

(Incorporated in Hong Kong with limited liability) Stock Code : 00560

> Environmental, Social and Governance Report 2019

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Contents

		5. Driven by Our People
About this Report	02	5.1. Safety Above All
Reporting Scope	02	-
Basis of Report Preparation	03	5.2. Enhancing Employees' H
Report Disclaimer	03	5.3. Attracting and Retaining
Contact Us	03	6. Commitment to Servic
1. 2019 Performance at a Glance	04	6.1. Providing Safe and Relia
		6.2. Enhancing Customer Exp
2. About the Group	06	6.3. Responsible Procurement
3. Embracing ESG Governance	08	7. Dedicated to Preservir
3.1. ESG Policy	09	7.1. Building a Green Culture
3.2. Our New ESG Governance Structure	10	_
3.3. Ensuring Operations in Compliance	11	7.2. Environmental Emergen
3.4. Operating with Integrity	11	7.3. Actively Contributing to
4. Stakeholder Engagement and Materiality Assessment	12	8. Measuring Our Perform
		Appendix 1 Applicable Laws and F
4.1. Regular Communication	14	Appendix 2 Environmental, Social
4.2. Focusing on What Matters Most	16	

ety Above All nancing Employees' Health acting and Retaining Talents nitment to Service Responsibility viding Safe and Reliable Service ancing Customer Experience ponsible Procurement Practices ated to Preserving the Environment ding a Green Culture vironmental Emergency Response ively Contributing to Improving Environmental Quality uring Our Performance Applicable Laws and Regulations invironmental, Social and Governance Reporting Guide Content Index



Environmental, Social and Governance Report 2019

18 20

22 22 28

29 31 34

36 37 40 41 42

48

ABOUT THIS REPORT

Chu Kong Shipping Enterprises (Group) Company Limited ("**CKSG**") annually issues environmental, social and governance ("**ESG**") report for stakeholders to stay informed of our sustainability plans, progress, and achievements. This ESG report (this "**Report**") provides an overview of the sustainability performance of CKSG and its subsidiaries (collectively referred to as the "**Group**" or "**we**") in 2019.

To allow readers to gain a more comprehensive view of the Group's performance, this Report is to be read in conjunction with CKSG's *Annual Report 2019*, in particular the Corporate Governance Report contained therein.

Reporting Scope

Unless otherwise specified, all contents disclosed in this Report cover the period from 1 January 2019 to 31 December 2019 (the "**Reporting Period**").

The reporting scope of this Report includes the Group's terminal navigation business, passenger transportation business, fuel supply business, and corporate and other businesses, which covers our operation in offices, cargo terminals, and ferry terminals in the Mainland China, the Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong"), and the Macao Special Administrative Region of the People's Republic of China ("Macao").

Chu Kong Shipping Enterprises (Group) Company Limited	Zhongshan City Huangpu Port Cargo and Container Terminal Co., Ltd
Chu Kong Agency Company Limited	Zhaoqing New Port Co., Ltd.
Chu Kong Container Transportation Company Limited	 Zhaoqing Chu Kong Logistics (Sihui) Co., Ltd. ("Zhaoqing Sihui Port")
 Chu Kong (Guangdong) International Freight Forwarding Co., Ltd. ("CKIFF") 	Guangzhou Pintu Internet Company Limited ("Guangzhou Pintu")
Chu Kong Godown Wharf & Transportation Company Limited	Chu Kong Tourism Company Limited
Chu Kong Transhipment & Logistics Company Limited	Chu Kong International Airfreight Company Limited
Chu Kong Transportation (H.K.) Limited	Ever Sky Transportation Limited
Chu Kong Passenger Transport Company Limited (" CKPT ")	 Chu Kong Cargo Terminals (Qingyuan) Co., Ltd. ("Qingyuan Port")
Sun Kong Petroleum Company Limited (" Sun Kong Petroleum ")	Chu Kong Cargo Terminals (Gaoming) Co., Ltd.
Cotai Chu Kong Shipping Management Service Company Limited	 Chu Kong Cargo Terminals (Kangzhou) Co., Ltd. ("Zhaoqing Kangzhou Port")
Cotai Chu Kong Shipping Management Services (Macau) Company Limited	Shenzhen Zhu Chuan International Freight Forwarding Co., Ltd. ("SZCIFF")
CKS Container Terminal (Zhuhai Doumen) Co., Ltd. (" Doumen Port ")	Chu Kong (Guangdong) International Shipping Agency Co., Ltd.
Chu Kong Shipping (Guangdong) Logistics Co., Ltd.	Civet (Zhuhai Bonded Area) Logistics Company Limited
Zhaoqing Chu Kong Logistics (Gaoyao) Co., Ltd. (" Zhaoqing Gaoyao Port ")	

Compared with CKSG's *ESG Report 2018*, two of the subsidiaries, namely, Zhaoqing Chu Kong Cargo Terminals (Dawang) Co., Ltd. and Zhaoqing Chu Kong Transportation (Dawang) Co., Ltd., were excluded from the reporting scope of this Report, as their total equity interest was transferred to Chu Kong Shipping Enterprises (Holdings) Company Limited (the controlling shareholder of CKSG) in June 2018.

Basis of Report Preparation

This Report was prepared in accordance with the *Environmental, Social and Governance Reporting Guide* ("**ESG Guide**") set out in Appendix 27 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited ("**SEHK**"). This Report has complied with the "comply or explain" provisions of the ESG Guide and was prepared in adherence to the four reporting principles: Materiality, Quantitative, Balance and Consistency.

For detailed information about the provisions of the ESG Guide, please refer to Appendix 2 of this Report.

Report Disclaimer

This Report focuses on introducing the sustainability philosophy, actions and achievements of the Group. All information disclosed in this Report were sourced from the Group's documents and statistics. The board of directors (the "**Board**") is responsible for the reliability, truthfulness, objectivity and completeness of the information disclosed in this Report. This Report is reviewed and approved by the Board on 9 July 2020.

This Report is published in Traditional Chinese and English versions. Should there be any discrepancy between the two versions, the English version shall prevail.

