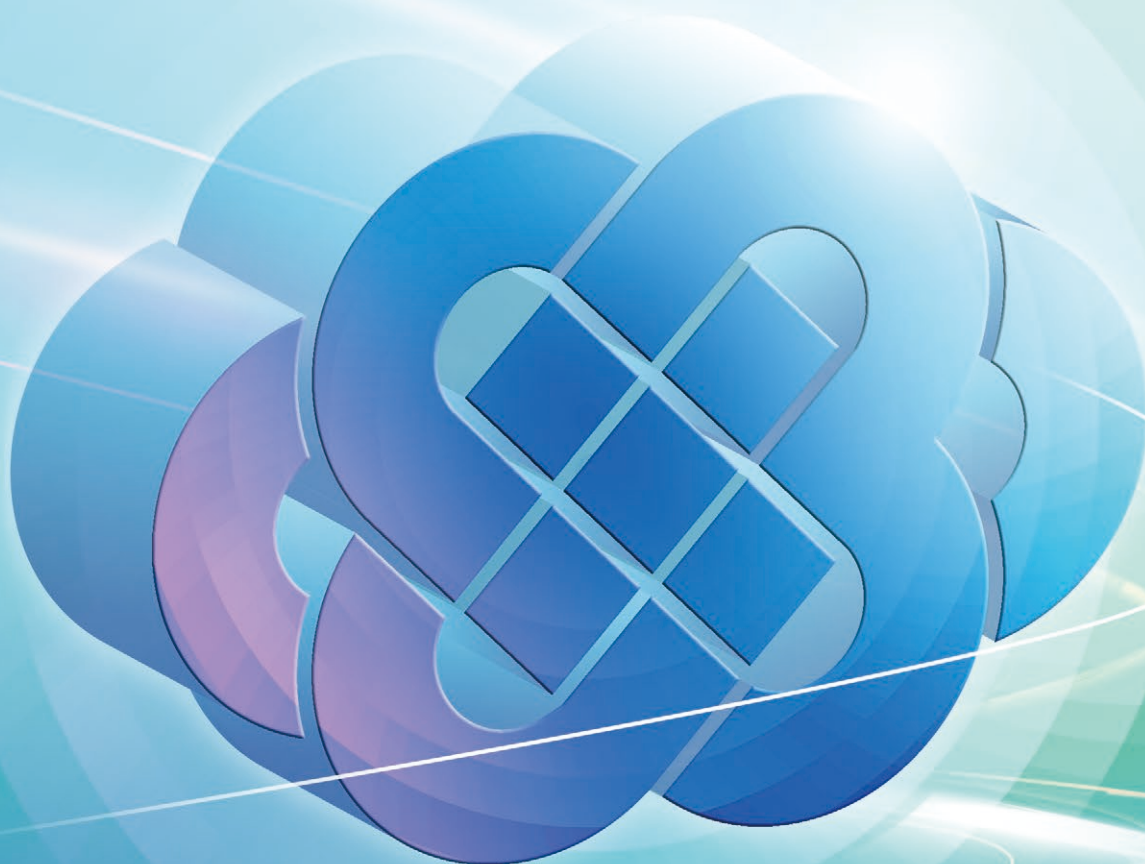




天津津燃公用事業股份有限公司  
**TIANJIN JINRAN PUBLIC UTILITIES COMPANY LIMITED**

*(a joint stock limited company incorporated in the People's Republic of China with limited liability)*

Stock Code: 1265



Environmental, Social and  
Governance Report

**2019**

# ABOUT THIS REPORT

## 1. SCOPE OF THE REPORT

The report covers the period from 1 January 2019 to 31 December 2019 (the “Reporting Period”), and it may include information beyond the Reporting Period in order to maintain the consistency of information.

## 2. GUIDANCE FOR THE REPORT

This report is prepared with reference to the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Main Board Listing Rules issued by the Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

## 3. EXPLANATIONS ON DATA

The data and cases cited in this report are extracted from the statistical report and the internal communication documents of Jinran Public. In case of any discrepancies between financial data and the annual report, the latter shall prevail. Unless otherwise stated, Renminbi is used in this report as the functional currency.

## 4. PUBLICATION FORM

This report is published in Chinese and English. Please log in to <http://www.jinrangongyong.com/> for the electronic version.

## 5. EXPLANATIONS ON SHORT NAMES

For ease of presentation, Tianjin Jinran Public Utilities Company Limited is expressed as “Jinran Public”, “Company”, “we” and “us”.

## 6. CONTACT INFORMATION

Office in the PRC  
Floor 9, Gangao Tower, No. 18 Zhengzhou Road, Heping District, Tianjin

Office in Hong Kong  
18/F, Tesbury Centre, 28 Queen’s Road East, Wanchai, Hong Kong

# CONTENTS

ABOUT THIS REPORT	1
ABOUT US	3
ESG MANAGEMENT	4
Responsibilities Management	4
Communication with Stakeholders	5
Preparation Principles of ESG Report	6
1.    KEEPING A Foothold in Public Utilities and Coordinated Regional Development	8
1.1    “1+3” Reform	8
1.2    Supporting Livelihood Projects	9
1.3    Stable Gas Supplying	9
2.    CONSOLIDATING SAFETY MANAGEMENT AND ENHANCING SAFETY AWARENESS	11
2.1    Safety Risk Management and Control	11
2.2    Employee Safety Training	13
2.3    Guarantee Gas Use Safety	15
3.    ADHERING TO INTEGRITY IN OPERATION AND OPTIMISING CUSTOMER SERVICE	16
3.1    Integrity and Legal Compliance	16
3.2    High-quality Service	16
3.3    Engineering Quality Management	20
3.4    Suppliers Management	20
4.    PROMOTING CLEAN ENERGY AND CULTIVATING GREEN CONCEPT	21
4.1    Developing Clean Energy	21
4.2    Green Construction	21
4.3    Green Office	22
5.    ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING	24
5.1    Protecting Employees' Rights and Interests	24
5.2    Employees' Training and Development	26
5.3    Care for Staff	27
5.4    Community Interest	29
HKEx ESG Guide Content Index	31

## ABOUT US

Tianjin Jinran Public Utilities Company Limited, formerly named Tianjin Tianlian Public Utilities Company Limited, was established on 16 December 1998.

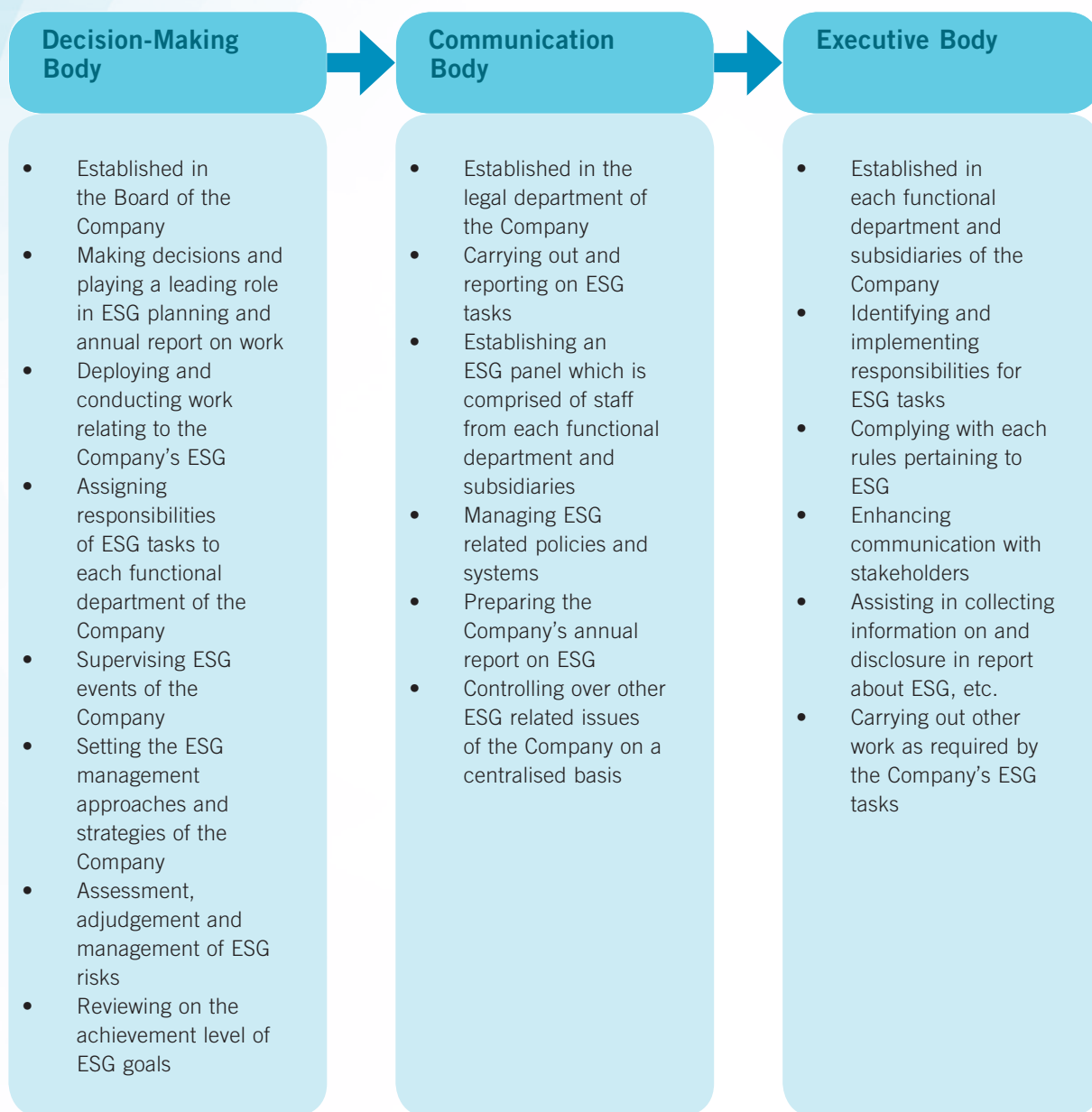
The registered capital of Jinran Public is RMB184 million. The operating scope of the Company includes: the sale and distribution of piped gas, the lease of pipelines, the operation and management of gas pipeline infrastructure, the sale and installation of gas appliances, the lease of self-owned buildings and the lease of facilities of gas stations.

