in Shenzhen, China of Come Sure Packing Products (Shenzhen) Company Limited, a wholly-owned subsidiary of the Group, from 1 April 2018 to 31 March 2019 (the “Reporting Period”), unless otherwise specified. The Plant contributes a significant portion of the economic, environmental and social impact of the Group. The Group will continuously improve its data collection system and gradually expand the scope of reporting in the future.

Your feedback on this Report or our ESG performance is valuable and important for our continuous improvement. If you have any comments or suggestions, please contact the investor relations company of the Group via the following channel:

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For further information regarding our corporate governance and financial performances please refer to our Annual Report 2018.

About Come Sure

With nearly 30 years of history in manufacturing and sale of corrugated paperboards and paper-based packaging products, Come Sure stands proud as one of the PRC Top 50 Enterprises in Paper Packaging Industry and Top 100 Printing Enterprises in the PRC for 15 years consecutively. Its product range includes corrugated cartons, corrugated paperboard, offset printing packaging products and brochures.

Located in Shenzhen, Huizhou, and Fujian, our top-notch production bases can support an annual production capacity totalling approximately 500 million square meters of corrugated board and approximately 410 million paper packaging materials.

The Group has established long-term cooperative relationships with over 250 local and overseas clients of different industries, such as electronic appliances, food, furniture, pharmaceuticals, and audio-visual products.

Having experienced the ups and downs for more than 30 years, Come Sure has now grown from a small workshop-style cardboard processing factory into a modernized and professional group, capable of handling a variety of orders and offering professional advices to its clientele. The Group shall continue to build strategic partnerships with quality brands, provisioning high-quality and integrated packaging solutions.

Looking ahead, the Group will continuously commit to the business philosophy of "Customer first, Market-oriented", progressive management, product integration and resources servicing, in order to provide integrated packaging solutions to the customers, with more value-added products and services.

Compliance with Laws and Regulations

As a responsible corporate citizen, Come Sure applies rigor in assuring all applicable laws and regulations governing material ESG aspects of the Group are adhered to. We respect national and regional laws that are set to protect the well-being of shareholders, employees, customers, and suppliers, and endeavour to influence and motivate our employees and supply chain to do the same.

At the executive level, our management identifies and manages regulatory risks to evaluate the applicability of our existing policies and measures to the changing regulatory standards. Through meeting with our Audit Committee, our Board also annually review and affirm the effectiveness and capability of our risk management and internal control systems to respond to transitional risks related to regulatory standards. While at the operation level, we assign accountability to everyone in the Group to monitor compliance within their work responsibilities. In the following chapters, we shall discuss manners in which we ensure compliance under specific material ESG aspect, especially those that have been revised recently.

Business Ethics

We believe that business ethics are key moral principles that guide the way our business behaves. In this section, we explore the Group's basic ethical business practices in the traditional sense of business ethics. These practices include anti-corruption, customer privacy and confidentiality, labour standards, as well as intellectual property rights.

Anti-Corruption

The Group adopts a zero-tolerance policy on acts of corruption in any form, including bribery, extortion, fraud and money laundering. The Group has continuously adopted the Business Ethics Standard Management System (《商業道德規範管理制度》) that aims to regulate the professional behaviour of all employees in the Group, in order to comply with relevant laws and standardize company requirements. It provides detailed regulations in handling conflict of interests, anti-corruption, and bribery, among others, for our employees to follow.

For example, employees shall not accept any present and gift from any third-party in any form, nor secure orders through undue means. Whistleblowing procedures are provided to ensure that employees can confidentially report any suspected act without misgivings through various means, including mail, suggestion box, telephone, or direct discussion with the senior personnel of the Group. The anti-corruption measures adopted by the Group have been proven effective. During the Reporting Period, no cases of breaches or litigation regarding corruption was brought against the Plant and its staff.

Privacy Matter

Trade secrets in the Group refer to technical and operational information that is not of public knowledge that may result in economic benefits to the company, that is practice, and that may be subject to the Group's confidential measures. The following trade secrets are especially protected:

- Market research and surveys;
- Promotional and marketing planning;
- Any form of investigations by the company;
- Safety and security of production, technology and finance departments;
- Drawings, specifications, various types of instrumental information and technical notices, or documents of various types of equipment; and
- Any form of inspection results.

The Group expects that all employees have a sense of confidentiality and do not disclose any confidential matters in public or private setting. Detailed regulations are stipulated in the Employees Handbook for employees' easy access and reference. When discovered, remedial measures shall be taken immediately and corresponding disciplinary actions may be exercised, depending on the severity of the circumstances. During the Reporting Period, no cases of leakage of company secrets were discovered or reported.

Labour Standards

The Group strictly forbids the use of child or forced labour within its own operations. It is not only illegal, but also unethical. In compliance with the “Law on Protection of Minors of the People’s Republic of China” (《中華人民共和國未成年人保護法》), the Group implemented the “Child and Underage Labour Protection Management System” (《童工及未成年工保護管理制度》). In accordance with our internal management system, our Plant conducts strict personnel information review during the employment of any new employees, as well as regular checks on whether child labour is employed. If child labour is found, the child shall be compensated in full and shall be escorted back to his/ her original place of residency. The Plant shall pay for the tuition fee of any child workers who are escorted back, if it is identified that they need to go to school and there are difficulties in the family, so as to ensure that they continue to receive compulsory education.

Underage workers are defined as between 16-18 of age, who are legally allowed to work in our Plant. We must protect the legal rights and interests of our underage workers. During recruitment, the personnel department shall identify them through identification checks, and shall register with relevant department and manage in accordance with relevant laws and regulations. They shall be arranged appropriate work and shall be provided equal pay as any adult workers in our Plant.

