



IWS

Integrated Waste Solutions
Group Holdings Limited

綜合環保集團有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號 : 923



Environmental,
Social And
Governance Report

2020

環境、社會及管治報告



OUR MISSION

To become one of the largest integrated waste solutions providers in Greater China and to deliver services and products of the highest quality

OUR VISION

We are committed to making a difference to the environment in Hong Kong, China, and the world

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ABOUT THE REPORT

This is the fourth annual Environmental, Social and Governance (“ESG”) Report of Integrated Waste Solutions Group Holdings Limited (the “Company” together with its subsidiaries, hereinafter referred to as the “Group” or “IWS”). This Report reviews IWS’s management approach and performance on environmental and social aspects and should be read in conjunction with IWS’s 2020 Annual Report. The Company has met Code Provisions of the Corporate Governance Report as set out in Appendix 14 of the Listing Rules, please refer to Pages 33 to 49 of our Annual Report 2020 for the Corporate Governance Report.

The purpose of the report is to improve stakeholders’ understanding of the Group’s policies and performance in respect of ESG and to present ongoing sustainability initiatives directed towards the community and the environment. We aim to engage our stakeholders in determining our sustainability approach and related actions through this report.

The reporting principles of Materiality, Quantitative, Balance, and Consistency underpin the content of this ESG report. Data in this report are analysed to account for year-on-year changes and are presented in a way that allows for consistent comparison. The Company’s Board of Directors confirms that it has reviewed and approved the report which, to the best of its knowledge, addresses the identified material issues and fairly presents the ESG management approach and performance of the Company.

Reporting Framework

This report is prepared in compliance with the ESG Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), and in accordance with the operational status of the Company.

Reporting Boundary

This report covers the Company and its subsidiaries including IWS Waste Management Company Limited (“IWS WM”), Confidential Materials Destruction Service Limited (“CMDs”), IWS Environmental Technologies Limited (“IWS ET”), IWS Logistics Limited (“Logistics”) and IWS Waste Management (Asia) Limited. RGF Environmental New Material Limited (“RGF”), a joint venture project company, in which IWS has 49% interest, has been added to the boundary for this reporting year. The data and information in this report cover the period from 1 April 2019 to 31 March 2020 (“FY2020”).

Feedback

Your comments and ideas are appreciated and will help improve our work and performance continuously.

You may contact us at:





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ABOUT IWS

Founded in 1968, IWS is the leading integrated waste solutions provider in Hong Kong, providing waste management, including waste collection, treatment and recycling services to a wide range of customers in both public and private sectors.

 <p>Waste Management</p> <ul style="list-style-type: none"> Recovered Paper Recycled Plastic Pellets Hazardous Waste Treatment 	 <p>WEEE</p> <ul style="list-style-type: none"> Collection and treatment of electrical and electronic waste 	 <p>CMDS</p> <ul style="list-style-type: none"> Secured destruction of paper and non-paper materials 	 <p>Logistics</p> <ul style="list-style-type: none"> Waste collection services, including door-to-door WEEE collection
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Our waste management services including waste paper management, sales of recovered cardboard paper and office paper from CMDS as well as waste plastic recycling. The recycled Low-density Polyethylene (“LDPE”) plastic pellets business was launched in 2017. Due to the worsening of the external economic environment, the LDPE pellet production has been temporarily suspended since September 2019. In October 2018, the Group entered into a joint venture for production of recycled engineering plastic pellets, which began trial production in March 2019. It is a high-value added product with higher technological specifications that suits the needs of advanced industrial applications.

The Group’s logistics fleet provides waste collection services through our broad collection network. During the year, for supporting the waste electrical and electronic equipment (“WEEE”) treatment business, a joint venture with the ALBA Group, our logistics services have been extended to provide door-to-door collection of WEEE. CMDS business serves the need in treating confidential materials in face of data privacy and information security concerns.

In addition to waste paper and recycled plastics, we have expanded our investment into hazardous waste treatment in Mainland China with an acquisition of 40% interests in Dugong IWS HAZ Limited in January 2020. The business includes two hazardous waste treatment projects in Jiangsu and Henan province.

FY2020 ENVIRONMENTAL BENEFITS

During the year, **61,533** tonnes of paper and **6,742** tonnes of plastics were recycled under our recovered paper, CMDS, recycled LDPE plastic pellet and the recycled engineering plastic pellets businesses. They are equivalent to:



Saving
1,046 thousand
mature trees*



Saving
98 thousand tonnes
of fuel oil



Saving
308,470 m³
of landfill space



Conserving
1,654 thousand tonnes
of water*



Conserving
291 million kWh
of electricity



Producing
46 thousand tonnes
of recycled paper*

* Calculation based on paper recycling performance only.

MESSAGE FROM CEO

Dear Valued Stakeholders,

I am delighted to present IWS's ESG Report for the financial year ended 31 March 2020.

The Group faced multiple challenges during the year. The unfavourable economic environment and the outbreak of COVID-19 pandemic have adversely affected our operations, including temporary suspension of recycled LDPE plastic pellet production. However, that does not prevent us from pursuing a sustainable business. As the negative effects of climate change and waste pollution are becoming more noticeable than ever before, we strive to fulfil our mission as an integrated waste solutions provider. With the new joint venture project for recycled engineering plastic pellets coming into operation, as well as the new investment on hazardous waste treatment in Mainland China, we are grasping opportunities in diversifying our business and at the same time contributing to environmental protection.

Responding to the need for addressing global environmental issues, we continue to embrace the United Nations Sustainable Development Goals (SDGs), especially in achieving the environmental related SDGs. Apart from installation of solar panels on the rooftop of our building, we began a pilot trial on the use of electric cars to promote green commuting. On the operations side, we made efforts to improve recycling procedures and technologies to raise the percentage of recycled materials, including encouraging workers to recycle plastic lumps generated from the granulation process with rewards, resulting in an 8% increase in amount of plastic recycled.

In addition to managing our environmental impacts through multiple initiatives and target-setting, the Group also strives to make positive impacts on the recycling industry. We have participated in the project initiated by Hong Kong Recycled Materials & Re-production Business General Association, which subsidises frontline recyclers via the Industry Support Programme under the Recycling Fund. The project has not only resulted in a 5% increase in the amount of wastepaper collected by individual recyclers but also improvement on wastepaper quality. It supports recyclers economically, promotes proper wastepaper recycling method and enhances efficiency of recycling.

The Group continues to meet customer expectations through maintaining professional and quality services. We communicate closely with customers of our Confidential Material Destruction Services ("CMDS") for addressing information security risks. With our strong expertise and comprehensive management approach, we ensure high quality CMDS services that align with industry best practices. We have passed external audits from customers during the year.

Employees' well-being are vital for all business. The Group is committed to build a healthy and inclusive working environment. As our operations involve the use of machinery and hazardous procedures, we manage safety risks through regular checks and safety training, promoting proper operating procedures and disseminating knowledge on incident prevention measures.

Despite external challenges, we believe that leading the Company towards a sustainable operation remains our key social responsibility. We look forward to collaborating with our stakeholders in contributing to sustainable development of the recycling industry and the community. On behalf of the Board, I would like to take this opportunity to thank our employees, customers, business partners, non-governmental organisations, academia and the government for their kind support during the year.

By Order of the Board

Lam King Sang

Chief Executive Officer

Hong Kong, 6 August, 2020

ESG MANAGEMENT APPROACH

ESG related issues are managed, implemented and monitored by relevant department heads, who report to the Board of Directors which oversees the overall strategy. In the long term, we aim to gradually integrate environmental and social aspects into our daily operations.

Stakeholder Engagement

The Group has established procedures for managing communications with internal and external stakeholders from different sectors and backgrounds, including employees, customers, investors, NGOs, suppliers and subcontractors. To closely engage and consult stakeholders on relevant issues, multiple communication platforms and channels are set up and maintained. The table below summarises our stakeholder engagement approach and key topics concerned.

