

**WHITE
FLOWER®**

PAK FAH YEOW INTERNATIONAL LIMITED

(Incorporated in Bermuda with limited liability)

Stock Code:239

2019

**ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT**



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ABOUT THE GROUP

Pak Fah Yeow International Limited (the “Company”) and its subsidiaries (collectively the “Group”) is principally engaged in the manufacture, marketing and distribution of healthcare products. Hoe Hin White Flower Embrocation or Hoe Hin Pak Fah Yeow, a renowned medicated oil, which has been manufactured for over 90 years and is available in Hong Kong, Macau, Mainland China, Southeast Asia and other parts of the world.

The Group is also engaged in property and treasury investments. The property investments in the United Kingdom, Hong Kong and Singapore were acquired a long time ago and are intended to be held for long term to generate steady income.

ABOUT THIS REPORT

This environmental, social and governance report (“ESG Report”) provides an insight into the Group’s policies, measures and performances in environmental, social and governance (“ESG”) aspects. It describes how the Group combines its commitments to responsible operations with business strategy as well as the action it takes, providing stakeholders an overview of the Group’s progress towards sustainability.

Scope of Reporting and Reporting Period

The ESG Report specifies the ESG activities, challenges and measures being taken during the financial year ended 31 December 2019 (“the Reporting Year”). It focuses on the Group’s healthcare business segment, which accounts for more than 90% of the Group’s total revenue. Aligned with the previous reporting practice, the scope of this ESG Report covers operations of head office and factory of the Group in Hong Kong. The Group will consider to expand the scope of reporting when and where appropriate.

MANAGEMENT MESSAGE

We are pleased to deliver the fourth ESG report of the Group to our stakeholders. Being a renowned manufacturer of healthcare products, we are delighted to share our values on sustainability and the accountability for the impacts associated with our business operations. We believe that sustainable development of the business can only be achieved and sustained by resolving challenges ahead. Our desire to promote prosperity, greater social well-being and protection of the environment is the key to our business’s future development.

Having engaged in promoting good governance and sustainability, it is the Group’s top priority to establish an effective group-level sustainability governance structure to safeguard our company culture, talent development and sound governance framework. Chaired by our Executive Director and comprising of five representatives from different departments, this body is responsible for the development and implementation of the Group’s strategies and practices in relation to ESG issues.

We recognise the need to align our business operations with the sustainability strategy to strengthen our commitment to promote sustainable development.

Since the first day of our operation, high product quality contributes to the Group’s success. Our commitment in providing safe and quality products has guided us to maintain the highest quality to our customers. We strive to achieve excellence in our product and consider the most sustainable way in our production to address our determination in sustainable development.

The Group is devoted to reduce the consumption of our planet’s resources, hence we are encouraged to use paper packaging materials that are certified by the Forest Stewardship Council (“FSC”) whenever possible. To further accomplish our dedication on resource management, all promotional leaflets are made with recycled paper. In our day-to-day operation, our aim is to enhance our energy conservation strategy by using LED lights and turning off advertising signage at 10 p.m. daily. To further promote recycling and reduce wastes, we supported glass bottle recycling into bricks and other construction materials. During the Reporting Year, the Group has recycled 2,217.5 kg of glass bottles. This shows our devotion to a sustainable future.

To maintain sustainable production, the Group focuses on managing the social and environmental risks associated with our supply chain. To raise our partner's awareness on sustainability issues, we have established a self-evaluation and assessment scheme for our vendors in the previous year. During the Reporting Year, we have further developed and adopted a supply chain policy on formulating an Environmental and Social Assessment Report to evaluate the ESG performance of our vendors. We are committed to strive for a sustainable production in consideration with the current impact on environment.

We understand our role in society in addressing the continuous challenge that the globe is facing. Going forward, we will continue to work in collaboration with all stakeholders to promote sustainable development and express our determination to contribute to society.

REPORTING FRAMEWORK

This ESG Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") as contained in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

To provide stakeholders with an overview of the Group's performance in ESG aspects, the ESG Report does not only disclose environmental Key Performance Indicators ("KPIs") under the "comply or explain" provisions, but also reports additional social KPIs under the "recommended disclosures" as set out in the ESG Reporting Guide. A complete index is inserted in the last chapter of the ESG Report for reference.

Information relating to the corporate governance practices of the Group has been set out in the Corporate Governance Report as included in the Annual Report 2019.

The Group has established internal controls and a formal review process to ensure that any information presented in this ESG Report is as accurate and reliable as possible. The ESG Committee of the Group has overall responsibility for the establishment and disclosure of relevant measures and KPIs. The ESG Report has been approved by the ESG Committee and the Board of Directors (the "Board") on 26 March 2020.

ESG GOVERNANCE

The Group's ESG Committee, chaired by an Executive Director, has the responsibility for overseeing the Group's policies, initiatives and performance on sustainability matters, principally in respect of product responsibility, employment, community involvement and environmental protection. It also defines the Group's sustainability strategies and sets objectives.

ESG Committee members:

Executive Director of
the Company (Chair)

Chief Financial Officer
of the Company

Head of Sales and
Marketing of healthcare
business segment

Assistant Accounting
Manager of healthcare
business segment

Personnel and
Administration
Manager of healthcare
business segment

Production Manager
of healthcare
business segment

In line with the Group's core values – honesty, obedience, excellence, human, innovation, and nurturing, the Group aims to achieve its business objectives within a framework of high standards with a commitment to environmental sustainability and be socially responsible within the Group and in the communities that it operates in.

During the Reporting Year, 2 ESG committee meetings and 4 internal manager meetings were held to discuss ESG related issues, covering topics including but not limited to staff training and development, packaging recycling activities and potential environmental issues. Proposed actions were submitted to the management for further consideration.

Risk Management

Risk management is considered as an integral part of the Group's daily management processes and good corporate governance. The Board has the overall responsibility overseeing the Group's risk management and internal control systems with the support of the Audit Committee. Review on the Group's approaches in addressing the identified risks is conducted at least once per year to ensure the effectiveness of the system.

To consider environmental and social issues in a more comprehensive manner upon the Group's risk assessment and internal control system, the Group has expanded and enforced risk management to include ESG risk topics to identify imminent ESG risks, enabling the Group to determine action plans in a timely manner.

FEEDBACK MECHANISM

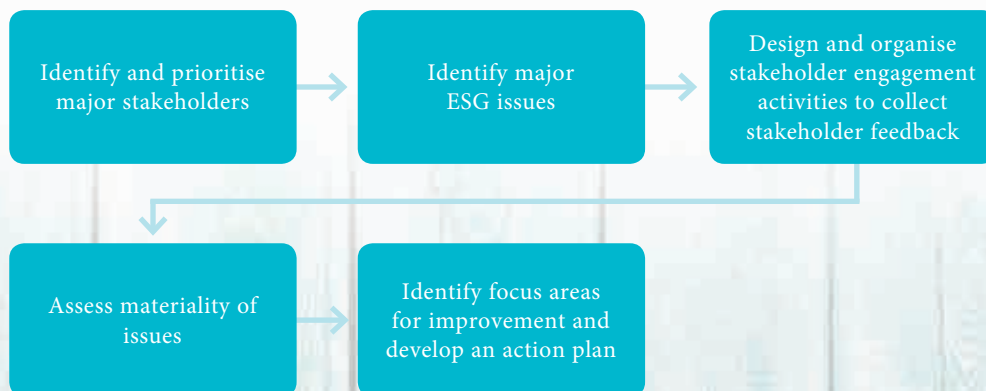
Stakeholder comments and suggestions can help define and strengthen the Group's future sustainability strategy. They are welcome to contact the Group's ESG personnel by email at pfy@pfy.com.hk.

STAKEHOLDER ENGAGEMENT

Understanding and meeting the needs of the Group's stakeholders is of paramount importance for it to move forward on the path towards sustainability. Every feedback will eventually lead the Group to identify material ESG issues and manage relevant risks and opportunities.

Stakeholders are those who have a considerable influence on the Group's business, and whom its business has a significant impact on. To better understand their expectations and interests and respond to their concerns, the Group has developed an engagement strategy to ensure engagement activities are carried out on a systematic and regular basis.