Jinran Public is mainly engaged in sales and pipeline network construction of natural gas in Tianjin and Jining district of Inner Mongolia. The business scope of radiation in Tianjin area includes two parts. One part of the business in Hexi and Jinnan is managed and operated by the business team of Hexi branch on a daily basis, and the assets and right to operations in the corresponding regions of businesses in Heping, Hedong, Xiqing, NingHe, Hangu district are acquired from gas groups through two acquisitions in 2008 and 2011.

# ESG MANAGEMENT

## RESPONSIBILITIES MANAGEMENT

In the course of its development and operation, Jinran Public has always been determined in strengthening its management on ESG issues, it has built various ESG related systems and forged an ESG panel which is in the charge of placing effective control over, inter alia, organisation and planning, index management and performance appraisal pertaining to ESG issues.





## ESG MANAGEMENT (continued)

### COMMUNICATION WITH STAKEHOLDERS

In order to enhance the public transparency of the Company, Jinran Public attaches great importance to the communication with stakeholders and continual innovation of ways of communication, understands the expectations from stakeholders in detail and responds to demands of stakeholders in a timely manner.

Stakeholders	Expectations and Demands	Ways of Communication
Government	Compliance with laws and regulations Local employment enhancement Promoting local economic development	Attending meetings Statistical statements Daily communication
Shareholder	Reasonable returns Compliance operation Corporate governance	Corporate announcements Subject reporting Annual reports
Client	Steady gas supply Strict performance of obligations in accordance with contracts	Daily communication
Employee	Legitimate rights protection Employees' compensation and benefits Employees' training and development	Company's website Labor contracts WeChat platform
Partner	Supplier management Strict performance of obligations in accordance with contracts Win-win cooperation	Forum Daily visiting Seminars Trainings
Environment	Energy saving Maintain the creatures' diversity	Publicity of environmental protection Media platform
Community	Communication with communities Charity events in communities Involvement in communities	Company's official website Daily communication On-site participation

# ESG MANAGEMENT (continued)

## PREPARATION PRINCIPLES OF ESG REPORT

Jinran Public strictly complies with the reporting principles of Materiality, Quantitative, Balance and Consistency outlined in the Environmental, Social and Governance Reporting Guide issued by the Stock Exchange, continues to enhance the ESG management and improve the disclosure level of ESG.

**Principle of materiality:** In order to clarify the key areas of ESG practice and information disclosure and improve the pertinence of the reporting, Jinran Public identified ESG issues and made material judgments in accordance with the requirements of the Environmental, Social and Governance Reporting Guide of the Stock Exchange to ensure the information disclosed in the report fully covers the key issues of concern to the Jinran Public and stakeholders.

### Screening Process of Topics on Environmental, Social and Governance

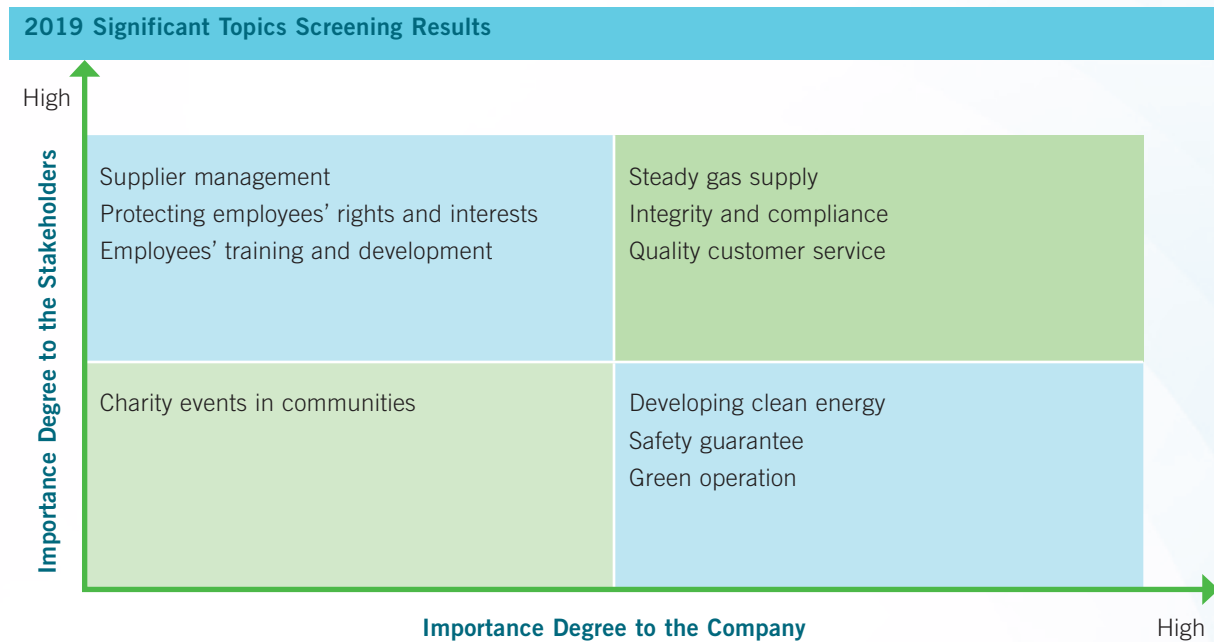
#### Topic Sources

- Suggestions from the management of the Company
- Analysis and recommendations from internal and external experts
- Analysis on multimedia information
- Benchmarking research on domestic and overseas players in the industry
- Guidance on social responsibility

#### Screening Criteria

- Contribution to sustainable development
- Common concerns of stakeholders
- Emphasis of guidance on social responsibility
- Satisfying demands arising from strategic development of the Company

## ESG MANAGEMENT (continued)



**Principle of quantitative:** Jinran Public established a standardised ESG indicator management tool covering the headquarters and its subsidiaries, regularly quantified key indicators including all “environment” categories and part of “social” categories in the ESG reporting guide and consolidated such indicators during the year to finally prepare this report for external disclosure. ESG quantitative data are detailed in the sections of this report.

**Principle of consistency:** This report has consistent disclosure scope with that of the previous sustainable development reports, and adopts consistent disclosure statistical methods, and further details part of disclosure categories corresponding to the HKEx ESG reporting guide. The multi-year comparative data of ESG is detailed in the sections of this report.