Contact Us

We welcome your feedback on this Report and our sustainability performance. Please contact us with the information below:

Chu Kong Shipping Enterprises (Group) Co., Ltd. Address: 24/F, Chu Kong Shipping Tower, 143 Connaught Road, Central, Hong Kong. E-mail: info-cksd@cks.com.hk







312 stakeholders participated in the materiality assessment exercise Averaged Customer Satisfaction Levels reached 97.5% Shore power connection boxes were installed in 100% of our cargo terminals in Mainland China

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2. About the Group

CKSG (Stock Code: 00560) is a listed company incorporated in Hong Kong held by Chu Kong Shipping Enterprises (Holdings) Company Limited and indirectly owned by Guangdong Province Navigation Group Company Limited. The Company's principal business is investment holding, focusing mainly on terminal navigation logistics, high-speed waterway passenger transportation and fuel supply business. The Group establishes our freight industry based on a number of freight terminal enterprises in Guangdong and Hong Kong, and mainly engages in cargo canvassing, feeder transportation, vessel agency, wharf handling, warehousing and storage in Guangdong and Hong Kong, which provide a complete supply chain of terminal and navigation logistics. Another major business of the Group, the high-speed waterway passenger transportation is based in Guangdong, Hong Kong and Macao, has developed into the largest operation agent of high-speed waterway passenger transportation, and continued to innovate business mode to nurture and develop local tourism business. Fuel supply business of the Group mainly covers the provision of diesel and lubricants for passenger ferries and cargo vessels, and other businesses of the Group include the provision of operation and management of facilities maintenance services for properties in Macao.

There were no significant changes in the principal activities of the Group between 2019 and 2018.



Environmental, Social and Governance Report 2019



3. Embracing ESG Governance

The Group is rewing up our focus on ESG. The Group strives to maintain good governance practices to safeguard the interests of our stakeholders. We aim to address the ESG challenges we faced, and operate responsibly by adhering to the highest ethical standards in the course of business.

3.1. ESG Policy

The Group is committed to operating in an environmentally responsible manner and to creating value for the communities in which we operate. To that end, the Group has formulated an ESG Policy to strengthen our ESG governance and to provide guidance for the development and implementation of ESG initiatives.

We also set out our sustainability vision, mission, commitment, and responsibility in the ESG Policy.



Responsibility

We recognise that our employees make a significant contribution to the Group's success. We therefore place great emphasis on providing a safe and healthy workplace and improving employee engagement.

Environmental, Social and Governance Report 2019

We are devoted to becoming the most competitive navigation company and leading service provider in Guangdong, Hong Kong and Macao through adopting innovation and sustaining our commitment to

We strive for excellence in providing safe and reliable services to our customers with dedication, professionalism, and efficiency.

We are committed to adopting sustainability practices and operating our business in a transparent and ethical manner. We embed accountability in the workplace and take responsibility for our decisions and actions.

3.2. Our New ESG Governance Structure

In 2019, the Group established the Governance and Working Groups for the ESG Report, which takes us a step forward in charting our course for robust and effective ESG Governance.



The Board

The Board is the highest decision-making body for the ESG management of the Group. The Board provides oversight of the Group's ESG management approach, strategies, targets, risks and opportunities.

Governance Group for the ESG Report

The Governance Group for the ESG Report is headed by one of the executive Directors and is comprised of cross-business segment representatives. It is accountable to the Board, and has the following main duties,

- to assist the Board in fulfilling its oversight responsibility for the Group's ESG strategies and programmes;
- to engage with stakeholders and to solicit their feedback on the Group's ESG risks and opportunities;
- to determine ESG priorities, to formulate corresponding objectives and policies, and to monitor progress;
- to assess and manage ESG risks arising from operation and to progressively integrate ESG considerations into the Group's business strategy;
- to comply with the obligations under the ESG Guide set out in Appendix 27 of the Main Board Listing Rules of SEHK.

Working Group for the ESG Report

The Working Group for the ESG Report is responsible to report to the Governance Group for the ESG Report, comprising ESG specialists from all subsidiaries across the Group. ESG specialists are responsible for implementing the Group's ESG policies and compiling necessary information for ESG reporting. They are encouraged to exchange experience and best practices with other group members to improve the ESG performance of the Group.

3.3. Ensuring Operations in Compliance

With subsidiaries operating in multiple regions in Hong Kong, PRC and Macao, it is of paramount importance for us to ensure that our operations across regions are in compliance with applicable local laws and regulations at all times.

The Group has an integrated risk management process that involves all functional departments. The legal department of the Group provides legal advisory services in supporting decision-making process of the Group, manages the Group's legal and regulatory risk and enables the Group to conduct business legally. The company secretary of CKSG is responsible for ensuring compliance with the Main Board Listing Rules of SEHK and serves as the principal channel of communication with the SEHK on behalf of the Group. Functional departments of the Group closely review the laws and regulations that have a significant impact on the Group, and revise or formulate various policies, standards, management measures and systems to govern the Group's operation. The audit department of the Group conducts annual audit to evaluate the sufficiency of our internal controls and to examine whether our operation is in full compliance with all relevant laws and regulations.

3.4. Operating with Integrity

The Group advocates and acts upon the principles of integrity and operational transparency. The Group has formulated relevant policies, and strictly abides by the relevant laws and regulations relating to bribery, extortion, fraud, money laundering and other illegal activities.

Integrity is the foundation on which sustainable businesses are built. The Group drives an ethical culture in the workplace and considers it crucial for all employees to hold themselves to the highest ethical and professional standards. The Group formulated the *Company's Code of Conduct for Employees*, which outlines employees' responsibilities in preventing illegal acts such as soliciting and accepting bribes, and misappropriation of funds. It also provides a set of guidelines for employees to combat corruption. We shall investigate on any alleged breach of the code of conduct.

The Group works hand in hand with our business partners to conduct business in an ethical manner. To promote clean government and to safeguard the legitimate rights and interests of the Group and our business partners, we have an *Integrity Agreement for Business Partners* in place to regulate business activities with our business partners.

The Group strongly supports the identification and reporting of suspected corrupt conduct or misbehaviour under its *Whistle-blowing Policy*. A whistle-blowing system was also established along with the policy to provide a channel for employees and business partners to report on any misconducts and malpractices. To protect whistle-blowers and to build trust within the Group, all relevant information will be treated in the strictest confidence. All complaints and reports will undergo a thorough and fair investigation. Employees who make such reports are protected from any detrimental action or reprisal.

During the Reporting Period, no cases regarding corrupt practices were brought against the Group or employees. . .

4. Stakeholder Engagement and Materiality Assessment

The Group proactively engages with stakeholders to understand their expectations towards the Group and areas that we could make the biggest positive changes.



Environmental, Social and Governance Report 2019

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4.1. Regular Communication

The Group regularly engages with our stakeholders to keep them informed of our ESG approaches and priorities. The Group has established diverse channels to communicate with our stakeholders and puts their opinions and feedback into consideration when refining our business strategies.

