

2019 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

INTRODUCTION

This Environmental, Social and Governance (“**ESG**”) report reviewed the work and performance of Xinghua Port Holdings Ltd. (the “**Company**”) and its subsidiaries (together with the Company, the “**Group**”) and the results achieved on fulfilling its economic, environmental and social responsibilities during the review period. The operations of the Group covered in the ESG report are Changshu Xinghua Port Co., Ltd. (“**CXP**”) and Changshu Changjiang International Port Co., Ltd. (“**CCIP**”) located in the People’s Republic of China (“**PRC**”).

BASIS OF PREPARATION

This ESG report is written according to the Environmental, Social and Governance Reporting Guide (“**ESG reporting Guide**”) in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“**SEHK**”). The Company has complied with the disclosure requirement of “comply or explain” provisions under the ESG Reporting Guide, details of which could be found in Appendix 1 of this report.

REPORTING SCOPE

This ESG report covers all key operations of the Group located in the PRC, except the regional head offices in Singapore which provide support in administrative, corporate governance and listing compliance works, and describes the initiatives of the Group and progress achieved in respect of ESG issues for the period from 1 January 2019 to 31 December 2019 (“**FY2019**”).

SOURCE OF INFORMATION

The information contained in this ESG report represents a summary and statistic figures of the key operational performance of the Group in fulfilling our ESG duties and the contents of all information have been reviewed by the management of the Company or relevant departments. The ESG report is available on the HKEXnews website and the Company’s website (www.xinghuaport.com).

OVERVIEW

We are committed to operating our business in a sustainable manner. While the consolidated statements of financial position and comprehensive income provide a snapshot of the present and an account of the past years, our ESG report shows the risks and opportunities of our key operations in relation to ESG matters. Taken together, the combined annual report and ESG report enable a better assessment of the Group’s performance, prospects, quality of management and creation of long-term value for our stakeholders. Corporate governance has been addressed separately in our Corporate Governance Report as contained in the Company’s annual report.

The realization of the Group’s long-term business model is only achievable through thorough consideration of three essential elements: our people, our services and the conditions of places in which we operate.

The management regularly evaluates how our operations can be further technologically optimized and hidden hazard can be eliminated, and at the same time promoting awareness of environmental protection, energy usage and water conservation and waste reduction by our employees and stakeholders.

To cater for operational flexibility, certain monitoring programs are in place to better understand the impact of ESG matters on the Group’s operations, but the management has not set any short, medium or long-term targets with respect to specific subject.

A. SOCIAL PERFORMANCE

The Group recognises that our employees, customers and business partners are the keys to our sustainable growth. The Group is committed to establishing a close and caring relationship with our employees, providing quality services to our customers and enhancing cooperation with our business partners.

1. Quality, Health, Safety and Environment (QHSE) System

The Group launched its second Safety Day with a new slogan “Promote Safety Yield Efficiency” philosophy. The Group rolled out programs and activities from 26 March 2020 to 31 March 2020 to promote safety culture and awareness which included safety trainings, hidden risks checks, safety drills. The Group maintained a zero tolerance to safety breaches. CXP and CCIP are ISO 9001:2015 and ISO 45001:2018 certified. CXP is also certified with the Standardisation of Safety Operation for Transportation Companies Grade Two. The Group also rolled out Safety Month from 27 May 2020 to 30 June 2020 in conjunction with China’s Safety month to promote safety awareness with a series of programmes and activities.

The Group always abide by the China safety laws and regulations and government authorities’ requirement and Occupational Safety and Health Ordinance in Hong Kong. We clearly identified main responsibility of each relevant individual and implemented safety management system and executed our safety operational work. The Group assessed and established a safety red line practice in our ports to identify and alert our employees and subcontractors’ workers of the base lines for safety operations. This safety red line is a warning line for the safety limit and must not be breached. The Executive Chairman has empowered all people at the ports to initiate an immediate stop work review as and when potential safety issues are noticed and required rectification. This authorisation message has been installed at all key areas of the ports to serve as a constant reminder to everyone working in the ports.