Summary of the engagement strategy is as follow:



The following table shows the Group's stakeholders, respective communication channels and their expectations and concerns being raised:

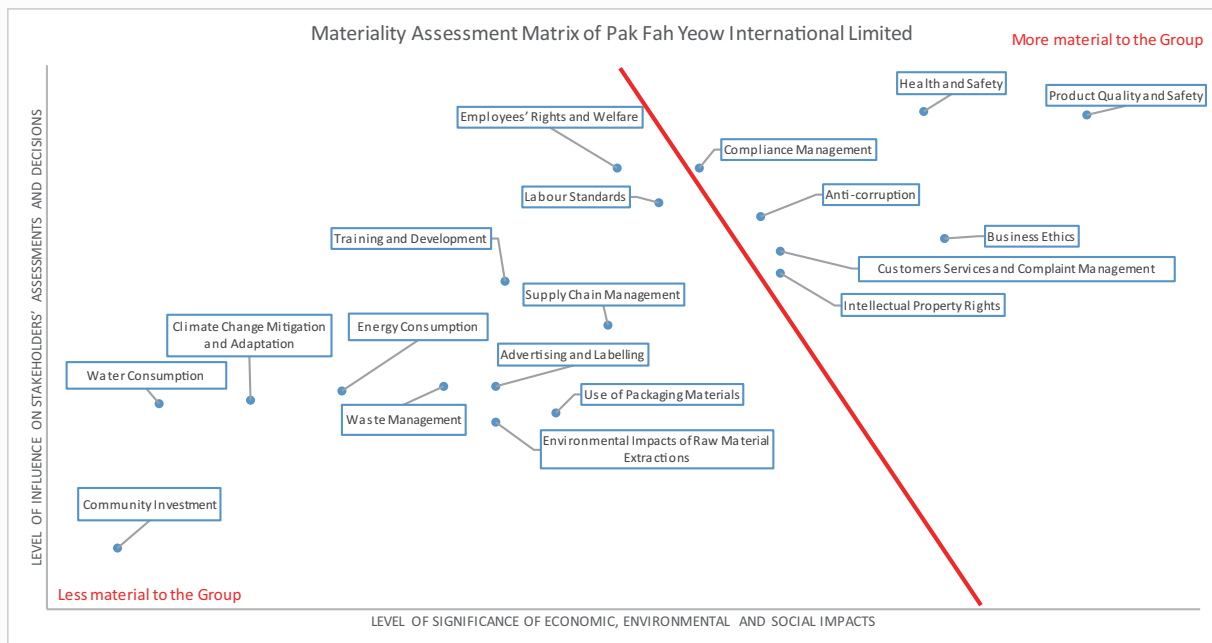
Stakeholders	Communication channels	Expectations and concerns
The Board and senior management	<ul style="list-style-type: none"> Regular meetings Trainings, seminars and briefing sessions 	<ul style="list-style-type: none"> Compliant operation Economic performance Employees' safety Protection of rights and interests
Employees	<ul style="list-style-type: none"> Trainings, seminars and briefing sessions Regular performance reviews Regular meetings (i.e. departmental and operations meeting) 	<ul style="list-style-type: none"> Protection of employees' rights and interests Employees' health and safety Employee development and training Compliant operation
Product customer	<ul style="list-style-type: none"> Customer satisfaction survey Customer support hotline and email Company website Social media 	<ul style="list-style-type: none"> Provision of quality products and services Protection of customers' interests Responsible marketing Compliant operation Protection of intellectual property Protection of customers' privacy
Investors and shareholders	<ul style="list-style-type: none"> General meeting and other shareholder meetings Financial reports Announcements and circulars Company website 	<ul style="list-style-type: none"> Compliant operation Risk management Economic performance
Suppliers	<ul style="list-style-type: none"> Supplier management meetings and events Supplier audit Procurement manager 	<ul style="list-style-type: none"> Fair and open procurement Sustainable development of supply chain
Distributors	<ul style="list-style-type: none"> Supplier management meetings and events Sales team Emails, telephone and messaging service 	<ul style="list-style-type: none"> Provision of quality products and services Targeted communication Compliant operation Steady supply of products Protection of intellectual property
Non-governmental organisations and media	<ul style="list-style-type: none"> Community activities and partner programs Media and social media External marketing company Company website 	<ul style="list-style-type: none"> Transparent information disclosure
Government bodies and regulators	<ul style="list-style-type: none"> Compliance Officer Compliance Adviser 	<ul style="list-style-type: none"> Compliant operation Transparent information disclosure

The Group aims to collaborate with stakeholders to improve its ESG performance and create greater value for the community on a continuous basis.

MATERIALITY ASSESSMENT

The Group has taken stakeholders' concern in materiality assessment. The management has reviewed the material issues identified in the previous materiality assessment and supplemented some of the topics upon consideration of the changing environment. An online stakeholder questionnaire was launched to identify material issues that are important to the Group. Both internal and external stakeholders were invited to participate in the materiality assessment survey. The result of the materiality assessment provides the Group with a foundation to respond to concerns of different stakeholders, thus develop effective long-term stakeholder engagement strategy.

Upon considering the feedback from relevant stakeholders, the Group has determined the material ESG aspects to be covered in the ESG Report and the Group's materiality matrix for the Reporting Year is described in the following figure.



List of material topics

1. Waste Management	11. Supply Chain Management
2. Water Consumption	12. Product Quality and Safety
3. Energy Consumption	13. Business Ethics
4. Use of Packaging Materials	14. Customers Services and Complaint Management
5. Climate Change Mitigation and Adaptation	15. Intellectual Property Rights
6. Environmental Impacts of Raw Material Extractions	16. Advertising and Labelling
7. Employees' Rights and Welfare	17. Anti-corruption
8. Health and Safety	18. Community Investment
9. Training and Development	19. Compliance Management
10. Labour Standards	

Based on the materiality assessment results, the Group was informed of the topics that stakeholders were more interested about. The Group focused upon topics related to product responsibilities, such as product quality and safety, customer services and complaint management and intellectual property rights. Other material topics related to business operations, including health and safety, compliance management, anti-corruption and business ethics. Nonetheless, environmental material topics such as the use of packaging materials and water management were also being raised.

During the Reporting Year, the Group confirmed that appropriate and effective management policies and internal control systems for ESG issues are in place, and confirmed the information disclosed in the ESG Report meets the ESG Reporting Guide.

RESPONSIBLE OPERATING PRACTICES AND CARING FOR EMPLOYEES

Product Quality and Safety

To maintain competitiveness in the dynamic and ever changing environment, the Group has identified the need to continuously monitor and improve the quality of its products. The Group also realises responsible and ethical operating practices as well as effective supply chain management are essential to its sustainable development. Thus, the Group's approach is underpinned by a commitment to acting as a responsible and reliable manufacturer along its value chain. Comprehensive product quality reviews covering its main value chain were conducted annually to ensure all elements that might affect product quality would be reviewed for identifying product and process improvement.

During the Reporting Year, the Group was not aware of any incidents of non-compliance with related laws and regulations, including but not limited to Chinese Medicine Ordinance (Cap. 549) and the Import and Export Ordinance (Cap. 60) of Hong Kong that have a significant impact on the Group, concerning health and safety, advertising, labelling and privacy matters relating to products and services provided. There was no recall of products for safety and health reasons received during the Reporting Year.

Product Responsibility and Customer Health and Safety

The Group has always placed customer's health and safety at its first priority. The Group has in place a comprehensive quality management system of the products, covering raw material sourcing, product production, labelling and distribution.

Testing and inspection are conducted on all incoming materials according to the Policy on Receiving Inspection and Testing to ensure they have no negative impact on product quality prior to production.

The Group's quality management system was established in accordance with the Pharmaceutical Inspection Convention/Pharmaceutical Inspection Co-operation Scheme ("PIC/S") Guide to Good Manufacturing Practice for Medicinal Products, and has been certified with ISO 9001:2015. The Group's manufacturing facilities has also obtained the GMP certifications issued by Therapeutic Goods Administration, Australia and Chinese Medicine Council of Hong Kong.

The Group has implemented related policies, including but not limited to the Quality Planning and Quality Risk Management Policy, to support the mature quality management system in assuring product quality. The mentioned policy has defined and documented how the objectives and requirements for quality will be met, and during the course of quality planning how quality risk is to be identified and managed. Under the coordination of the Quality Assurance Department Head ("QA Head"), together with other department heads, risk assessment is conducted relating to the quality management and product quality.

To ensure product quality, product reviews are regularly conducted with standard procedures. The Group has also established related policies, including but not limited to Policy on Product Quality Review, in governing the annual product and process review procedures in identifying areas of improvements.

The Policy on Distributor Evaluation and Product Training has been in place to ensure distributors meet the specifications and requirements set forth by the Group. Related trainings are provided to distributors to equip them with product knowledge.

The Group has also formulated and implemented a sound Product Recall Procedure. Any deficiency identified is transferred to respective departments for follow-up actions and QA Head for monitoring and coordination. Such procedures are formally documented and communicated to relevant parties.

To enhance customer knowledge on Hoe Hin product and ensure users can easily access information on its products, the Group periodically updates the FAQ section on its website to include answers to the most frequently asked questions.