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St	akeholder Groups	Communication Communication Channels Frequency	
	Regulatory Authorities	On-site inspectionMeeting	Regularly/as neededRegularly/as needed
	Shareholders and Investors	 Annual general meeting and other shareholder meeting Annual report Announcement 	AnnuallyAnnuallyAs needed
	Employees	 Meeting Group interview Performance appraisal Training, seminar and briefing session Cultural and sports activity Newsletter 	 Regularly Regularly Annually Regularly Regularly/as needed Regularly

Customers	WebsiteEmailCustomer service hotlineSatisfaction survey	Daily/as neededAs neededAs neededAnnually	
Suppliers	 Open tendering Supplier evaluation and appraisal	As neededAnnually	
Potential Investors and Financial Institutions	Potential investor briefingRoadshowAnalyst briefing	As neededAs neededAs needed	
Communities	Information disclosureWebsiteEmail	 Regularly/as needed As needed Daily/as needed 	N N



4.2. Focusing on What Matters Most

Materiality assessment is crucial for the Group's sustainable development. Through understanding the materiality of ESG issues from both internal and external perspectives, the Group can set ESG management priorities and report our approaches and progress in a more focused manner.

In preparation of this Report, the Group completed a materiality assessment with the participation of the Group's major stakeholders, in collaboration with an external consulting firm. The Group followed the fourstage process described below when conducting the materiality assessment.



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To research for ESG issues that are relevant to our business, the Group took reference from the local and international sustainability guidelines and standards, industry best practices, and the results from our communication with stakeholders throughout the year. A total of 16 ESG issues relevant to the Group were identified.





The Group defined our major stakeholders as groups or individuals who have impact on or are affected by the Group, and invited them to participate in the materiality assessment process using an online survey. Major stakeholders were asked to prioritise each ESG issue based on the level of importance. A total of 312 valid samples were received from Directors, senior management, employees, major shareholders and investors, suppliers, customers and the public.

3. Analyse



To analyse the relative materiality of each ESG issue, the Group consolidated stakeholders' views and mapped the ESG issues on a matrix in two perspectives, which are the "Importance to the Stakeholders" and the "Importance to the Group". The Governance Group for the ESG Report decided that the issues that are of high importance to both our stakeholders and the Company (mapped on the upper right corner of the matrix) are the highmateriality issues of the Group.

As a result, six high-materiality issues, namely "Employees' Rights", "Employees' Health", "Work Safety", "Employees' Development and Training", "Service Quality" and "Compliant Operation", were identified.

4. Validate



The Governance Group for the ESG Report validated the six high-materiality issues of the Group in 2019, confirming the focus of this Report.

The matrix below shows the Group and stakeholders' perceived importance of the 16 ESG issues with the high-materiality issues of the Group located on the upper right corner of the matrix. These high-materiality issues inform the focus areas of our ESG reporting and are being taken into consideration during the development of our evolving ESG approaches.







• Employees' Development and Training



5. Driven by Our People

Our people play a pivotal role in the Group's success. The Group strives to become a supportive employer by building a safe working environment, empowering our employees, and providing the tools and resources our employees needed to expand their professional capacities.

As of 31 December 2019, the Group has 1,878 employees. The employees' profile of the Group is as follows:

Percentage of Employee by Gender



Percentage of Employee by Employment Type



Senior Management Middle Management General Employee





5.1. Safety Above All

Keeping our employees safe is the Group's ongoing priority. The Group advocates a people-oriented safety culture, and devotes ourselves to creating a safe workplace for our employees.

The Group has established a Safety Operation Liability System with divided roles and responsibilities for each party outlined, to ensure the safety management and procedures are followed meticulously at different levels of every business segment. Policies, operating procedures, and guidelines pertaining to safety were formulated, such as the Safety Operation Management System and the Equipment and Facilities Safety Management System, to govern our operation so as to eliminate potential risks and protect our employees. The Group also implements extensive safety precaution measures thoroughly in every business segment of the Group to ensure that our business operation is conducted in a safe and orderly manner.

Cargo Container Safety

The Group is well aware that machine operation without proper safety management poses dangers to the employees at the cargo terminals. Thus, the improvement of working environment and equipment safety are extremely important to reduce the occurrence of workplace accident. The Group safeguards the machine operators' safety by providing them with safe and reliable machineries and clear operating guidelines. Moreover, regular maintenance is conducted on the machines to preserve their values as well as extend machine life. This is conducive for preventing workplace injuries and fatalities caused by malfunctioning machinery, maintaining a safe working environment for employees.



Fleet Safety

All drivers are required to join the safety training to ensure that they have sufficient understanding of the safety policies and procedures for operating a vehicle. The Group understands that poor driving behaviour may lead to accidents that cause serious injury and fatality. Thus, we improve fleet safety by conducting mandatory alcohol testing with drivers every day before their shifts, and by monitoring the speed and location of our vehicles in real-time.

The Group also established the vehicle maintenance plan for inspecting and repairing vehicles, which helps to reduce unexpected breakdowns and to prevent accidents caused by faulty equipment.

Warehouse Safety

The Group is aware that fire hazard is one of the major concerns for cargo handling and storage. To reduce the risk of fire, the Group implemented several measures for fire prevention, including regular fire inspection and maintenance of fire service installations and equipment. Good housekeeping is also essential for ensuring warehouse safety, and thus we keep our warehouse clean and tidy at all times.

The Group requires subsidiaries to formulate a preparedness and response plan to facilitate coordinated actions in case of emergency. In addition, the Group conducts drills and simulation exercises to rehearse anticipated emergency scenarios, enhancing employees' preparedness for effective response.

Case Study: Simulating employee falling from height

During the Reporting Period, Qingyuan Port conducted a simulation exercise where an employee fell from the top of a container. Through the exercise, Qingyuan Port evaluated the effectiveness of the preparedness and response plan.





5.2. Enhancing Employees' Health

The vitality of the Group depends on the health of our employees, and the Group invests time and resources in promoting employees' health.

The Group provides adequate and suitable personal protective equipment to employees based on their nature of works. Understanding fatigue can affect employees' health, safety and work performance, the Group forestalls fatigue accidents in the workplace by establishing reasonable work arrangement to avoid excessively long shifts. In addition, the Group provides employees with common rooms, and ensures that adequate breaks are provided to employees. To protect our drivers' health, the Group installs air cushions in the driver's cab of terminal tractors for shock absorption, providing greater comfort and stability while reducing drivers' spinal stress when driving.

The Group encourages employees to actively undertake sports activities and physical exercises to improve their physical fitness, and hence to maintain a healthy workforce.



Employees of Zhaoging Gaoyao Port enjoyed table tennis at workplace.



Badminton enthusiasts of Doumen Port gathered for a friendly badminton game.

5.3. Attracting and Retaining Talents

The Group adopts a three-pronged approach to attract and retain employees, which encompasses the adoption of reasonable employment practice, the dedication to employee engagement, and the investment in employee development.

5.3.1. Adopting Reasonable Employment Practice

The Group formulated policies, practices and management standards to manage the procedures pertaining to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, benefits and welfare, and prevention of child and forced labour.

