

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

Fulum Group Holdings Limited

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ABOUT THE GROUP

Having established its catering business in 1992, Fulum Group Holdings Limited (the “Company”, or “Fulum Group”, or together with its subsidiaries the “Group”) has been adhering to the spirit of “The Rationale of Three Excellence – Excellent Environment, Excellent Supply, Excellent Service” in its operation.

The Group’s major businesses are restaurant operations, sale of food products and other relevant operations. Its portfolio of restaurants offers various cuisines under different brands to meet the evolving catering needs of local customers and improve their dining experience. As at 31 March 2020, the Group owned a total of 75 restaurants in Hong Kong and mainland China under the “Fulum (富臨)” main brand, the “Sportful Garden (陶源)” main brand and the “Fulum Concept (富臨概念)” main line.

During the Reporting Period, some new brands have been added to the Group’s “Fulum Concept (富臨概念)” main line, namely “The Bottle (甜舍)”, “The Master of Char Siu (叉燒井家)”, “Grand Fulum (小富臨)” and “Banchan and Cook (拌食堂)”, “JEJU Bulgogi Sikktang (濟州燒肉食堂)”, and the “Café Foodeli” located at the food court of YOHO Mall at Yuen Long, which can help the Group to develop more diverse catering markets. Looking forward, Fulum Group will continue to explore the new mode of operation and gradually increase the number of restaurants to enlarge its market share and diversify its revenue base. In the meantime, the Group will proactively explore opportunities for mergers and acquisitions in the industry and continue to identify different catering brands, in order to establish Fulum Group as a highly diversified catering kingdom.

As at 31 March 2020:

Restaurant Operations

The “Fulum (富臨)” main brand 22 restaurants in Hong Kong	<ul style="list-style-type: none"> “Fulum Palace (富臨皇宮)” “Fulum Restaurant (富臨酒家)” “Fulum Fisherman’s Wharf Restaurant (富臨漁港)” “Pleasant Palace (禧臨門)” 	<ul style="list-style-type: none"> “Royal One Pleasant Palace (皇室①號禧臨門)” “Fulum” new brands “Rich City Supreme (富城薈)”
“Sportful Garden (陶源)” main brand 8 restaurants in Hong Kong	<ul style="list-style-type: none"> “Sportful Garden Restaurants (陶源酒家(鮑魚專門店))” 	
“Fulum Concept (富臨概念)” main line 41 restaurants in Hong Kong	<ul style="list-style-type: none"> “MeokBang Korean BBQ & Bar (炆八韓烤)” “MeokBang Taste (炆八 Taste)” “MeokBang BBQ Kidzone (炆八韓烤親子餐廳)” “Treasure City Hot Pot Seafood Restaurant (富城火鍋海鮮酒家)” “Winter Steam Pot Restaurant (正冬火鍋料理)” “FL Fusion (富臨薈)” “Café Coco (加多樂餐廳)” 	<ul style="list-style-type: none"> “The Charcoal Room (柞木炭家)” COTI “The Bottle (甜舍)” “The Master of Char Siu (叉燒井家)” “Grand Fulum (小富臨)” “Banchan and Cook (拌食堂)” “JEJU Bulgogi Sikktang (濟州燒肉食堂)” Café Foodeli
Operations in mainland China 4 restaurants in mainland China	<ul style="list-style-type: none"> “Fulum Palace (富臨皇宮)” 	

Sale of food and other operating items

Processed foods	New year pudding, dumplings, and mooncakes
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ABOUT THIS REPORT

This report is the fourth Environmental, Social and Governance Report (the “Report”) published by the Group. By reporting the policies, measures, and performances of the Group in environmental, social and governance aspects from 1 April 2019 to 31 March 2020 (the “Reporting Period” or “2020”), it allows all stakeholders to better understand the progress and development direction of the Group in relation to sustainability issues. Information documented in the Report is sourced from the official documents, statistical data, management, and operation information of and collected by the Group from various channels. This Report, which is prepared in both Chinese and English, has been confirmed and approved by the board of directors of Group (the “Board”) in 23 October 2020, and has been uploaded to the website of the Stock Exchange and the Group’s website www.fulumgroup.com. In case of any inconsistencies between the Chinese version and English version, the Chinese version shall prevail.

Reporting Scope

The Report focuses on the operation of the Hong Kong head office, restaurants owned by the Group in Hong Kong, the central kitchen and logistics centre, which is the same as the scope covered under the last Reporting Period. While the Report does not cover the Group’s operations in mainland China, the aim of the Group is to continuously upgrade the internal data collection procedure and gradually expand the scope of disclosure.