a. *Work Hours Lost*

In FY2019, the Group had a number of general work-related injuries or accidents, resulting in a loss of 446 working days (FY2018:798). The Group recorded ZERO fatality in FY2019.

b. *Development and Training*

Continuous learning is the key to the development of our employees in particularly to enhance safety awareness and promote safety philosophy. In FY2019, the Group invested more than 900 hours (FY2018: more than 1,300 hours) of safety training for nearly 4,714 individuals (FY2018: 8,667 individuals) who performed work at our ports. The Group performed 9 emergency drills (FY2018:18 emergency drills). The safety law required each company to conduct 2 emergency drills in a year. Through emergency drills, safety training and constant reminders, the management ensures safety philosophy to be executed at work by everyone.

In total, the Group clocked a total training hours of 1,789 hours for 11,168 individuals (FY2018: 2,360 hours for 14,358 individuals) to improve the working skills and port operations knowledge of our employees and subcontractors’ workers, to enable us to meeting our business objectives and to provide opportunities for career development.

A. SOCIAL PERFORMANCE (Continued)

1. Quality, Health, Safety and Environment (QHSE) System (Continued)

c. Safety Day and Safety Month Programme

The Group’s second Safety Day Programme was held from 26 March 2020 and ended on 31 March 2020. The objective was to launch “Promote Safety Yield Efficiency” philosophy. The Group also rolled out the Safety Month Programme from 27 May 2020 to 30 June 2020 in conjunction with China’s Safety Month.

Through the various programmes, we aim to further strengthen

- i. emergency drills practices,
- ii. safety trainings,
- iii. safety management system,
- iv. declaration of oaths to abide by the ports’ safety procedures and regulations,
- v. hidden risks elimination and management, and
- vi. promote safety philosophy.



A. SOCIAL PERFORMANCE (Continued)

1. Quality, Health, Safety and Environment (QHSE) System (Continued)

✓ **Mobilisation**

All employees and subcontractors' workers were mobilised to attend the week-long Safety Day programmes and the month-long Safety Month programmes to discuss specific safety topics so that everyone working in the ports knew and embraced safety with awareness.

✓ **Conduct safety education and training activities**

All departments and subcontractors organized training of safety regulations and systems such as the "Accidents – Emergency Regulations" and "Safety Operation Procedures". Through education and training, we want to improve workers' skills to operate safely, to improve technical safety prevention and to handle incidents effectively. We achieved 100% coverage rate to educate and train all employees and subcontractors' workers.



Conduct safety training during Safety Day – Engineering Department



Conduct safety training during Safety Day – Logistics, Warehousing and Storage Department



Project Woodpecker hidden risk's judges assessment



Safety Month posters

A. SOCIAL PERFORMANCE (Continued)

1. Quality, Health, Safety and Environment (QHSE) System (Continued)

✓ Conduct safety education and training activities (Continued)



Safety Month banner



Watching safety video to promote safety awareness



Safety training during Safety Month



Safety training during Safety Month



Emergency drill



Emergency drill

A. SOCIAL PERFORMANCE (Continued)

- 1. Quality, Health, Safety and Environment (QHSE) System (Continued)
- ✓ Conduct safety education and training activities (Continued)



Safety Month quiz and game



Safety Month quiz and game



Safety Month quiz and game winners

A. SOCIAL PERFORMANCE (Continued)

1. Quality, Health, Safety and Environment (QHSE) System (Continued)

✓ **Conduct hidden risks inspection and management**

We carried out in-depth hidden risks inspection on mobile equipment, fire system, large-scale equipment, diesel station lightning rod protection, traffic flows in the port and employee safety conduct and behaviour. We want to comprehensively and thoroughly inspect and eliminate safety hazards.



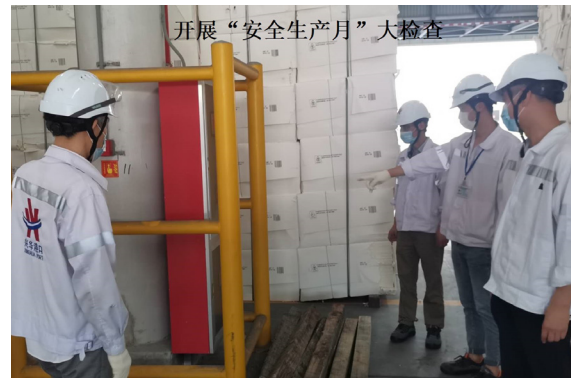
Hidden risk inspection



Hidden risk inspection



Hidden risk inspection



Hidden risk inspection

A. SOCIAL PERFORMANCE (Continued)

2. Employees

We source and recruit talents locally in the PRC based on our values, skill, experience and qualification requirements to fill the talent pool.