Fair and reasonable recruitment and dismissal	The Group a regardless of status and a and regulati a rigorous r qualification, child labour, identity. Can considered. The Group st the terminat are carried and regulati employees a
Merit-based remuneration and promotion	The Group of with reason performance
Proper working hours management	The Group hours, holic in the <i>Atten</i> appropriate or granting o never force or intimidatio
Benefits and welfare	Apart from t paid annual various bene festivals, and

strives to attract and hire the right employees, f gender, nationality, race, sexual orientation, marital any other protected status under applicable laws ions. We treat all candidates equitably by adopting ecruitment process that focuses on candidates' capacity and work experience. To avoid the use of the Group requires candidates to provide proofs of ndidates without a valid identity proof would not be

trictly prohibits unfair or unreasonable dismissal, and ion of labour contracts and dismissal of employees out in strict compliance with the relevant laws ions to protect the rights and obligations of both and the Group.

offers a good remuneration package to employees able terms, and promotes them based on their e at work.

stipulated the working days, normal working lay entitlements and rest periods of employees dance Management Standard and laid down the arrangement of providing monetary compensation f time off in lieu for overtime work. The Group would employees to work against their wills with violence on, or by restricting their freedom.

the statutory provisions such as statutory holidays, leaves and sick leaves, the Group also provides efits to employees such as subsidies on holidays and meals, transportation, and residential allowances.



5.3.2. Focusing on Employee Engagement

The Group believes that employees' dedication is a strong contributing factor to our success. We therefore place great emphasis on fostering employee loyalty by maintaining good relationships and keeping open dialogue with employees from the moment they join the Group and along employment. In addition, the Group is committed to creating a work environment where our employees feel respected and valued. The Group acknowledges employees' exemplary performance and expresses gratitude for their contribution to the Group by giving recognition.

The Group welcomes new employees with a structured onboarding process that concentrates on understanding company's culture and building connections among employees.

Case Study: Welcoming young talents

To acclimate new employees to their work environment, SZCIFF organised a 5-day orientation programme during the Reporting Period to introduce the company's values and culture, to walk new employees through the company's policies and systems, and to build connection with them through outdoor team building activities.



The Group communicates with our employees in a variety of ways, including WeChat groups, regular team meetings, employee performance appraisals, suggestion boxes, etc. The Group relishes the opportunity to receive constructive feedback, and thus we solicit employees' opinions on our areas for improvement and responds to them appropriately.

Case Study: **Recognising outstanding employees**

During the Reporting Period, Zhaoqing Gaoyao Port held the "2019 Commendation Conference for Outstanding Employees" to honour and acknowledge departments, teams and individual employees who achieved outstanding performance at work.

The Group also provides chances for employees to interact outside the workplace by organising company activities and events, getting them involved on a more personal level.

Case Study: Hosting networking activity

On 1 June 2019, CKPT hosted a networking activity for its current and retired employees, and their families with over 80 participants. The activity provided an opportunity for the senior management to express their gratitude to the employees and friends for their long-term support and assistance to CKPT.











5.3.3. Investing in Employee Development

The Group strives to build an engaging workforce composed of talented individuals. We empower our employees to reach their full potential by equipping them with the skills, and support they need to be an expert in the field. The Group provides diversified trainings tailored for specific job descriptions to meet individual training needs of employees across the business segments of the Group.

> The Group provides training programmes covering a wide range of topics under the terminal navigation logistics business, including container management, safety management, terminal management, and digital operation.



The Group provides training for our employees encompassing topics of ship management, work safety and quality management.

Specialising in passenger transport in Southern China, it is essential for us to excel in the service industry. The Group attaches great importance to equipping employees with professional knowledge required to provide excellent service, such as listening skills and communication skills. The Group also provides employees with trainings on how to promote passenger safety and well-being.



During the Reporting Period, CKIFF and Doumen Port were awarded the "Employee Nurturing Award" issued by Guangdong Province Navigation Group Company Limited, the parent company of the Group, for acknowledging their investment in employee development.

During the Reporting Period, the Group delivered a series of training to our employees that aimed at enhancing their professional skills or knowledge, such as trainings related to business management, container management and supplier management.



management, which covers topics such as container flow management, empty containers handling and electronic data interchange (EDI) management.





CKIFF provided trainings regarding container Zhaoqing Sihui Port organised trainings for employees to reinforce the proper procedures to unpack a shipping container.





6.Commitment to Service Responsibility

6.1. Providing Safe and Reliable Service

As a responsible service provider, the Group strives to deliver excellent services to our customers. The Group is dedicated to providing quality and reliable services through safe, secure and efficient operation. We focus on cargo safety and passenger safety, achieving safe operation and management of our services.

6.1.1. Cargo Safety

The Group strives to safeguards all cargoes along the chain of cargo handling.

Proper container inspection and storage To avoid cargo damage, the Group has formulated a set of shipping container inspection procedures and deployed well-trained inspectors to conduct extensive inspections on the shipping containers. Proper loading and unloading procedures have been executed to prevent damage to the exterior and interior of the shipping containers to keep the goods in good shape.

The Group set up a maintenance area at each cargo terminal and cooperates with container maintenance companies to keep the shipping containers well maintained. Those spotted in poor condition during the integrated container inspection are transferred to the maintenance area for repair.





Case Study: Preparing for severe weather events

The operation of cargo terminals can be vulnerable to severe weather events as they are in close proximity to the coastal areas. Apart from ensuring the safety of our employees, the Group stresses on cargo safety. All subsidiaries under the





terminal navigation logistics business of the Group formulated the Typhoon Emergency Plan to prepare for a typhoon.

Drills were conducted from time to time for our employees to become familiar with the safety measures, such as binding of containers and crane stabilisation.

Enhancing Cargo Terminal Security

The Group is responsible for maintaining security of shipping containers and cargoes. The Group set up security infrastructure such as perimeter fencing, security gates, surveillance cameras, and lighting to protect our employees and cargoes. In addition, security teams have been deployed to carry out patrolling and guard the check in/check out processes of personnel and vehicles at the cargo terminals.

6.1.2. Passenger Safety

CKPT, a subsidiary under the passenger transportation business of the Group, is well known for its "safety, speediness, convenience and comfortable" services, with safety as its priority. In this context, CKPT has developed and implemented a safety management system with reference to the International Safety Management (ISM) Code, an international standard for the safe management and operation of ships, and for pollution prevention.

CKPT strives to protect passengers on ferries and ashore. CKPT cooperates closely with ferry companies to ensure safe operation of ferries. CKPT also conducts regular inspections and checkups of ferry terminals, with a view to continuously improving terminal operation, providing a more desirable and safer environment for passengers. Employees are required to participate in safety trainings and simulation exercises to reinforce their knowledge and skills.

Case Study:

In September 2019, CKPT cooperated with Jiangmen passenger ferry company to perform an emergency exercise simulating the malfunction of the operating system, followed by damages to the ferry due to collision which lead to an ingress of sea water into its cabin. Through the exercise, CKPT enhanced its contingency preparedness, and raised situational awareness of ferry company.