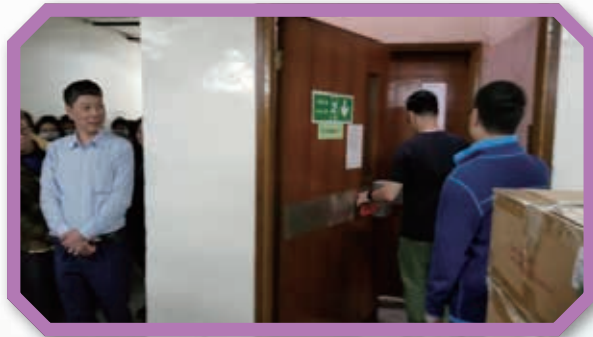
Health and Safety

The Group is committed to providing and maintaining a safe and healthy environment for all employees, customers and others who visit or work on its premises and preventing work-related accidents, injuries and illnesses. The Group believes that employees are the valuable assets of an enterprise and regards human resources as its corporate wealth. The Group has established a Safety Management System and implemented the Safety Policy in protecting employees from injury at workplace. A Safety Inspection and Safety Review is also conducted annually to identify potential risks at work or non-conformance to the Safety Management System in place, while ensures continual effectiveness and improvements of the Safety Management System. The Group submits a safety review to the Hong Kong Labour Department annually. The Group reviews and, if necessary, revises its health and safety policies and practices at least once a year to ensure continuous improvements of its health and safety standards.

During the Reporting Year, the Group was not aware of any material non-compliance with health and safety-related laws and regulations, including but not limited to the Occupational Safety and Health Ordinance (Cap. 509), and Factories and Industrial Undertaking Ordinance (Cap. 59) that would have a significant impact to the Group.

Employees' Safety

The Group follows the occupational health and safety guidelines recommended by the Labour Department and Occupational Safety and Health Council and regularly encourages employees to attend related workshops or training courses organised both internally and externally. During the Reporting Year, the Group has organised safety trainings regarding different procedures such as fire and evacuation instruction, gas leakage of compressed gas cylinder in the laboratory, safety policies and safety management system, etc.



Fire and evacuation drill

The Group has also implemented the Risk Assessment and Personal Protective Plan, which entails risks assessments to identify potential risks of hazardous exposure and provide suitable personal protective equipment (“PPE”).

In addition to the above policies and measures, the Group has commissioned a third party to conduct an annual safety review. The result showed that the Group met 90% of the assessment criteria which implied excellent performance of the Safety Management System.

Employees’ Wellness

Apart from physical care, the Group also sees the importance of providing mental care to its employees. The Group has promoted employee wellness by organising “Love Kindness” meditation sessions and stretching classes on “Ping Shuai Gong” swing hand exercise. The Group has also organised office health talk and trainings on exercise at office for its staff. In addition, the Group launched a flu vaccination program for employees by providing e-coupons for staff for free flu vaccination injections at clinics. To support green and healthy lifestyles, the Group has provided HK\$30 per meal every week as vegetarian lunch subsidies weekly for employees who participate in Green Monday.



Office health talk organised during the Reporting Year



Trainings on exercise at office

The Group will continue to conduct an annual safety review to ensure policies and initiatives in place are in line with the industrial best practices and seek for potential improvements.

Compliance Management

As a corporation that upholds business integrity, the Group emphasises on compliance management in its operation. It keeps abreast the latest updates on local and international laws that are related to its operation and reviews related policies and procedures to comply with the best practices.

The Group strictly complies with related regulatory requirements in relation to the safety of products. Product safety documents including test reports are provided to comply with the registration requirements of a proprietary Chinese medicine (“PCM”) in Hong Kong. For overseas markets, the Group also complies with the local regulatory requirements.

Anti-corruption

The Group values and upholds integrity, honesty and fairness in how it conducts business, and has zero tolerance for bribery, extortion, fraud and money laundering. As stated in the Staff Handbook and the Code of Ethics, all employees are prohibited to solicit or receive any forms of advantage from any business associate. A reporting channel to the Audit Committee of the Group is also provided in the Code of Ethics.

In addition, the Group has stated in the Code of Ethics of how employees should handle situations of conflict of interest. Any employee who becomes aware of a conflict or potential conflict of interest should bring it to the attention of a supervisor, manager or other appropriate personnel. Employees are encouraged to consult with a supervisor or manager for any uncertainty of situations related to conflict of interest.

The Group is abided by the relevant anti-corruption laws and regulations, including but not limited to the Prevention of Bribery Ordinance (Cap. 201) of Hong Kong. During the Reporting Year, the Group was not aware of any material non-compliance with relevant laws and regulations of bribery, extortion, fraud and money laundering that would have a significant impact to the Group.

Whistle-blowing Mechanism

In order to further achieve and maintain the highest standards of openness, probity and accountability, the Group has also implemented a Whistle-blowing Policy. This policy applies to all directors, department heads, managers, officers and employees of the Group and allows individuals to disclose internally and, at a high level, information with the individual whom believes shows malpractice or impropriety. Whistle-blowing matters include but are not confined to malpractice or impropriety relating to internal controls, accounting, auditing, financial matters or any other wrongful doings (such as misconduct, dishonesty, bribery, criminal acts, discrimination and ethical issues etc.) that affect the overall interest of the Group.

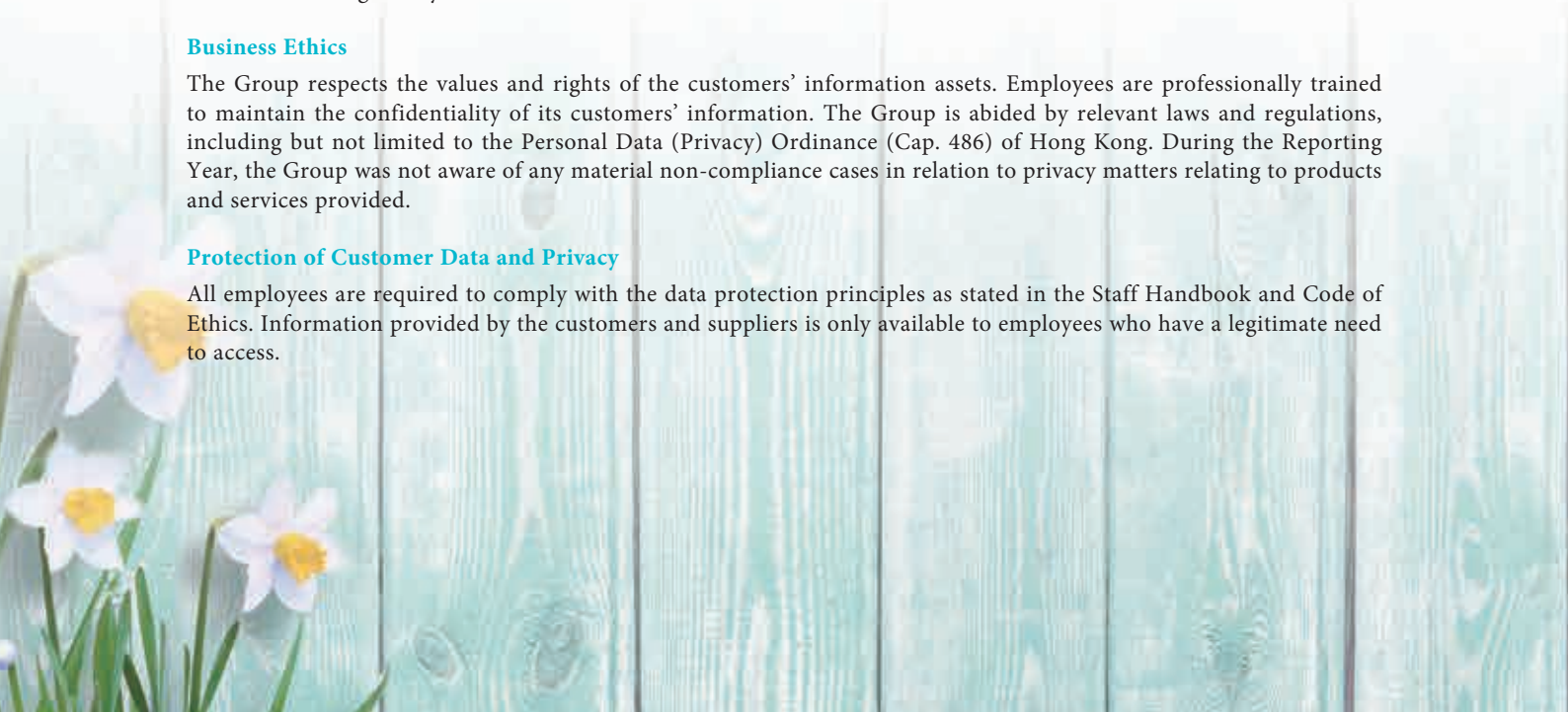
Once complaints are received, an investigation procedure will be taken place by different parties depending upon the nature and particular circumstances of each complaint made. Such parties include the Company, the Hong Kong Police Force or other regulatory bodies, external auditor, etc.

Business Ethics

The Group respects the values and rights of the customers’ information assets. Employees are professionally trained to maintain the confidentiality of its customers’ information. The Group is abided by relevant laws and regulations, including but not limited to the Personal Data (Privacy) Ordinance (Cap. 486) of Hong Kong. During the Reporting Year, the Group was not aware of any material non-compliance cases in relation to privacy matters relating to products and services provided.