Stakeholders	Engagement Approach	Key topics concerned
Employees	Regular meetings Notice board Grievance system Employees activities	Welfare and benefits Training and development Occupational health and safety
Customers	Regular meetings Customer satisfaction survey Complaint handling mechanism	Product quality Customer privacy protection
Suppliers and subcontractors	Regular meetings Regular assessments	Supply chain management
Government	Meetings	Environmental compliance Developments in environmental policies
Community	Engagement with NGOs Public enquiries	Environmental benefits derived from business Waste management
Shareholders and investors	Annual and interim reports ESG report Press releases Annual meeting Company website	Financial performance ESG performance Corporate governance

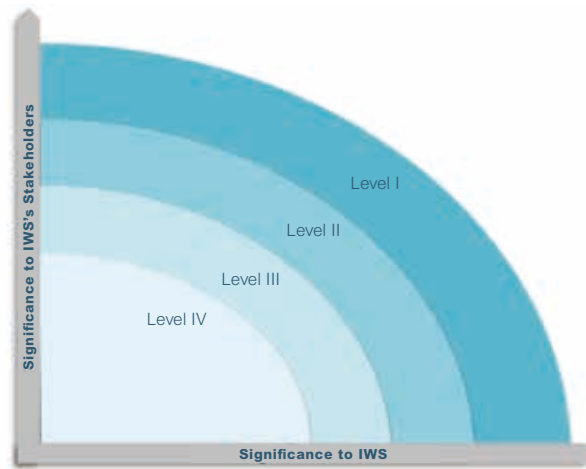
ESG MANAGEMENT APPROACH

Materiality Assessment

To understand and respond to stakeholders' ESG concerns, we conducted a materiality assessment based on views and feedback collected from stakeholders via online survey and phone interviews. With reference to the Global Reporting Initiative (GRI) guidelines, we identified, prioritised, validated and reviewed the potential material aspects in order to evaluate the importance of the issues to both internal and external stakeholders, as well as to our business. This year, the management reviewed the materiality of various aspects and confirmed that the top 5 material issues are:

- (1) Customer privacy protection;
- (2) Environmental benefits derived from corporate business;
- (3) Customer satisfaction;
- (4) Environmental compliance;
- (5) Anti-corruption.

Other material aspects include occupational health and safety, quality products and services, energy saving, waste management and employee communication. The Group strives to address the related risks through continuous engagement with stakeholders and adjusting its ESG strategy, policies and measures, as reflected in the ESG report.



Level I (Material topics)

- (1) Customer Privacy Protection
- (2) Environmental Benefit Derived from Corporate Business
- (3) Customer Satisfaction
- (4) Environmental Compliance
- (5) Anti-corruption

Level II

- (6) Occupational Health Safety measures
- (7) Quality of Products and Services
- (8) Energy Saving and Emission Reduction Measures
- (9) Waste Management
- (10) Employee Communication

Level III

- (11) Talent Management
- (12) Emissions
- (13) Diversity and Equal Opportunity
- (14) Use of Resources
- (15) Employee Training and Promotion





Level IV

- (16) Precautionary Measures of Child/Forced Labour
- (17) Community involvement
- (18) Supply Chain Management
- (19) Use of Packaging Materials

ESG MANAGEMENT APPROACH

Aligning with Sustainable Development Goals

The Group embraces the United Nations Sustainable Development Goals, believing that it is our responsibility to contribute to resolving global challenges. The table below shows our initiatives, aligned with some of the SDGs. We are committed to take further steps towards sustainable development by utilising our expertise.

SDG	Specific Target	Our initiatives
 <p>6 CLEAN WATER AND SANITATION</p>	<p>Goal 6 – Clean Water and Sanitation</p> <ul style="list-style-type: none"> Target 6.3 – Reduce pollution Target 6.4 – Improve water usage efficiency 	<ul style="list-style-type: none"> Promote water recycling by adopting a closed loop water recycling system Conserve water in daily operations through the installation of water flow limiters at taps and sprinklers Operate an internal wastewater treatment facility to remove suspended matters in wastewater
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Goal 7 – Affordable and Clean Energy</p> <ul style="list-style-type: none"> Target 7.3 – Improve global energy efficiency 	<ul style="list-style-type: none"> Improve the energy efficiency of equipment, facilities and production processes, such as implementing LED lighting retrofits Installed 649 solar panels at the Integrated Waste Solutions Building, generating 165,033 kWh of solar power during the year Acquired an electric car for business commuting
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>Goal 12 – Responsible Consumption and Production</p> <ul style="list-style-type: none"> Target 12.4 – Achieve environmentally sound management of chemicals and all wastes throughout the lifecycle of the products Target 12.5 – Reduce waste generation 	<ul style="list-style-type: none"> Reuse packaging materials to the greatest possible extent Transform used plastic packaging materials and unqualified plastic products into raw materials for the Group’s production lines Recycled 98% of the non-hazardous waste generated from operations
 <p>13 CLIMATE ACTION</p>	<p>Goal 13 – Take urgent action to combat climate change and its impacts</p> <ul style="list-style-type: none"> Target 13.1 – Strengthen capacity for addressing and adapting to climate-related disasters and natural disasters Target 13.3 – Improve the ability to raise awareness on need for climate change mitigation, adaptation and impact reduction 	<ul style="list-style-type: none"> Fully disclose greenhouse gas emissions data Gradually switch to alternative low-carbon fuels in operations Establish guidelines to mitigate mobile source emissions

ESG MANAGEMENT APPROACH

Membership and Awards

The Group has been actively participating in environmental initiatives and collaborating with governmental departments and external green organisations, leveraging its role as a waste solutions provider to facilitate efficient waste management and sustainable development of society.

Below is a list of memberships and awards the Group attained during the year.

Memberships	
Organisation	Membership Company
Hong Kong Waste Management Association	IWS Waste Management Company Limited
Hong Kong Recycled Materials & Re-Production Business General Association Limited	IWS Waste Management Company Limited
Business Environment Council	Integrated Waste Solutions Group Holdings Limited

Awards and Recognitions		
Name of Award	Awarded by	Awarded to
Green Hero Alliance Program	World Green Organisation	Integrated Waste Solutions Group Holdings Limited
Sustainable Product Supplier	Business Environment Council	Integrated Waste Solutions Group Holdings Limited
Hong Kong Green Organisation – Wastewi\$e Certificate (Basic Level)	Environmental Campaign Committee	Integrated Waste Solutions Group Holdings Limited
Hong Kong Green Organisation	Environmental Campaign Committee	IWS Logistics Limited

Licenses and Registrations		
Name of license/registration	Issued by	Issued to
Waste Cooking Oils Collector	Environmental Protection Department	IWS Waste Management Company Limited
NAID Certification for Onsite & Plant-based Degaussing & Destruction Operations	National Association for Information Destruction (NAID)	Confidential Materials Destruction Service Limited
License of Registration for Overseas Supplier Enterprise of Imported Solid Wastes as Raw Materials	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China (AQSIQ)	Confidential Materials Destruction Service Limited IWS Waste Management Company Limited
Registered Waste Producer under the Waste Disposal (Chemical Waste) (General) Regulation	Environmental Protection Department	Confidential Materials Destruction Service Limited

OUR ENVIRONMENT

We aim to propel our Group into being a sustainability-driven business, striving to leave the smallest possible environmental footprint in operations without compromising the high quality of our recycled products and waste management services.

Environmental Management

The Group manages its environmental impacts through the implementation of an ISO 14001:2015-certified Environmental Management System (EMS). The top management is responsible for supervising the EMS, ensuring use of all viable means to reduce generation of waste and emissions, optimise energy efficiency, and comply with relevant legislative and regulatory requirements. The Group's material environmental factors are managed through the establishment of relevant control procedures or guidelines, with the overall coordination by a management representative, for identification, evaluation and control of environmental factors.

As part of its environmental management approach, the Group formulates annual environmental management objectives as a drive to propel the continuous improvement of its environmental protection work.

FY2020 Objectives	Actions	Results
Participation in more than 4 environmental protection initiatives	<ul style="list-style-type: none"> Participated in 6 environmental initiatives 	Achieved
Implementation of more than 2 cleaner energy projects	<ul style="list-style-type: none"> Installed solar panels and wind turbines at the Integrated Waste Solutions Building Replaced LED lighting equipment 	Achieved

We ensure our business operations are in full compliance with all applicable environmental laws and regulations¹ in Hong Kong. During the year, the Group was not aware of any violations of relevant laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

¹ Please refer to Applicable Laws and Regulations section for environment-related laws and regulations.

OUR ENVIRONMENT

Emission Control

The Group's air emissions mainly comprise of mobile emissions from its logistics business. Based on usage, the Group's vehicles generated 4.37 kg, 2,524.06 kg and 192.34 kg of sulphur oxides (SOx), nitrogen oxides (NOx) and particulate matter (PM) respectively during the year.

