

(Incorporated in Bermuda with limited liability) Stock Code: 2668



2019

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

# **CONTENTS**

APPROACH	2
ABOUT THIS REPORT	3
Scope of the Report	3
Feedback	3
ABOUT PAK TAK	4
Our Business	4
Our Vision	4
Our Goal	4
Board of Directors	4
DUR STAKEHOLDERS	5
Section A: Environmental	6
Aspect A1: Emission	6
Aspect A2: Use of Resources	8
Aspect A3: The Environmental and Natural Resources	g
Section B: Social	10
Employment	10
Health and Safety	11
Development and Training	11
Labour Standard	12
Supply Chain Management	12
Product Responsibility	13
Anti-corruption Anti-corruption	13
Community Investment	13
ENVIRONMENTAL DATA	14
SOCIAL DATA	15
ESG REPORTING GUIDE & REFERENCE	17

# **APPROACH**

Pak Tak International Limited ("Pak Tak" or the "Company") and its subsidiaries (the "Group") are committed to promoting its performance of supply chain business in China, while integrating sustainability into its business strategy. Various factors, including business related challenges, work ethics, global trends, laws and regulations, etc., are taken into account in order to constantly promote business growth and achieve sustainability.

The Group recognizes its responsibility to be accountable to all its stakeholders, including customers, potential investors and shareholders, employees, suppliers and local community. Understanding the needs and expectations of the stakeholders is the key to the Group's success. As each stakeholder requires a different engagement approach, the Group has established a tailor-made communication method, in order to better meet each stakeholder's expectations. The communication method is explained in the latter part in the report.

Within the Group, we are continuously monitoring the risks and exploring potential opportunities. For the sake of striking a balance between business needs, social demands and environmental impacts, we are committed to understanding and addressing the ESG risks and their impact on our customers, the communities and the environment.

To implement sustainability strategies to all levels of the Group, the top-down approach is adopted for the following sustainability strategies:

- 1. To achieve environmental sustainability
- 2. To establish long-term partnership with supplier and customers
- 3. To provide solutions and quality product to end-users
- 4. To respect human rights and social culture for all level of staff
- 5. To engage with stakeholders through open dialogue
- 6. To sustain local communities

# ABOUT THIS REPORT

The Group is pleased to present its Environmental, Social and Governance ("**ESG**") Report. The content contained herein focuses on providing an overview of the environmental, social and governance performance of our major operations in China and Hong Kong from 1 January 2019 to 31 December 2019 (the "**Reporting Year**") ("**FY2019**"), which is consistent with our financial year. To allow us to conduct thorough performance review and evaluation, we have compared the data in the Reporting Year to the data during the year ended 31 December 2018 ("**FY2018**").

## **Scope of the Report**

This report has been prepared in accordance with the "Environmental, Social and Governance Reporting Guide" in Appendix 27 to the Rules Governing the Listing of Securities (the "Listing Rules") on The Stock Exchange of Hong Kong Limited (the "Stock Exchange" or "HKEx"). The two ESG subject areas, namely Environmental and Social, are disclosed separately, highlighting the impacts of the operations of the Group in Hong Kong and People's Republic of China ("PRC") in the Reporting Year.

For this year, the material ESG issues are those which have or may have a significant impact on:

- Hong Kong and China business;
- The supply chain market;
- The environment or society now or in the future;
- Our financial performance or operations; and/or
- Our stakeholders' assessments, decisions and actions.

The data and information used in this report are referenced from our archived documents, records, statistics and research. Financial data is extracted from or calculated based on the Group's audited annual financial statements for the year ended 31 December 2019.

# **Feedback**

All are welcomed to express comments and improvement on our ESG reporting. For details in relation to our financial performance and corporate governance, please visit our website on http://www.paktakintl.com and our Annual Reports. We also treasure your feedback and comments on our sustainability performance, please send your feedback and other sustainability enquiries to info@paktakintl.com.