Our people understand the importance to deliver reliable services through teamwork, expertise and professionalism consistently. To achieve this, we abide by the Group's Code of Conduct ("**Code**") which provides guidance on the fundamental values and standards of behaviour which all employees must adhere to at all times. All new employees will undergo training to understand the importance of the Code, and annual refresher training will also be given to all employees. All employees will acknowledge their understanding of and adhering to the Code. The Code sets up broadly the standard of integrity that all employees have to abide by when conducting business or interacting with external parties and colleagues, as well as work responsibilities requirements.

The Group employed 460 employees as of at 31 December 2019 and engaged at least 500 sub-contractor workers to support its 24 hours operations in the PRC. All employees are paid with basic salary, allowance and skilled workers will earn a technical allowance.

Based on the performance, employees without formal disciplinary issue will receive a performance bonus, and outstanding employees may also receive special performance bonus based on the assessment by the head of the department before the Chinese New Year.

3. Labour Standards

The Group abides by the minimum wages set by Changshu City Ministry of Human Resources and Social Security (常熟市人力資源及社會保障局) and encouraged employees to join the labour union to protect their rights and to enjoy the benefits. The labour union organises activities such as Spring Festival dinner.

In FY2019, the Group had complied with relevant rules and regulations in the PRC, including the Law on Work Safety and Occupational Disease Prevention and Control Law of the PRC, as well as the legislative requirements in Hong Kong, including the Occupational Safety and Health Ordinance.

In FY2019, the Group has complied with all laws and regulations relating to the prevention of child labour or forced labour. The Group has also observed no labour standards non-compliance with relevant laws and regulations.

Our subcontractors signed labour agreement and safety standard agreement with the Group which required them to comply with the applicable labour laws and safety regulations. The Group checked on their worker's identity, validity of qualification, their contribution of social security and housing provident funds and the existence of necessary insurance policy. Workers not in the qualified list shall not be allowed to enter the ports for works.

Save as disclosed in the listing document, the Group has complied with the contribution of social security and housing provident fund during the year under review.

The Group employee's attrition rate was 13% in FY2019, down from 18% in the previous year.

A. SOCIAL PERFORMANCE (Continued)

4. Staff Development

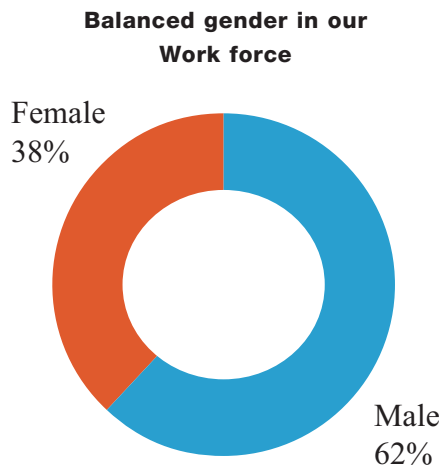
Staff is the most important resources of the Group. The Group offers a comprehensive management trainee program to university fresh graduates. Each year, the Group recruits university fresh graduates as management trainees and provides on-the-job training to them. Some of these management trainees have progressed successfully within the Group and took up management roles including the General Manager of CCIP. In FY2019, the Group recruited 8 fresh graduates as management trainees (FY2018: 2 management trainees).

5. Workforce Diversity

The table below shows the diversity of the workforce as of 31 December 2019.

	Management	Admin and assistant supervisor and above	Skilled workers	Workers	Total
Male	28	83	86	88	285
Female	15	111	15	34	175
Total	43	194	101	122	460

The average age of our workforce is 41 years old (as of 31 December 2018: 40 years old); male average age is 44 years old (as of 31 December 2018: 43 years old) and female average age was 35 years old (as of 31 December 2018: 34 years old).