The Group has been working to reduce air emissions by ensuring proper management of its fleet of vehicles. Drivers of company vehicles must operate and maintain vehicles in accordance with the established guideline, such as using unleaded fuel and fuel with low sulphur content, taking the shortest route to the destination and switching off idling engines etc. Regular checks are to be performed to ensure the efficiency of the vehicle engines and to avoid emissions of dark smoke. GPS records are kept in the "Driver's Daily Schedule" for the Administration Department's review.

In the Group's recycled engineering plastic pellets joint venture project which commenced operations during the year, the pelletising process generates a small amount of NOx and PM. We have installed suction ports on the heating devices of 6 pellet production lines to direct exhaust gas emitted from the production lines into a spray tower, which lowers the pollutant level of the exhaust gas.

Adhering to the Clean Air Charter

Demonstrating our commitment to address air pollution in Hong Kong, our waste electrical and electronic equipment treatment and recycling facility WEEE · PARK has undertaken to comply with the Clean Air Charter organised by Hong Kong General Chamber of Commerce and Hong Kong Business Coalition on the Environment.

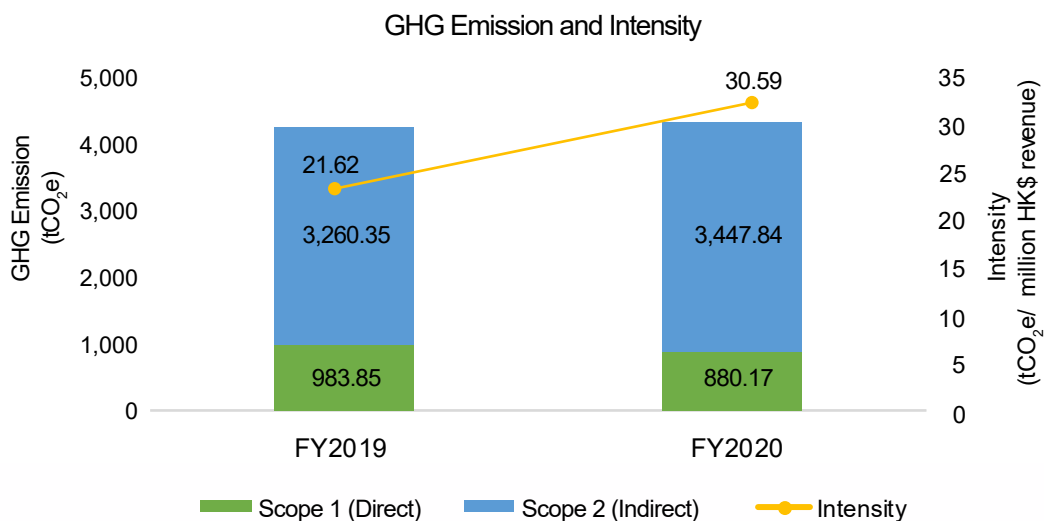
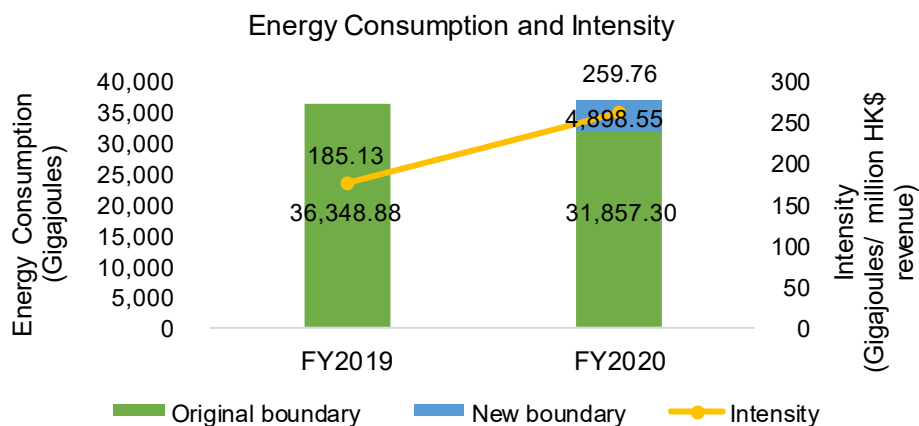
Green Commuting

Understanding that company vehicles contribute significantly to our air emissions and GHG emissions, the Group has been exploring opportunities to switch to alternative-fueled vehicles. As a pilot project, the Group has acquired an electric car during the year for management's business commuting. We will continue to optimise energy efficiency of our automotive vehicles and contribute to greater emission reduction.

OUR ENVIRONMENT

Energy and GHG Emissions Management

The major energy use of the Group includes diesel for forklifts, petrol and diesel for the Group’s vehicles and logistics business and purchased electricity. During the year, we saw a slight increase in our energy consumption, from 36,348.88 GJ (10,096,911.11 kWh) to 36,755.85 GJ (10,209,958.33 kWh). This is attributed to the increased capacity of our new recycled engineering plastic pellets joint venture project². The energy intensity was 259.76 GJ (72,155.56 kWh) per million HK\$ revenue³.



Corresponding to our energy usage, the Group’s Greenhouse Gas (GHG) emissions include direct (Scope 1) emissions generated by fuel combustion by forklifts and vehicles, and indirect (Scope 2) emissions from purchased electricity. During the year, the Group’s total GHG emissions amounted to 4,328.01 tonnes of carbon dioxide equivalent (tCO₂e), of these Scope 1 and Scope 2 emissions accounted for 880.17 tCO₂e and 3,447.84 tCO₂e, respectively. Emission intensity was computed as 30.59 tCO₂e per million HK\$ revenue⁴.

² Original boundary includes our CDMS, paper recycling, logistics and recycled LDPE plastic pellet businesses. New boundary includes our new recycled engineering plastic pellets joint venture project (RGF).

³ Revenue for the calculation of intensity includes the revenue of the IWS and unaudited revenue of RGF.

⁴ Revenue for the calculation of intensity includes the revenue of the IWS and unaudited revenue of RGF.

OUR ENVIRONMENT

Integrated Waste Solutions Building: Our Sustainable Operation Hub

The Group demonstrates its efforts for achieving greener and more sustainable operations at its office building (Integrated Waste Solutions Building), which adopts a wide range of resource-efficient designs, environmental-considerate facilities and furniture, as well as green office practices followed by our staff in daily operations.



Daylighting

Adoption of interior designs with light wells and open areas to optimise natural light penetration and ventilation

Renewable Energy

Installation of solar panels and wind turbines to engender renewable energy

Green Procurement

Procurement of furniture and decorative items with recycled content

Temperature Optimisation

Maintenance of optimal production conditions through the intelligent temperature adjustment device and thermal insulation technology

Green Office

Implementation of green office practices for conservation of energy, water, paper, packaging materials and office supplies in daily operations



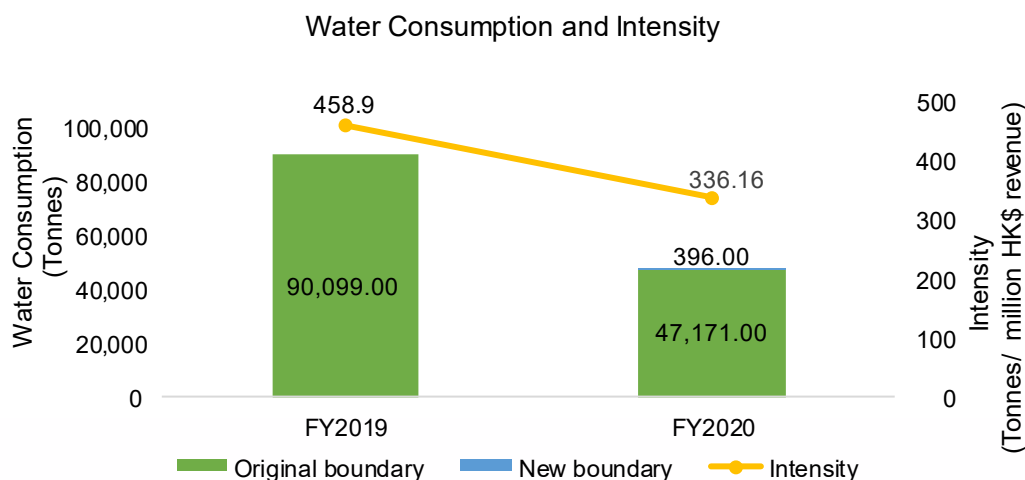
OUR ENVIRONMENT

As part of its environmental management strategy, the Group is committed to continually improve the energy efficiency of its office building. During the year, we have set an annual objective of implementing more than 2 cleaner energy projects. In achieving the goal, we have invested considerable efforts in reducing energy consumption in our lighting system and optimising our renewable energy system during the year.