The Group strictly adheres to its “Non-Forced Labour Management System” (《非強迫勞工管理制度》) to ensures a healthy, safe, peaceful, stable, happy and voluntary working environment for all our employees. The Plant prohibits mandatory labour system and measures and has established appropriate channels that allows employees to freely reflect their opinion. In accordance with the principle of equality and voluntariness, the Plant does not allow employees to be forced to work by means of violence, threats or any illegal restrictions on personal freedom.

Our Plant does not hire prison labour or any personnel who have been sentenced to suspended trial execution. At the same time, the Plant does not consider prison factory as a supplier or contractor. All suppliers must be reviewed and it is a compulsory requirement that all suppliers must sign our “Supplier Social Responsibility Confirmation” (《供應商社會責任確認書》) prior to being listed as an approved supplier.

Intellectual Property Rights

Our Plant complied with the “Patent Law of the People’s Republic of China” (《中華人民共和國專利法》) in its operation. Under close supervision of the committee, all our employees are prohibited to disclose, publish, use, authorise others to use or transfer the intellectual property rights of the Group.

Come Sure respects all forms of intellectual properties rights, including trademarks, patents, copyright, and designs. The Group has set up an intellectual property rights protection committee that is responsible for overseeing all intellectual property-related works in the company, formulating relevant policies, and researching and solving major intellectual property-related issues.

Prior to the establishment of research and development projects, it is necessary to conduct patent and scientific literature search and propose relevant opinions. Upon project completion, competent department shall examine patent application or technical secrets of the results and take effective measures to protect it in a timely manner.

Currently, the Group holds 10 approved utility model patents and 5 pending patent applications for utility model patent. As our technological capabilities advance, we must fully utilize our intellectual property rights to protect ourselves.

Sustainability at Come Sure

We will continue with the pragmatic and enterprising spirit, actively participate in the development of the country, and offer help to the financially-inhibited students. We are committed to the principle of combining economic and social benefits continuously, and to develop Come Sure into a modernized group with constant sustainability, and diversified business with packaging as our specialty.

Stakeholder Engagement

To identify potential risks and opportunities, it is important to involve our stakeholders in the participation of the Group's business management and decision making processes. Constructive interaction enables mutual understanding on the development and directions of the Group. It also allows their views to be effectively examined and managed, so that we can align our operations and implement policies with respect to their interests and expectations.

As we value the importance to engage our stakeholders for the improvement on our ESG performance, as well as the overall sustainable development of the Group, we have established transparent and interactive communication channels for our stakeholders. Our key stakeholder groups include shareholders and investors, customers, employees, suppliers, the media, regulatory bodies, as well as communities.

Stakeholder Groups	Main Engagement Channels
<ul style="list-style-type: none">● Shareholders and investors● Customers● Employees● Suppliers● Media● Regulatory bodies● Communities	<ul style="list-style-type: none">● Meetings and correspondences● Interviews● Surveys● Trainings● Visits● Annual and interim reports● Corporate website

During the Reporting Period, we also commissioned an independent sustainability consultancy to conduct an ESG-specific site visit to the Plant. Interviews were conducted with the senior management team as well as onsite managers to discuss our ESG strategies and initiatives.

Sustainability Management

Understanding the importance of economic, social and environmental sustainability for our Group, we must first acknowledge the sustainability related opportunities and risks posed upon our operations. Beyond compliance, our focus in operating sustainably is mainly driven by our customers. One of the most comprehensive manner to ensure that we are continuously reflecting and improving on our operations is through the maintenance of our management systems.

The Plant is certified under and managed through five internationally recognized standards, including the ISO 9001 Quality Management System, ISO 14001 Environmental Management System, IECQ QC 080000 Hazardous Substance Process Management, the European Restrictions of Hazardous Substances (RoHS) and the Waste Electrical and Electronic Equipment Directive (WEEE). Our “Management Manual” (《管理手册》) governs the integrated management of these systems.

The aim of the Management Manual is to meet customer and regulatory requirements, enhance the Plant’s competitive advantage in the market, improve the Plant’s management system, and standardize the Plant’s activities and products, while developing the quality, environment, and hazardous substance management system. Through adherence to these systems, we have been able to provide stable products and outstanding services to prevent the occurrence of non-conformities and ultimately achieve customer satisfaction.

Protecting our Planet

One of the core principles of our business is the manner in which our operations exemplify the idea of “Reuse, Repurpose, Reduce, and Recycle”. Our business is built to collaborate with our suppliers and clients on producing sustainable products, while reducing our own environmental impact during productions. Protecting our planet is inherently our business.

Throughout our operation, the Group complies with the “Environmental Protection Law of the People's Republic of China” (《中華人民共和國環境保護法》) and the “Cleaner Production Promotion Law of the People's Republic of China” (《中華人民共和國清潔生產促進法》) to govern our overall environmental performance. Our product life cycle follows a circular process from designing smart, repurposing wood, to producing sustainably, as well as recycling and reusing.

Design Smart

Designing smart is the first step in creating long-lasting premium products. Our expert design team takes our capabilities into particular considerations in designing creative products that best fit our client's needs. Our smart packaging solutions adhere to four main concepts: smart packaging material, smart protective capabilities, smart packaging structure, and smart packaging cost.

When designing for durable and high-quality packaging products, we must ensure the durability of the material used, the material structure in accordance with our quality procedures, the protective capabilities to protect our clients' products within our packaging, as well as costs associated.