The management team comprised of 43 managers, of which 15 are female managers and 8 hold the position of heads of department. The team is well-diversified with experience and gender balanced.

A. SOCIAL PERFORMANCE (Continued)

6. Community Work

As part of the Group's effort to contribute to the local community in the PRC where the Group operates, the Group has committed to a five-year donation plan in December 2017 to make a total contribution of RMB250,000 to the Changshu General Charity (常熟市慈善總會). The purpose of the charity fund is to help the needy in major charitable areas, including education, healthcare, elder care, housing, disability, counselling and condolences. The Group has donated RMB150,000 up to 31 December 2019.

On 13 February 2020, the Group has donated RMB51,739 (\$S\$10,000) to the Singapore Red Cross in support of their donation drive, the COVID-19 Response 2020.

On 20 February 2020, an associate of the Company, CWW, has donated RMB150,000 to the Changshu General Charity for the support of the Changshu medical aid team for the COVID-19 pandemic.

The Group continued working closely with Changshu City Riverside Vocational and Technical School (常熟市濱江職業技術學校) to offer merit students a practical training base. We believe this would help give back to the community as the students learn practical experience under close supervision and by providing employment opportunity after their graduation. The Group also attended the workfare conducted by Nantong Shipping Vocational and Technical College (南通航運職業技術學院) to recruit talents to the Group. However, the recruitment was put on hold due to COVID-19 pandemic.

7. Scholarship For Employees' Children

Each year, a scholarship will be awarded to employees' children who have achieved merit in school and their parents who have performed well at work.

We give out this scholarship to these children on a yearly basis from primary level to university. By doing this, we are recognising the children's performance in school and their parent's performance at work.

In FY2019, we gave out 34 scholarships to employees' children (FY2018: 28 scholarships).

8. Whistleblowing Policy

The Group has made available the whistleblowing policy to each employee through training and during the orientation program. This policy is also available on the Company's website, www.xinghuaport.com. It is strictly prohibited to make use of business opportunities or functions to gain personal interests or benefits. In case of conflict of interest, a timely declaration should be made to the management of the Group. The Group also encourages employees and all those who have business dealings with the group, including customers and suppliers to proactively report suspected misconduct within the group.

The Group has complied with major relevant laws and regulations including Hong Kong's "Prevention of Bribery Ordinance" and the Mainland's "Corruption Ordinance of the PRC". In FY2019, the Group was not aware of any non-compliance with relevant laws and regulations related to anti-corruption.

A. SOCIAL PERFORMANCE (Continued)

9. Vendors Selection

The Group has 159 qualified vendors as of 31 December 2019 (FY2018:138 qualified vendors). 75% of the vendors are from Jiangsu province and 17% are from Shanghai and the remaining 8% are from nine other provinces as shown below.

	Geographical region of qualified vendors
Jiangsu	119
Shanghai	27
Anhui	4
Hubei	1
Shandong	1
Zhejiang	1
Guangdong	1
Jiangxi	1
Fujian	2
Henan	1
Heilongjiang	1
Total	159

The purchasing processes can be divided into three main broad categories; (i) fixed assets; (ii) spares; (iii) others (including labour and transportation services for port operations).

The Group assesses the vendors based on the following key criteria:

- a. Qualification and certification of vendor and quality assurance
- b. Business license, authorized dealership license and industrial production license
- c. Service quality
- d. Reliability
- e. Proximity
- f. Pricing

In January 2019, the Group has blacklisted one vendor from Shanghai and discontinued purchasing from them for its failure to satisfy the relevant criteria.

A. SOCIAL PERFORMANCE (Continued)

10. Customer Service and Complaint Handling

The Group places emphasis on the quality of our services and facilities and has therefore implemented a quality control system that complies with international standards. Our management system has met the requirements of the ISO 9001 standard since 2005.

Commercial department monitors customer's complaint and analyses the root causes. If these are due to our lapse in service, we will address the issue and inform the customer of our follow-up action. If the complaints cannot be mitigated or resolved, we will explain to the customers and look for areas of improvement.