# **ABOUT PAK TAK**

## **Our Business**

Pak Tak was listed on the Main Board of the Stock Exchange (stock code: 2668). For the year ended 31 December 2019, the principal activities of the Group are: (i) supply chain business (the "**Supply Chain Business**"), (ii) leasing business (the "**Leasing Business**"), (iii) property investment and consultancy, (iv) money lending business in Hong Kong under the provisions of the Money Lenders Ordinance (Chapter 163 of the Laws of Hong Kong) and (v) securities investment. Following the completion of the disposal of the manufacturing and trading of garment business companies, the Group ceased to operate such business on 31 May 2019.

#### **Our Vision**

Provide maximum value for our customers whilst maintaining a competitive advantage in the market.

#### **Our Goals**

To put the best effort to expand our Supply Chain Business and Leasing Business in the PRC, and create values to our shareholders and investors.

## **Board of Directors**

As at the date of this ESG Report, the Board consists of:

Executive Directors	Non-executive Directors	Independent Non-executive Directors
Mr. Wang Jian	Mr. Law Fei Shing	Mr. Chan Ngai Sang Kenny
Mr. Feng Guoming	Mr. Shin Yick Fabian	Mr. Chan Kin Sang
Ms. Qian Pu		Mr. Zheng Suijun

# **OUR STAKEHOLDERS**

Pak Tak actively strives to better understand and engage our stakeholders to ensure continuous improvements. We strongly believe that our stakeholders play a crucial role in sustaining the success of our business in the challenging market.

Stakeholders	Probable issues of concern	Communication and responses
НКЕх	Compliance with listing rules, timely and accurate announcements.	Meetings, training, workshops, programs, website updates and announcements.
Government	Compliance with laws and regulations, prevention of tax evasion, and social welfare.	Interaction and visits, government inspections, tax returns and other information.
Suppliers	Payment schedule, stable demand.	Site visits.
Shareholders/Investors	Corporate governance system, business strategies and performance, and investment returns.	Organizing and participating in seminars, interviews, shareholders' meetings, issue of financial reports and/or operation reports for investors, media and analysts.
Media & Public	Corporate governance, environmental protection, and human right.	Issue of newsletters on the Company's website.
Customers	Product quality, delivery times, reasonable prices, service value, labour protection and work safety.	Site visits, and after-sales services.
Employees	Rights and benefits, employee compensation, training and development, work hours, and working environment.	Union activities, trainings, interviews for employees, employee handbooks, internal memos, employee suggestion boxes.
Community	Community environment, employment and community development, and social welfare.	Community activities, employee voluntary activities and charitable donations.

# **SECTION A: ENVIRONMENTAL**

Pak Tak aims at providing our customers the best non-ferrous metals and construction materials, as well as providing value-added services including but not limited to inventory management and logistics supports, while contributing to environmental protection and community development.

As one of our guiding principles, we strive to minimize the environmental impacts brought by our operations. The culture of environmental protection is widely adopted throughout the Group, especially in pollution alleviation. It is inevitable that during our daily operation process, greenhouse gases were produced and paper was used. Yet, with the goal and determination to minimize the negative impact, we formulated policies to continually improving our environmental performance.

## **ASPECT A1: EMISSIONS**

Our business is closely related to the environment. Environmental protection and emissions reduction are always the top priority at the Group. The emissions data, which includes both the air emissions and greenhouse gas ("**GHG**") emissions, is measured for better understanding our environmental impacts and taking meaningful actions in the future.

#### **Air Emissions**

The Group's emissions of air pollutants, which include nitrogen oxides (" $NO_x$ "), Sulphur oxides (" $SO_x$ ") and respiratory suspended particles (" $SO_x$ "), are mainly generated by usage of vehicles. In measurable terms, our operations produced approximately 1 kg of air emissions during the Reporting Year, which represent a decrease by approximately 99% as compared to approximately 4,189 kg of air emissions in the FY2018, as a result of the disposal of garment business.

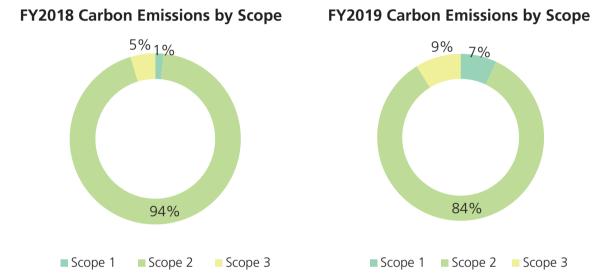
In the future, we would continuously monitor our emission performance, so that any deficiencies can be detected and remedial actions can be taken on a timely basis.