The total amount of raw materials for the production of corrugated paperboards and cartons amounted to approximately 53,440 tonnes, while other resources including pallet wrapping films and packaging straps for packaging purposes amounted to approximately 47 tonnes.

Repurpose Wood

Wood is an important natural resource that is renewable and recyclable. It forms the fibre for paper and paper-based products. We at Come Sure believe that our work in using recycled paper to make corrugated packaging products creates one of the most sustainable products.

By using recycled paper, we are extending the useful life of the wood fibre, saving landfill space, reducing greenhouse gas emissions by avoiding methane emissions in landfill, reducing energy required for paper production, and most importantly, preserving forests.

Forest Stewardship Council

Our Plant has been certified in accordance with the requirements of the Forest Stewardship Council (FSC) under the FSC Chain of Custody standards. This certification is important to us as it shows our commitment to support sound forestry and to responsibly source paper products from sustainable forest sources.

Through the certification, we set forth our commitments, organizational structure, as well as responsibilities, accessibilities and the correlation of departments and staffs that are directly associated with the chain of custody. We have also established our guidance document relating to the chain of custody control, which we apply to each stage of procurement, production, sales and services of all FSC certified product. We are also committed to fulfil FSC requirements, and to enhance the use of FSC certified materials and products.

Supply Chain Management

Our supply chain management is governed by our “Supplier Management Procedure” (《供應商管理程序》) that standardizes the process for supplier evaluation and selection based on their ability to meet our quality and environmental requirements. We conduct annual on-site assessment, including manufacturer size, capacity, quality, ability to meet relevant environmental requirements, product price, and industry reputation to evaluate whether they should be added onto or continued to be within our Approved Suppliers List. We also conduct monthly performance appraisals for specific material suppliers.

We particularly conduct monthly performance appraisals and annual on-site assessments for high risk suppliers, defined as those that provide material that meet one of the following conditions: 1. substances that are of concern in accordance with international and domestic regulations as something; 2. substances that the Plant considers to be high-risk; 3. substances that have experienced abnormal hazardous material incidents in the market; and 4. substances that are tested to contain high potential risks. High-risk suppliers are required to provide material safety data sheets for relevant materials, and the Plant shall arrange environmental testing for each batch of materials.

On the other hand, our “Procurement Control Procedure” (《採購控制程序》) governs our procurement process and ensures all purchased products, especially during the raw material acquisition phase of product life cycle, comply with our production needs and environmental requirements. Our main purchased materials include raw paper, starchy flour, borax, caustic soda, ink, paper lamination adhesive, and packaging tape. All suppliers and products must be selected from our Approved Suppliers List and Environmental Material List respectively.

We maintain close relationships with two major suppliers for raw paper stock. Currently, about 90% of all our paper inventory is recycled paper, the remaining is imported virgin paper. Virgin paper is only used upon client request. Especially for paper purchasing, our contract would specify paper grade, paper quality, quantity, delivery date, quality requirements, acceptance criteria, and more.

For orders that specify Hazardous Substances Free (SFF) requirements, our procurement team would communicate with suppliers and ensure their entire production process is environmentally-friendly. We actively manage HSF suppliers by ensuring relevant changes at our suppliers’ manufacturing procedure would lead to a verification test for hazardous substances. The Environmental Material List is regularly updated and tested for effective management.

Produce Sustainably

Apart from our products and materials, we must also consider the environmental impact within our own production processes. The Group strenuously manages the impact of its production through the formulation, implementation and monitoring of a series of management procedures. One of the most important management systems our Plant operates under is an environmental management system that is certified under ISO 14001:2015.

The Group has developed “Control Procedures for Identification and Evaluation of Environmental Factors” (《環境因素識別與評估控制程序》), requiring each department to identify relevant environmental factors with lifecycle considerations, and formulate management measures in response to important environmental risks and opportunities. We shall continuously manage and improve our environmental impact through regular inspection, measurement and analysis on our environmental performances.

Use of Resources

As the Group enhances its operations towards clean production, our Plant must closely examine all aspects of its resource usage. One of the special initiatives in 2018 is the replacement of non-toxic and environmentally-friendly raw materials. To improve the process of flat pulping, we eliminated the use of caustic soda (NaOH) and borax, and replaced it with non-toxic starch adhesive.

In addition, the Group also concerns itself with the use of resources required for production, including energy, oil, and water. To this end, the Plant adheres to its “Energy Saving and Consumption Reduction Control Procedures” (《節能降耗控制程序》), to strengthen its management of resource consumption.

ENERGY

Energy is one of the resources that the Plant mainly uses, including natural gas, fuel for vehicles and electricity. Electricity usage, mainly from the use of electric heating equipment, electrical appliances, and lighting system, is under strict supervision. Some of the key measure in electricity saving include:

- Properly seal air-conditioned area and set temperature above 26 degree Celsius
- Switch off all lights after work by responsible department
- Record electricity consumption from each electricity meter on a monthly basis
- Inspect and record abnormal power consumption
- Develop new electricity consumption targets and performance indicators

We continuously seek for initiatives to improve our energy efficiency and thereby streamline our operations to become more resource-efficient. We have added a smaller boiler in additional to the existing larger one. With both options, it gives us more flexibility to choose based on larger or smaller production requirement, effectively reducing waste steam, use of natural gas, and air emissions. The small boiler has been successfully installed in December 2018, and shall be put to use in April 2019.