Protection of Customer Data and Privacy

All employees are required to comply with the data protection principles as stated in the Staff Handbook and Code of Ethics. Information provided by the customers and suppliers is only available to employees who have a legitimate need to access.



The Group has made the Privacy Policy Statement available for the public on its website. Such statement explains the Group's policies and practices and applies to information collection and use, including but not limited to when users visit whiteflower.com and other domains which are owned by Hoe Hin Pak Fah Yeow Manufactory Limited. It clearly states that the Group only stores personal data for so long as it is necessary for the fulfilment of the purpose (including any directly related purpose) for which the data is or is to be used, and personal data retained will be kept confidential.



Privacy Policy Statement on the Company's website

In addition, the Group has a data backup system through which its back-up data is stored in different locations to reduce the risk of data loss. The Group has also implemented firewall, anti-virus and anti-spam solutions for its IT systems to prevent leakage of confidential information, which are upgraded constantly.

Customers Services and Complaint Management

Understanding the needs of customers and satisfying their needs are essential for the Group's continuous success. This also echoes with its vision "To be the premier provider of top quality medicated products that are superior to other choices in the markets for all walks of life." The Group is dedicated to fulfilling customers' requirements and even exceeding their expectations.

Customer Satisfaction

The Group has a Policy on Customer Satisfaction Measurement in place to set up procedures of collecting and reviewing customers' feedback regularly with the aim to attain their satisfaction. Feedback collected from end users and distributors are documented and analysed.

According to the Group's Recall Procedure, any deficiency identified is transferred to respective departments for follow-up actions and QA Head for monitoring and coordination. For distributors, the Group conducts regional customer satisfaction review annually, rating its product quality, service quality and their overall satisfaction, and the Marketing Head reviews the results and takes improvement actions as necessary.

Complaint Management

Under the Policy on Product Complaint, all complaints are directed to the Marketing Department at the time of receipt and then forwarded to Quality Assurance Department for investigation. Quality Control Department may assist in test, re-test or inspection process upon request.

During the Reporting Year, the Group received 8 minor complaints regarding damaged or missing goods upon transportation and inquiries regarding the differences on the odour and colour. Investigations and appropriate follow-up actions were immediately carried out. Assay results were normal for complaints on product quality. Remediation actions such as onsite visit, replacing damaged products and exchange of new products were carried out.

Intellectual Property Rights

The Group respects intellectual properties and has formulated related policies to protect intellectual property rights. Employees are required to protect the Group's intellectual property such as trade secrets, patents, trademarks and copyrights, as well as business, marketing and service plans, engineering and manufacturing ideas, designs, databases, records and such requirements are clearly stated in the Group's Code of Ethics. Unauthorised use or distribution of the Group's proprietary information would be regarded as violation of the above mentioned policy and it could also be illegal and result in civil or criminal penalties.

As stated in the Staff Handbook, employees are prohibited from downloading any illegal or unlicensed software as well as copyrighted works. Regular check-up on all office computers is performed to ensure there is no violation of the above mentioned policies. Employees would be subjected to disciplinary action if any violation is discovered.

Advertising and Labelling

The Group realises that advertising and labelling is an important way for stakeholders, such as customers, to obtain information related to the Group and its products. Thus, the Group has established related policies in ensuring the accuracy of information communicated. Head of Sales and Marketing is responsible to ensure that all marketing and advertising materials and activities are in accordance to the related policies.

The Group has established the Policy on Control of Labelling and Packaging to ensure correct label and other pre-printed packaging materials are used, and it ensures respective policies have been complied. The Group has ensured all information in relation to the product formula, indications, usages and other information printed in the packaging materials have complied with the local labelling requirements for respective markets.

The Group's Advertising Policy under the Group's ESG Policy provides guidelines in handling all marketing activities and materials according to the related advertising regulations in respective countries. Moreover, to align with the Group's core values as well as its sustainability and social goals, it has committed not to engage in any advertising campaigns and promotions that may pose adverse or negative health consequences to the public such as tobacco, alcohol and gambling related affiliations.

In addition, environmental and sustainable manner is suggested in the Group's advertising practices. It is recommended to use environmentally friendly resources such as solar panel outdoor advertising displays, recycled paper for brochure printing and LED lighting displays as far as possible.

Employees' Rights and Welfare

Human resources are the foundation in supporting the development of the Group. As a caring and responsible employer, the Group is devoted to providing a quality workplace for the employees. Apart from fostering a fair, safe and healthy working environment, the Group also values the career development of employees and labour right protection.

The Group has established related employment policies, including but not limited to Staff Handbook and ESG Policy, covering employment-related practices, including compensation and dismissal, recruitment and promotion, working hours, rest periods, diversity, equal opportunity, anti-discrimination and other benefits and welfare for employees. Such policies are subject to regular review and, if necessary revised, to ensure continuous improvements of its employment standards.

During the Reporting Year, the Group was not aware of any material non-compliance with employment-related laws and regulations, including but not limited to the Employment Ordinance (Cap. 57) of Hong Kong that would have a significant impact on the Group.

Recruitment, Remuneration, Promotion and Dismissal

The Group applies robust and transparent recruitment processes based on merit selection against the job criteria and recruit individuals based on their suitability for the position and potential to fulfil the Group's current and future needs.

The Group has also provided employees with comprehensive remuneration packages. Remuneration packages include leaves such as annual leave, sick leave, examination and study leave, maternity and paternity leave; and other special leaves such as marriage leave and consolation leave etc. Other benefits include mandatory provident fund ("MPF") scheme, medical and dental allowances. In addition, the Group budgets funds for social activities and entertainment functions such as meals, short trips, crossing the Zhuhai Macau bridge day trip and annual dinner from time to time. This helps to build up good relationships between employees and management in a social and relaxed manner.



SCAN ME

Crossing the Zhuhai Macau bridge trip



SCAN ME

Hoe Hin Pak Fah Yeow's 92nd Anniversary Dinner

The Group also strives to provide a more comfortable workplace for its employees. Ergonomic chairs have been provided to replace the current office chairs for employees in the head office on a voluntary basis. In addition, the Group continued to replace old computer monitors with larger ones for easier reading for older employees. A total of 17 chairs were changed for staff stationed in Wan Chai office to provide better lumbar support for the back.

The basis for compensation and promotion are job-related skills, qualifications and performances, ensuring that the Group treats and evaluates employees and applicants in a fair way and compensates employees relative to the industry and local labour markets in which the Group operates. Performance appraisal and counselling for all staff is conducted at least once a year by Department Heads or Executive Directors before the annual salary review. Besides assessing an individual's merits for salary review, the purpose of appraisal is to improve performance and set objectives for both the individual and the Company.

Unreasonable dismissal under any circumstances is forbidden in the Group. Dismissal process will only be proceeded with a reasonable basis and counselling session with the individual will usually be conducted by Department Head or Executive Director to ensure there is sufficient communication on the problems prior to the official dismissal.

Diversity, Equal Opportunity and Anti-discrimination

The Group recognises the value of a diverse and skilled workforce and are committed to creating and maintaining an inclusive and collaborative workplace culture in which all can thrive. The Group has formulated the Code of Ethics, and it is dedicated to providing equal opportunity in all aspects of employment and maintaining workplace that are free from discrimination, physical or verbal harassment against any individual on the basis of race, religion, colour, gender, physical or mental disability, age, place of origin, marital status, and sexual orientation. This covers all aspects of employment, including selection, job assignment, compensation, discipline, termination and access to benefits and trainings. With the aim of ensuring fair and equal protection for all employees, the Group has zero tolerance on sexual harassment or abuse in the workplace in any form.

The Group strives to ensure that complaints, grievances and concerns, including whistle-blowing, are dealt with promptly and confidentially. The Group has implemented the Whistle-blowing Policy in maintaining standards of openness, probity and accountability. Employees can raise concerns and make reports without fear of reprisal.

Labour Standards

Prevention of Child and Forced Labour

Child and forced labour are strictly prohibited during the recruitment process as defined by laws and regulations. The Group strictly complies with local laws and conducts recruitment based on the Hong Kong Employment Ordinance (Cap. 57). In addition, the Group has formulated the Policy on Child and Forced Labour, which aims to prohibit the use of child or forced labour by the Group.

Upon employment, the Personnel Department will be responsible to check the identity documents of candidates to ensure no child labour is hired. Personal data will also be collected during the process to assist in the selection of suitable candidates and to verify candidates' personal data.

During the Reporting Year, the Group was not aware of any material non-compliance with child and forced labour related laws and regulations, including but not limited to the Employment of Children Regulations (Cap. 57, section 73) of Hong Kong that would have a significant impact on the Group.