> During the Reporting Period, there was no occurrence of safety accidents in passenger transportation.

6.1.3. Fuel Quality

The Group applies the highest standard of operational integrity in our fuel supply business. We clearly communicate with customers the types and quantity of oil and lubricant, with the supplement of material safety data sheet (MSDS). We also carry out pre inspections prior to delivery and conduct oil sampling together with our customers to ensure quality of products.

6.2. Enhancing Customer Experience

Providing excellent services is a business imperative of the Group. The Group values customers' opinions and offers a range of services to retain our existing customers and to attract new customers.

Regarding the terminal navigation logistics business, we focus on enhancing operational efficiency. The Group adopted an information management and business intelligence system for the review of operation data to support better business decision making. The system consists of information required for a smooth operation, including customer demands, fleet schedules, vessels information, and containers and cargo locations. This allows us to meet customer's needs pertaining to container loading and unloading, customs clearance of cargoes, and cargo transportation. We also report to customers on the status and location of containers and cargoes, providing them with accurate and real-time logistics information.

Regarding the passenger transportation business, we put emphasis on improving passenger experience by enhancing the timeliness and convenience of journeys. The Group cooperates with ferry terminal operators and ferry companies to provide a quick and smooth embarkation and disembarkation process for passengers.





Case Study: Well-organised crowd management

CKPT anticipated an increase in passenger flow of the air-sea union airport routes during the National Day of the PRC in 2019, and as such, it established a preparation plan prior to the holiday. CKPT first coordinated with ferry companies to formulate ferry schedules that best suit the anticipated passengers' traffic. Extra employees were then deployed for crowd management.



With the aid of the portable data assistant (PDA) barcode scanner for baggage handling and self check-in kiosks, CKPT facilitated the smooth flow of passenger traffic promptly.

The Group has always kept pace with the evolving needs of the customers, and has been leveraging appropriate technology to enhance customer experience.



Guangzhou Pintu, a subsidiary of the Group focusing on information technology service, developed an online ticketing platform called "Hemayou". The platform helps travellers to easily plan and book their trip within and outside of Guangdong. The app was also certified by the National Copyright Administration of the PRC.

32



6.2.1. Customers' Approval

The Group unceasingly strives for service excellence, and is devoted to building lasting relationships with customers. In this regard, it is important for us to understand how well we are performing from customers' perspectives. Hence, we undertake customer satisfaction survey to gather customers' feedback every year. The customer satisfaction levels of the Group's subsidiaries in 2019 are as follows.

2019 Customer Satisfaction			
Terminal navigation logistics business:	Passenger transportation business:	Fuel supply business:	
94% or above	99%	97%	

6.2.2. Listening and Responding Attentively

The Group listens to customer needs in an engaged manner. We have established various customer complaint channels and an improvement mechanism, reflecting the Group's determination in optimising its service quality. During the Reporting Period, the Group received a total of 24 complaints. After receiving the complaints, the Group promptly activated the complaint handling mechanism, developed proper rectification plan, and followed up on the complaints to ensure that customers are satisfied. All complaints received during the Reporting Period were handled properly.

6.2.3. Valuing Customer Privacy and Persistence in Information Accuracy

The Group is committed to protecting the privacy and confidentiality of our customers' information. We have in place a robust system to secure information entrusted to us. Customers' information is treated as strictly confidential within the Group. For instance, CKPT formulated the Privacy Policy and disclosed how it collects, uses and handles personal data on its official website.

The Group follows the *Management Measures for Brand Building* to regulate the information dissemination of the Group. Designated internal departments are assigned for the approval and dissemination of the Group's information to ensure they are true and accurate.



6.3. Responsible Procurement Practices

The Group understands that effective management of the supply chain is beneficial to the Group in terms of risk reduction and service quality improvement, which ultimately enables us to create value for the society. To this extent, we are committed to partner with our suppliers to deliver better supply chain performance.

The Group has established a comprehensive tendering evaluation system and set up stringent supplier screening procedures in the Management Measures for Tendering and Bidding and the Procedures of Procurement Management. To avoid environmental and social risks, the Group conducts evaluation on potential suppliers prior to any procurement decisions to ensure that products and services provided by selected suppliers conform to our environmental and social standards. In addition, we periodically perform appraisal with our existing suppliers. If the suppliers fail to meet our requirements, the Group will demand them to plan and carry out corrective actions. Apart from evaluating the cost, service and delivery of potential suppliers' products and services, the Group also incorporates the following into consideration to build a responsible supply chain.

Product and Service quality	Business Integrity	Pollution Prevention
The Group heavily relies on machinery for terminal operations, and thus the quality of machinery components and accessories determine the performance and safety of our operation. As such, we regard product quality as our top priority in suppliers' selection.	The Group puts emphasis on promoting business integrity along the supply chain. The Group formulated the <i>Code</i> <i>of Integrity and Self-discipline</i> <i>for Procurement</i> to provide employees with guidance in the areas of integrity, ethics, and conflict of interest during the procurement process.	The Group is committed to engaging with ferry owners on pollution prevention. The Group has formulated regulations for the prevention and control of pollution from the operation of ferries, in particular oil pollution, sewage pollution and waste handling. We also require ferry owners to regularly carry out environmental emergency drills to enable crew members to be acquainted with relevant procedures.

The Group advocates for local procurement and gives priority to local qualified suppliers. As of 31 December 2019, the number and percentage of our suppliers by geographical regions are as follows:

Number of Suppliers by Geographical Region



Guangdong, Hong Kong and Macao





7. Dedicated to Preserving the Environment

The Group is committed to operating in an environmentally responsible manner. The Group attaches foremost importance to environmental compliance in each operating location. Subsidiaries of the Group formulated policies, management systems, procedures, and measures according to their business natures to ensure that our business activities are in compliance with relevant environmental laws and regulations at all times. Furthermore, we continuously evaluate how our operations impact the environment and undertake appropriate measures to minimising the impacts.

7.1. Building a Green Culture

7.1.1. Increasing Energy Efficiency

Fuel and electricity consumption are the main contributors to our carbon footprint. As such, the Group strives to lower our fuel and electricity consumption in order to cut down the associated air and greenhouse gases (GHG) emissions. The Group looks into every possibility for energy saving and emissions reduction during our business operation. During the Reporting Period, the Group implemented multiple energy conservation initiatives, including promoting energy conservation behaviour in the workplace, adopting energy efficient equipment, and conducting consumption monitoring and analysis.

The Group advocates an environmentally conscious workplace and motivates subsidiaries to propose and implement green initiatives that best suit their business.

Case Study: Getting everyone on board

In early 2019, CKSG organised an Environmental Slogan Competition and an Environmental Practices Competition to encourage employees from all subsidiaries to propose and deploy green practices in their daily operations. Employees from our subsidiaries actively participated in the competitions and proposed numbers of green practices. Rewards were distributed to the top three winners.