Reporting Criteria and Principles

The Report is prepared in accordance with the ‘comply or explain’ provisions of Appendix 27 Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) of the Rules Governing the Listing of Securities on Main board of the Stock Exchange (the “Listing Rules”). The four reporting principles: materiality, quantitative, balance and consistency form the backbone of the Report.

Materiality	The Group invited internal and external stakeholders to help identify the key issues through questionnaire surveys, the result of which was reviewed and confirmed by the Board. These issues, which are important to the stakeholders, reflect the significant impacts brought by the Group’s operation to the economy, environment, and society.
Quantitative	Each department of the Group is responsible for recording the key environmental and social performance indicators, with Carbon Care Asia Limited, an independent professional consultant, appointed to conduct assessments for carbon emissions and other environmental key issues according to local guidelines and international standards. In addition, the Group ensures that the key performance data can be calculated and clearly state the criteria and method of calculation.
Balance	The Group elaborates on its achievements and challenges faced in sustainability based on the principles of accuracy, objectivity, and fairness to let the stakeholders reasonably assess the Fulum Group’s overall performance.
Consistency	The Group adopts consistent statistical methods and provides historical data where feasible to demonstrate its performances and progress in sustainability.

Feedback

The Group values the opinion of stakeholders. If you have any questions or suggestions regarding the content or format of the Report, please contact the Group via the following channels:

Address: 15/F., Luk Hop Industrial Building, 8 Luk Hop Street, San Po Kong, Kowloon, Hong Kong

Email: info@fulum.com.hk

CHAIRMAN'S STATEMENT

2020 is a challenging year for the Fulum Group. Apart from the factors such as the Sino-US trade relations and instability social environment, the unexpected outbreak of COVID-19 in the beginning of 2020 has brought more serious impacts to the Group. The Group has adjusted the operation model and management policy in a timely manner in accordance with and strictly abide by the requirements of the Hong Kong government's epidemic prevention measures to prepare for different changes so as to seize opportunities and reduce operational risks.

The Board of Fulum Group understands that good sustainability governance can enhance its operating efficiency and reduce operating risks. To manage its sustainability performance more effectively in the future, the Group plans to establish a Sustainability Steering Committee in the next reporting period to manage related matters. In addition, the Board understands that environmental and social risks will have varying degrees of impact on the operation of the Group. It is considering to incorporate these risks into its risk management system so as to improve the risk management related to sustainability.

The global impacts brought by COVID-19 are not limited to economy only, but also the increase of people's awareness to public health and safety. In order to protect the health and safety of employees and customers, the Group has adopted a number of epidemic prevention measures during the pandemic, with resources focused on maintaining the hygiene and safety of food and dining environments. In 2020, the Group cooperated with the Hong Kong Productivity Council to carry out the energy conservation research project which helps determine effective measures in the future through the collection and analysis of intelligent data. Meanwhile, the Group has also improved its employment, environmental and supply chain management policies to refine its sustainability management in these areas.

The Group and stakeholders will continue to communicate to understand each other's opinions and concerns, and make these the priority for the Group to improve for the aspects of sustainability, which helps to manage sustainability matters more systematically.

Fulum Group Holdings Limited

Mr. Yeung Wai

Chairman, Executive Director and Chief Executive Officer

SUSTAINABILITY GOVERNANCE

The Board assumes its full responsibility for managing the sustainability issues of the Fulum Group, while other departments are responsible for the environmental and social related issues. In view of the increasing requirements from the society and stakeholders for sustainability, the Group plans to establish a Sustainability Steering Committee (the "Committee") composed of different departments during the next reporting period to review the policy and measures, relevant targets and the impacts relevant to sustainability, and report to the Board on a regular basis. The Board is responsible for supervising and monitoring the work of the Committee, reviewing the sustainability management policies, and approving the environmental, social and governance report to improve relevant management.

Risk Management

The Group has adopted a risk management and internal control structure, referred to as the "Three Lines of Defence", to identify and manage the significant risks in its operation, and monitor and review the effectiveness of relevant measures. The Board and the Audit Committee review and evaluate the risk management and internal control systems every six months to ensure the effectiveness of the systems.

In response to stakeholders' expectations on the Group's management of environmental and social risks, the Board will review and identify these risks which have significant impacts on the Group's operations and businesses, and gradually incorporate these risks into the risk management system and formulate relevant strategies in the future.