Supply Chain Management

Maintaining a stable supply is important to the Group. Thus, the Group strives to maintain long-term and stable relationships with its suppliers and distributors. The Group seeks to work with suppliers and distributors by sharing its commitment to managing social and environmental risks of the lifecycle of its business operations.

All suppliers are evaluated carefully and are subjected to regular monitoring and assessment. During the Reporting Year, the Group sourced raw and packaging materials from 38 suppliers (2018: 25 suppliers) based in Hong Kong, Australia, Taiwan, USA, China, Singapore and delivers products through distributors and wholesalers to destinations worldwide.

Fair and Open Procurement

The Group has also formed rules to ensure that the suppliers and distributors could competes in an open and fair way. The Group does not differentiate or discriminate treatment on certain suppliers; it strictly monitors and prevents all kinds of business bribery; and employees or personnel having any interest relationship with the supplier is not involved in the related business activity.

The Group has formulated the Policy on Vendor Evaluation to screen the suppliers against the specifications and requirements set forth by the Group. Approved and qualified suppliers are included in the approved vendor list and are subject to annual review. The Group's Policy on Distributor Evaluation requests the Marketing Department and Finance Department to evaluate and record the ability of distributors in meeting the requirements set forth by the Group. The Group will only purchase materials from vendors meeting the specifications and requirements set forth by the Group to ensure the quality of materials purchased.

Environmental and Social Responsibility of Suppliers

To manage environmental and social risks in the supply chain, the Group has designed and implemented a self-evaluation and assessment scheme for all its vendors. Supply Chain Management on ESG is implemented to provide instructions on how to evaluate and record the ESG performance of the Group's supply chain including its vendors and distributors as part of its evaluation to decide whether such vendor or distributor is to be or continued to be employed by the Group. To support the evaluation process, an Environmental and Social Assessment Report is formulated. Various ESG aspects such as legal compliance, social sustainability, environmental sustainability and anti-corruption are taken into consideration upon evaluation process.

During the Reporting Year, the Group was not aware of any key suppliers that had any actions or practices which have a significant negative impact on related ESG aspects.

Training and Development

The Group regards its staff as the most important asset and resource. The Group recognises the valuable contribution its talents make to the continued success of the Group. The Group is committed to inspiring its human capital towards delivering excellence. This is achieved through the development of training strategy that focuses on creating value and serving the needs of customers, talents and society.

Training and Development Management

To ensure the effectiveness of training and development programs, the Group has developed a Policy on Training Procedure in guiding the design of training programme according to the actual needs of the different departments and functions. The Executive Director and all Department Heads are all responsible in facilitating training and development programmes.

The Group is committed to the continuing development of all staff, through both "on the job" and "off the job" trainings. Other than the internal training programme, courses and seminars are provided through external professional institutions. The Company will reimburse the fees for skills improvement trainings that are considered necessary and job-related.

During the Reporting Year, all newly recruited production employees were required to attend a mandatory safety training course. The Group has provided trainings for employees for different job functions, ranging from production procedures and safety to office administration and business strategy. In addition, the Group has rolled out a scheme, allowing employee application of duty reassignment and interdepartmental transfer to promote knowledge enhancement and career development.

Moving forward, the Group will continue to organise sustainability trainings for more employees to raise their awareness and serve as a foundation for exploring ways of implementing sustainability strategy in the workplace.



PROTECTING THE ENVIRONMENT

Use of Packaging Materials

Packaging materials commonly consumed during the Group's operations are glass, papers and plastics, including but not limited to bottles, cap, label, leaflets, paper boxes, bubble bags, cellophane, sealing tape, shrinkable bag and carton boxes. Acknowledging the Group's daily operations involve significant consumption of different types of raw materials and packaging materials, the Policy on Environment and the Responsible Use of Natural Resources has been in place to demonstrate the Group's commitment to using the resources sustainably through source reduction, reuse and recycling.

In order to echo with the Group's commitment to sustainable packaging, the Group has formulated the guideline on reconciliation of packaging materials and conducted annual review based on the damage rate of packaging materials. During the Reporting Year, the Group has also introduced the following measures:

- Use FSC paper whenever possible for all paper packaging materials when the existing stock has been depleted, such as paper box for the medicated oil;
- Use recycled paper for all product leaflets when the existing stock has been depleted; and
- Recycle glass bottles so they are converted as raw materials for glass bricks and other construction materials.

Although there is a slight increase in the use of packaging materials for label, leaflet and paper box due to the change in the PCM registration from Notice of Confirmation of Transitional Registration of PCM ("HKP") to Certificate of Registration of a PCM ("HKC"), the total amount of packaging materials used during the Reporting Year was reduced by approximately 14% compared to that in 2018. Please refer to the section "ESG Data Highlights" on p. 25 for further information on the use of packaging materials.

Waste Management

The Group produced both hazardous and non-hazardous wastes in its operations. For production, three types of waste were generated, including waste oil, laboratory organic waste and solid waste. Related waste management policies, including but not limited to the ESG Policy, Waste Disposal Flow Chart and Waste Oil Management Flow Chart, are formulated to ensure appropriate management and handling procedures are in place.

During the Reporting Year, the Group was not aware of material non-compliance with waste disposal related laws and regulations, including but not limited to the Waste Disposal Ordinance (Cap. 354) of Hong Kong, that would have a significant impact on the Group's operation.

Hazardous Waste Handling Method

The Group has put in place step-by-step instructions for handling waste oil and other types of wastes. Waste oil generated from the factory and laboratory organic waste generated from the laboratory are collected and handled periodically by collectors approved by the Environmental Protection Department of Hong Kong for further treatment. The Group also implemented clear guidelines on the temporary storage of hazardous waste. Hazardous wastes are handled separately with other general wastes to ensure safety and prevent contamination or spillage.

During the Reporting Year, the amount of hazardous waste generated decreased by approximately 24% comparing to that in 2018. This shows the Group's efforts in managing the use of resources effectively and reducing the hazardous waste generated from production processes.

Non-hazardous Waste Handling Method

The Group upholds the principle of "Minimise Waste and Increase Recycling" upon waste management. Although both domestic waste and paper waste were collected and handled by the property management service providers, the Group has formulated the ESG Policy in governing the Group's management approach.



In addition, the Group has implemented relevant measures to handle non-hazardous waste generation from its business operations and launched different reduction initiatives. The Group has expanded general waste measurement to the office and factory, assigned staff in the workplace to collectively take the responsibilities for waste management. With reference to the established environmental policies, the Group has implemented waste management approach and initiatives including but not limited to the following:

- Make efforts to minimise the general use of office paper;
- Distribute, file and archive documents electronically to reducing printing;
- Whenever possible, recycle paper, paper products, plastic, binders, folders, catalogues, boxes, bottles, cans, batteries, electronics, toner and ink cartridges located in the designated recycling areas;
- Increase the frequency of recycling waste paper at office and factory;
- Recycle carton box which is a packing material used in the factory;
- Use durable reusable beverage containers, plates and utensils;
- Use reusable envelopes for interoffice mail; and
- Reuse certain raw material containers as storage drum.

The Group also realises that packaging waste contributes to a certain amount of the overall waste disposal amount. Thus, the Group has spent effort in monitoring the use of packaging materials used. For further details, please refer to the section “Use of Packaging Materials”.

With the above measures, the Group’s general wastes disposal from office and factory, and production waste from factory was reduced by approximately 12% compared with that in 2018. However, the increase in total non-hazardous waste disposal was due to the change in labelling on packaging from the change in the PCM registration from HKP to HKC. Please refer to the section “ESG Data Highlights” on p. 24 for further information on waste disposal amount.

Environmental Impacts of Raw Material Extractions

During the Reporting Year, the Group was not aware of any significant direct impact on the environment and natural resources. Due to the Group’s business nature and as an ongoing commitment to corporate sustainability, the Group recognises the potential impacts its operations would pose on the environment. The Group strives to fulfil its responsibility in minimising the potential negative environmental impacts brought by its operation and eventually generate long-term values to stakeholders and community.

The Group’s policy underlines its mission of eliminating the environmental impacts of our activities and achieving resource natural conservation. The Group has not only focused on reduction of natural resources consumption and effective emission management. It takes a step further to consider and recognise the potential environmental impacts brought by the extraction of raw materials used for production. The Group adopts industry best practices in considering the potential environmental impacts of raw material extractions.

In addition, the Group has reviewed and supplemented its standard procedures for supply chain management. As mentioned in the section “Supply Chain Management”, the policy on Supply Chain Management on ESG is in place. Moreover, the Environmental and Social Assessment Report on distributor and vendor is formulated in assisting the Group to better evaluate the sustainability performances of its supply chain. It considers whether or not the distributors and vendors have formulated and actually implemented related environmental and social sustainability practices. Environmental topics including but not limited to quality management system, environmental policies, energy consumption, water usage, waste management, environmental management system, environmental audits etc. are covered in the assessment.