The kilometres travelled by the vehicles were estimated based on the vehicle recording.

## **Greenhouse Gas Emissions**

Greenhouse gas emissions are the main culprits of global warming. In the light of reducing greenhouse gas emissions, we embrace in driving green practices in our day-to-day operations. We are committed to environmental conservation, natural resource-saving and waste reduction.

The total greenhouse gas emissions were approximately 41,296.3 kg for the FY2019, which was decreased by approximately 99% as compared to FY2018 due to the disposal of garment business. We will continue to formulate environmentally-friendly measures to alleviate environmental impact.



## **SECTION A: ENVIRONMENTAL**

The emissions of greenhouse gases are classified into three separate scopes as shown in the above charts, the details of the three scopes are shown in the below table.

GHG Emission Sources	GHG produced (kg)	%
Scope 1 – Direct emission from mobile combustion sources – Vehicles²	2,907.2	7.0
Scope 2 – Emissions from electricity consumption – Electricity consumption <sup>3</sup>	34,753.7	84.2
Scope 3 – Other indirect emission sources – Paper waste disposal in landfills	3,635.4	8.8
Grand total	41,296.3	100%

#### **Solid Waste Management**

We strongly advocated the idea of reuse and recycle. Besides, we encourage our employees to use the recycled paper or on double-sided for printing; and recycle used cans and plastic bottles, in order to reduce the burden on waste disposal.

# **ASPECT A2: USE OF RESOURCES**

The Group has been committed to becoming a resource-saving and environment-friendly enterprise through actively strengthening operation capacity.

## **Energy Consumption**

The total energy consumption for the Reporting Year was approximately 43,834 kWh, when compared to the energy consumption of 6,002,520 kWh for FY2018, it was decreased by approximately 99% due to the disposal of the garments business in May 2019.

The Group has put energy conservation practices in place such as using energy-saving light bulb. Our consistent efforts suppressed the raise in electricity consumption throughout the organization.

## **Water Consumption**

Since the water usage was included in the management fee of both our headquarter office and Shenzhen office, hence, no actual data of water consumption could be obtained.

# **Paper Consumption**

During the Reporting Year, The Group consumed approximately 0.8 tonnes of paper for operational purposes.

The kilometres travelled by the vehicles were estimated based on the vehicle recording.

The carbon emission of China Southern Power Grid Company Limited was taken as 0.79 kg CO2e/ kWh for the year 2019, which was consistent with the disclosure in the Year 2019. The carbon emission of Hong Kong Electricity Investment Limited was 0.81 kg CO2e/ kWh for the year 2019.

# **ASPECT A3: THE ENVIRONMENTAL AND NATURAL RESOURCES**

The Group believes that the organization should strike a balance between economic development and social and environmental development. To achieve sustainability, all the aspects should be considered thoroughly without compromising each other. To this end, all parties, including suppliers, customers, and different stakeholders should work hand in hand towards this long-term goal.

Looking ahead, we would like to motivate ourselves to make effort for saving the environment. We will continue monitoring our impacts on the environment, so that any meaningful acts can be taken to sustain not only our operations, but also our beautiful environment.

# **SECTION B: SOCIAL**

#### **EMPLOYMENT**

Our success lies in the devotion of our passionate professional teams and committed staff. We value our employees' contribution and dedication to our business development. In the hope to retain and attract employees, we created a joyous working environment, as well as offering competitive package and fringe benefits to them for the sake of the mutual interests for both.

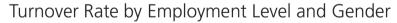
# **Employee Benefits**

Our employee benefits included but not limited to on-the-job training, year-end bonus, medical insurance and employees' compensation insurance. In Hong Kong office, we abided closely with the Labour Department and bought employees' compensation insurance with sufficient coverage for all employees. In Shenzhen office, we monitored the number of headcounts regularly and made contributions to social insurance and housing provident fund for all employees.

As to motivate employees to continuously enhance personal growth and strike for excellence, the Management regularly conducted assessments and discussions with the employees for their work performance. Outstanding employees were eligible for promotion upon satisfactory performance. In addition, the Group provided a wide range of leaves other than statutory holidays, such as marital leave, maternity leave, paternity leave, breastfeeding leave and compassionate leave, to its employees for satisfying their family and social needs.