Energy Consumption Reduction	Replaced with and expanded the use of light-emitting diode (LED) power-saving lighting equipment
Renewable Energy System	Installed 649 solar panels during the year
	The renewable energy system comprising solar panels and wind turbines is connected to the grid with CLP in July 2019
	Solar power generation for the year: 165,033 kWh

Water Resources Management

The major part of the Group’s water consumption is for cooling and cleaning in its operational processes. During the Year, the Group’s total water consumption was approximately 47,567.00 tonnes⁵. Intensity was approximately 336.16 tonnes per million HK\$ revenue⁷. The Group did not have any issue in sourcing water that is fit for the purpose.



⁵ Original boundary includes our CDMS, paper recycling, logistics and recycled LDPE plastic pellet businesses. New boundary includes our new recycled engineering plastic pellets joint venture project (RGF).

⁶ Due to a temporary suspension of production of the LDPE plastic pellet business since September 2019, the environmental data of this business segment only covers the first half of FY2020.

⁷ Revenue for the calculation of intensity includes the revenue of the IWS and unaudited revenue of RGF.

OUR ENVIRONMENT

The Group is committed to conserving water resources by various measures, including implementing a closed-loop water recycling system that channels cooling water back for reuse. This system has greatly reduced freshwater consumption and sewage generation in the cooling process as compared to the traditional once-through system previously adopted. In addition, we conserve water used in daily operations through the installation of water flow limiters at taps and sprinklers.

The Group transfers the wastewater generated in its operations to an internal wastewater treatment facility to remove the suspended matters. We collect, transfer and treat the wastewater in compliance with the Waste Disposal Ordinance. During the year, the amount of total wastewater discharged was approximately 51 tonnes.

Packaging Material Management

The Group consumes packaging materials in its CMDS, waste management and recycled plastic pellets businesses.

Though the use of packaging materials is unavoidable due to the need for maintaining product quality, we strive to reduce the environmental footprint from packaging materials by implementing green procurement and responsible packaging materials management. For example, the Group procures canvas bags with plastic coating to increase the durability. Plastic bags are reused to the greatest possible extent and are recycled into plastic raw materials when they are no longer reusable.

Besides, the Group encourages customers to recycle carton boxes, wooden boards, labels and other recyclable materials. In our daily operations, we avoid excessive use of plastic bags and wrappers, and adopt more-durable plastic cardboards instead of wooden cardboards. The increase in the use of plastic bags was due to the increased capacity of our new recycled engineering plastic pellets joint venture project, while the decrease in use of wires and canvas bags was due to a drop in services provided during the outbreak of COVID-19 pandemic.

Packaging Material	FY2019	FY2020
Wires (Tonnes)	207.65	92.36
Canvas Bags (pcs)	16,402.00	5,667.00
Plastic Bags (pcs)	4,042.00	9,204.00

Waste Management

The Group's operations generate hazardous waste including waste oil and chemical waste, and non-hazardous waste such as paper. We implement comprehensive procedures in managing waste and recyclables generated at all operational sites, including offices and workshops.

OUR ENVIRONMENT

For handling of hazardous waste, the Group has set hazardous chemicals guidelines to regulate the procedures for the procurement, storage, usage, disposal, and emergency handling related to hazardous chemicals. The guidelines also stipulated list of actions to be followed in case of chemical-related accidents such as spills and splashes. We ensure that we obtain relevant valid licenses from the Environmental Protection Department before handling and disposing of chemical wastes.

In terms of non-hazardous waste, the Group specifies the labelling and storage requirements for each type of waste. An Environmental Inspection Checklist is prepared every month and kept for at least seven years for waste generation pattern analysis, targeting to achieve waste reduction.

During the year, the Group's operations generated 2,020.00 litres of hazardous waste and 63,230.72 tonnes of non-hazardous waste. The increase of hazardous waste was due to more frequent maintenance of our machines which led to the disposal of waste oil.

Waste Generation	FY2019	FY2020
Hazardous Waste (Litres)	415.00	2,020.00
Non-hazardous Waste (Tonnes)	85,502.75	63,230.72

Stimulating Recycling Movement

As a local waste solutions provider and a responsible corporation, the Group strives to help tackle the looming waste problem in Hong Kong, not only through the provision of top waste management services but also through responsible waste management in our internal operations. We have been exploring opportunities to facilitate recycling within our operations.

Production Lines

- We retrieve unqualified products from the recycled plastic pellet production and recover them into raw materials for reuse. We also reward production workers who recycle plastic lumps, a waste generated during the granulation process, to encourage recycling in our production lines. During the year, we reviewed the recycling practices and have made appropriate improvements. As a result, an 8% increase in the amount of plastic recycled was observed.

Offices

- A general waste classification system is in place to facilitate recycling by office staff. We set up collection points for each general waste type including paper, toner cartridges and batteries, and appoint qualified operators to collect the recyclables for further handling. We keep records of the recycling history and carry out monthly inspection to ensure effective recycling movement.

OUR ENVIRONMENT

In April 2019, the Group was granted the Wastewi\$e Certificate (Basic Level) from Hong Kong Green Organisation Certification for its achievements in waste reduction. During the year, the Group recycled 98% of non-hazardous generated from its operations.

Supporting Upstream Local Recyclers



Since October 2019, the Group has been supporting the project initiated by Hong Kong Recycled Materials & Re-production Business General Association, which provides subsidies to frontline recyclers via the Industry Support Programme under the Recycling Fund, aiming to stabilise and improve the quality and quantity of locally recycled wastepaper. Our recycling yards issue notes certifying the quantity of wastepaper that recyclers deliver to the yard each time. Recyclers can apply to the Hong Kong Recycled Materials & Re-production Business General Association for subsidies based on the quantity delivered to our recycling yards.



Since the implementation of the project, a 5% increase in the amount of wastepaper collected by individual recyclers is observed, and the quality of the collected wastepaper has also improved.

Environmental Noise Control

Noise is unavoidably generated from our operating equipment including exhaust fans, shredders, automatic balers and forklifts. To lower the noise level, the Group selects quieter equipment when acquiring new equipment, places the equipment at areas far from sensitive receivers and avoids operations during the noise control period. Supervisors carry out routine checks to ensure effective implementation of noise control measures.

Environmental Emergency Preparedness

We recognise that emergencies like extreme weather, fire and other environmental incidents may pose risks to our daily operations. In view of this, the Group has formulated an Emergency Preparedness and Response Procedure which standardises the procedures to follow in the context of emergency handling, danger prevention, incident reporting, and review. Department heads are responsible for formulating emergency response plans and providing relevant training to employees, making sure that they acknowledge the potential environmental hazards and are conversant with the emergency response procedures. After the incidents, department heads review the incident reports and ensure the effectiveness of the remedial and rectification measures.

OUR OPERATIONS

The Group is committed to achieve operational excellence. Through listening to customer feedback and responding to their needs, we are constantly improving our operations for ensuring customer privacy, product and services quality and business ethics.

Information Security

Managing risks

CMDS is one of our core businesses. It is our service commitment to handle all materials sent by customers in a secure and professional manner. We align our operations with international standards and industry best practices for confidential materials destruction. The Group is the only service provider in Hong Kong to have secured National Association for Information Destruction (“NAID”) AAA Certification for plant-based operations including both paper and non-paper destruction services.

The CMDS operations are also certified with ISO 27001:2013 Information Security Management System. To ensure stringent control of information security risks, the Group conducts reviews and assessments on the management system in accordance with ISO 27001:2013 requirements. It is concluded that the current risk level remains unchanged and existing management approach is adequate.