Energy Consumption

Electricity is frequently consumed upon the Group's operations, thus it has established relevant policies and procedures to manage the effective use of resources, with reference to achieving higher energy efficiency and reducing the unnecessary materials used.

The Group believes that employees should share the responsibilities in the Group's ESG issues. Energy conservation is mentioned in both the Group's Staff Handbook and ESG Policy. All employees must implement the adopted measures and be responsible for the Group's overall energy efficiency. The Group will regularly review the related policies to ensure they are in line with the market practice.

The Group has performed the following measures relating to promote energy conservation:

- Turn off lights when not in use and use natural light when possible;
- Turn off, not just log off, all computers, speakers and other office equipment at the end of every work day;
- Turn off power strip at the end of every work day;
- Activate the power down features on computers and monitor to enter into a low-power or sleep mode when not in use;
- Maintain air-conditioning at 25 degrees Celsius whenever possible;
- Use automatic light sensors in the office where practicable;
- Replace conventional lamps with LED lights gradually; and
- Turn off advertising signage at 10 p.m. daily.

With the above measures, employee's awareness on energy conservation has been enhanced. Please refer to the section "ESG Data Highlights" on p. 24 for further information on energy consumption.

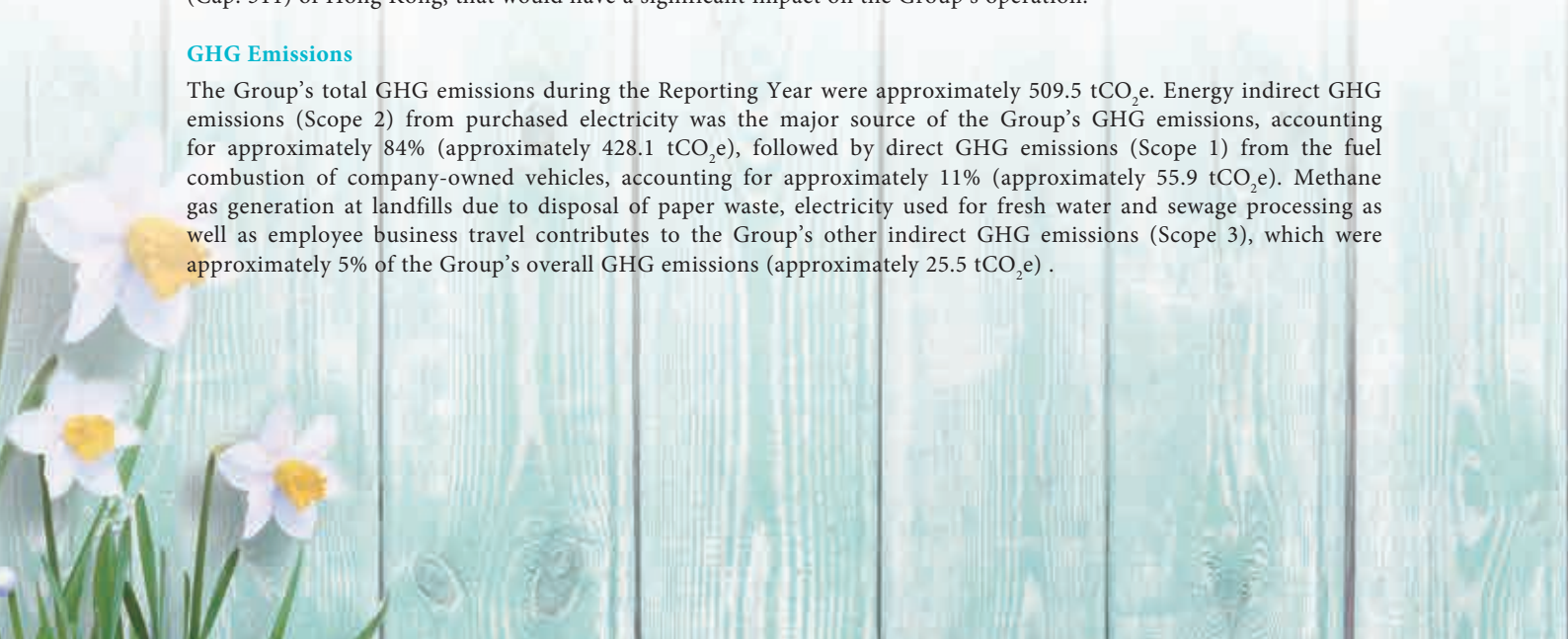
Climate Change Mitigation and Adaption

The Group recognises that climate change can bring both risks and opportunities, and is committed to reducing business activities and products associated with negative environmental impacts. Related policies, including but not limited to the ESG Policy, has been implemented to outline the Group's commitment in protecting the environment and minimising the environmental impact of its business operations.

During the Reporting Year, the Group was not aware of material non-compliance with air and greenhouse gas ("GHG") emissions related laws and regulations, including but not limited to the Air Pollution Control Ordinance (Cap. 311) of Hong Kong, that would have a significant impact on the Group's operation.

GHG Emissions

The Group's total GHG emissions during the Reporting Year were approximately 509.5 tCO₂e. Energy indirect GHG emissions (Scope 2) from purchased electricity was the major source of the Group's GHG emissions, accounting for approximately 84% (approximately 428.1 tCO₂e), followed by direct GHG emissions (Scope 1) from the fuel combustion of company-owned vehicles, accounting for approximately 11% (approximately 55.9 tCO₂e). Methane gas generation at landfills due to disposal of paper waste, electricity used for fresh water and sewage processing as well as employee business travel contributes to the Group's other indirect GHG emissions (Scope 3), which were approximately 5% of the Group's overall GHG emissions (approximately 25.5 tCO₂e).



Regarding the major source of GHG emissions (i.e. Scope 2), related policies and initiatives have been implemented to promote energy conservation. Apart from those mentioned in the section “Energy Consumption”, the Group has also put in place various energy-saving initiatives, including but not limited to:

- Install light motion detectors in office pantry to reduce electricity usage; and
- Use direct digital control system that permits real time monitoring of the condition for the heating, ventilation and air cooling.

Moreover, to reduce the environmental impacts resulted from business air travel, the Group has offset its GHG emissions by business travel in the Reporting Year by purchasing carbon credits to support GHG reduction projects.

The total GHG emissions has increased slightly by approximately 16% during the Reporting Year. The Group will continue to explore initiatives to maintain or reduce its GHG emissions in the future.

Air Emissions

During the Group’s operation, nitrogen oxides (“NOx”), sulphur oxides (“SOx”) and particulate matter (“PM”) are the common air pollutants being generated. The source of these air emissions were mainly company-owned passenger cars. 3.58 kg of NOx, 0.11 kg of SOx and 0.26 kg of PM were emitted during the Reporting Year.

Understanding that transportation is one of the major contributors to air emissions in Hong Kong, the Group continues to explore ways to further reduce its emissions, for example:

- Encourage employees to use video or telephone conferences to reduce unnecessary business travels; and
- Utilise social media platforms to conduct online product trainings in reducing the multiple travels for on-site trainings for retail outlets and chain-stores at different locations.