# 1. KEEPING A Foothold IN PUBLIC UTILITIES AND COORDINATED REGIONAL DEVELOPMENT

Jinran Public has been upholding the coordinated regional development and helps materialise “1+3” reform policies, focuses on building livelihood projects, actively fulfills our corporate responsibilities and drives regional development.

## 1.1 “1+3” REFORM

The Reform of “1+3” Approval System in Tianjin was launched in September 2018, in which 1 refers to Commitment and 3 refers to Standardisation, Intelligence and Facilitation. The “1+3” reform will focus on improving the business environment, driving livelihood projects, making it faster and better and more convenient for enterprises and the public to take actions in entrepreneurial orientation, reforming the government service model, and accelerating the development of intelligent government services.

Tianjin Public responded positively to the “1+3” reform, and urged all departments to participate in the wave of reform, introduced relevant systems and implemented specific actions. We issued the Implementation Plan for Further Promoting “1+3” Reform Work by Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司進一步推動「一制三化」改革工作實施方案》), established the leading group of reform work, identified the key work, carried out the responsibility and obligation, combined with its own business, materialised the “1+3” reform with many measures simultaneously, improved the level of service to the public and took up social responsibility by practical actions.

### Optimise and adjust the gas connection index

- Shorten the processing time of the gas connection business to 1 day
- Reduce the application process to 2 steps
- Accept a maximum of 2 important documents

### Optimise the entire flow chart of gas connection

- Develop the flow chart and implementation plan of the gas connection services of the Group
- Shorten the time of business procedures and optimise the whole process into 27 to 79 working days

### Promote standardised public services

- Strictly implement the gas public service standards set by the Group
- Strengthen the standardised training of window personnel of service hall

### Facilitate the informationisation of customer service

- Follow up the progress of online handling of the six business items of “Online service hall”
- Promote informationisation governance on business management platforms, apply new Internet of Things tables to improve convenience services and intelligent management

### Implement the “First Response” of user demands

- Analyse the service process, improve the customer work system, find the weak links of service management as to improve the quality of service

*Jinran Public implements the “1+3” reform by using various measures simultaneously*

## 1. KEEPING A Foothold IN PUBLIC UTILITIES AND COORDINATED REGIONAL DEVELOPMENT (continued)

### 1.2 SUPPORTING LIVELIHOOD PROJECTS

Jinran Public actively promotes local economic development, serves the livelihood projects, cooperates with the government's planning to carry out popular projects such as subway route change and old pipeline reconstruction, and assists in the construction of urban public infrastructure and urban development.

#### Subway route change

In 2019, in order to assist in the implementation of Tianjin's urban infrastructure construction plan, Jinran Public was highly cooperative with the construction of the Tianjin municipal subway routes to make changes to existing pipelines and ensured ventilation operations. The Company made changes to the four sections in the second phase of the planned Subway Line 6 in its area, completed replacement ventilation at several pipelines including Jinglidao Station, and started operation of new pipelines.

#### Old pipeline reconstruction

Since 2002, the Tianjin Municipal Government has initiated a popular project on old gas pipeline reconstruction, and carried out construction and reconstruction of some old pipelines that have been laid in the gas pipeline network. The reconstruction project covers the aging pipeline network in various urban areas to ensure gas usage and safety. Jinran Public actively cooperates with the old pipeline reconstruction plan and planned to carry out the reconstruction of external network of old gas pipelines in 40 urban areas in 2019, with a planned investment of RMB38.84 million. The Company has completed the construction bidding on 19 July, and started the construction on 30 July. As of the end of 2019, the pipeline reconstruction plan was completed, and a total of 50.74 kilometers of old pipeline reconstruction was completed.

### 1.3 STABLE GAS SUPPLY

Stable gas supply is a basic service for urban gas supply enterprises, and also an important task for gas supply enterprises to assume social responsibility. In 2019, closely focusing on the goal of stable gas supply, the Company formulated internal systems to improve project quality and strengthen professional operation guarantee levels, so as to provide users with stable and safe gas. Jinran Public strictly complies with the national requirements such as the Code for Design of City Gas Engineering (《城镇燃气设计规范》), Code for Construction of City Gas Engineering (《城镇燃气建设规范》), Safety Regulations for Gas (《燃气安全条例》), formulates internal systems such as the Implementation Plan for Tianjin Jinran Public Utilities Company Limited for Gas Reporting (Trial) (《天津市燃公用事业股份有限公司用气报装实施方案(试行)》) and Special Measures for Green Channels for Gas Reporting (《用气报装绿色通道特事特办办法》), continuously improves the construction of pipeline network facilities, promotes the application of new technologies, and continues to provide stable and reliable gas supply to our customers over years.

## 1. KEEPING A Foothold IN PUBLIC UTILITIES AND COORDINATED REGIONAL DEVELOPMENT (continued)

Technically, we carried out technical overhaul by transforming and updating the technology to ensure the normal operation of equipment in 2019:

- Renovate the gas pressure regulators to prevent the gas pressure regulators from running for a long time and the occurrence of safety operation problems caused by the failure of the pressure relief safety valves of the original pressure regulating boxes, which affects users' normal use of natural gas. In order to ensure the normal operation of the gas pipeline network, the Company has renovated 13 pressure regulating equipment that have been in use for a long time and have performed poorly in 2019 to ensure stable gas supply and improve users' satisfaction.
- In the construction of natural gas pipelines, the new technology of non-stop transmission and opening operations under pressure is used to give play to its advantages of flameless cutting, fewer construction restrictions on the site, and short construction cycle. It can also ensure the stable gas supply to residents whilst in operation.
- After the gas pipeline network runs for a long time, the underground gate valves may not be able to close properly, which will lead to hidden safety hazards and inconvenience for the emergency repair of the gas pipeline network. To prevent such accidents, the Company has renovated 4 gate valves that could not be closed normally, eliminating hidden safety hazards and greatly ensuring users' gas safety.

In terms of system management, in order to improve the gas supply stability in the jurisdiction as well as the management level and achieve multi-dimensional information management, the Company expanded the operation data monitoring platform of the pressure regulating station (box, cabinet), perfected the regional monitoring network, and used mature technology to conduct safety assessment on the pipeline network. We conducted real-time monitoring on gas supply equipment and gas supply system by monitoring the pressure of the tertiary pipeline network, counting the volume of gas purchased and sold, constructing an inspection system, and conducting community pipeline network safety and data analysis to ensure stable gas supply to users.

In terms of comprehensive management, in order to ensure the safe and stable supply of natural gas in the winter of 2019, Jinran Public organised various units to formulate a winter emergency plan for "Prioritizing the Use of Gas for People's Livelihood", sort out and integrate the list of peak-shaving users and users of the "Prioritizing the Use of Gas for People's Livelihood" plan and report it to the Group for filing, as well as actively responded and effectively fulfilled the responsibility of guaranteeing supply according to Tianjin's unified gas source dispatch, so as to ensure that residents, heating and other livelihood gas use are guaranteed.

In 2019, the Company sold pipeline natural gas of 565.11 million cubic meters to customers with the length of the newly-built gas pipeline of 2,410 meters and the number of new gas users of 13,345, which better served urban development and people's well-being.

## 2. CONSOLIDATING SAFETY MANAGEMENT AND ENHANCING SAFTY AWARENESS

Focusing on its main business, the Company increases investment in the field of safety production, constantly improves the safety production system, implements safety production, conducts employee safety training, and builds a safe and efficient gas supply system. In 2019, the Company completed its annual production safety goal and achieved zero production safety accidents.

### 2.1 SAFETY RISK MANAGEMENT AND CONTROL

Jinran Public strictly complied with the relevant laws and regulations such as the “Work Safety Law of the People’s Republic of China” and the “Fire Protection Law of the People’s Republic of China”, and the relevant provisions such as the “Production Safety Regulations of Tianjin City”. In 2019, the Company formulated and issued the Safety and Environmental Protection Responsibility System of the Company’s Affiliated Organisation, Tianjin Jinran Public Utilities Company Limited Implementation Rules for Public Reporting Rewards for Hidden Dangers (Trial), the Implementation Measures for Encouraging Employees to Report Hidden Dangers and Safe Production Violations (Trial) and other internal systems, in order to implement safety management responsibilities, and provide system guarantees for safety production and safety risk management. At the same time, the Company conscientiously implemented the national and Tianjin’s safety and environmental protection work requirements, continued to promote the construction of the safety and environmental protection responsibility system, and implemented a multi-pronged approach to strictly control safety prevention and management to achieve a 100% implementation rate of inspection and monitoring on safety production hidden dangers and a 100% implementation rate of basic safety and environmental protection management. During the Reporting Period, the Company did not violate relevant laws and regulations regarding health and safety.