Among the 40 employees based in Hong Kong headquarter and Shenzhen office, the abovementioned employee benefits and healthy working environment were effective in maintaining a healthy average monthly turnover rate of approximately 1.2% amid the high turnover trend in Hong Kong.

Effective talent management practices are at utmost importance for preventing the organization from becoming a ward for bad hires. Through the systematic approach, we maintained a healthy record of 1.2% turnover rate for middle-management level while nil for top-management level. Our organization was able to maintain the hierarchy system to keep things in place. Alongside the management hierarchy, the turnover rate of male and female employees stayed as low as nil and 2.3% respectively.





The Group strictly abides with relevant laws and regulations, in both Hong Kong and the PRC, which cover all employment protection and benefits. During the Reporting Year, there were no reported cases of non-compliance issue related to employment.

## **Staff Gathering Events**

We believed that connectedness is one of the most important elements to have in the workplace. By organizing gathering events, we hoped to help employees to achieve work-life balance and develop the sense of belonging to the Group. Most importantly, it was about bonding with all levels of employees. During the year, we organised varies of events, such as Spring Festival Gala Dinner and Birthday Celebration Parties for our employees, creating a more harmonious working environment.

## **Our Employees**

As at 31 December 2019, there were 40 employees located in Hong Kong headquarter and Shenzhen office, in which most of the employees were based in Shenzhen office. The Group has established a written policy about human rights. Recruitment and promotion should only take the applicant or employee's capabilities, potentials and performance into accounts, regardless of race, color, gender, nationality, marital status or any kinds of uniqueness. Promoting non-discrimination in the workplace was of paramount importance. For any discrimination faced or discovered, our employees are welcome to report the issue to the Officers, Department Heads, or even the Management directly. The Management will investigate into the issue immediately and follow-up actions will be taken if necessary. The identity of the whistle-blower will be protected, and anonymous reporting is also encouraged.

As at 31 December 2019, our male-to-female ratio was approximately 2:3, with female employees comprising of 60% of our total workforce. It was a strong indicator to show our emphasis on gender equality. Our employees spread over a wide range of age groups from 18 to 65. Guided by the non-discrimination principle, we offered the same opportunities to all employees regardless of their age. The age distribution of our staff demonstrated our healthy hierarchy structure in our Group. In the near future, we will step up the efforts to enhance employee engagement.

#### **HEALTH AND SAFETY**

The Group understands that preventive measures are way more essential the reactive measures. Hence, a detailed escape route and layout of the office was posted in a noticeable area to train for employees' preparedness towards hazardous situation. Our office was also equipped with adequate fire-fighting equipment and first-aid boxes, which were checked regularly to prevent malfunction.

During the Reporting Year, there was no work injury recorded.

## **DEVELOPMENT AND TRAINING**

A structured training and development approach ensure that our employees receive consistent training for required skills at work. All of the new joiners received induction training sessions provided by their colleagues on job responsibilities, job skills, required techniques and basic knowledge. Aside from the on-job training provided to the staff, the Group sponsored top management to attend trainings and updates on listing rules, corporate governance regulations and director responsibilities to ensure the corporate compliance of the Group.

During the Reporting Year, our Management received a total of 40 hours from the approved Continuing Professional Development program.

# LABOUR STANDARDS

Constantly improving working condition for employees and advocating equal working opportunity were the utmost important values of the Group. Thus, we fully complied with the labour laws and relevant legislations that child labour and forced labour were strictly prohibited. The HR department checked the identification documents of employees and signed contract before engagement. The measure prevented the potential of forced labour and child labour. In case there are any cases of forced labour faced or discovered, our employees are encouraged to voice out the issue immediately. The Management will take prompt investigations to the suspected cases and follow-up actions will be considered if necessary. Not only we abide by the regulations, but we also monitor our suppliers to ensure that they did not involve in child labour or forced labour.

#### SUPPLY CHAIN MANAGEMENT

Despite monitoring internal organizational structure, the Group also extended its environmental and social commitment to its supply chain.