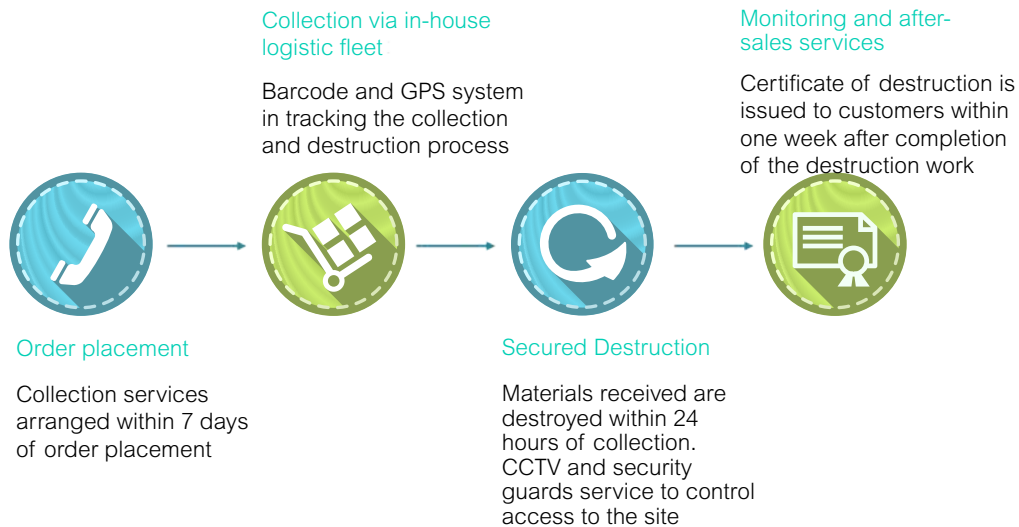
During the year, we have passed audits from 12 customers including banks, insurance and storage management companies regarding our information security management system. We will continue to better our management approach and fulfil customers’ expectation in information security risk management.



OUR OPERATIONS

Secured material destruction process

We implement our information security system comprehensively for providing reliable and secured destruction service. Confidential documents are trackable throughout the collection, transportation and destruction processes. We employ GPS equipped lockable vehicles in our in-house logistic fleet. Strict security requirements are applied at our destruction site, including CCTV coverage across the site and round-the-clock security guards who exercise control over access to the facilities. As a part of our services, we provide a witnessing suite to customers for overseeing the destruction process. Certificate of destruction, barcode collection reports and photographic reports are then issued to customers after the destruction process is completed.



These features of the system help protect confidentiality of information and allow all orders to be tracked and destroyed under a closely monitored system.

Our internal staff plays a key role in maintaining the effectiveness of the information security system. Emphasis is placed on awareness building among staff. We organised training sessions for management staff on the information security policy, as well as controlling measures and requirements on specific materials including magnetic storage devices and non-paper materials. Our frontline staff are guided by their supervisors daily on information security requirements and operational procedures.

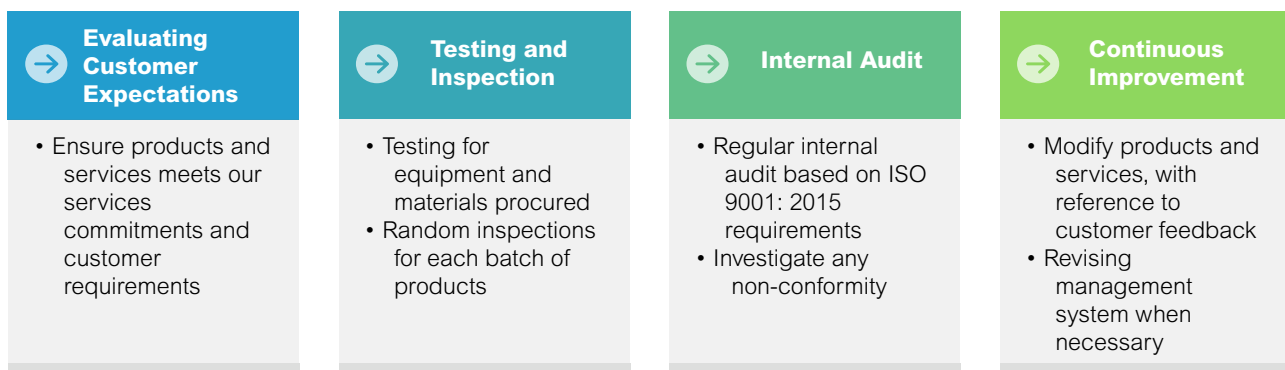
In addition, to protect the information and privacy of the Group, and its employees and customers, our internal confidentiality policy prohibits disclosure of any personal data, customer information, business status, etc., to any third party without authorisation. Prosecution or disciplinary actions are taken if such violations are found. There were no reports concerning privacy breach and data leakage recorded during the year.

OUR OPERATIONS

Quality Management

As a responsible corporation, the Group is committed to optimise the quality of products and services it offers. The Group is certified with ISO 9001:2015 Quality Management System and has complied with all relevant standards and regulations.

We manage quality through a four-step approach. We first evaluate customer expectations and quality related risks, ensuring operations consider customer requirements and our services commitments. Secondly, we conduct rigorous testing and inspections on equipment, materials procured and finished products. Each batch of products undergoes visual inspection and/or laboratory testing. Unqualified products are separated and recorded before being recycled, modified or discarded. Final testing and labelling also take place before products are delivered. Such processes are conducted under a set of guidelines and procedures so that all products are traceable.



To ensure our management approach is effective in monitoring any risks regarding product quality, internal audit of the quality management system is conducted at least once a year. Apart from qualified personnel from the Group, independent external professionals are also involved in the process. If any non-conformity is discovered, it is followed by reassessment of risks and revision of the management system if necessary.

We continuously optimise product quality with reference to audit reports, quantified data and feedback from customers. For example raising the impurities plastic during the shredding process. The management system also facilitates evaluation of the adequacy of existing training programmes, inspection standards, communication mechanisms etc., aiming to minimise the percentage of unqualified products and number of complaints. During the year, there were no cases reported on product recalls for health and safety reasons.

OUR OPERATIONS

Customer Satisfaction

The Group strives to exceed customers' expectations. Therefore, collecting feedback from customers constitutes an important means of facilitating improvement on our products and services. This year, we achieved an average score of 85.9% and 94.5% on our CMDS services and waste management services respectively in our annual customer satisfaction survey, which exceeds our target of 75%. Customers are generally satisfied with our performance on delivery, complaint handling, meeting customer expectations and after sales services, etc.

However, we continue to engaging with customers for understanding their needs. The Group maintains smooth relationship with customers through regular meetings. A complaint handling mechanism is also in place to communicate with customers on any issues regarding our products and services. Under the supervision of the management, complaints are recorded and investigated immediately, with rectification measures proposed and implemented. The complainant is notified about the results and action taken. During the year, we received 2 complaints on plastic products and 1 complaint on logistics operation. All complaints are handled according to procedures with improvement measures carried out.

Our operations do not involve issues related to advertising, labelling and product safety, and these issues are therefore not material to the Group. During the year, there were no reported incidents of infringement of laws and regulations regarding product responsibility.

Supply Chain Management

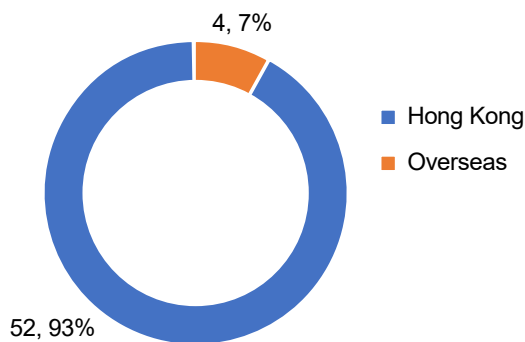
During the year, the Group cooperated with a total of 56 suppliers, of which 52 are located in Hong Kong and 4 are overseas. Our suppliers and contractors provide products and services that include facility maintenance, pest control, equipment repair and fire protection engineering.

We are concerned about the environmental and social performance of our suppliers. During procurement, 4R principle (Reduce, Recycle, Reuse and Replace) is taken into consideration to select products and services that are more environmentally friendly. Our procurement department will inform contractors of the Group's environmental policies and requirements to assure their compliance. A set of assessment procedures and standards are formulated to evaluate and select suppliers and contractors. Suppliers who are certified with ISO 14001 are given priority. We may request certification from suppliers if necessary to ensure they comply with the legal requirements. Regular meetings are held to exchange information and update the suppliers with changes in environmental policies and requirements.

OUR OPERATIONS

Besides, sample assessment is conducted annually on existing suppliers to review their performance based on 5 criteria including price, product and service quality, cooperation, on-time delivery and environmental protection. Unqualified suppliers and contractors are excluded from the list of approved suppliers and contractors.

Geographical Distribution of Suppliers



Anti-corruption

Ethical practices are considered as the key to operational excellence since corrupt behaviour poses reputational, financial and operational risks to the business. The Group is committed to adopting anti-corruption and ethical business practices to prevent corruption. Anti-corruption policies and training are developed to address all forms of corruption.