In FY2019, commercial department received a total of 8 cases of customers' complains and were all related to cargo damages and were settled via compensation from the Company and the subcontractors.

11. Intellectual Property Protection

The Group adhere strictly to using licensed-only computer software and respect for others' trade mark. We frequently performed check on all company's computers to ensure there are no illegal downloads or illegal software. We removed all unlicensed software after free trial period. We gave disciplinary warning to employee caught using unlicensed software.

B. ENVIRONMENTAL PERFORMANCE

The Group seeks for continuous improvement in its awareness and commitment to safeguarding the environment. The Group was subject to various environmental laws and regulations set by the PRC national, provincial and municipal governments. These include regulations on air and noise pollutions and environmental protection. In FY2019, the Group has complied with the relevant laws and regulations that have significant impact on the operations of the Group.

The Group has adopted the environmental protection work by investing to improve safety, saving energy, greening and purifying our operating environment.

Type of environmental protection work	Where	Purpose
Installing LED light bulbs	Warehouses, stack yards, roads	Saving energy
Planting trees	All surroundings	Greening
Barges sewage collection and distribution	Jetties	Purifying
Shore energy for vessels	Jetties	Purifying
Fire protection system upgrade	Warehouses	Improving safety

B. ENVIRONMENTAL PERFORMANCE (Continued)

1. Emission

Our direct emission of greenhouse gas (“GHG”) mainly resulted from the use of diesel. We used diesel to operate trucks, forklifts and cranes in the Group’s operations. We used approximately 3.0 million litres of diesel in FY2019 (FY2018: 3.0 million litres). The Group’s indirect emission and other indirect emission of GHG were mainly resulted from purchased electricity and fresh water consumption respectively. The total emission of GHG was estimated to be approximately 13,931 t CO2-eq in FY2019 (FY2018: 13,794 t CO2-eq).

Estimated GHG emissions *	Unit	2019
Scope 1: direct emissions	t CO2-eq	7,917
Scope 2: indirect emissions	t CO2-eq	5,777
Scope 3: other indirect emissions	t CO2-eq	237
Total	t CO2-eq	13,931

* Reference: “How to Prepare an ESG Report – Reporting Guidance on Environmental KPIs”, SEHK.

The Group adheres to the concept of “energy-saving.” We provided proper training on handling of equipment which will help to reduce GHG emissions. Some of the initiatives we implemented were:

- a. No idle engine;
- b. No speeding, capped at 15km/hr;
- c. No carrying exceeding weight limit;
- d. Regular maintenance of equipment.

B. ENVIRONMENTAL PERFORMANCE (Continued)

2. Water Conservation

The Group continued to enhance our water use efficiency, developed various water saving measures, and strengthened the efficient utilization of water resources used for our operations. The Group monitors the consumption of water. When it comes to conserving water, small adjustments can have a significant impact through responsible usage.

Water consumption has increased by 13.9% to 236,576,000 litres in FY2019 (FY2018: 207,624,000 litres). The water consumption per cargo throughput was 18.17L/ton (FY2018: 15.49L/ton). The water consumption has increased mainly due to construction activities of the two new warehouses and the upgrade of the fire system to the 8 existing warehouses.

3. Efficient Use of Energy Resources

The Group carried out delicacy management and control of energy consumption, including (i) upgrading of equipment and facilities, (ii) promoting energy conservation in management, operation and production and (iii) strengthening energy management efforts.

Electricity usage increased by 4.3% to 7.3 million kWh in FY2019 (FY2018: 7.0 million kWh) due to construction activities of the two new warehouses and upgrade of fire system to the 8 existing warehouses.

Total use of Resources by the Group in FY2019

Use of Resources	Key Performance Indicator (KPI)	Unit	Amount	Intensity (Unit/throughput tonnages)¹
Energy	Electricity	kWh	7,312,700	0.56
	Diesel	litres	2,999,644	0.23
Water	Water	litres	236,576,000	18.17
Waste	Commercial Wastes	tonnes	360	nm

1. Intensity was calculated by dividing the amount by the Group's FY2019 cargo throughput of 13.0 million tonnes.

2. nm means not material

The Group is opened 24 hours, everyday. The Group's effort to conserve energy included the followings:

- a. We promoted green lighting and progressively replaced all light bulbs with energy-efficient LED light bulbs at the road, stacking yard, and both inside and outside warehouses;
- b. Switching off lights and heating/cooling equipment when not in use;
- c. Using heating water only when necessary.