Energy Usage			
Description	Unit	2018/2019	2017/2018
Electricity Usage	kWh	2,917,564.00	3,582,100.00
Natural Gas Usage	m ³	949,961.70	1,360,131.00
Petroleum Usage	L	9,575.55	7,334.10
Diesel Usage	L	45,552.00	59,030.00
Energy Usage	MJ	49,631,591.06	69,857,000.00

WATER

Our manufacturing process involves significant water consumption and we are dedicated to saving water with new techniques whenever possible. As we adhere to our “Sewage Treatment Operational Guidelines” (《污水處理作業指引》) and adopt the sewage treatment system, wastewater is being processed and reused in corrugating machines for beating pulp as well as for irrigation purposes. Our Plant also follows the “Energy Saving and Consumption Reduction Control Procedures” (《節能降耗控制程序》) in the reuse of cooling water generated from workshop equipment. The facility and technology allow the minimisation of water consumption. For further details on our wastewater treatment procedures, please refer to the section “Wastewater and Chemical Waste”.

Guided by the “Environmental Checklist” (《環境檢查表》) and the “Energy Saving and Consumption Reduction Control Procedures” (《節能降耗控制程序》), our other key water saving measures include:

- Putting on water conservation signs in each department of the Plant
- Recording and analysing the water consumption of each unit every month, and reporting the analysis results to relevant units
- Ensuring proper management of water cisterns and carrying out daily inspection by the security team
- Carrying out inspection (at least once a week) for timely water faucet replacement in case of leakage and dripping
- Replacing problematic water meters to ensure accuracy

Emissions

As managed by our “Control Procedures for Noise, Wastewater and Exhaust Gas” (《噪聲、廢水、廢氣控制程序》), and “Management Procedures for Supervision and Measurement” (《監視與測量管理程序》), the Plant actively manages its noise control, wastewater, slag discharge and exhaust gases. Inspection, measurement and analysis of the management process and evaluation on the environmental performance have been conducted to reduce any adverse impact on the regional environment and personnel health.

The Group also performs external and internal monitoring for various environmental factors. For external inspection, we engage a qualified third-party inspection company to regularly monitor the Plant with respect to wastewater, exhaust gases and noise, and provide an inspection report. Internal inspection is carried out by the administration and personnel department in accordance with our “Environmental Checklist” (《環境檢查表》) on an irregular basis.

NOISE EMISSIONS

The Plant has set up noise-barriers and anti-vibration for equipment with high noise emissions to ensure the noise level within the boundary of the Plant complies with Type III zonal standard under the “Emission Standard for Industrial Enterprises Noise at Boundary” (《工業企業廠界環境噪聲標準》) (GB12348-2008). These initiatives aim to protect and improve the living environment and health of all personnel within the Plant and neighbouring communities. Qualified third-party inspection company are contracted to conduct annual noise monitoring assessments. During the Reporting Period, we have obtained satisfactory results for all noise assessments.

WASTEWATER AND CHEMICAL WASTE

In addition to ensuring our Plant comply with Class II criteria of the second period specified in the “Discharge Limits of Water Pollutants” (《水污染排放限值》) (DB44/26-2001) of Guangdong province, we have strict wastewater and chemical waste management protocol, including but not limited to:

- Oily wastewater is collected in a centralized area and delivered to qualified recycling companies for professional processing
- Wastewater from cleaning machines and equipment, as well as wastewater mixed with printing ink must be processed onsite before discharge
- Waste oil and chemical waste must be centrally collected and separately stored for treatment by qualified contractors
- Employees are forbidden to flush various wastes, soil or garbage into sewers
- Sewers and rainwater pipelines are cleaned regularly
- Quarterly wastewater emission assessments are conducted by qualified third-party inspection companies

In 2018, the Group expanded and reconstructed its onsite sewage treatment system that recycles production wastewater and achieves zero wastewater discharge. Operates in accordance with our “Sewage Treatment Operational Guidelines” (《污水處理作業指引》), wastewater passes through a sewage treatment that include flocculation, neutralization, bacteria breakdown, and filtration, prior to collection in a clear water reservoir to be reused in production or for irrigation purposes. The water quality of the treated wastewater is tested daily to ensure it meets mandatory standards. We have obtained a qualified acceptance report and a zero-emission permission approved by the Baoan District Environmental Protection Water Department.

EXHAUST GAS

Since air emissions of our Plant are mainly generated from the natural gas boiler of the Plant and the mobile emissions from vehicles, we strictly abide by the following regulations:

- Class II classification of the second period specified in the Emission Limits of Air Pollution (《大氣污染排放限值》) (DB44/27-2001) of Guangdong province
- Emission Standard of Air Pollutants for Boilers (《鍋爐大氣污染物排放標準》) (DB44/765-2010) of Guangdong province
- Fugitive emission monitoring concentration limits under Emission Standard of Volatile Organic Compounds for Printing Industry (《印刷行業揮發性有機物化合物排放標準》) (DB44/815-2010)

Within the Reporting Period, we have modified our existing boiler to reduce the amount of Nitrogen Oxide (NO_x) emissions from 200 mg/m³ to less than 60 mg/m³. The reduction is in line with the anticipated tighter emission control through the revision of the “Emission Standard of Air Pollutants for Boilers” (《鍋爐大氣污染物排放標準》) (DB44 /765-2010).

Air monitoring assessments are conducted by qualified inspection company on a quarterly basis, while all vehicles are annually reviewed to ensure exhaust gas emissions meet regulatory requirements. During the Reporting Period, we have met the standard and have not received any reportable non-compliance incidents in relations to air emissions.