Upholding a high standard of integrity is of paramount importance to protect the Group’s interest and reputation. Apart from ensuring compliance with the Prevention of Bribery Ordinance, the code of conduct has also been promulgated, which stipulates the policies on anti-corruption and the measures on corrupt behaviour including bribery, extortion and fraud. Guidelines regarding prevention of bribery and conflict of interest are stated clearly in the Staff Handbook to raise awareness of the potential for corruption. Employees must refuse and report to the Group if they are offered a bribe from anybody relating to our business. If employees encounter a potential conflict of interest, they are encouraged to consult the Human Resources and Administration Department. Any violations of the code of conduct are subjected to disciplinary actions including dismissal. To enhance employees’ knowledge on anti-corruption law and their ethical awareness, in-house ethical decision-making and bribery prevention training conducted by experienced supervisor is provided to our employees.

In addition, a whistleblowing policy is in place to encourage employees to report any suspected cases of corrupt behaviour or violation of ethical standards. Identities and rights of the whistle-blower are protected and retaliation against whistle-blowers is strictly forbidden. Legal action may be taken against related personnel if violation of law and regulations is discovered after investigation. The effectiveness of the whistleblowing policy is reviewed and monitored by the Audit Committee regularly. During the year, there were no reports of non-compliance of relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.

OUR PEOPLE

IWS sees people a valuable asset and is committed to developing a positive and united workforce to promote further development. The Group endeavours to attract, retain and develop talents by providing a safe and healthy working environment, protecting their rights and benefits, as well as providing career development opportunities.

Employee Rights and Benefits

The Group respects the rights of its employees and adheres to fair employment practices. We strictly abide by relevant laws and regulations regarding employment and labour practices, including but not limited to Hong Kong's Employment Ordinance, Employee Compensation Ordinance, Minimum Wage Ordinance and Mandatory Provident Fund Scheme Ordinance. We check quarterly for updates on government laws and regulations related to employment to ensure compliance. We also verify identity cards of all prospective employees during recruitment process to prevent the use of child labour and forced labour. During the year, we were not aware of any violation of laws and regulations related to employment practices that have a significant impact on the Group.

Diversity and Equal Opportunities

We value diversity and equality in the workplace. We recruit suitable candidates and promote employees based on their skills, experience, abilities and interests, regardless of age, gender, appearance, race, religion, marital status, family status, pregnancy or disability. Any form of discrimination is strictly prohibited in the Group. The Group also enhances social inclusion by providing job opportunities for people with intellectual disabilities, and have recruited 2 employees through Hong Chi On-the-job Training Programme.

Welfare and Benefits

The Group provides comprehensive remuneration packages to its full-time employees, which include sick leave allowances, maternity and paternity leave, healthcare benefits, labour insurance, and more. To ensure all employees are entitled to fair and competitive salaries, the Group carries out annual reviews of salaries, and adjusts according to the overall economy, employees' achievements and performance of the Group.

The Group attaches great importance to the work-life balance of employees. Our family-friendly talent retention policies encompass flexible working hours, and welfare for employees' families. We encourage employees to participate in company activities arranged by the Group, such as monthly employee birthday parties.

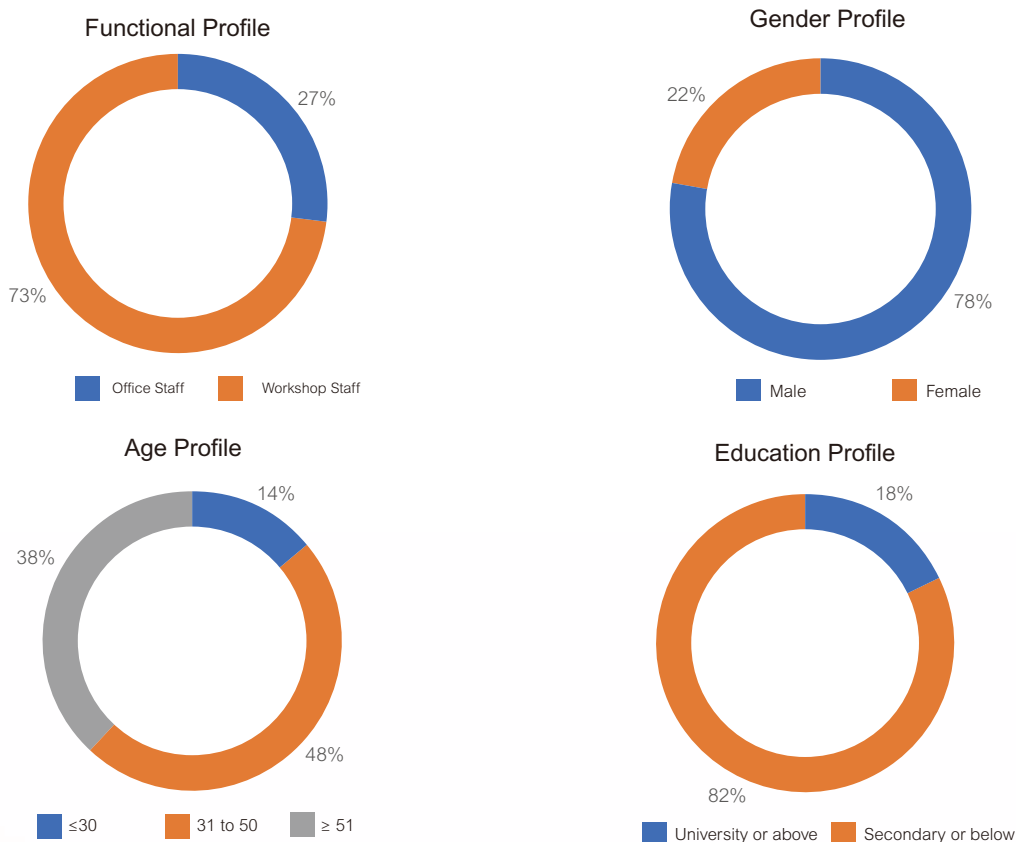
OUR PEOPLE

Communication and Employee Satisfaction

We believe that communication is pivotal in building positive relationships and a harmonious workplace. To understand employees' needs and to address their concerns, we have set up channels to facilitate two-way communication between employees and management. All employees are welcome to express their opinions through different platforms, such as direct communication with supervisors, sending letters to the complaint working group or sending emails to the suggestion mailbox.

Our Workforce

As of 31 March 2020, IWS employs 186 full-time staff⁸, all of which are located in Hong Kong. The growth in our workforce size is mainly due to the commencement of the new joint venture project for recycled engineering plastic pellets. Majority of our employees are based in workshops, accounting for over two-third of the entire workforce. Similar to last year, the male-female ratio of our employees is about 3.65:1. Approximately 48% of our staff is aged between 31 to 50 years old, and 38% are above 51 years old. Regarding education level, about 18% of our employees hold university qualification or above.

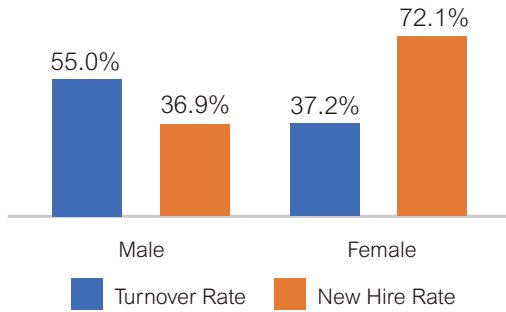


⁸ The total number of full-time staff includes employees from both the Group and the newly added entity RGF.

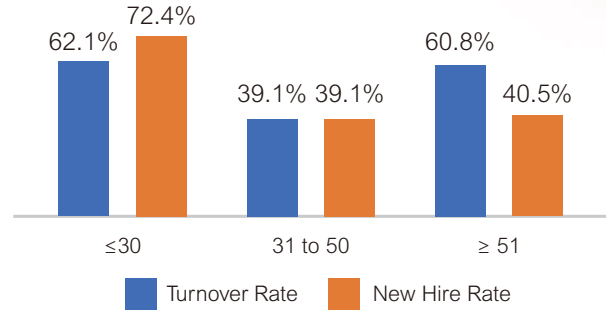
OUR PEOPLE

The overall turnover and new hire rates are approximately 51.1% and 44.6% respectively. Distributions by gender and age are presented as follows:

Turnover and New Hire Rates by Gender



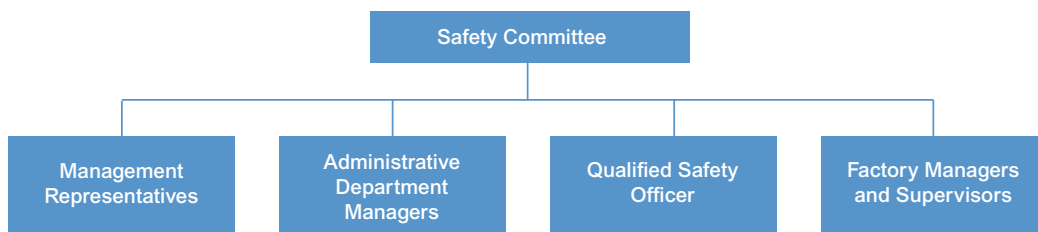
Turnover and New Hire Rates by Age



Occupational Health and Safety

Providing a safe workplace to employees is the top priority of the Group. Apart from strictly complying with the Occupational Safety and Health Ordinance, Factories and Industrial Undertakings Ordinance and other applicable laws and regulations relating to health and safety, the Group has established and regularly reviews the occupational safety and health (OSH) policy on a half-yearly basis. Safety audit is conducted annually to ensure the safety management system conforms with relevant laws and regulations.