B. ENVIRONMENTAL PERFORMANCE (Continued)

832 sets of 150W LED light bulbs in warehouses



38 sets of 200W LED light bulbs in warehouses

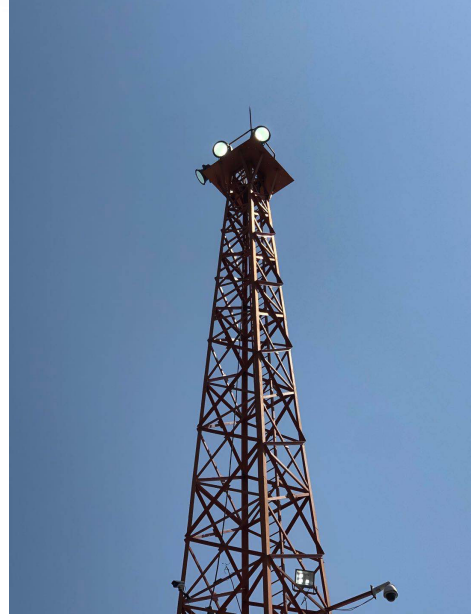




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B. ENVIRONMENTAL PERFORMANCE (Continued)

16 sets of 600W LED light posts at stack yards



27 sets 600W LED light posts



B. ENVIRONMENTAL PERFORMANCE (Continued)



Barges sewage collection and distribution



Greening

B. ENVIRONMENTAL PERFORMANCE (Continued)

Shore energy for vessel



4. Waste Management

The management educates employees to use less paper by less printing and go digital. Printing is set at default to print on both sides. We buy what we need and minimise inventory.

The Group actively researched the recovery and recycling of wastes to reduce the amount of resource consumption and waste emissions. For example, the Group accumulates a significant amount of loose wood chips waste from handling of logs cargo. On the average, we sold more than 1,599 tonnes of wastes (FY2018: 5,930 tonnes) to be reused and recycled.

The Group annual waste disposal was about 360 tonnes in FY2019 (FY2018: 360 tonnes).

APPENDIX 1

Environmental, Social and Governance Reporting Guide Index

Subject Areas, Aspects, General Disclosures and KPIs				
	“Comply or explain” Provisions	Recommended Disclosures	Disclosed in	
A. Environmental				
Aspect A1: Emissions	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p><i>Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations.</i></p> <p><i>Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.</i></p> <p><i>Hazardous wastes are those defined by national regulations.</i></p>		Disclosed in section of “Environmental Performance”.	
	KPIA1.1	The types of emissions and respective emissions data.		Disclosed in section of “Emission”.
	KPIA1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).		Disclosed in section of “Emission”.
	KPIA1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).		Our operations do not produce hazardous waste.
	KPIA1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).		Disclosed in section of “Waste Management”.
	KPIA1.5	Description of measures to mitigate emissions and results achieved.		Disclosed in section of “Emission”.
	KPIA1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.		Disclosed in section of “Waste Management”. Our operations do not produce hazardous waste.

Subject Areas, Aspects, General Disclosures and KPIs				
	“Comply or explain” Provisions		Recommended Disclosures	Disclosed in
Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. <i>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</i>			Disclosed in section of “Water Conservation” and “Efficient Use of Energy Resources”.
	KPIA2.1	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).		Disclosed in section of “Efficient Use of Energy Resources”, “Emission” and “Water Conservation”.
	KPIA2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).		Disclosed in section of “Water Conservation” and “Efficient Use of Energy Resources”.
	KPIA2.3	Description of energy use efficiency initiatives and results achieved.		Disclosed in section of “Efficient Use of Energy Resources”.
	KPIA2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.		Not applicable.
	KPIA2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.		Not applicable.
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer’s significant impact on the environment and natural resources.			Disclosed in section of “Water Conservation”, “Efficient Use of Energy Resources”, and “Emission”.
	KPIA3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		Disclosed in section of “Environmental Performance”.