Environmental, Social and Governance Report 2019

The Group continuously employs electrical machinery with higher energy efficiency to reduce fuel and energy consumption and hence the associated air and GHG emissions.



The Group adopts the use of electrical gantry cranes and overhead cranes with variable frequency drives to save energy.



The Group employs electric forklift trucks to reduce air emissions.

The Group also regularly inspects and maintains the conditions of the machinery, vehicles, and vessels in order to ensure the equipment are operating at optimum conditions, and thus minimise air and GHG emissions. Concurrently, the Group assigns dedicated personnel for energy consumption monitoring and recording to minimise unnecessary energy wastage.

7.1.2. Preserving Water Resources

The Group's water consumption is primarily for domestic use, and it is sourced from municipal water supply. During the Reporting Period, the Group did not encounter any difficulties in water sourcing. The Group seizes every opportunity to reduce the consumption of precious water resources. At the office, we installed water saving faucets and posted signs in restrooms to encourage water conservation. At the cargo terminals, we regularly check for and repair all water leaks, and utilise alternative water sources such as rainwater for dust suppression and irrigation, reducing freshwater consumption.

Case Study:

Rainwater harvesting systems were installed at the cargo terminals of Zhaoqing Sihui Port, Zhaoqing Gaoyao Port and Zhaoqing Kangzhou Port to reduce freshwater consumption. Rainwater collected is used for road spraying to reduce generation of fugitive dust during vehicle travelling and fire suppression. During the Reporting Period, over 290 tonnes of rainwater were collected and used.

Managing wastewater discharge is also an important way to preserve water resources. The Group's cargo terminals are located in coastal areas, and hence the Group pays attention to wastewater discharge. Wastewater treatment facilities were installed with careful planning to divert all wastewater within the boundary of cargo terminals to the treatment facilities for proper treatment before discharge.

7.1.3. Effective Utilisation of Materials and Waste Reduction

The Group is well aware that improper handling of waste can release harmful substances into the air, ground water or soil, posing a serious threat to both the environment and any surrounding residences. The Group strictly follows regulatory requirements and entrusts qualified third-party companies to handle and dispose non-hazardous and hazardous wastes. The Group strives to reduce the amount of waste at source by making the most of our resources.

The Group is moving towards paperless office by switching to an electronic document management system, which has greatly reduced paper use and reduced paper sent to landfill.





To minimise the amount of waste tyres and the consumption of new tyres, the Group retrieves and refurbishes tyres and reuses them at the cargo terminals. Tyres would only be discarded if they were worn down with irreparable damage, and would be disposed of in a standardised manner.



During the Reporting Period, a total of 1,096 tyres were refurbished and reused at the cargo terminals

During the Group's operation at the cargo terminals, oil and lubricants are used to maintain a smooth operation of our vehicles and machinery, and are replaced from time to time. To reduce the amount of waste oil generated from the replacement process, the Group optimises the replacement interval and volume to avoid any premature discard of oil and lubricants.

The Group also set up recycling facilities at our operating sites to separate the unavoidable wastes for recycling. During the Reporting Period, over 30 tonnes of wastes were recycled.

7.2. Environmental Emergency Response

Environmental emergencies such as oil spills and hazardous material leakage may cause serious impacts to the environment. The Group has identified environmental emergencies that exhibit a high likelihood and has correspondingly formulated the Environmental Emergency Response Plan to outline our strategies and procedures for responding to environmental emergencies. Functions and responsibilities of departments in the event of environmental emergencies are also set out in the plan. Regular drills are conducted to test the adequacy and effectiveness of the plan.

Case Study: **Preventing oil spills**

Oil spills constitute a risk which could potentially bring negative impacts on both people and the environment. It may occur due to ship collision when berthing and departing ports, or ship damage, and could result in serious environmental pollution. The Group takes accountability for the risks of potential oil spills and properly manages them. We formulated the Oil Spill Response Plan to ensure that we are well-prepared for any oil spill emergency accidents. The Group also cooperates with companies that specialises in oil spill decontamination to deploy decontamination team and ships to oil spilling sites promptly if necessary.

7.3. Actively Contributing to Improving Environmental Quality

Through our communication with the communities, we understand that vessels operating and berthing at cargo terminals may affect the air quality of the local communities to the immediate vicinity of cargo terminals if they are not controlled properly. To this end, the Group actively seeks opportunities to minimise the air emissions generated from vessels to reduce potential air pollution.

7.3.1. Providing Onshore Power Supply

Normally, the auxiliary generators are required to run continuously to provide sufficient electricity for vessels during berthing. Considering that the use of diesel generators produces a large amount of air pollutants, the Group has installed shore power connection boxes instead, to provide onshore power supply to the vessels at berth. The use of shore power connection boxes has reduced air emissions associated with fossil fuel burning.

100% of our cargo terminals in Mainland China have installed shore power connection boxes.

7.3.2. Supplying Light Diesel with Low Sulphur Content

Coastal communities are likely to suffer from vessel-related emissions. Sun Kong Petroleum, a subsidiary under the Group's fuel supply business, strictly follows the statutory cap of 0.05% on the sulphur content of light diesel when providing marine bunkering services in Hong Kong, reducing emissions from vessels substantially and bringing positive impacts on ambient air quality.







8. Measuring Our Performance

Revenue

Revenue	Units	2019	2018	2017
Revenue	HKD million	2,147.90	2,404.50	2,428.50

Emissions and Wastes¹

Emissions and Wastes	Units	2019	2018	2017
Air emissions ²				
NO _x SO _x	Tonnes Tonnes per HKD million revenue Tonnes Tonnes per HKD million revenue	107.70 0.05 0.46 2.14 x 10 ⁻⁴	112.16 0.05 0.41 1.72 x 10 ⁻⁴	133.55 0.05 0.51 2.10 x 10 ⁻⁴
GHG emissions				
Total GHG emissions (scope 1 and scope 2)	Tonnes CO ₂ e Tonnes CO ₂ e per HKD million revenue	20,037.82 9.33	18,222.67 7.58	18,853.47 7.76
Direct GHG emissions ³ (Scope 1)	Tonnes CO ₂ e	13,859.51	12,930.52	12,901.13

Revenue of the Group were used for the calculation of the intensity of environmental KPIs. The Group has updated the data for 2018 to ensure meaningful comparisons, and the data for 2018 of this Report shall prevail. 2

The reporting scope of air pollutants includes those generated from the operation of vehicles, vessels and machinery. The air pollutants were calculated using the methods and emission factors from the Discharge Coefficients of Industrial Pollutants in the First National General Survey of Pollution Sources, the Non-road Mobile Source Air Pollutant Emission Inventory Preparation Technical Guide (Trial) and the Road Vehicles Air Pollutant Emission Inventory Preparation Technical Guide (Trial) issued by the Ministry of Ecology and Environment of the PRC and the EMEP/EEA Air Pollutant Emission Inventory Guidebook 2019 issued by the European Environment Agency.