Safety Committee is established to facilitate effective communication between the management, safety officers and general staff. Meetings are conducted quarterly to evaluate the occupational safety policy and occupational health and safety management system.



Key Responsibilities

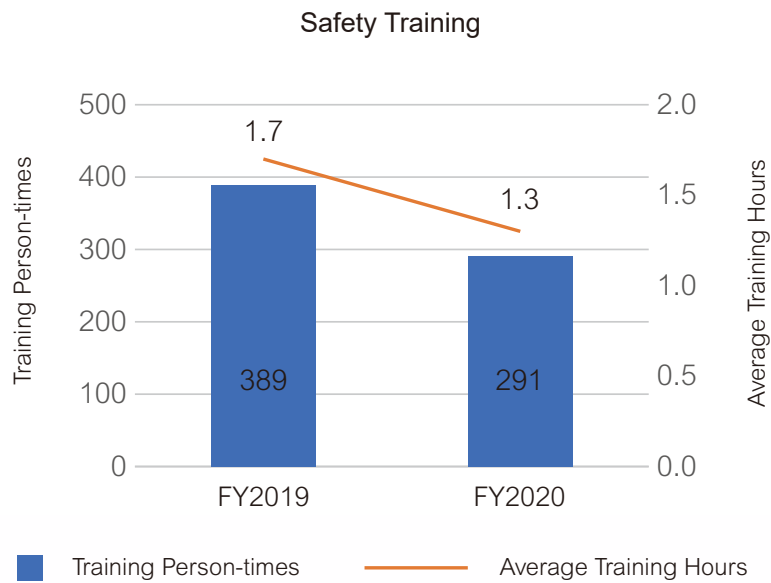
- ◆ Review the Group's occupational safety and health standards and policy
- ◆ Evaluate safety measures and arrangements
- ◆ Monitor the trend and safety performances through reviewing statistical data related to accidents, safety incidents and occupational diseases
- ◆ Provide suggestions to the management to improve current operation procedures
- ◆ Provide occupational health and safety guidelines for working environment
- ◆ Conduct safety training for employees

OUR PEOPLE

Safety Training

Internal and external safety training is provided to ensure all employees possess the necessary knowledge on safety issues. The safety manager is responsible for preparation of internal training materials based on the relevant qualification requirements. Training materials are reviewed and updated to conform with changes in laws or internal procedures. All new employees receive in-house safety induction training to raise their awareness of workplace safety. Internal training related to safety management, safe operation of forklift trucks and noise control at work are provided to specific employees. For employees who have to operate machines and work equipment, subsidies are provided for attending external training courses to ensure they receive proper training before discharging their operational duties. External safety training such as abrasive wheel operation, gas welding safety training and first aid certificate course is provided by external authorised organisations.

During the year, 291 person-times of employees had received safety training and the average safety training hours was 1.3 hours. The decrease in training hours was due to the special working arrangement during the COVID-19 outbreak.



OUR PEOPLE

Safety Hazard Management

Since our recycling operations involve the use of machinery and equipment such as hydraulic semi-automatic balers, paper shredders and crushers, our employees may be exposed to a number of hazards during operation such as noise and hair entanglement with machinery. In order to prevent employees from getting exposed to potential risks of occupational health and safety, we have formulated a safety management system which includes the establishment of safety duties, risk assessment, establishment of workplace safety rules, formulation of safe operation procedures and preparation of emergency response exercises. Before carrying out any operation that may impose risk to the safety and health of employees, risk assessment is conducted to identify potential hazards and risk based on possibility and severity followed by implementation of control measures.

For managing safety risks faced by office staff, workers and contractors, the Group has published an Occupational Safety and Health Handbook which offer safety guidelines for workplace covering fire safety regulations, adverse weather arrangement, office safety and accident prevention measures. Operational procedures for specific machines and operations including use of chemicals and lifting platforms; welding, cutting and machinery maintenance etc. are also available. Personal protective equipment such as safety shoes, gloves and safety caps are provided to employees according to the specific work requirements. Safety inspections of workplaces are regularly conducted by qualified safety officers to identify any potential workplace hazards. If any safety matters are discovered, employees are required to halt operations and report to supervisors or safety managers to resolve the issues.

All accidents and injuries that occur at the workplace must be reported to supervisors immediately. The Group has developed a reporting procedure specifically for handling cases of accidents and injuries. During the year, there were 8 cases of work-related accidents, accounting for a total of 592 lost days.

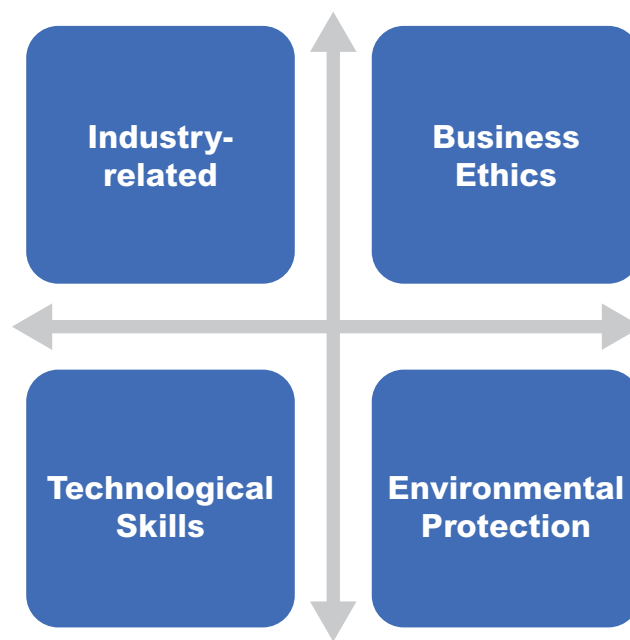
To lower lost days and prevent the reoccurrence of high-consequence injuries, the Group will provide more safety training and safety instructions to raise employees' awareness and prevent accidents. Posters regarding occupational safety and health are posted in the workplace, and all machinery will be marked with safety labels to remind staff of proper handling of machines.

There were no reported cases regarding work-related fatalities or occupational illness. The Group was not aware of any non-compliance of laws and regulations related to occupational health and safety that have a significant impact on the Group during the year.

OUR PEOPLE

Employee Development and Training

The Group strives to support personal and professional development of employees and aspires to maximise the potential of every staff member. Aiming to encourage employees to pursue continuous learning and skills enhancement, we provide both internal and external training courses, including induction training for new employees, on-the-job training and safety training. All employees who have completed the probation period are entitled to apply for subsidies for part-time training courses outside the Group. Major training provided during the year encompasses four areas.



Four Major Areas of Training

To enhance the capabilities of our employees, they are engaged in a series of trainings, such as training on ISO 27000 Information Security Management Systems, Hybrid Cloud Solution, Gas Welding Safety Training, Safe Use of Abrasive Wheels, and more. These trainings are conducted by our senior staff or external experts from various professional backgrounds, including consulting companies and public organisations. Employees have the opportunity to participate in seminars and workshops so that they can keep abreast of the latest developments in the recycling industry, safety knowledge, and responsible business ethics. During the year, approximately 68% of employees received training and the average training hours were 2.1 hours.

OUR COMMUNITY

As an integrated waste solutions provider committed to corporate social responsibility, IWS aligns community initiatives with its core waste management business, and aims to exert influence in the community by promoting green practices. We actively interact with local communities and promote environmental education for future generations. During the year, we donated approximately HK\$42,000 for supporting local community event.