Greenhouse Gas Management

As one of the industrial plants in the Shenzhen area, the Plant is proactive in piloting the local carbon emission trading scheme. Hence, the Plant has issued and comprehensively follows its “Quality Management Procedures for the Quantitative Data of Greenhouse Gases” (《溫室氣體量化資料品質管理程式》) and “Management Procedures for Quantification and Report of Greenhouse Gases” (《溫室氣體量化和報告管理程式》) to quantify greenhouse gas emissions under a systematic greenhouse gas verification system.

In addition to internal quantification and reporting, the Plant also commissioned external accredited parties in the calculation of its carbon emissions for the year of 2018, as well as in accordance with its financial year. The quantification methodology is based on the “Organization Greenhouse Gas Emission Quantification and Reporting Specifications and Guidelines” (《組織的溫室氣體排放量化和報告規範及指南》) issued by local government.

During the Reporting Period, the Plant’s GHG emissions mainly derived from Scope 2 - Indirect greenhouse gas emissions from electricity purchased from the grid, which represented around 58%, followed by Scope 1 - direct greenhouse gas emissions, representing approximately 42% of the total emissions.

GHG Emissions			
Description	Unit	2018/2019	2017/2018 ¹
GHG Emission (Scope 1) – Stationary	tCO ₂ e-	2,089.92	2,992.29
GHG Emission (Scope 1) – Mobile	tCO ₂ e-	169.17	204.41
GHG Emission (Scope 2)	tCO ₂ e-	2,768.48	3,399.05
GHG Emission (Scope 1 & 2)	tCO ₂ e-	5,027.56	6,595.75
GHG Emission Intensity By Revenue ²	tCO ₂ e- / HKD '000	0.01	Non-disclosure
GHG Emission Intensity By GFA	tCO ₂ e- / m ²	0.12	Non-disclosure
GHG Emission Intensity by Production Volume	tCO ₂ e- / Pieces '000	0.19	0.17

Moving forward, the Group will continue to record, assess and disclose our greenhouse gas emissions data annually in a transparent manner. We will also consider setting emission reduction targets and monitor the effectiveness in the future.

Recycling and Reusing

At our production line, we have a conveyor belt that collects and transports all scrap paper to a centralized waste paper processing area. This segregated area would package all scrap paper and sell back to our paper stock suppliers to be recycled and reused. During the Reporting Period, our Plant recycled and sold approximately 7,500 tonnes of scrap paper.

One of the major improvement initiatives during the Reporting Period is the development of separation of waste into four coloured bins, strategically placed at different area within the production ground. These four bins separate hazardous waste, non-recyclable waste, recyclable waste and household waste. The bins are clearly labelled and our employees are trained to separately dispose and store various wastes.

The Group manages the handling, storage, use and disposal of hazardous chemicals based on the “Procedures on Hazardous Chemicals Control” (《化學危險品控制程序》). Main hazardous chemicals at our Plant includes organic oil, cleaning agents, oxygen bottles and acetylene bottles. The Plant has designated area for chemical storage and has equipped with adequate fire facilities for hazardous chemicals warehouses. Emergency drills and trainings are also arranged for all employees to ensure prompt and proper actions shall be taken in the unlikely event of environmental incidents.

¹ Last Reporting Period's figures have been recalculated using the same quantification methodology as this year's to maintain consistency in calculation and ensure two-year comparability.

² All intensity calculations relating to revenue references revenue due to the Plant's production only, as consistent with the data.

Other hazardous waste includes used fluorescent tubes, batteries, ink cartridges, waste oil, waste paint and bitumen, residual pesticides, and contaminated containers of any of the above material. Collected hazardous material are separately stored for collection and treatment by qualified contractors. Non-recyclable waste includes construction waste, food waste and household waste. Recyclable material includes metal parts generated from equipment maintenance, waste paper and wooden boxes, glass, plastics and paper.

During the Reporting Period, total hazardous waste collected amounts to 24.44 tonnes, non-recyclable waste and household waste combined amounts to 88 tonnes, while recyclable waste amounts to 5 tonnes.

Caring for People

Build Long-term Relationship with Customers

To change the old idea of paper packaging, the Group will consider customers' point of view, and develop the concept of the entire packaging, including all materials related to the customers' final packaging process (including cardboard box, colour box, paper pulp molding, tympan sheet, corrugated board corner protector, stickers, plastic bags, styrofoam, handle, sealing glue, and strapping). We will progressively integrate the product and service resources, in order to provide our clients a one-stop centralized purchasing services, to reduce their purchasing cost in general, and to establish long-term stable strategic partnerships with them.

Product Responsibility and Quality Assurance

Quality is fundamental to our business. The Group always adheres to its quality policy of "Quality First, Customer First, Strive for Excellence and, Continuous Innovation". We continuously improve the quality of our products and services, and maintain close cooperation with dozens of customers.

We also believe that quality is the responsibility of every employee of the Group, and it is directly linked to each aspect and manufacturing processes. Hence, the consideration of quality control must be throughout the process, from selection of suppliers to the inspection of incoming goods, storage, usage, manufacturing, testing, packaging and storage of finished goods, to the loading, transportation and delivery of products. Each process could directly affect the quality of product.

In particular, the Plant adheres to the "Operational Guidelines for Incoming Inspection" (《進料檢驗作業指引》) and inspects all incoming materials to ensure the receipt and use of qualified raw and auxiliary materials for production. For the finished paperboard products, the Plant will make an independent inspection in accordance with the "Operational Guidelines on Inspection for Corrugated Paperboard Process" (《瓦楞紙板工序檢驗作業指引》).