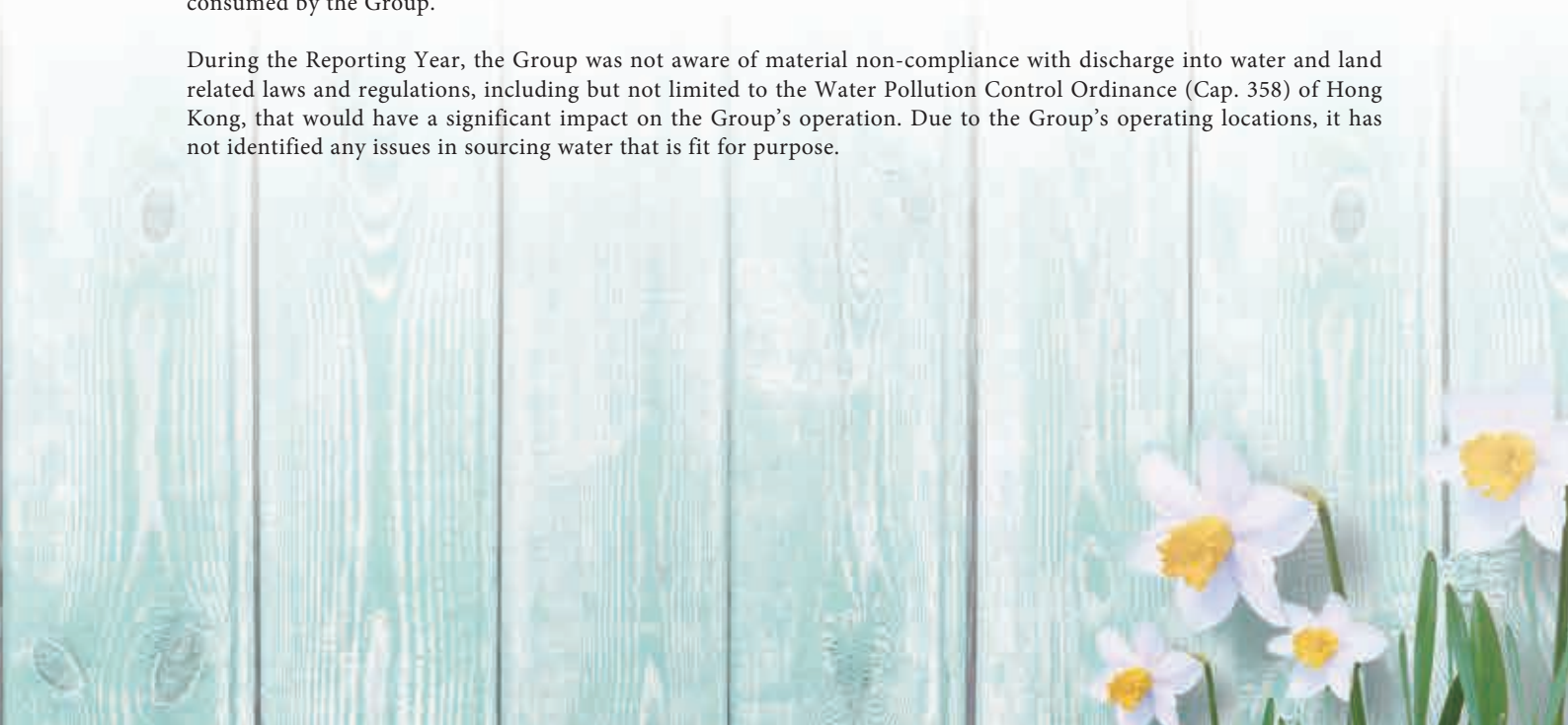
As a result, the Group’s air emissions was reduced during the Reporting Year. Regarding KPIs on the GHG emissions and air emissions, please refer to the section of “ESG Data Highlights” on p. 23-24.

Water Consumption

Effluents

Water is mainly consumed for washing towels and clothing in the factory and domestic water used in office during the Group’s operation. Water is not used to wash production equipment in the factory. Domestic waste water produced by the Group was sent through local pipe network to a sewage treatment plant. Therefore, there were no significant environmental impacts associated with the Group’s effluents and the water disposal amount is equivalent to that consumed by the Group.

During the Reporting Year, the Group was not aware of material non-compliance with discharge into water and land related laws and regulations, including but not limited to the Water Pollution Control Ordinance (Cap. 358) of Hong Kong, that would have a significant impact on the Group’s operation. Due to the Group’s operating locations, it has not identified any issues in sourcing water that is fit for purpose.



Water Conservation

To promote water conservation, the Group has formulated related policies and initiatives, including but not limited to the ESG Policy. The Group encourages all employees to develop the habit of conserving water consciously. The Group has been strengthening its water-saving promotion and employees are reminded to take the following water-saving actions:

- Make efforts to minimise the general use of potable water;
- Only use as much water as you personally need if boiling the kettle; and
- Post signage at water faucets to remind staff to conserve water usage.

As a result, the Group's employee's awareness on water conservation has been enhanced. Regarding detailed KPIs on water consumption, please refer to the section of "ESG Data Highlights" on p. 25.

COMMUNITY INVESTMENT

"Return to community" is one of the elements of the Group's core value "Nurturing". To echo with the Group's core value, the Policy on Community Investments has been established to emphasise the Group's commitment in understanding the needs of communities where it operates as well as maintaining sustainable community relationships by making a positive contribution to society.

The Group highly values the opportunities of giving back to the community and has incorporated related approaches in the ESG Policy. The Group adopts fund raising and people involvement to recognise the importance of people interrelation in making successful contribution as the approach to community investment.

The Group is devoted in helping all kinds of people in need, including but not limited to elderlies, students and the disadvantaged in Hong Kong, the Mainland China and overseas. Through collaboration and employee volunteerism, the Group is involved in a number of programmes to demonstrate its commitment to sustainable community relationships.

Charity Partners

The Group strives to collaborate with charities at both national and local level through fundraising and the provision of skills and manpower.



Volunteering

Employees are encouraged to be involved in community projects and help team building.

Annual fundraising charity sale at Chinese New Year Fair

Annual fundraising charity sale has been one of the community activities highlight of the Group since 2009. 7 full-time employees plus 34 part-time had participated and over HK\$380,000 was raised in 2019. The entire sum was donated to Banyan Elderly Services Association to support their development programmes.



SCAN ME

Annual fundraising charity sale at Chinese New Year Fair

Food Angel Volunteer Service 2019

The Group cultivates a positive culture of organising volunteer activities during working hours. 20 employees served food to the elderly in two events organised by the Food Angel.



Volunteer work at Food Angel

Community Health and Well-being

Promoting health and well-being for the communities is one of the Group's priorities. This is achieved through the Group's initiatives to support different forms of activities.

Sponsorship and donation

The Group actively sponsors and donates its products to various charity organisations. Beneficiaries includes but not limited to Banyan Elderly Services Association, Oxfam and Hong Kong St. John Ambulance etc. Souvenirs and red pockets were distributed to grassroots elderly persons who live alone at Banyan Elderly Services Association's reunion lunch to share the joy of lunar new year. In addition, the Group also cares for the needy in society and it donated scarfs and hats to street sleepers.



The Group also supports environmental protection by providing cash sponsorship to non-governmental organisations. The Group had sponsored HK\$6,000 to Friends of the Earth (HK) as membership fee.



Banyan Elderly Services Association's reunion lunch

Youth Programmes

School-touring Drama Performance

The Group is committed in investing in youth programmes to promote positive messages to youth when dealing with challenges and stress. The Group has organised the School-touring Drama Performance annually to educate young children on different topics of social and environmental issues. The theme in 2019 is about teaching children how to cope and help parents with Aids and 30 primary schools were visited during the Reporting Year.



School-touring Drama Performance in 2019

ESG DATA HIGHLIGHTS

Environmental Performance

GHG emissions (Note 1)			
Indicator	Emissions (in tCO ₂ e)		
	2019	2018	2017
Scope 1 Direct GHG emissions (Note 2)	55.9	23.0	40.0
Scope 2 Energy indirect GHG emissions (Note 3)	428.1	394.6	461.0
Scope 3 Other indirect GHG emissions (Note 4)	25.5	21.7	4.3
Total GHG emissions	509.5	439.3	505.3
GHG emissions intensity (in tCO₂e/million pieces of products)	82.4 (Note 5)	51.3	48.0

Note:

1. GHG emission data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, “The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards” issued by the World Resources Institute and the World Business Council for Sustainable Development; the latest released emission factors of HK Electric Investments, Water Supplies Department and Drainage Services Department; “How to prepare an ESG Report? – Appendix II: Reporting Guidance on Environmental KPIs” issued by The Stock Exchange of Hong Kong Limited, “Global Warming Potential Values” from the IPCC Fifth Assessment Report (AR5), 2014.
2. Scope 1 emissions include direct emissions from combustion of fuel (i.e. petrol) in mobile vehicles and fugitive emissions from refrigeration equipment.
3. Scope 2 emissions includes energy indirect emissions by purchased electricity from power companies.
4. Scope 3 emissions in 2019 and 2018 include other indirect emissions by methane gas generation at landfill in Hong Kong due to disposal of paper waste, fresh water processing, sewage processing and business air travel by employees; while that for 2017 does not include business air travel by employees.
5. During the Reporting Year, the Group produced approximately 6.18 million pieces of products in Hong Kong. The data is also used for calculating other intensity data.