The Group places huge importance on product safety and quality. Not only we work with suppliers that provides construction materials that met the international standard, but we also considered the workplace safety, the company's vision and the contribution to the society by our suppliers.

During the Reporting Year, we cooperated with 131 suppliers in the PRC, mainly for the supplies of non-ferrous metals and construction materials.

Our purchase department strictly monitored the performance of suppliers and the Management reviewed the supplier's performance based on their product quality, ability to deliver on time, price, etc., periodically. Underperforming suppliers would be excluded from our approved vendor list instantly.

# PRODUCT RESPONSIBILITY

### **Quality Assurance**

All our products comply with the requirements stipulated in the relevant laws in the PRC, such as the State Environmental Protection Administration of China. All defective goods or products would be sent back to suppliers. Moreover, we strongly forbade pirated goods and counterfeits to serve the best interests of our customers.

## **Customer Compliant**

We are committed to provide efficient and excellent services to maximize customer value. Customer opinions and feedbacks help us to strive for product excellency. Customers can express their opinion through various channels such as online platform, emails and hotlines. Our administrative department is responsible for responding to enquiries and compliant in a timely manner and follow-up the cases if necessary. In respect of our quality assurance procedures aforementioned, there were no cases of compliant nor the return of products occurred during the Reporting Year.

## **Data Privacy**

Our employees were required to sign the non-disclosure agreements and would be strictly penalized if they disclosed confidential information directly or indirectly to the third parties without proper authorization. The Group strives to protect confidential data by controlling the number of need-to-know employees in the smallest area. During the Reporting Year, the Group was not aware of any cases of unauthorized use or access to confidential information.

# **ANTI-CORRUPTION**

Our Group has zero-tolerance of anti-corruption and bribery. Our employees and directors should declare any conflicts of interest through Conflicts of Interest Declaration Letter. Whistleblowing policy was in place to encourage reporting suspected misconduct of colleagues, subordinates, senior management or even suppliers. Our employees were welcomed to express their concerns through face-to-face, email or hotline. Our management would investigate every single possible misconduct case and take follow-up actions if necessary. For any employee being ascertained to be involved in the misconduct, termination of employment may be considered as one of the penalties. During the Reporting Year, there were no concluded legal cases regarding corrupt practices brought against the Group and its employees.

## **COMMUNITY INVESTMENT**

We strive to be a part of our society and contribute to the community. We encourage our staff and people around them to participate in voluntary activities and increase their concern on social and environmental issues of our society.

# **ENVIRONMENTAL DATA**

	Year ended 31 December	Year ended	
A1. Emissions	2018	31 December 2019	Unit
Air emissions	4,189.0	0.9	kg
from vehicle usage	95.0	0.9	kg
from factory operations	4,094.0	_	kg
Greenhouse gas emissions	5,056.2	41.3	tonnes
Scope 1 Emissions from Fossil Fuel Consumption	77.5	2.9	tonnes
<b>Scope 2</b> Emissions from Electricity Consumption	4,742.0	34.8	tonnes
<b>Scope 3</b> Emissions from Water and Sewage Processing	g 217.3	_	tonnes
Emissions from Disposal of Paper Waste	19.4	3.6	tonnes
Total hazardous waste produced	1.4	_	tonnes
	Year ended	Year ended	
	31 December	31 December	
A2. Use of Resources	2018	2019	Unit
Energy consumption	6,002.5	43.8	′000 kWh
Water consumption	217,280.0	_	m <sup>3</sup>
Packaging material consumption (Plastic)	50.4	_	tonnes
Office material consumption (Paper)	N/A	0.8	tonnes

# **SOCIAL DATA**

# **SOCIAL DATA**

	Year ended 31 December	Year ended 31 December
B1. Employment	2018	2019
Total number of employees	468	40
By Gender		
Male	220	16
Female	248	24
Employment turnover		
Total number of employee turnover	98	5
Overall Turnover rate	Overall: 1.7%	Overall: 1.2%
By management level		
Front-line staff	1.8%	1.5%
Middle management	0.5%	1.2%
Top Management	0.9%	-
By Gender		
Male	1.5%	_
Female	1.8%	2.3%
	Year ended	Year ended
	31 December	31 December
B2. Health and Safety	2018	2019
Number of cases of reported injuries	1	-
Number of lost hours	1,456	-
	Year ended	Year ended
	31 December	31 December
B3. Development and Training	2018	2019
Number of approved training hours per CPD	12.5	40