3 The calculation scope of Scope 1 GHG emissions includes those generated from the operation of vehicles, vessels and machinery. Scope 1 GHG emissions were calculated using the methods and emission factors from the Reporting Guidance on Greenhouse Gas Emissions for Other Industrial Enterprises (Trial) and the Guidelines for Calculation Method and Reporting Guidance on Greenhouse Gas Emissions for On-road Transportation Enterprises (Trial) issued by the National Development and Reform Commission of the PRC and the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong issued by the Electrical and Mechanical Services Department and the Environmental Protection Department of Hong Kong.



Emissions and Wastes	Units	2019	2018	2017
Indirect GHG emissions ⁴ (Scope 2)	Tonnes CO ₂ e	6,178.31	5,292.15	5,952.34
Non-hazardous waste				
Domestic waste Waste tire ⁵	Tonnes Tonnes per HKD million revenue Pcs Pcs per HKD million revenue	112.62 0.05 1,594 0.74	118.41 0.05 701 0.29	42.90 0.02 776 0.32
Hazardous waste				
Waste machine oil Waste vehicle battery ⁵	Tonnes Tonnes per HKD million revenue Pcs Pcs per HKD million revenue	16.16 0.01 192 0.09	13.54 0.01 128 0.05	12.86 0.01 *6 *

The calculation scope of Scope 2 GHG emissions includes those came from the use of electricity. Scope 2 GHG emissions of 2019 were calculated using the methods and emission factors provided in the Notice on the Establishment of 2018 Carbon Emission Reporting and Verification and Emission Monitoring Plan – 2018 Supplementary Template for Carbon Emission Reporting issued by the Ministry of Ecology and Environment of the PRC, the Sustainability Report 2019 issued by the HK Electric Investments Limited, the Sustainability Report 2019 issued by CLP Holdings Limited, and the CEM Sustainability Report 2019 issued by the CEM. Scope 2 GHG emissions of 2018 were calculated using the methods and emission factors provided in the from the 2011–2012 Average CO., Emission Factors of China's Sub-national Grids issued by the National Development and Reform Commission of the PRC, the Sustainability Report 2018 issued by the HK Electric Investments Limited, the Sustainability Report 2018 issued by CLP Holdings Limited, and the CEM Sustainability Report 2018 issued by the CEM.

Due to the increased necessity for tire and vehicle battery replacement, therefore there was an increase in the amount of waste tire and waste vehicle battery.

* indicates that data from last years had not been collected and/or disclosed.

Use of Resources¹

Use of Resources	Units	2019	2018	2017
Energy				
Electricity	kWh kWh per HKD million revenue	10,298,662.40 4,794.76	9,838,918.00 4,091.88	11,062,763.50 4,555.39
Gasoline (vehicles) ⁷	Litres Litres per HKD million revenue	74,460.51 34.67	172,023.45 71.54	126,196.73 51.96
Diesel (vehicles and machinery)	Litres Litres per HKD million revenue	4,764,200.36 2,218.07	4,384,642.82 1,823.52	4,925,604.83 2,028.25
Diesel (vessels)	Tonnes Tonnes per HKD million revenue	379.59 0.18	339.05 0.14	426.40 0.18
Water				
Water	Tonnes Tonnes per HKD million revenue	198,575.40 92.45	194,878.29 81.05	196,224.34 80.80

Employees

No. of Employees (as of the end of the reporting period of each year)

Total no. of employees

By gender

Male Female

By employment type

Directors and Senior Management Middle Management General Employee

By age group

< 30
31 – 40
41 – 50

> 50

By operating location

Mainland China Hong Kong Macao

The decrease in the gasoline usage in 2019 was contributed by the

2019	2018	2017		
1,878	1,998	2,006		
1,438	*	*		
440	*	*		
64	51	*		
541	200	*		
1,273	1,747	*		
339	428	448		
605	578	676		
564	585	562		
370	407	320		
1,413	1,376	1,346		
460	594	623 •		
5	28	37 >		
e decrease of vehicle usage for commute				

Employees Turnover

Employees Turnover Rate	2019	2018	2017
Employees Turnover Rate	14.3%	*	*
By gender			
Male	14.0%	*	*
Female	15.5%	*	*
By age group			
< 30	25.1%	*	*
31 - 40	16.0%	*	*
41 – 50	9.4%	*	*
> 50	7.1%	*	*
By operating location			
Mainland China	13.3%	*	*
Hong Kong	17.5%	*	*
Масао	0.0%	*	*

Training

The Percentage of Employees Trained	2019	2018	2017
The percentage of employees trained	53.8%	*	*
By gender			
Male Female	55.3% 48.6%	*	*
By employment type			
Directors and Senior Management Middle Management General Employee	58.0% 32.1% 61.6%	* * *	* * *

Training Hours

Average Training Hours Completed per Employee

Average training hours completed per employee

By gender

Male Female

- - -

By employment type

Directors and senior management Middle management General employee

Safety

Safety Performance

Number of work-related fatalities Work-related fatalities rate Lost days due to work injury

2019	2018	2017
5.37	*	*
5.90	*	*
3.59	*	*
9.27	*	*
3.42	*	*
5.91	*	*

2019	2018	2017
0	0	*
0%	0%	*
333	467	*



APPENDIX 1 APPLICABLE LAWS AND REGULATIONS

The laws and regulations that have a significant impact on the Group's operation in PRC, Hong Kong and Macao and our performance during the Reporting Period are as follows:

Law and Regulations ⁸	The Group's Performance During the Reporting Period
Environmental	
 PRC Law of the PRC on the Environmental Protection Law of the PRC on the Prevention and Control of Atmospheric Pollution Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes Law of the PRC on the Prevention and Control of Water Pollution Law of the PRC on Prevention and Control of Pollution from Environmental Noise Law of the PRC on Water Law of the PRC on the Conservation of Water and Soil Law of the PRC on the Promotion of Cleaner Production Law of the PRC on Ports Law of the PRC on Conserving Energy 	During the Reporting Period, the Group did not violate any laws and regulations that have a significant impact on the Group in relation to air and GHG emissions, discharges into water and land, and generation of hazardous and non- hazardous waste.
 Hong Kong Cap. 311Z Air Pollution Control (Non-road Mobile Machinery) (Emission) Regulation Cap. 358 Water Pollution Control Ordinance Cap. 354 Waste Disposal Ordinance Cap. 313 Shipping and Port Control Ordinance Cap. 311Y Air Pollution Control (Marine Light Diesel) Regulation 	

Macao

Administrative Regulation No. 15/2016 Standards for Unleaded Petrol and Light Diesel for Vehicles

Law and Regulations⁸

Employment and Labour Practices

PRC

- Law of the PRC on the Labour
- Law of the PRC on the Labour Contract
- Law of the PRC on the Protection of Minors
- Provisions on the Prohibition of Using Child Labour

Hong Kong

- Cap. 57 Employment Ordinance
- Cap. 282 Employee Compensation Ordinance
- Cap. 608 Minimum Wage Ordinance

Macao

- Law No. 4/98/M Framework Law on Employment Policy and • Worker's Rights
- Law No. 7/2008 Labour Relations Law
- Administrative Regulation No. 13/2010 Regulation of the conditions or responsibilities to be established in the employment permit for non-resident workers

The Group's Performance During the Reporting Period

During the Reporting Period, the Group did not violate any laws and regulations that have a significant impact on the Group in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, other benefits and welfare, and preventing child and forced labour.