Air emissions			
Air pollutants	Emissions (in kg)		
	2019	2018	2017
Nitrogen oxides	3.58	5.11	2.53
Sulphur oxides	0.11	0.12	0.06
Particulate matter	0.26	0.38	0.19

Waste			
Waste produced	Amount (in tonnes)		
	2019	2018	2017
General waste of the office	0.22	0.55	N/A
General waste of the factory	4.32	5.76	N/A
Production waste of the factory	9.44	9.61	11.5
Packaging disposed	4.54	N/A	N/A
Total non-hazardous waste	18.52	15.92	11.5
Non-hazardous waste intensity (in tonnes/million pieces of products)	3.00	1.86	1.09 (Note 6)
Total hazardous waste	1.9	2.5	2.8
Hazardous waste intensity (in tonnes/million pieces of products)	0.30	0.29	0.27

Note:

6. Covering production waste generated from the factory only.

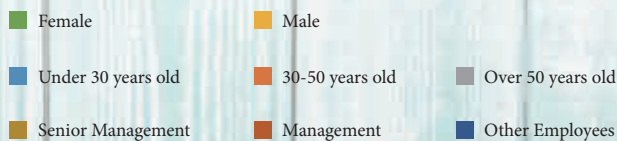
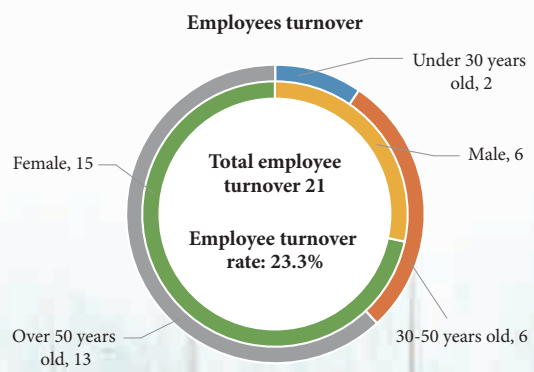
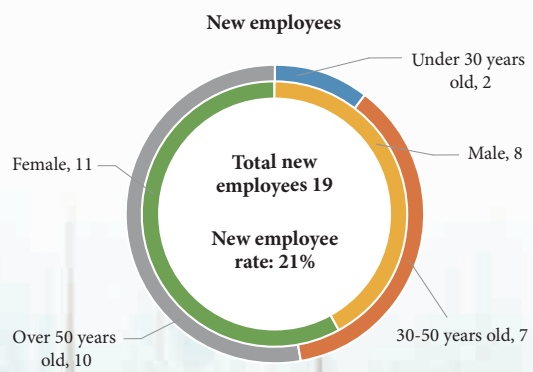
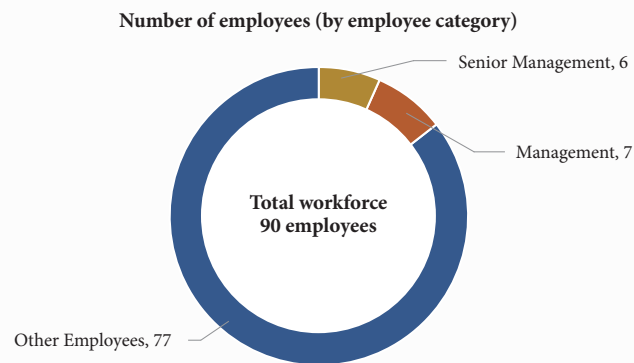
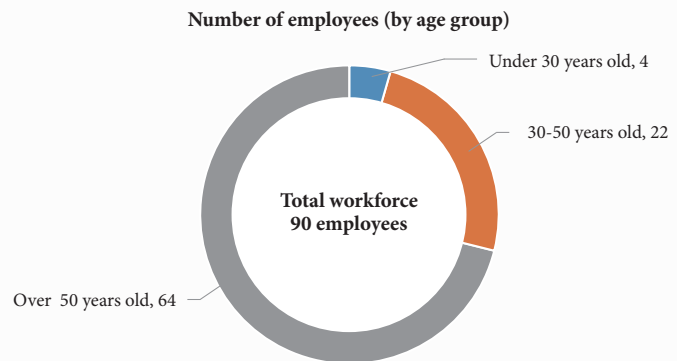
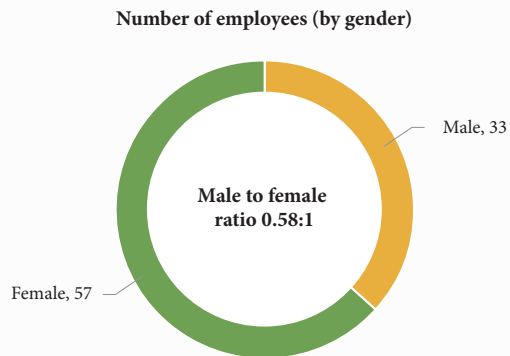
Energy use			
Energy type	Amount of energy consumed (in MWh)		
	2019	2018	2017
Petrol	72.8	73.1	36.3
Electricity	535.1	499.4	58.6
Total energy consumption	607.9	572.5	66.8
Energy intensity (in MWh/million pieces of products)	98.4	66.8	58.8

Water use			
Water use	Amount of water consumed (in m ³)		
	2019	2018	2017
Total water consumption	1,153.3	967.3	581.5
Water intensity (in m ³ /million pieces of products)	186.6	113	55

Packaging materials use			
Packaging materials	Amount of packaging materials used (in kg)		
	2019	2018	2017
Bottle	247,928	293,481	366,414
Cap	3,511	4,412	5,425
Label, leaflet and paper box	39,884	38,448	68,767
Bubble bag	3,864	4,959	8,408
Cellophane/TOPP	3,626	4,533	6,435
Sealing tape	221	273	404
Shrinkable bag	1,488	1,818	2,728
Carton box	18,164	21,245	26,239
Total packaging materials used (in tonnes)	318.7	369.2	484.8
Intensity of packaging material used (in tonnes/million pieces of products)	51.6	43.1	46.0



Social Performance



Work related fatality and injury					
Year	Gender	Number of work-related fatalities	Number of work-related injury	Number of days lost due to work injury	Number of days of absence from work
2019	Male	0	1	0	0
	Female	0	1	25	25
2018	Male	0	0	0	86.5
	Female	0	0	0	262
2017	N/A	0	2	53	N/A

Training data				
Category	Number of employees trained	Percentage	Training hours	Average training hours
Male	31	93.9%	217.44	7.01
Female	54	94.7%	116.25	2.15
Senior management	4	66.7%	28.25	7.06
Management	4	57.1%	44.61	11.15
Other employees	77	100%	260.83	3.39

Supplier (Note 7)						
Year	Hong Kong Raw materials/ Packaging materials	Australia Raw materials	Taiwan Packaging materials	USA Raw materials	PRC Raw materials/ Packaging materials	Singapore Raw materials
2019	28	1	2	1	5	1
2018	22	1	1	1	N/A	N/A
2017	20	1	1	1	N/A	N/A

Note:

7. 100% of the suppliers on which the same set of engagement practices are being implemented.

Contributing to the community			
Year	Cash donation (Note 8)	Product donation	Cash sponsorship
2019	Nearly HK\$496,000	Over 55,000 pieces	Nearly HK\$6,000
2018	Nearly HK\$249,000	Over 34,500 pieces	Nearly HK\$110,000
2017	Nearly HK\$249,000	Over 28,000 pieces	Nearly HK\$60,000

Note:

8. Cash donation amount includes fund raising charity sale at Chinese New Year Fair.

THE ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE OF HONG KONG LIMITED

Subject Areas, Aspects, General Disclosures and KPIs	Description	Section/Declaration
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 GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Waste Management; Climate Change Mitigation and Adaptation
KPI A1.1 ("comply or explain")	The types of emissions and respective emissions data.	Climate Change Mitigation and Adaptation; ESG Data Highlights
KPI A1.2 ("comply or explain")	GHG emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Climate Change Mitigation and Adaptation; ESG Data Highlights
KPI A1.3 ("comply or explain")	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Management; ESG Data Highlights
KPI A1.4 ("comply or explain")	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Management; ESG Data Highlights
KPI A1.5 ("comply or explain")	Description of measures to mitigate emissions and results achieved.	Waste Management
KPI A1.6 ("comply or explain")	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Waste Management
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Energy Consumption; Water Consumption; Use of Packaging Materials
KPI A2.1 ("comply or explain")	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).	Energy Consumption; ESG Data Highlights
KPI A2.2 ("comply or explain")	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Water Consumption; ESG Data Highlights
KPI A2.3 ("comply or explain")	Description of energy use efficiency initiatives and results achieved.	Energy Consumption
KPI A2.4 ("comply or explain")	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Water Consumption
KPI A2.5 ("comply or explain")	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Use of Packaging Materials; ESG Data Highlights

Subject Areas, Aspects, General Disclosures and KPIs	Description	Section/Declaration
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Impacts of Raw Material Extractions
KPI A3.1 ("comply or explain")	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Impacts of Raw Material Extractions
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, antidiscrimination, and other benefits and welfare.	Employee's Rights and Welfare
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	ESG Data Highlights
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	ESG Data Highlights
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
KPI B2.1	Number and rate of work-related fatalities.	ESG Data Highlights
KPI B2.2	Lost days due to work injury.	ESG Data Highlights
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Training and Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	ESG Data Highlights
KPI B3.2	The average training hours completed per employee by gender and employee category.	ESG Data Highlights

Subject Areas, Aspects, General Disclosures and KPIs	Description	Section/Declaration
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.	Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	Labour Standards
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standards
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management; ESG Data Highlights
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.	Supply Chain Management
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product Quality and Safety; Compliance Management; Customers Services and Complaint Management; Business Ethics; Intellectual Property Rights; Advertising and Labelling
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Quality and Safety
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Customers Services and Complaint Management
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Rights
KPI B6.4	Description of quality assurance process and recall procedures.	Product Quality and Safety
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Business Ethics

Subject Areas, Aspects, General Disclosures and KPIs	Description	Section/Declaration
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.	Anti-corruption
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.	Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption
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.	Community Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Investment; ESG Data Highlights