*Safety Prevention and Management System*

## 2. CONSOLIDATING SAFETY MANAGEMENT AND ENHANCING SAFETY AWARENESS (continued)

In order to strengthen the pre-judgment and control of safety risks, the Company organises the staff of each branch annually to carry out safety risk source identification, identify risks and determine the danger level, propose and continuously improve the corresponding safety measures and emergency measures, and incorporate which into safety regulations.

The Company formulated comprehensive emergency plans, special emergency plans for outdoor and indoor leaks, and various on-site disposal plans to respond to security incidents in a timely manner. In addition, the Company stipulated emergency response procedures, emergency handling procedures, emergency resources, etc., strengthened the pre-judgment of safety incidents, and established a standardised safety incident handling procedure. In 2019, the Company carried out a total of 12 emergency drills, including 4 comprehensive production safety emergency and disposal drills, 4 anti-terrorism and riot emergency drills, 3 fire and emergency evacuation drills, and 1 flood prevention drill.

The Company promotes safe operations and implements safety work in all aspects to ensure employees have a safe and secure working environment. Jinran Public provides employees with all kinds of necessary labor protection products to ensure the labor safety of employees. In order to ensure the safety of the operation, the Company provides coveralls for maintenance personnel, provides safety helmets for all personnel entering the site, provides line gloves, insulated gloves, goggles, masks and other protective equipment for the frontline workers at the grassroots level, and regularly replaces anti-static work clothes, work caps and work shoes to protect the safety of employees at any time.

		Unit	Amount
Total amount invested		RMB	3,611,406.01
in safety management			
Specific items	Heatstroke prevention	RMB	599,521.30
invested	Pipeline repair	RMB	1,713,261.00
in production safety	Safety protection facility and equipment expenditure	RMB	511,156.00
	Testing equipment expenditure	RMB	72,886.00
	Operator security	RMB	504,400.00
	Maintenance of emergency rescue equipment and emergency drills	RMB	174,144.00
	Rectification of hidden dangers	RMB	1,620,873.93
	Inspection and expert consultation standardisation	RMB	49,000.00
	Safety production education and publicity	RMB	39,200.00
	Expenditure on new technology, new standards and new equipment	RMB	1,700,000.00
Safety production incidents	Security incidents	Case	0.00
	Hidden dangers found	Case	213.00
Employee safety	Work-related casualties	Person	0.00
	Lost hours due to work injury	Hour	0.00
Number of safety drills		Time	36.00



## 2. CONSOLIDATING SAFETY MANAGEMENT AND ENHANCING SAFETY AWARENESS (continued)

### 2.2 EMPLOYEE SAFETY TRAINING

We have followed laws and regulations such as the “Safety Production Law of the People’s Republic of China”, the “Dangerous Operation Approval System”, the “Labor Protection Supplies Management System” and other laws and regulations, and on this basis, we have formulated and improved the Safety Education and Training System to enrich the types of safety education and improve safety education and training standards. In 2019, the Company organised a total of 61 educational trainings and 3 occupational hygiene lectures with a total of 3,562 trainees.

The Company organised a number of trainings for all employees, including safety management personnel forensics training, safety regulations, fire training, internal safety management systems and safety operating procedures, etc., which significantly improved employees’ safety awareness and standard operation in work. The Company also added occupational hygiene and health knowledge lectures in addition to regular training to ensure the occupational health and safety of employees at work.

#### Routine training

In 2019, the Company extensively carried out education on safety management systems and safety operation procedures within teams and groups. As for the inspection team of the gas pipeline network, it conducted discussions on how to discover leaks in time, prevent damage from external forces, and supervise the construction of external units, and carried out learning and education on the rules and regulations for all the staff to improve the safety management level of the management unit.

#### Occupational hygiene and health training

In order to enhance the occupational health awareness of employees, the Company also added occupational hygiene and health knowledge lectures in safety education and training, and carried out extensive training and education for all employees on mental health, self-safety protection, first aid measures, anti-hydrogen sulfide poisoning, anti-asphyxia, anti-electric shock, etc.. The Company gave on-site lectures on CPR emergency rescue knowledge, wound hemorrhage bandaging methods, and electrocution emergency self-rescue and mutual rescue methods, etc., and conducted practical exercises. Through such training, the employees’ occupational health knowledge is increased, and the employees’ ability to protect themselves and save each other is improved.



## 2. CONSOLIDATING SAFETY MANAGEMENT AND ENHANCING SAFETY AWARENESS (continued)

### Training on Knowledge of Fire Safety

The Company arranged detailed and in-depth training on knowledge of fire safety for office staff in high-rise offices to publicise evacuation and escape skills for high-rise offices (or assembly occupancies) and the self-rescue and survive skills for high-rise offices in details. In addition, detailed trainings on fire prevention work of the Company were also conducted to introduce measures of how to carry out daily fire prevention inspection on key areas and the overall fire prevention inspection on a regular basis, and to provide trainings on formulating and implementing fire emergency plan of the Company and handling of emergencies, with the aim of helping the staff to master fire safety knowledge and skills, which significantly strengthened the control of fire safety in the working environment.

In the meantime, for the purpose of developing a stronger awareness of safe production and safe gas supply, the Company conducted safety assessment to evaluate various aspects level by level, such as case education on work-related accident, reporting of work-related injury and exercises on emergency plan. With the joint efforts of all staff, the rate of all staff receiving safety education reached 100%, and the rate of certificate obtained by special personnel receiving trainings reached 100%. The total duration of safety trainings was 30,863 hours and a total number of 3,562 staff was trained.

Training type	Training hours 2019	Trainees	Training times 2018	Trainees
<b>Trainings for certified personnel:</b> Special operation personnel trainings, confined space operation training, etc.	57	66	2	63
<b>Trainings for technical and special operation personnel:</b> The Transmission and Distribution Center organised trainings on the use of new instruments such as voltage regulators, high-place operation trainings, first-aid personnel trainings, underground pipeline safety trainings, construction safety trainings, etc.	5	136	22	278
<b>Fire prevention and security trainings:</b> Fire prevention trainings, fire extinguisher use trainings, and internal protection and anti-terrorism trainings	8	285	19	440
<b>Safety education:</b> All-staff safety education, emergency trainings, risk source identification, accident prevention education, etc.	30,863	748	49	1,423

## 2. CONSOLIDATING SAFETY MANAGEMENT AND ENHANCING SAFETY AWARENESS (continued)

### 2.3 PUBLICITY ON GAS USE SAFETY

Jinran Public is committed to guaranteeing gas use safety of customers in an all-round way, reducing potential safety hazards of customers, effectively controlling safety risks at the customer side, so as to ensure gas use safety of customers.

With strict implementation of the User Safety Inspection System (《用戶安檢管理制度》), the Company, pursuant to its established safety inspection plan, performs at least one indoor safety inspection every year for those users using IC card natural gas meters in its supplying areas. For those users using basic gas meters, the Company will check meters, charge fees and perform inspection in households every three months to find hidden indoor hazards and vigorously promote knowledge on gas use safety. The Company sets 16 June and 11 November of each year as safety awareness day for users, and arranges for staff to publicise gas use safety in community with aims to improve users' awareness on gas use safety and prevent indoor gas accidents.

In 2019, the Company carried out indoor safety inspection in an orderly way with checking safety use of gas for 525,659 households and the rate of indoor safety inspection reaching 96.01%. The Company totally conducted 12 publicity activities on gas use safety in the community to escort gas use safety for the community.

#### **Case: Winter 100-day safety publicity activities of Jinran Public**

In order to deepen the safety management of gas enterprises and continuously enhance the awareness of the general public on focusing and emphasizing safety, on 7 November 2019, the Company launched start-up activity for the winter 100-day safety publicity activities themed "Eliminating hidden hazards of gas, deepening the co-construction of communities and enterprises and creating happiness and safety". During the activity, 600 safety publicity materials were distributed and 56 users were interviewed. Various publicity methods were adopted by the Company during the activity to improve gas use safety awareness of users and their abilities to deal with gas emergencies, thereby creating a good atmosphere in which the whole society focuses and emphasizes safety.