To ensure high quality products are manufactured and delivered to clients, the Plant complies with the "Product Inspection Standards" (《產品檢驗標準》) and implements its "Product Inspection Control Procedure" (《產品檢驗控制程序》) in monitoring the quality inspection and testing activity in relations to incoming, manufacturing, finished and shipped products. Multiple departments work collaboratively to ensure the Plant produces and delivers quality products and services to our customers, while ensuring that our products and services meet customer and compliance requirements.

When facing unlikely product quality problems, the non-conforming products shall be disposed of in accordance with the “Non-conforming Product control Procedure” (《不合格控制程序》). For non-conforming products that have been shipped or delivered, recall and disposal of such products would be arranged by the Plant. The whole process is to be followed closely with reference to the Operational Guidelines for Return Processing (《退貨處理作業指引》).

The Plant’s “Customer Complaint Handling Guidelines” (《客訴處理作業指引》) aims to standardize the handling of all types of customer complaints, and ensure timely address of customer misunderstandings or dissatisfaction, while maintaining good relationships. All complaints are handled with due care, from receiving to verification and handling. We shall also handle the proper disposal or recycling of received defective products, as well as analyse the problems and improve our internal control and operations.

In accordance to our “Customer Satisfaction Management Procedure” (《客戶滿意度管理程序》), customers are also encouraged to fill out the Plant’s biannual customer satisfaction surveys to express their invaluable opinion and help improve our internal processes. The survey mainly analyses our services, product quality, transportation services, company’s competitiveness, as well as satisfaction to environmental requirements.

Customer Data Protection

To maintain proper corporate governance and establish healthy long-term relationship with our customers, it is our goal to secure meticulous protection of customer data. Our Plant follows the “Business Ethics Standard Management System” (《商業道德規範管理制度》) in taking preventive measures against the Group’s commercial and trade secrets. All our employees are required to comply with the system. They are prohibited from disclosing any customer data or other confidential matters in public or private.

During the Reporting Period, the Group did not identify any illegal or non-compliance cases relating to customer data violation.

Ensure Diversity and Equality

The Group has always advocated good, harmonious and simple interpersonal relationships. At the same time, it promotes open communications and cooperation between individuals and company, as well as individuals and individuals, and believes that employees could establish sincere friendship in the process of working together.

In order to standardise the behaviour of the company and its employees, safeguard the legitimate rights and interests of both the company and employees, as well as build and develop a harmonious and stable labour relationship, we formulated the "Employee Handbook" (《員工手冊》) in accordance with the “Labour Law of the People’s Republic of China” (《中華人民共和國勞動法》) and with reference to the most updated situation of the company.

In compliance with the “Provisions of the State Council on Working Hours of Workers and Staff” (《國務院關於職工工作時間的規定》), “Regulations on Paid Annual Leave for Employees” (《職工帶薪年休假條例》) and “Regulations on Public Holidays for National Annual Festivals and Memorial Days” (《全國年節及紀念日放假辦法》), we stipulate on our Employee Handbook the rights and responsibilities of our employees, including remuneration, rest and vacation, access to labour safety and health protection, enjoyment of social insurance and welfare and other labour rights, while at the same time labour obligations of completing labour tasks, compliance with company rules and regulations and professional ethics, keeping company secrets, and compliance with relevant national laws and regulations.

Our “Human Resources Management Procedure” (《人力資源管理程序》) reflects the company’s management and training program for all employees whose work is related to quality, hazardous material, and/or environmental management.

Employees in the company are not discriminated against due to differences in ethnicity or race, religious beliefs, age, disability, gender, marital status, pregnancy, social inclination, or others. Our anti-discrimination practices are governed by our “Anti-Discrimination Management System” (《非歧視性管理制度》) to protect equal and respectful working environment. Employees are hired, promoted and managed by their skillset and work merits.

The Group also attaches importance to protect the rights of our female employees by adhering to the “Special Rules on the Labour Protection of Female Employees” (《女職工勞動保護特別規定》) and the “Law of the People’s Republic of China on the Protection of Women’s Rights and Interests” (《中華人民共和國婦女權益保障法》). Through implementation of the “Management System for the Protection of Female Employees During Pregnancy and Lactation Period” (《女職員在孕期和哺乳期的保護管理制度》), we hope to enhance the physical and mental wellbeing of our pregnant employees.

The selection of all personnel is determined by the administrative department. If necessary, the administrative department shall cooperate to identify the technical level of the candidate and the relevant ability of on-site management. Identification and relevant documents are required to confirm the identity and work ability of each personnel, prior to employment with the Group.

Guarantee Health and Safety

A safe workplace free of hazards is a prerequisite for a committed workforce. In order to provide a healthy and safe working environment to minimize the potential dangers arising from our operations, the Plant has formulated and implemented an “EHS (Environment, Health and Safety) Management System” (《EHS (環境、健康、安全)管理制度》) as well as a “Management System on Investigation of Production Safety and Hidden Peril Governance” (《安全生產檢查與隱患治理制度》).

Our EHS Management Committee and Machinery Safety Committee are chaired by our management representatives and are comprised of management personnel from each department. They together play a vital role in promoting our occupational health and safety performance and ensuring that our environmental and safety initiatives are in line with regulatory requirements.

In particular, the EHS Management Committee is responsible for the following:

- Identify and assess the danger source of each work area, machinery and working environment
- Inspect and inform relevant department heads about occupational health and safety issues
- Regularly hold occupational health and safety meetings
- Prepare necessary safety procedures and provide employee training on safety awareness, discipline and know-how, among others

The Machinery Safety Committee is tasked with risks assessment analysis of the safety of our Plant's onsite machineries. When there are new equipment purchased, we would invite the suppliers' technical team to demonstrate in-person and train our onsite employees on the safe operations of new machineries.