The Group's Performance During the Reporting Period

Health and Safety

Law and Regulations⁸

PRC

- Law of the PRC on the Production Safety
- Law of the PRC on the Prevention and Treatment of Occupational Diseases

Hong Kong

- Cap. 509 Occupational Safety and Health Ordinance
- Cap. 59J Factories and Industrial Undertakings (Lifting Appliance and Lifting Gear) Regulation
- Cap. 59K Factories and Industrial Undertakings (Cargo and Container Handling) Regulation
- Cap. 59AC Factories and Industrial Undertakings (Suspended Working Platforms) Regulation
- Cap. 59AG Factories and Industrial Undertakings (Loadshifting Machinery) Regulation
- Cap. 81 Port Control (Cargo Working Areas) Ordinance

Масао

- Law No. 2/83/M Sanctions Applicable to the Transgression of Legal or Regulatory Norms on Occupational Health or Safety in Industrial Establishments
- Decree-Law No. 24/95/M Fire Security Regulation
- Decree-Law No. 37/89/M Approves the General Regulation on Occupational Health and Safety in Commercial, Office and Service Establishments

During the Reporting Period, the Group did not violate any laws and regulations that have a significant impact on the Group in relation to providing a safe working environment and protecting employees from occupational hazards.

Law and Regulations⁸

Product Responsibility

PRC

- Product Quality Law of the PRC
- Law of the PRC on Import and Export Commodity Inspection
- Law of the PRC on the Protection of Consumer Rights and Interests

Hong Kong

- Cap. 486 Personal Data (Privacy) Ordinance
- Cap. 456 Consumer Goods Safety Ordinance
- Cap. 362 Trade Descriptions Ordinance

Масао

Law No. 8/2005 Personal Data Protection Act

Anti-corruption

PRC

- Criminal Law of the PRC
- Anti-Unfair Competition Law of the PRC
- The Bidding Law of the PRC
- Supervision Law of the PRC
- Interim Provisions on Banning Commercial Bribery

Hong Kong

Cap. 201 Prevention of Bribery Ordinance

The Group's Performance During the Reporting Period

tion and During the Reporting Period, the Group did not violate any laws and regulations that have a significant impact on the Group in relation to safety, advertising, and privacy matters relating to services provided and methods of redress.

During the Reporting Period, the Group did not violate any laws and regulations that have a significant impact on the Group in relation to bribery, extortion, fraud and money laundering.



APPENDIX 2 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

General Disclosures and Key Performance Indicators (KPIs)	Descriptions	Relevant Sections and Remarks
Environmental		
Aspect A1 : Emissions		
General Disclosure	 (a) 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 	7.1, Appendix 1
KPI A1.1	The types of emissions and respective emissions data.	8
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	8
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	8
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	8
KPI A1.5	Description of measures to mitigate emissions and results achieved.	7.1
KPI A1.6	Description of how hazardous and non- hazardous wastes are handled, reduction initiatives and results achieved.	7.1

General Disclosures and Key Performance Indicators (KPIs)	Descriptions	Relevant Sections and Remarks
Aspect A2 : Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	7.1
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).	8
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	8
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	7.1
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	7.1
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A ⁹
Aspect A3 : The Environment and Na	atural Resources	
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	7.2, 7.3
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	7.2, 7.3

The Group does not produce any products, and thus the total packaging material used for finished products is not applicable 9 to the Group.

General Disclosures and Key Performance Indicators (KPIs)	Descriptions	Relevant Sections and Remarks
Social		
Aspect B1 : Employment		
General Disclosure	 (a) 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. 	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	8
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	8
Aspect B2 : Health and Safety		
General Disclosure	 (a) Policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 	5.1, 5.2, Appendix 1
KPI B2.1	Number and rate of work-related fatalities.	8
KPI B2.2	Lost days due to work injury.	8
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	5.1, 5.2
Aspect B3 : Development and Trainin	g	
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	5.3
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	8
KPI B3.2	The average training hours completed per employee by gender and employee category.	8

General Disclosures and Key Performance Indicators (KPIs)	Descriptions	Relevant Sections and Remarks
Aspect B4 : Labour Standards		
General Disclosure	 (a) Policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour 	5.3, Appendix 1
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	5.3
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	-
Aspect B5 : Supply Chain Managemen	t	
General Disclosure	Policies on managing environmental and social risks of the supply chain.	6.3
KPI B5.1	Number of suppliers by geographical region.	6.3
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.	6.3



General Disclosures and Key Performance Indicators (KPIs)	Descriptions	Relevant Sections and Remarks
Aspect B6 : Product Responsibility		
General Disclosure ¹⁰	 (a) Policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 	6.1, 6.2, Appendix 1
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A ¹⁰
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	6.2
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	-
KPI B6.4	Description of quality assurance process and recall procedures.	6.1 N/A for recall
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	procedures ¹⁰ 6.2
Aspect B7 : Anti-Corruption		
General Disclosure	 (a) 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. 	3.3, Appendix 1
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.	3.3
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	3.3

General Disclosures and Key Performance Indicators (KPIs)	Descriptions
Aspect B8 : Community Investment	
General Disclosure	Policies on comm understand the new where the issuer of its activities take communities' interest
KPI B8.1	Focus areas of con environmental conce culture, sport).
KPI B8.2	Resources contribute the focus area.

Due to the Group's business nature, products and labelling relating to the services provided are not applicable to the Group.

	Relevant Sections and Remarks
nunity engagement to eds of the communities operates and to ensure into consideration the	7
sts. htribution (e.g. education, erns, labour needs, health,	-
ed (e.g. money or time) to	-



CHU KONG SHIPPING ENTERPRISES (GROUP) COMPANY LIMITED

24th Floor, Chu Kong Shipping Tower 143 Connaught Road Central Hong Kong

Tel: (852) 2581 3799 Fax: (852) 2851 0389

www.cksd.com