# **SOCIAL DATA**

	Year ended 31 December	Year ended 31 December
B5. Supply Chain Management	2018	2019
Total number of suppliers	186	131
By Geographic Location		
Hong Kong	73	_
The PRC	62	131
Italy	43	_
Taiwan	3	_
Japan	2	_
Peru	1	_
England	1	_
France	1	_
	Year ended	Year ended
	31 December	31 December
B6. Product Responsibility	2018	2019
Total annulus of an dusta subject to a sulla		
Total number of products subject to recalls for safety and health reason		
for safety and health reason	_	_
Total number of compliants or return cases received	-	-
Total number of legal dispute case	-	-
	Year ended	Year ended
	31 December	31 December
B7. Anti-corruption	2018	2019
<u> </u>		
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of cases		
during the reporting period and the outcomes of cases	_	_
	Year ended	Year ended
	31 December	31 December
B8. Community Investment	2018	2019
·		
Corporate charitable donation	HKD 30,000	-
Number of employee volunteer	15	-
Total service hours	2	-

# **ESG REPORTING GUIDE & REFERENCE**

A. Environmental	Reference in this Report
A1. Emissions	Page #
Policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	6-8
KPI A1.1 The types of emissions and respective emission data.	6-8
KPI A1.2 Greenhouse gas emission in total (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	6-8
KPI A1.3 Total hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	N/A
KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	8
KPI A1.5 Description of measures to mitigate emissions and results achieved.	8
KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	8
A2. Use of Resources	Page #
Policies on the efficient use of resources, including energy, water and other raw materials.	8
KPI A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	8
KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	8
KPI A2.3 Description of energy use efficiency initiatives and results achieved.	8
KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	8
KPI KA2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	8
A3. The Environment and Natural Resources	Page #
Policies on minimizing the issuer's significant impact on the environment and natural resources.	9
KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	9

# **ESG REPORTING GUIDE & REFERENCE**

B. Social	Reference in this Report
B1. Employment	Page #
Policies and compliance with laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	10-11
KPI B1.1 Total workforce by gender, employment type, age group and geographical region.	10-11
KPI B1.2 Employment turnover rate by gender, age group and geographical region.	10-11
B2. Health and Safety	Page #
Policies and compliance with laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards.	11
KPI B2.1 Fatality number and rate.	N/A
KPI B2.2 Lost days due to work injury.	N/A
KPI B2.3 Description of occupational health and safety measures adopted how they are implemented and monitored.	11
B3. Development and training	Page #
Policies on improving employees' knowledge and skills for discharging duties at work.  Description of training activities.	11
KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management, etc.).	N/A
KPI B3.2 The average training hours completed per employee by gender and employee category.	N/A
B4. Labour standards	Page #
Policies and compliance with laws and regulations relating to preventing child and forced labour.	12
KPI B4.1 Description of measures to review employment practices to avoid child and forced labour.	12
KPI B4.2 Description of steps taken to eliminate such practices when discovered.	N/A

B. Social	Reference in this Report
B5. Supply chain management	Page #
Policies on managing environmental and social risks of the supply chain.	12
KPI B5.1 Number of suppliers by geographical region.	12
KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	12
B6. Product responsibility	Page #
Policies; and compliance with laws and regulations relating to health and safety.  Advertising, labeling and privacy matters relating to products and services provided and method of redress.	12
KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
KPI B6.2 Number of products and service-related complaints received and how they are dealt with.	N/A
KPI B6.3 Description of practices relating to observing and protecting intellectual property rights.	N/A
KPI B6.4 Description of quality assurance process and recall procedures.	12
KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	12
B7. Anti-corruption	Page #
Policies and compliance with laws and regulations relating to bribery, extortion, fraud and money laundering.	13
KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	13
KPI B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	13
B8. Community investment	Page #
Policies on community engagement to understand the needs of the communities where we operate and to ensure that our activities take into consideration the communities' interests.	13
KPI B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	13
KPI B8.2 Resources contributed (e.g. money or time) to the focus area.	N/A