#### **Case: Gas use safety publicity activities at Lanjiang Xinyuan Community (蘭江新苑小區) of Jinran Public**

On 5 March 2019, the League branch of Jinran Public conducted gas use safety publicity activities at Lanjiang Xinyuan Community to popularise the common knowledge of gas use safety for users in the community to prevent gas accidents. The staff explained gas safety precautions for the residents at the scene, and detailed the daily leak detection methods of gas appliances, the correct emergency response methods after finding gas leaking, and provided indoor inspection services for users.

### 3. ADHERING TO INTEGRITY IN OPERATION AND OPTIMISING CUSTOMER SERVICE

Jinran Public builds a complete integrity and compliance management system, and strives to provide customers with proactive, thoughtful and efficient services, while ensuring delivering high-quality construction.

#### 3.1 INTEGRITY AND LEGAL COMPLIANCE

The Company strictly complies with the Company Law of the People's Republic of China, the Rules Governing the Listing of Securities on the Main Board of the Stock Exchange – Corporate Governance Code and other relevant national laws and regulations and the requirements of the Listing Rules of the Stock Exchange. In order to establish a long-term mechanism for the internal audit function of the Company, improve the quality of the internal audit work, clarify the scopes and authorities of the internal audit, the Company drafted the Implementation of the Internal Audit System (Trial) (《內部審計制度(試行)》) to improve the quality of internal audit work. In terms of promoting the construction of the Party conduct and of an honest and clean government, the Company amended the Administrative Measures for Official Vehicles (《公務用車管理辦法》) and the Administrative Measures for Travel Expenses (《差旅費管理辦法》) and other rules to standardise the treatment of executives when performing duties, strengthen the construction of work practices, meanwhile enhancing the supervision and accountability of disciplines and promoting the construction of risk prevention and control.

The Company organised a number of trainings on integrity education to strengthen anti-corruption and integrity, especially cautionary education. We arranged for staff to participate in the Party lectures on integrity for integrity cautionary education. We also organised Party members and cadres to watch the warning educational video of Inquiring the Original Aspiration (《叩問初心》) to increase their acumen of anti-corruption and integrity and the awareness of probity and self-discipline. In 2019, the Company carried out anti-corruption trainings with the average training time for staff amounting to 13 hours.

The Company has always strictly complied with relevant laws and regulations in relation to anti-corruption. During the Reporting Period, there was no legal proceeding brought against the Company or its employees in respect of bribery, extortion and money laundering.

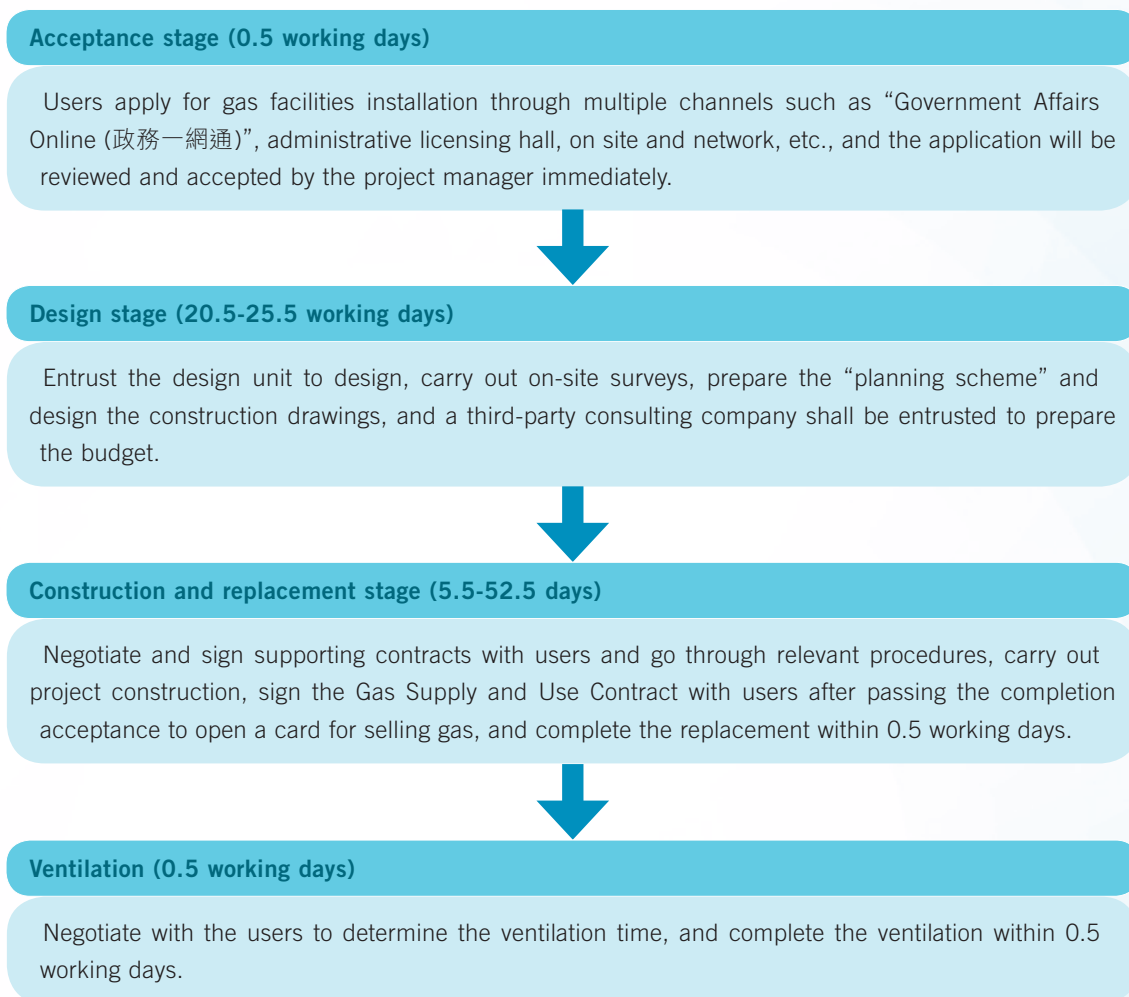
#### 3.2 HIGH-QUALITY SERVICE

Adhering to the customer-oriented service philosophy and always taking customers as the center, Jinran Public supplies safe and clean gas for customers, provides professional, efficient and cordial services, and is committed to improving customer satisfaction with high-quality products and services. At the same time of focusing on customer satisfaction, government trust and public recognition, the Company is also committed to making greater contributions to the construction of a better city.

##### **Institutional guarantee**

The Company has been constantly improving the Implementation Plan for Gas Application and Installation (Trial) (《燃氣用氣報裝實施方案(試行)》), which divides the implementation plan into four stages, and specifies the working days and service contents required in different stages.

### 3. ADHERING TO INTEGRITY IN OPERATION AND OPTIMISING CUSTOMER SERVICE (continued)



*Four-stage implementation plan for gas application and installation*

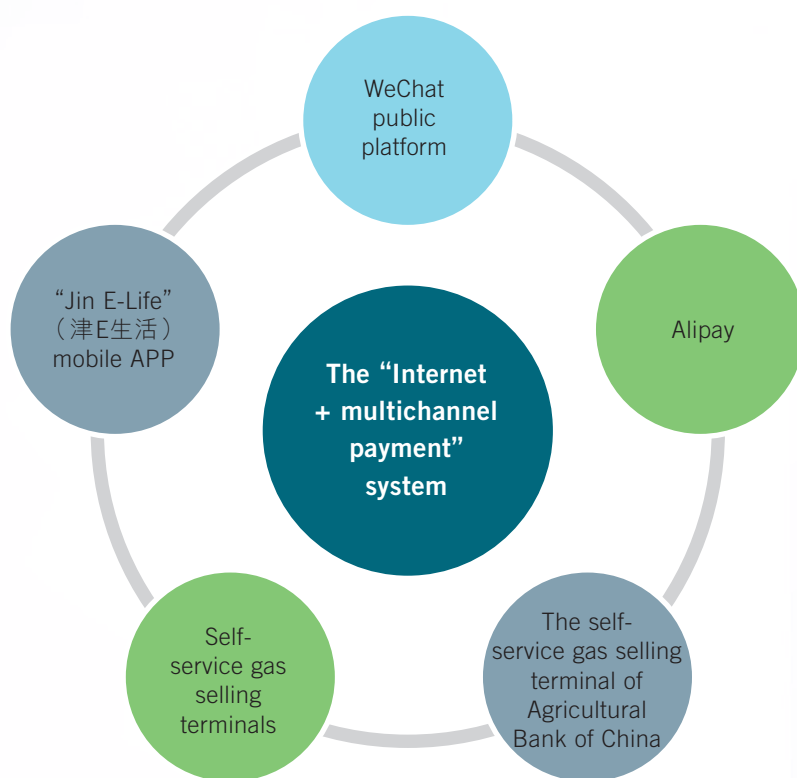
#### Service optimisation

Jinran Public focuses on serving the masses, providing users with intimate and efficient services and meeting customer needs, so as to establish good customer service relationships. The Company has improved service quality in all aspects through the improvement of offline business outlets, replacement of facilities and equipment, and the expansion of online service functions.