During the Reporting Period, the Group has complied with the following laws and regulations in governing workplace health and safety:

- "Regulations on Safety, Labour and Health of Guangdong Province" (《廣東省安全勞動衛生條例》)
- "Production Safety Regulations of Guangdong Province" (《廣東省安全生產條例》)
- "Standards and Procedures of Safety Equipment Management for each Labour Unit" (《用人單位勞動防護用品管理規範》)
- "Management Measures on Heatstroke Prevention" (《防暑降溫措施管理辦法》)
- "Regulations on Supervision of Classification for Dust Hazards" (《粉塵危害分級監察規定》)
- "Guideline for Risk Management of Noise Occupational Hazard" (《噪聲職業病危害風險管理指南》)

The Group protects the employees' legal rights by establishing and safeguarding a labour system that is in line with legal and social responsibilities. The Plant has formulated the "Management System of Anti-Mental and Physical Abuse" (《反精神及肉體虐待管理制度》), which is applicable to the training of management personnel, to restrict any form of corporal punishment or physical contact, mental coercion and verbal abuse made by our management personnel, and employees' freedom shall not be restricted by any threatening behaviour or abusive language, violence, threats, illegal search, detention or other means.

Our Plant is most susceptible to fire risks mostly due to electrical fire and gas explosive risks, and chemical leakage risks. We adhere to the "Fire Control Law of the People's Republic of China" (《中華人民共和國消防法》) and conduct fire drills regularly whereby employees gain experience in three aspects: firefighting, first-aid and chemical leakage, in the unlikely event of an accident.

Nurture Our People

Our Group attaches great importance to the training of employees and the cultivation of talents. Pursuant to our “Employee Training Management Regulations” (《員工培訓管理規定》), trainings include orientation training, on-the-job training, and special post training, organized based on training needs on an annual basis. Orientation training for newly joined employees stresses the understanding of company management policies and objectives with regards to quality, environment, and hazardous material. The Plant has also set up a “Hope Project” within the company, and regularly educates and trains employees on production skills, quality control, safe operation, factory rules and fire protection knowledge.

Following our concept of "Successful work is talent, innovation and development is excellent talents", as well as our approach of people-oriented, the Group and its employees grow and progress together. We recruit a large number of professional and technical personnel, as well as high-quality management personnel. Every year, we work closely with universities in Shanxi, Chongqing, and Fujian to conduct talent exchange activities.

For occupational skill standards as regulated by national standards, our Group implements job positions that require vocational qualification certification appraised by agencies approved by the government, prior to employment with our company. As needed, we also select and subsidize employees for specific external training programs.

In accordance with “Production Safety Law of the PRC” (《中華人民共和國安全生產法》), “Law of the PRC on the Prevention and Control of Occupational Diseases” (《中華人民共和國職業病防治法》) and other relevant laws and regulations, the Group formulated and implemented the “Production Safety Education and Training Management System” (《安全生產教育培訓制度》). This management system effectively strengthens and standardizes the Company’s safety production education and training program, improves employee safety, prevents casualties, as well as reduces occupational hazards.

The following table lists out our annual training focus:

Target Trainees	Training Program
New Staff	Induction training and pre-employment training
All Department	"7S" and safety
	ISO9001、ISO14001、QC080000 management system training
Carton Department	"Field loss, auxiliary material consumption" training
	Carton inspection standard
	Carton Product Process Knowledge
	Professional quality awareness
	Equipment maintenance and safe production
	Middle management "supporting the next" work training
Equipment Department	Maintenance knowledge of each machine in the carton production line
Technology Department	New product design case study analysis
	Basic box design standardization case study
	Basic knowledge of structural design
	EPS production process of purchased parts
	Round mold making / offset making process
	Detailed printing machine principle and parameters
Quality Department	Product inspection standard
	Common quality issues and key customer quality requirements
	Basic knowledge of common physical testing and its measurement methodology
	Corrective action procedures and quality review methods
Logistics Department	How to become a good employee
	FIFO and idling items management
	Safe operation of
Production Planning Department	Lean production management
	Merchandising and customer communication skills training
	Production planning, procurement planning and material control
Administration and Personnel Department	Come Sure culture and core values
	Team building training
	Human capital characteristics of the carton packaging industry

Engage our Employees and Community

It is essential to engage with our employees, especially when they have any constructive complaints or suggestions for improvement in our management or operations. We have formulated the “Employee Complaint Handling Management System” (《員工投訴處理管理制度》) with the intention of guaranteeing all employees’ effective complaints are heard and managed smoothly.

The Group recognises its social responsibility to contribute to community sustainability by giving back to the society in addition to profit-making. We also attach great importance to the welfare of our employees by regularly organising employee activities.