Compliance Management

The Group ensures the legality of its daily operation by reviewing the operation and management system regularly, as well as the compliance with laws and regulations that have significant impacts on the Group's operations. The following is the laws and regulations that cast significant impacts on the Group. During the Reporting Period, the Group did not violate any of these laws and regulations, nor was it involved in any litigation cases of corruption claims against the Group or employees.

Aspects	Relevant laws and regulations that have significant impacts on the Group	Possible significant impacts on the Group and the compliance measures
Emissions	Air Pollution Control Ordinance Water Pollution Control Ordinance Waste Disposal Ordinance	Violation of relevant laws and regulations not only pollutes the environment near the operation points, but also leads to fines or imprisonment. To ensure that the Group's operations are legal and in compliance with the laws and regulations, the Public Affairs Department regularly inspects all operating points.
Employment	Employment Ordinance Employees' Compensation Ordinance Sex Discrimination Ordinance Disability Discrimination Ordinance Family Status Discrimination Ordinance Personal Data (Privacy) Ordinance	Violating relevant laws and regulations infringes on the rights and interests of employees, which may result in fines, imprisonment, damage to goodwill or compensation claims. To ensure that the Group's operations are legal and in compliance with the laws and regulations, its Human Resources Department and Logistics Department provide various monthly job-related training to the heads of operations and logistics centres.

Health and Safety	Occupational Safety and Health Ordinance Factories and Industrial Undertakings Ordinance	The Group has always attached great importance to the health and safety of employees and customers. The Human Resources Department and the Logistics Department provide monthly trainings to the heads of operations and logistics centres, as well as regular inspections to ensure that the operations comply with relevant laws and regulations. Through trainings and timely rectification, it is possible to avoid fines, imprisonment, damage to goodwill or compensation claims due to violation of relevant laws and regulations.
Labour Standards	Employment Ordinance	Violation of relevant laws and regulations may lead to fines, imprisonment, damage to goodwill or compensation claims. To ensure that the Group's operations are legal and in compliance with the laws and regulations, its Human Resources Department and Logistics Department provide monthly training to the heads of operations and logistics centres to remind them to verify the employees' identities and ensure that no forced labour has occurred during recruitment.
Product Responsibility	Food Safety Ordinance Public Health and Municipal Services Ordinance Trade Description Ordinance Copyright Ordinance Trade Marks Ordinance Patents Ordinance Broadcasting Ordinance Broadcasting (Miscellaneous Provisions) Ordinance Personal Data (Privacy) Ordinance	Violation of relevant laws and regulations may lead to fines, imprisonment, damage to goodwill or compensation claims. To ensure that the Group's operations are legal and in compliance with the laws and regulations, the Group's Human Resources Department and Logistics Department provide monthly training to the heads of each operation site and logistics centre. At the same time, different departments should also actively review the compliance of daily operations.
Anti-corruption	Prevention of Bribery Ordinance Organised and Serious Crimes Ordinance	Violation of relevant laws and regulations may lead to fines, imprisonment, damage to goodwill or compensation claims. In addition to providing relevant training for employees, the Group also has a reporting mechanism as a supervisory system for handling violations of relevant laws and regulations.

STAKEHOLDER ENGAGEMENT

Fulum Group values the opinions of stakeholders and regard them as important indicators to improve the Group's performance of sustainability. The Group maintains close communication with stakeholders to ensure that it can respond to the stakeholders' needs and expectations in a timely manner. Its stakeholders include both internal stakeholders (employees) and external stakeholders (customers, suppliers, shareholders, investors, and the society etc.). During the Reporting Period, the Group engaged with various stakeholders via different means, including:

Employees

Collect employees' opinions through various channels, including emails, regular meetings etc.

Customers

Understand customers' opinions and feedbacks to the Group through platforms such as social media, telephone hotlines and suggestion boxes etc.

Suppliers

Conduct annual evaluations for suppliers to ensure that their performance complies with the Group's sustainable development philosophy.