### 3. ADHERING TO INTEGRITY IN OPERATION AND OPTIMISING CUSTOMER SERVICE (continued)

The Company provides customers with timely replacement service of old gas meters, promoting the Company's meters upgrading and replacement work; and extends its outlets' business hours by introducing the service measure of "extending the service hours of external windows to 8:00 pm". The Company provides 24-hour customer service hotline for users all year round to ensure that users' questions can be answered in a timely manner and help users to solve problems in the earliest time.

In order to enhance users' service experience, the Company has provided them with more convenient means of payment through "Internet +" construction, gradually promoting the construction of the "Internet + multi-channel payment" system based on various software and hardware such as the self-service gas selling terminal of Agricultural Bank of China, "Jin E-Life" (津E生活) mobile APP, Alipay, Self-service gas selling terminals, WeChat public platform, etc., and at the same time, further improved the construction of WeChat public platform to launch diversified smart gas services.



*The "Internet + multi-channel payment" system*



### 3. ADHERING TO INTEGRITY IN OPERATION AND OPTIMISING CUSTOMER SERVICE (continued)

#### Feedback on customers' complaints and suggestions

Jinran Public attaches great importance to customers' suggestions and opinions, and regards this as a driving force for the Company to improve internal processes and service quality. The Company actively responds to customer complaints, sets up a 24-hour maintenance and repair mechanism and develops relevant mechanisms for handling complaints and disputes to reduce the rate of customer complaints. The Company continuously improves the complaint handling process, actively learns lessons from them and proposes corresponding improvement measures to ensure the normal operation of the Company's various businesses.

In 2019, the Company received a total of 94 complaints, all of which were dealt with in a timely manner. After the complaints being dealt with, the Company conducted return visits to the relevant customers to gain an in-depth understanding of their suggestions, as a result, the customer satisfaction rate reached 100%, and the timely handling rate of customer complaints also reached 100%.



*Handling process of customers' complaints*

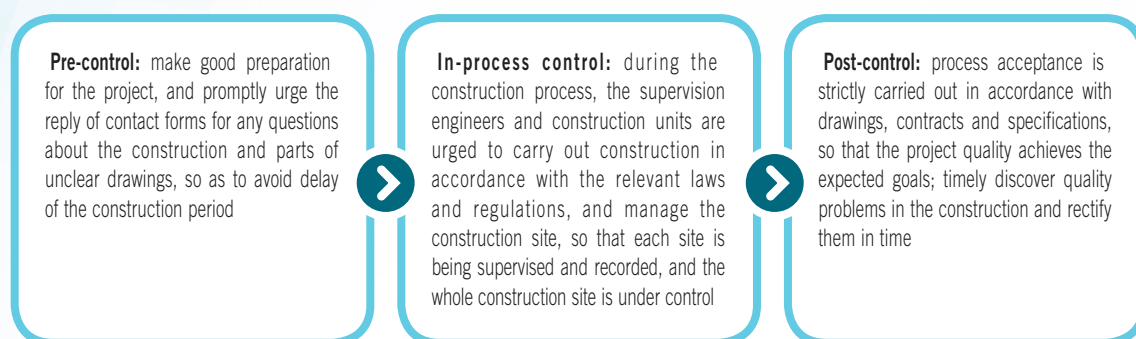


## 3. ADHERING TO INTEGRITY IN OPERATION AND OPTIMISING CUSTOMER SERVICE (continued)

### 3.3 PROJECT QUALITY MANAGEMENT

With the comprehensive launch of Tianjin's piped gas renovation work, more and more citizens begin to use safe, clean and economic piped gas. In order to ensure the quality of gas supply, Jinran Public strictly guards against the quality of the project, controls the quality over the whole life cycle of the project, and unswervingly provides residents with safe and high-quality gas.

#### Project Quality Control and Management Process of Jinran Public



### 3.4 SUPPLIER MANAGEMENT

In accordance with the Law of the People's Republic of China on Bidding and Tendering, Regulations on the Implementation of the Law of the People's Republic of China on Bidding and Tendering and other laws and regulations, the Company issued the Implementation Rules on the Procurement Management of Tianjin Jinran Public Utilities Company Limited, which stipulates the purpose, responsibilities, work procedures and other aspects of bidding and procurement management.

In terms of procurement, large cargoes were procured by "price parity", which is a mode of requesting quotations by comparing prices and finally evaluating prices. In terms of bidding, the bidding work was carried out in strict accordance with the standardised process to avoid any non-compliance. Meanwhile, the Company further improved its business process of contract audit by conducting strict internal decision-making procedures on business matters in the contract. Jinran Public focused on the business process of the areas with significant risks, such as the capital-intensive, resource-rich, and asset-aggregation areas, and paid efforts to strengthen the day-to-day supervision of important aspects, such as collective decision making, bidding and selection, budget management, prior to the approval of contracts.

In 2019, the Company had a total of 12 suppliers in Tianjin and 2 suppliers outside of Tianjin.

## 4. PROMOTING CLEAN ENERGY AND CULTIVATING GREEN CONCEPTS

As a pro-clean energy enterprise, Jinan Public shoulders the responsibility of promoting the green concept to the society and fostering it. In strict compliance with relevant laws and regulations such as the Environmental Protection Law of the People's Republic of China and the Environmental Impact Assessment Law of the People's Republic of China, the Company has been actively discovering and expanding possible development paths with clean energy used in its business, and also adopted green and low-carbon measures in construction and detailed office reform initiatives in its operations to contribute to sustainable development.

During the Reporting Period, the Company was not aware of any material breaches of relevant environmental laws and regulations that would have a material impact on the Company.

### 4.1 DEVELOPING CLEAN ENERGY

Natural gas, known as “green energy”, is a clean, efficient and high-quality fuel. Compared to burning coal, natural gas can reduce sulfur dioxide and dust emissions by 100%, and CO<sub>2</sub> and NO<sub>x</sub> emissions by about 60% and 50%, respectively, therefore natural gas is the preferred fuel in most countries of the world and its proportion in the energy supplies of each country is increasing. Jinan Public vigorously promote the use of clean energy and strive to develop the natural gas market in strict accordance with the Law on Prevention and Control of Air Pollution and the decision-making deployment and task requirements of the 13th Five-Year Plan on Prevention and Control of Air Pollution and other documents, and based on the action plan for comprehensive management of prevention and control of air pollution of Beijing-Tianjin-Hebei Urban Agglomeration and its Neighboring Areas in autumns and winters of 2018-2019 and 2019-2020. In 2019, the Company accepted a total of 14 new industrial and commercial users and “coal-to-gas” projects, and 23 new residential projects involving a total of 11,281 households, contributing to the development of clean energy.

### 4.2 GREEN CONSTRUCTION

Jinan Public attaches great importance to resource conservation and environmental protection in construction. We have incorporated the code of conduct on environmental protection at construction sites into the Project Management System of Tianjin Jinran Public Utilities Company Limited and strictly enforced it, so as to mitigate or even eliminate the impact of the construction process on the surrounding environment and ecosystem.

At the construction site, in order to eliminate dust, noise and other disturbances to the surrounding residents and the environment, the Company strictly follows the principle of six “hundred percent”, that is, 100% fencing around the site, 100% coverage of material stockpiles, 100% washing for incoming and outgoing vehicles, 100% ground hardening of the construction site, 100% wet work for demolition and earthwork, and 100% containment of dirt hauling vehicles.