World Green Organisation

IWS continues to support programmes organised by the World Green Organisation. This is the fourth year for IWS to sponsor and participate in the Green Hero Alliance Program. The purpose of this program is to incentivise companies to promote environmental awareness and reduce financial burdens at the grassroots level, thereby striving to build a greener and better city. This year, the beneficiary is Boys' and Girls' Clubs Association of Hong Kong. We sponsored and participated in the Night Safari under the Star, a parent-child activity which took recipient families to explore the nature and enhance their family relationships. Aspiring to promote low carbon lifestyles, our employees imparted environmental knowledge through engaging in workshops and eco-tours, and then disseminated the knowledge to the wider communities through participating in volunteering services.



IWS Environmental Education Centre

To foster environmental awareness at the community level, IWS has established an environmental education centre for community groups to visit, and acquire knowledge about 3Rs – Reduce, Reuse, Recycle. Built with recyclable materials, the education centre itself demonstrates the practical application of the comprehensive environmental concepts to real-life projects.

OUR COMMUNITY

CityU School of Energy and Environment

We are honoured to support a staff development function of the School of Energy and Environment at City University of Hong Kong. The School aims to foster an interdisciplinary approach for developing sustainable energy and environmental technologies, and to nurture a new generation of energy professionals who take an interdisciplinary and holistic view of climate change mitigation and emissions reduction and finding innovative solutions to produce clean energy and sustainable development.

Health Care Home For Aged

In light of the toilet paper shortage and price surge during the COVID-19 pandemic in early-2020, IWS has donated eco-friendly toilet paper to nursery homes to show our care for the elderly. We believe that sharing is an act of kindness that makes our community stronger, and helps our society to weather the hard times together.

PERFORMANCE DATA SUMMARY

		FY2020	FY2019
Workforce	Number of Employees		
	Total	186	182
	By Age		
	≤30	26	25
	31-50	89	83
	≥ 51	71	74
	By Gender		
	Male	146	137
	Female	40	45
	By Professional Profile		
	Office Staff	50	49
	Workshop Staff	136	133
	By Education Profile		
	University or above	33	28
	Secondary or below	153	154
	Employee Turnover Rate (%)		
	Total	51.1	29.7
	By Age		
	≤30	62.1	31.4
	31-50	39.1	28.4
	≥ 51	60.8	30.6
	By Gender		
	Male	55.0	37.4
	Female	37.2	6.6
	Employee New Hire Rate (%)		
	Total	44.6	31.9
	By Age		
	≤30	72.4	31.4
	31-50	39.1	29.6
	≥ 51	40.5	34.7
	By Gender		
	Male	36.9	40.3
	Female	72.1	6.6
Total Employee Training Hours	399	191.25	
Average Training Hours			
By Gender			
Male	2.34	1.14	
Female	1.45	0.77	
By Professional Profile			
Office Staff	0.84	1.78	
Workshop Staff	2.63	0.78	
Percentage of Employees Trained (%)			
By Gender			
Male	69.9	57.7	
Female	62.5	46.7	
By Professional Profile			
Office Staff	38.0	87.8	
Workshop Staff	79.4	42.9	

PERFORMANCE DATA SUMMARY

		FY2020	FY2019	
Health and Safety	Lost Days due to Work-related Injury	592	186	
	Work-related Accident	8	6	
	Work-related Accident Rate (%)	4.3	3.3	
	Work-related Fatalities	0	0	
	Average Safety Training Hours	1.3	1.7	
	Total Safety Training Person-times	291	389	
Environmental	Resources Consumption			
	Total Energy Consumption (GJ)	36,755.85	36,348.88	
	Electricity (kWh)	6,895,676.01	6,392,850.00	
	Petrol (Litres)	5,590.64	6,801.58	
	Diesel (Litres)	328,256.83	366,369.02	
	Energy Intensity (GJ/million HKD)	259.76	185.13	
	Water Consumption (Litres)	47,567.00	90,099.00	
	Water Intensity (Tonnes/million HKD)	336.16	458.89	
	Air Pollutant Emissions			
	SO _x (kg)	4.37	4.57	
	NO _x (kg)	2,524.06	2,577.96	
	Particulate Matter (kg)	192.34	198.51	
	Greenhouse Gas Emissions			
	Total Emissions (tCO ₂ e)	4,328.01	4,244.20	
	Scope I	880.17	983.85	
	Scope II	3,447.84	3,260.35	
	Carbon intensity (tCO ₂ e/million HKD)	30.59	21.62	
	Waste Production	Waste Production		
		Non-hazardous Waste (Tonnes)	63,230.72	85,502.75
		Hazardous Waste (Litres)	2,020.00	415
		Wastewater (Tonnes)	51.20	N/A
Packaging Materials				
Wire (Tonnes)		92.36	207.65	
Canvas Bags (pcs)		5,667.00	16,402.00	
Plastic Bags (pcs)		9,204.00	4,042.00	
Community	Donation (HK\$)	\$42,000	\$81,000	

Note 1: The data boundary of FY2020 has been extended to cover the new recycled engineering plastic pellets joint venture project (RGF).

Note 2: Due to a temporary suspension of production of the LDPE plastic pellet business since September 2019, the environmental data of this business segment only covers the first half of FY2020.

Note 3: Revenue for the calculation of intensity includes the revenue of the IWS and unaudited revenue of RGF.

APPLICABLE LAWS AND REGULATIONS

Aspect	Laws and Regulations	Section
Environment	<ul style="list-style-type: none"> • Air Pollution Control Ordinance • Noise Control Ordinance • Waste Disposal Ordinance • Water Pollution Control Ordinance • Hazardous Chemical Control Ordinance 	Our Environment
Employment and labour standards	<ul style="list-style-type: none"> • Employment Ordinance • Minimum Wage Ordinance • Mandatory Provident Fund Schemes Ordinance 	Our People
Occupational health and safety	<ul style="list-style-type: none"> • Occupational Health and Safety Ordinance • Factories and Industrial Undertakings Ordinance • Employees' Compensation Ordinance 	Our People
Product Responsibility	<ul style="list-style-type: none"> • Personal Data (Privacy) Ordinance 	Our Operations
Anti-corruption	<ul style="list-style-type: none"> • Prevention of Bribery Ordinance 	Our Operations

HKEX ESG CONTENT INDEX

KPIs	ESG Reporting Guide Requirements	Section/Remarks
A. Environmental		
Aspect A1	Emissions	
General Disclosure	(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Management
KPI A1.1	The types of emissions and the respective emissions data.	Emission Control
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Energy and GHG Emissions Management
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	Waste Management
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Management
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Emission Control
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Waste Management
Aspect A2	Use of Resources	
General Disclosure	Policies on efficient use of resources including energy, water and other raw materials.	Energy and GHG Emissions Management Water Resources Management
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).	Energy and GHG Emissions Management
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Water Resources Management
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Energy and GHG Emissions Management
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for the purpose, water usage efficiency initiatives and results achieved.	Water Resources Management
KPI A2.5	Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging Material Management

HKEX ESG CONTENT INDEX

KPIs	ESG Reporting Guide Requirements	Section/Remarks
A. Environmental		
Aspect A3	Environment and Natural Resources	
General Disclosure	Policies on minimising the issuers' significant impact on the environment and natural resources.	Environmental Management
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Management
B. Social		
Aspect B1	Employment	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.	Employee Rights and Benefits
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Our Workforce
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Our Workforce
Aspect B2	Health and Safety	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Occupational Health and Safety
KPI B2.1	Number and rate of work-related fatalities.	Occupational Health and Safety
KPI B2.2	Lost days due to work injuries.	Occupational Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Occupational Health and Safety

HKEX ESG CONTENT INDEX

KPIs	ESG Reporting Guide Requirements	Section/Remarks
B. Social		
Aspect B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Employee Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Performance Data Summary
KPI B3.2	The average training hours completed per employee by gender and employee category.	Performance Data Summary
Aspect B4 Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour.	Employee Rights and Benefits
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employee Rights and Benefits
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	–
Aspect B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management
Aspect B6 Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Quality Management

HKEX ESG CONTENT INDEX

KPIs	ESG Reporting Guide Requirements	Section/Remarks
B. Social		
Aspect B6	Product Responsibility	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Quality Management
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Customer Satisfaction
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	–
KPI B6.4	Description of quality assurance process and recall procedures.	Quality Management, Customer Satisfaction
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Information Security
Aspect B7	Anti-Corruption	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption
Aspect B8	Community Investment	
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Our Community
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Our Community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Our Community



IWS

Integrated Waste Solutions
Group Holdings Limited
綜合環保集團有限公司