Subject Areas, Aspects, General Disclosures and KPIs				
	“Comply or explain” Provisions	Recommended Disclosures		Disclosed in
B. Social				
Employment and Labour Practices				
Aspect B1: Employment	General Disclosure			Disclosed in section of “Social Performance”.
	Information on:	KPIB1.1	Total workforce by gender, employment type, age group and geographical region.	Disclosed in section of “Workforce Diversity”.
	(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	KPIB1.2	Employee turnover rate by gender, age group and geographical region.	Overall turnover rate disclosed in section of “Employment”.
Aspect B2: Health and Safety	General Disclosure			Disclosed in section of “Quality, Health, Safety and Environment (“QHSE”) System”.
	Information on:	KPIB2.1	Number and rate of work-related fatalities.	Disclosed in section of “Quality, Health, Safety and Environment (“QHSE”) System”.
	(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.	KPIB2.2	Lost days due to work injury.	Disclosed in section of “Quality, Health, Safety and Environment (“QHSE”) System”.
		KPIB2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Disclosed in section of “Quality, Health, Safety and Environment (“QHSE”) System”.

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Subject Areas, Aspects, General Disclosures and KPIs				
	“Comply or explain” Provisions	Recommended Disclosures		Disclosed in
Aspect B3: Development and Training	General Disclosure			Disclosed in section of “Quality, Health, Safety and Environment (“QHSE”) System”.
	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities. <i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i>	KPIB3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Disclosed in section of “Quality, Health, Safety and Environment (“QHSE”) System”.
		KPIB3.2	The average training hours completed per employee by gender and employee category.	Disclosed in section of “Quality, Health, Safety and Environment (“QHSE”) System” by training hours.
Aspect B4: Labour Standards	General Disclosure			Disclosed in section of “Labour Standards”.
	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.	KPIB4.1	Description of measures to review employment practices to avoid child and forced labour.	Disclosed in section of “Labour Standards”.
		KPIB4.1	Description of steps taken to eliminate such practices when discovered.	Disclosed in section of “Labour Standards”.
Operating Practices				
Aspect B5: Supply Chain Management	General Disclosure			Disclosed in section of “Vendors Selection”.
	Policies on managing environmental and social risks of the supply chain.	KPIB5.1	Number of suppliers by geographical region.	Disclosed in section of “Vendors Selection”.
		KPIB5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Disclosed in section of “Vendors Selection”.

Subject Areas, Aspects, General Disclosures and KPIs				
	“Comply or explain” Provisions	Recommended Disclosures		Disclosed in
Aspect B6: Product Responsibility	General Disclosure			Disclosed in section of “Customer Service and Complaint Handling”.
	Information on:			
	(a) the policies; and	KPIB6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable.
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer	KPIB6.2	Number of products and service related complaints received and how they are dealt with.	Disclosed in section of “Customer Service and Complaint Handling”.
	relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	KPIB6.3	Description of practices relating to observing and protecting intellectual property rights.	Disclosed in section of “Intellectual Property Protection.”
		KPIB6.4	Description of quality assurance process and recall procedures.	Not applicable.
	KPIB6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	No policy governing this yet.	

Subject Areas, Aspects, General Disclosures and KPIs				
	“Comply or explain” Provisions	Recommended Disclosures		Disclosed in
Aspect B7: Anti-corruption	General Disclosure			Disclosed in section of “Whistleblowing Policy”.
	Information on:	KPIB7.1	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.	Disclosed in section of “Whistleblowing Policy” and “Employment”.
	(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.	KPIB7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Disclosed in section of “Whistleblowing Policy” and “Employment”.
Community				
Aspect B8: Community Investment	General Disclosure			Disclosed in section of “Community Work” and “Scholarship for Employee’s Children”.
	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.	KPIB8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Disclosed in section of “Community Work” and “Scholarship for Employee’s Children”.
		KPIB8.2	Resources contributed (e.g. money or time) to the focus area.	Disclosed in section of “Community Work” and “Scholarship for Employee’s Children”.



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