Meanwhile, to reduce the leakage of greenhouse gases such as methane contained in the natural gas, we have adopted a rigorous timed pipeline inspection system and carried out pipeline construction by using an advanced hot tapping method to ensure a stable gas supply to the downstream and effectively reduce the greenhouse gas leakage in the construction process.

## 4. PROMOTING CLEAN ENERGY AND CULTIVATING GREEN CONCEPTS (continued)

In addition, we dispose of sewage and sludge from the construction site in accordance with the environmental protection requirements of Tianjin, and direct emissions causing environmental pollution is strictly prohibited. During the construction, the Company does not involve the production of a large amount of waste and hazardous waste, and non-hazardous waste mainly includes solid wastes produced during constructions. In 2019, the Company produced a total of 1,612 tons of solid wastes on operation, all of which were backfilled at the excavation site to reduce the impact on ecology.



*Green Construction*



### 4.3 GREEN OFFICE

Jinran Public has consistently applied the concept of “Low Carbon and Environmental Protection” in its daily office work, generated comprehensive analysis on “green and low-carbon” actions which may occur during our administrative and office process, and established detailed accounts on energy consumption and strictly managed energy consumption in its operation with comparative analyses made on a regular basis. In 2019, our Company had made endeavors in reducing source consumption and saving energy use aspects.

Saving water and power	<ul style="list-style-type: none"><li>• Strengthened the management of the use of equipment with high electricity consumption, improved energy intensity and quality of light and advocated the use of natural light.</li><li>• Gave priority to purchase energy-saving appliances with equal price with reference to energy efficiency labels in the PRC.</li><li>• Purchased and use water saving facilities, enhance daily maintenance of water-consuming equipment.</li></ul>
Saving fossil fuels	<ul style="list-style-type: none"><li>• Issued the Administrative Measures of Official Vehicles to enhance the management of official vehicles, and make analysis on oil consumption calculation on a regular basis to avoid loss of gasoline and diesel due to mismanagement.</li><li>• Chose public transportation when it is non-urgent and unnecessary for official vehicles.</li></ul>
Saving other source	<ul style="list-style-type: none"><li>• Reduced consumption of disposable office supplies and advocated the use of media that can be updated repeatedly, such as electronic screens.</li><li>• Enhanced training for the use of official equipment to avoid material wastage.</li><li>• Enhanced the construction of informationisation, improved office automation system and advocated the use of video conference to improve office efficiency and reduce carbon emissions.</li></ul>

## 4. PROMOTING CLEAN ENERGY AND CULTIVATING GREEN CONCEPTS (continued)

Index	Unit	2019	2018
Greenhouse gas emissions (Scope 1)	ton(s) of carbon dioxide equivalent	<b>155,740.93</b>	142,797.27
Greenhouse gas emissions (Scope 2)	ton(s) of carbon dioxide equivalent	<b>2,684.72</b>	2,355.83
Total greenhouse gas emissions	ton(s) of carbon dioxide equivalent	<b>158,425.64</b>	145,153.10
Greenhouse gas emissions intensity	ton(s)/RMB10,000	<b>1.06</b>	0.95
General waste      Domestic garbage	ton(s)	<b>0.45</b>	0.50
Office garbage	ton(s)	<b>15.15</b>	16.15
Integrated energy consumption	10,000 tons of standard coal	<b>0.104147072</b>	0.077108219
Integrated energy consumption per RMB10,000 in output value	ton(s) of standard coal/RMB10,000	<b>0.006937232</b>	0.005072909
Total power consumption	kWh	<b>1,099,000.00</b>	1,054,800.00
Purchased thermal power consumption	GJ	<b>14,000.00</b>	11,428.63
Gasoline	litre	<b>57,292.00</b>	52,630.00
Fresh water usage	ton(s)	<b>15,455.29</b>	25,981.00

The Company has confirmed that it is not aware of any issue in sourcing water for aforesaid fresh water.

## 5. ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING

Employees are the primary productive force of Jinran Public. We wish to protect and safeguard the basic rights and interests of employees in an all-round way through established management, open communication environment, attentive care and assistance as well as comprehensive training, so as to set up a stage for employees' career development and become a refuge and spiritual harbor for employees. In addition, we further extend the concept of caring for our employees to the society, and carry out timely public service voluntary activities in communities to fulfill the Company's social responsibility.

### 5.1 PROTECTING EMPLOYEES' RIGHTS AND INTERESTS

Jinran Public strictly complies with the requirements under laws and regulations, including the Labor Law of the People's Republic of China and Labor Contract Law of the People's Republic of China, and strictly implements the Human Resources Management System of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司人力資源管理制度》). It standardises its recruitment channels, training and the selection procedure of reserved talents, rigorously eliminates discrimination in terms of gender, ethnicity, religion, age and region in recruitment, and prohibits child and forced labour. By the end of 2019, the Company had 787 regular employees, all of whom signed labour contracts. During the Reporting Period, the Company did not violate the laws and regulations in respect of the labour practice.

The Company attaches great importance to the collection and feedback of democratic opinions from grass-roots employees. We continue to strengthen democratic communication and management in accordance with the requirements of the Rules on Meetings for Employee Representatives (《職工代表大會制度》) and the Regulations on the Management of Meetings for Employee Representatives of the Company (《企業職工代表大會管理條例》), give full play to the supervision responsibilities of employees and improve their enthusiasm for participation. In 2019, Jinran Public held 3 meetings in total for employee representatives to accept the democratic proposal.



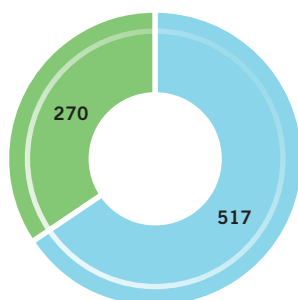
## 5. ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING (continued)

### Jinran Public Held the Fifteenth Meeting for the Third Session Employee Representatives

The meeting for employee representatives of Jinran Public has always been an important platform to collect proposals from employee representatives, widely understand the current needs of employees and constantly improve the protection of employee's rights and interests. In 2019, the Company held the Fifteenth Meeting for the Third Session Employee Representatives to widely solicit suggestions from employee representatives. The meeting adopted a total of 3 reasonable proposals from Hexi Branch Office and Jining Branch Office, and actively made improvement according to the proposals.

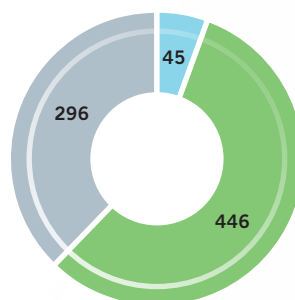


Numbers of employees  
by gender



● Male employees  
● Female employees

Number of employees  
by age



● 30 years old and below  
● 31-50 years old  
● Above 50 years old



## 5. ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING (continued)

### 5.2 EMPLOYEES' TRAINING AND DEVELOPMENT

Jinran Public assists employees' career development by building an established training and promotion platform for employees. In this regard, the Company has formulated the Staff Training and Management System (《員工培訓管理制度》) to specify the Company's operation rules on internal training work, talent reserves and career advancement. The Company provides employees with comprehensive training content covering general knowledge, professional basis and occupational safety, and extends the training coverage to all employees from new employees to those at leadership levels. Innovation has been made in the training content and organisational form, effectively improving the professional competence of employees.

In order to evaluate the performance of morality and competence and actual working performance of employees at all levels of the Company on a more objective and fair basis, the Company has set up a performance appraisal leading group to ensure that the selection of talents is conducted on the basis of equality, fairness and openness, and the professional competence of employees is assessed in various aspects and promotion opportunities are provided. In 2019, in order to further standardise the implementation of the appraisal, we officially issued the Performance Appraisal Method for Middle Management Personnel of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司中層管理人員績效考核辦法》) and the Performance Appraisal Method for General Management Personnel of Departments of Tianjin Jinran Public Utilities Company Limited (《天津津燃公用事業股份有限公司部門一般管理人員績效考核辦法》) to improve the staff performance management system for employees and middle management.