Key Performance Indicator

Description	Unit	2018/2019	2017/2018
Environmental			
Mobile Exhaust Air Emissions³			
Nitrogen Oxides	kg	77.86	157.13
Sulfur Oxides	kg	4.43	9.63
Particulate Matter	kg	12.23	0.35
GHG Emissions⁴			
GHG Emission (Scope 1) – Stationary	tCO2e-	2,089.92	2,992.29
GHG Emission (Scope 1) – Mobile	tCO2e-	169.17	204.41
GHG Emission (Scope 2)	tCO2e-	2,768.48	3,399.05
GHG Emission (Scope 1 & 2)	tCO2e-	5,027.56	6,595.75
GHG Emission Intensity By Revenue ⁴	tCO2e- / HKD '000	0.01	Non-disclosure
GHG Emission Intensity By GFA	tCO2e- / m2	0.12	Non-disclosure
GHG Emission Intensity by Production Volume	tCO2e- / Pieces '000	0.19	0.17
Energy			
Electricity Usage	kWh	3,333,683.00	3,582,100.00
Natural Gas Usage	MJ	37,048,506.50	54,610,000.00
Petroleum Usage	MJ	321,546.97	213,600.00
Diesel Usage	MJ	1,758,307.20	2,137,800.00
Energy Usage	MJ	51,129,619.46	69,857,000.00
Energy Intensity by Revenue	MJ / HKD '000	93.12	Non-disclosure
Energy Intensity By GFA	MJ / m2	1,099.56	Non-disclosure
Energy Intensity By Production Volume	MJ / Pieces '000	1,885.70	1,819.67
Water			
Water Consumption	m3	10,057.00	16,456.00
Water Consumption Intensity By Production Volume	m3 / Pieces '000	0.38	0.43
Waste			
Hazardous Waste	Tonnes	24.44	55.60
Hazardous Waste Intensity by Production Volume	Tonnes / Pieces '000	0.00	0.00

^{3, 4} Last Reporting Period's figures have been recalculated using the same quantification methodology as this year's to maintain consistency in calculation and ensure two-year comparability.

⁴ All intensity calculations relating to revenue references revenue due to the Plant's production only, as consistent with the data.

Description	Unit	2018/2019	2017/2018
Non-hazardous Waste ⁵	Tonnes	88.00	90.00
Non-hazardous Waste Intensity by Production Volume	Tonnes / Pieces '000	0.00	0.00
Recyclable Waste	Tonnes	5.00	-
Use of Material and Packaging Material			
Finished Products Production – Raw Paper	Tonnes	52,461.00	72,000.00
Finished Products Production – Starch	Tonnes	854.00	1,260.00
Finished Products Production – White Emulsion	Tonnes	49.48	67.90
Finished Products Production – Stitching Wire	Tonnes	17.66	29.70
Finished Products Production – Ink	Tonnes	57.89	82.90
Product Packaging – Pallet Film	Tonnes	28.89	42.70
Product Packaging – Packaging Strap	Tonnes	18.20	24.30
Total Packaging Material for Finished Products	Tonnes	47.00	67.00
Packaging Material Intensity by Production Volume	Tonnes / Pieces '000	0.00	0.00
Social			
Total Workforce	Person	513	531
<i>Workforce by Gender</i>			
Male	Person	379	384
Female	Person	134	147
Ratio of Male to Female Employee	-	2.83 : 1	2.61 : 1
<i>Workforce by Age Group</i>			
<30	Person	105	102
30-40	Person	170	179
41-50	Person	200	214
>50	Person	38	36
<i>Workforce by Employment Category</i>			
Executives	Person	1	1
Senior Management	Person	17	18
Middle Management	Person	61	54
General Employee	Person	434	458
Percentage of New Employees	%	12.09%	11.86%
Staff Turnover Rate	%	23.78%	3.95%

⁵ Due to our new recycling programme at our Plant, we have been able to track and record non-recyclable non-hazardous waste and recyclable waste separately. Hence, the data disclosed this year is separated, whereas last year's data does not segregate or distinguish the two sets of data.

Description	Unit	2018/2019	2017/2018
Training			
Total Trained Employees	Person	513	530
Percentage of Trained Employees	%	100	99.80
Total Training Hours	Hours	29,780.00	29,779
Average Training Hours per Employee	Hours	58.05	56.19
Work Injury			
Number of Work Injury	Cases	2	3
Lost Days due to Work Injury	Days	132	95
Percentage of Lost Days due to Work Injury	%	0.09	0.06
Work-related Fatality	Cases	0	0

ESG Guide Content Index

Aspects, General Disclosures and KPIs	Description	Relevant Chapter, Reference Page(s) or Explanation
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.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
KPI A1.1	The types of emissions and respective emissions data.	Key Performance Table
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Key Performance Table
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
KPI A2.1	Direct and / or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Key Performance Table

KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Key Performance Table
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Key Performance Table
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Protecting our Planet – Design Smart, Repurpose Wood, Produce Sustainably, Recycle and Reuse
B. Social		
Employment and Labour Practices		
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 People – Ensure Diversity and Equality
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Key Performance Table
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Key Performance Table
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and	Caring for People – Guarantee Health and Safety

	(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.	
KPI B2.1	Number and rate of work-related fatalities.	The Group did not receive any work-related fatalities cases during the Reporting Period.
KPI B2.2	Lost days due to work injury.	Key Performance Table
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Key Performance Table
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 People – Nurture Our People
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Key Performance Table
KPI B3.2	The average training hours completed per employee by gender and employee category	Key Performance Table
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 People – Ensure Diversity and Equality
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Caring for People – Ensure Diversity and Equality
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Caring for People – Ensure Diversity and Equality
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Caring for People – Building Long-term Relationship with Customers
KPI B5.1	Number of suppliers by geographical region.	N/A
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.	Caring for People – Building Long-term Relationship with Customers
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	Caring for People – Building Long-term Relationship with Customers

	matters relating to products and services provided and methods of redress.	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Caring for People – Building Long-term Relationship with Customers
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Caring for People – Building Long-term Relationship with Customers
KPI B6.4	Description of quality assurance process and recall procedures.	Caring for People – Building Long-term Relationship with Customers
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Caring for People – Building Long-term Relationship with Customers
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.	About Come Sure – Business Ethics
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.	N/A
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	About Come Sure – Business Ethics
Community		
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Caring for People – Engage our Employees and Community
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Caring for People – Engage our Employees and Community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Caring for People – Engage our Employees and Community