Indicators		Unit	2019	2018
Total number of training		person	856	997
Training coverage		%	100	100
Total training hours		hour	33,119.00	—
Average hours of training by gender	Male employee	hour	65.69	—
	Female employee	hour	34.31	—
Average hours of training by type of employee	Senior management	hour	135.00	132
	Middle management	hour	135.00	110
	Ordinary employee	hour	80.00	85

## 5. ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING (continued)

### 5.3 CARE FOR STAFF

Jinran Public cares for the life and work status of its staff as well as their physical and psychological health. The Company organised various culture and sports activities, a series of psychological lectures and helped the employees in need. In 2019, all of our staff were included in the body examination programme and social insurance programme.

We actively organised rope skipping, shuttlecock, chess-kind and other activities to relieve work stress of employees so as to build a more dynamic work team, which received active response and general recognition. We also distribute festival and birthday gifts per the standards issued by labour union on national festival days and employee's birthday to improve the satisfactory and happiness of our staff at work.

#### Colourful Activities for Employees



*Sports (rope skipping, shuttlecock)*



*Chess-kind activities (Chinese Chess, Chinese Checker)*



## 5. ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING (continued)



*Gifts for model workers*



*Gifts provided for front line staff during summer holiday and Spring Festival*



*Offerings for employees in need*

In addition, the Company cares about the mental health of its staff. In March 2019, we organised members of female workers committee and representatives of female employees of the Company to participate in the lecture themed “Creating an Active and Better Self”, and invited the Tianjin Family Education Research Association Guiding Center (天津市家庭教育研究會指導中心) to provide guides for female employees on how to manage pressure and balance the work and family. In order to further strengthen the employees’ mental health, the Company also organised employees to participate in the lecture themed “To be Active and Happy” in November 2019, aiming to ease the pressure of employees and improve their mental health.



## 5. ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING (continued)

Jinran Public attaches great importance to the assistance and relief work for employees in need, and gives comfort and distributes offerings to those in difficulty or sick during the Spring Festival each year. In addition, the Company provides mutual assistance and protection for each union member in accordance with the relevant requirements of “Mutual Assistance and Protection Plan for Workers with Major Diseases and in Hospital” (《在職職工重大疾病及住院互助保障計劃》) issued by the Municipal Trade Union, and assists qualified sick members to submit application materials to the labor union of the Group for serious illness relief and membership bonus. In 2019, the Company distributed various reliefs of more than RMB180,000 in total to 26 sick employees in hospital.



*Assistance for employee with serious illness*



### 5.4 COMMUNITY INTEREST

Jinran Public has been actively practicing social responsibilities by capitalizing its business strengths and professional expertise to carry out a series of public welfare activities. In 2019, the Company comprehensively promoted co-construction between community and enterprise and strengthened corporate social responsibility. The Company proactively visited communities, and signed agreements in respect of co-construction between community and enterprise with 23 communities in 5 subdistricts. In addition, the Company carried out various safety publicity and science popularization lectures, and engaged community supervisors to enhance the Company's ability to practice its responsibilities. The Company carried out community voluntary activities with a total of 159 hours and invested a total of RMB29,820.

## 5. ATTACHING IMPORTANCE TO EMPLOYEE'S BENEFITS AND SHOWING CONCERN FOR SOCIAL WELL-BEING (continued)

### **Case: Hexi Branch Office of Jinran Public was proactively involved in community voluntary activities**

Hexi Branch Office of Jinran Public made an all-round effort to explore the way to conduct community voluntary activities and practiced its social responsibilities by capitalizing its business strengths. In 2019, starting with safety publicity in community activities, the Hexi Branch Office approached to various communities, and actively carried out activities such as safety publicity and voluntary services for special users. During the first half of the year, more than 10 safety publicity and science popularization lectures were conducted in line with the characteristics of gas consumption in different seasons. In addition, Hexi Branch Office engaged 3 community residents with strong sense of responsibility and enthusiasm for community service as voluntary supervisors, and promoted continuous enhancement of service through considering the supervisors' opinions and suggestions.



*Safety promotion activities for gas consumption in communities*

# HKEx ESG REPORTING GUIDE INDEX

Aspect	Content	Reference Section or Explanation
A1 Emissions	<p>General Disclosure 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 wastes.</p>	4. Promoting clean energy and cultivating green concept
	A1.1 The types of emissions and respective emissions data.	4. Promoting clean energy and cultivating green concept
	A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	4. Promoting clean energy and cultivating green concept
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	4. Promoting clean energy and cultivating green concept
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	4. Promoting clean energy and cultivating green concept
	A1.5 Description of measures to mitigate emissions and results achieved.	4. Promoting clean energy and cultivating green concept
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	4. Promoting clean energy and cultivating green concept



## HKEx ESG REPORTING GUIDE INDEX (continued)

Aspect	Content	Reference Section or Explanation
A2 Use of Resources	General Disclosure	4. Promoting clean energy and cultivating green concept
	Policies on the efficient use of resources, including energy, water and other raw materials.	
	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).	4. Promoting clean energy and cultivating green concept
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	4. Promoting clean energy and cultivating green concept
	A2.3 Description of energy use efficiency initiatives and results achieved.	4. Promoting clean energy and cultivating green concept
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	4. Promoting clean energy and cultivating green concept
	A2.5 Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	4. Promoting clean energy and cultivating green concept

## HKEx ESG REPORTING GUIDE INDEX (continued)

Aspect	Content	Reference Section or Explanation
A3 The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	4. Promoting clean energy and cultivating green concept
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	4. Promoting clean energy and cultivating green concept
B1 Employment	General Disclosure Information on:  (A) the policies; and (B) compliance with relevant laws and regulations that have a significant impact on the issuer  relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	5. Attaching importance to employee's benefits and showing concern for social well-being
	B1.1 Total workforce by gender, employment type, age group, and geographical region.	5. Attaching importance to employee's benefits and showing concern for social well-being
	B1.2 Employee turnover rate by gender, age group and geographical region.	5. Attaching importance to employee's benefits and showing concern for social well-being

## HKEx ESG REPORTING GUIDE INDEX (continued)

Aspect	Content	Reference Section or Explanation
B2 Health and Safety	General Disclosure Information on:	2. Consolidating safety management and ensuring gas safety
	(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.	
	B2.1 Number and rate of work-related fatalities.	2. Consolidating safety management and ensuring gas safety
	B2.2 Lost days due to work injury.	2. Consolidating safety management and ensuring gas safety
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	2. Consolidating safety management and ensuring gas safety
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	5. Attaching importance to employee's benefits and showing concern for social well-being
	Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	5. Attaching importance to employee's benefits and showing concern for social well-being
	B3.2 The average training hours completed per employee by gender and employee category.	5. Attaching importance to employee's benefits and showing concern for social well-being

## HKEx ESG REPORTING GUIDE INDEX (continued)

Aspect	Content	Reference Section or Explanation
B4 Labour Standard	General Disclosure Information on:	5. Attaching importance to employee's benefits and showing concern for social well-being
	(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.	
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	5. Attaching importance to employee's benefits and showing concern for social well-being
	B4.2 Description of steps taken to eliminate such practices when discovered.	5. Attaching importance to employee's benefits and showing concern for social well-being
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	3. Adhering to integrity in operation and optimising customer service
	B5.1 Number of suppliers by geographical region.	3. Adhering to integrity in operation and optimising customer service
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	3. Adhering to integrity in operation and optimising customer service

## HKEx ESG REPORTING GUIDE INDEX (continued)

Aspect	Content	Reference Section or Explanation
B6 Product Responsibility	General Disclosure Information on:	Not involved
	(A) the policies; and	
	(B) compliance with relevant laws and regulations that have 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.	
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not involved
	B6.2 Number of products and service related complaints received and how they are dealt with.	Not involved
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Not involved
	B6.4 Description of quality assurance process and recall procedures.	3. Adhering to integrity in operation and optimising customer service
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Not involved



## HKEx ESG REPORTING GUIDE INDEX (continued)

Aspect	Content	Reference Section or Explanation
B7 Anti-corruption	<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 bribery, extortion, fraud and money laundering.</p>	3. Adhering to integrity in operation and optimising customer service
	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. Adhering to integrity in operation and optimising customer service
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	3. Adhering to integrity in operation and optimising customer service
B8 Community Investment	<p>General Disclosure</p> <p>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.</p>	5. Attaching importance to employee's benefits and showing concern for social well-being
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	5. Attaching importance to employee's benefits and showing concern for social well-being
	B8.2 Resources contributed (e.g. money or time) to the focus area.	5. Attaching importance to employee's benefits and showing concern for social well-being