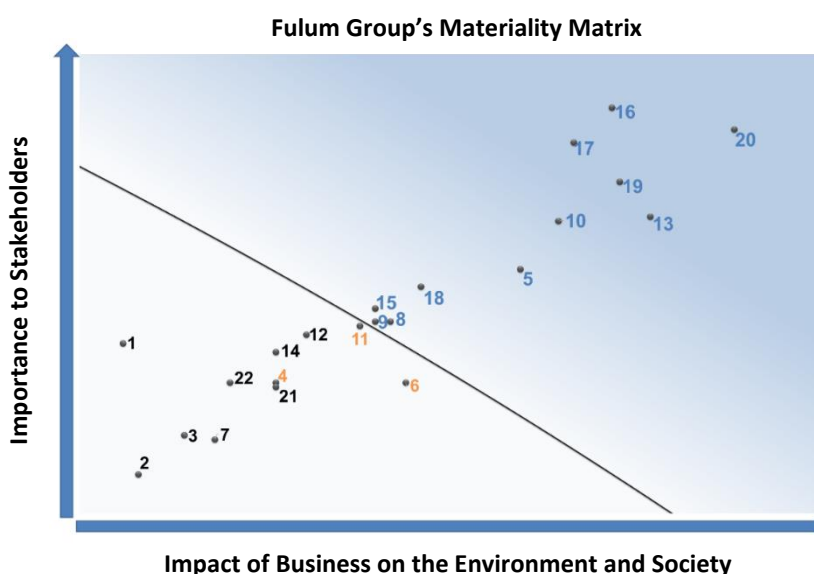
Community

The Group actively participates in community activities and cooperates with various charitable organisations to show its cares towards the citizens in the operating areas.

Shareholders/ Investors

Apart from the Annual General Meeting held, shareholders and investors can access the Group's information from its website and HKEx's website.

The Group continued to invite internal and external stakeholders to rate the importance of various sustainability issues through a questionnaire survey during the Reporting Period. After that, the Group ranked the 22 sustainability issues in the order of importance according to the results of the questionnaire, which showed both the importance of issues to the stakeholders and the extent of impacts brought by the Group to the environment and society. Among them, the 11 most important issues considered by stakeholders were listed as the material issues (marked in blue in the materiality matrix below). Besides, the Group also conducted an independent materiality assessment based on the questionnaire results among external and internal stakeholders, and added three extra issues based on the result (marked in orange in the materiality matrix below):



The following are the 22 sustainability issues (in descending order of importance):

Number	Issue	Issue Categories
20	Prevention of bribery, extortion, fraud, and money laundering	★
16	Protection of customer information	★
17	Improve product quality and service responsibility management to protect customer health and safety	★
19	Protect the interests of customers and business partners	★
13	Adopt measures to prevent child labour	★
10	Provide employees with a safe and healthy working environment and prevent occupational diseases and work injuries	★
5	Waste management	★
18	Abide by advertising and sales regulations	★
15	Assess and manage the environmental and social risks of the supply chain	★
8	Develop a comprehensive employment management system	★
9	Eliminate discrimination or harassment, and provide a fair and diverse employment environment	★
11	Provide employee training and improve their knowledge and skills	■
6	Improve the efficiency of other resources	■
4	Conserve water / improve water efficiency	■
12	Provide employees with personal development opportunities to support continuous development of employees	○
14	Adopt measures to prevent forced labour	○
21	Ensure business activities have taken into account the needs and interests of the community	○
22	Invest resources such as money, resources or time to promote community development	○
1	Air pollutant/greenhouse gas emissions management	○
7	Manage the impact of the operation on the environment and natural resources	○
3	Management of wastewater discharge	○
2	Conserve energy / improve energy efficiency	○

Issue Categories

Corresponding chapter

★ Material Issues

■ Extra Issues

○ Other Issues

Care for Employees

Operational Practices

Community Investment

Protecting the Environment

The Group will continue to communicate with stakeholders and explore methods other than questionnaire surveys to collect their opinions.

CARE FOR EMPLOYEES

Fulum Group has established various policies and measures to build a complete management system of employment, health and safety, and development and training based on the intention of protecting the employees' health and safety, rights, and well-being. The Group would also review the effectiveness of various policies and measures in a timely manner to ensure that it can effectively respond to the needs of employees.

Health and Safety

In the spirit of striving to provide a safe and healthy working environment to the employees, the Group has established policies such as the "Risk and Safety Handbook" to provide the employees with safety procedures and guidelines to reduce the potential risks of different roles, and ensure that they can react according to the guidelines from the handbook during emergencies.

The Group has also established the Safety Policy Committee and the Shop Safety Committee to be responsible for managing issues related to environmental safety at the corporate management and branch operation level, including:

- conduct regular environmental and safety reviews of the Group, and implement plans to resolve related issues;
- arrange regular safety procedures drills such as fire drills and evacuation drills at various operating points (in accordance with the instructions of the property management company) and logistics centres;
- ensure the proper maintenance of equipment and provide trainings to the employees
- regularly review and revise the safety policies and procedures;
- arrange trainings for employees on safety policies and procedures; and
- keep document records and review them regularly to determine potential hazards

To ensure that all operating points conduct risk assessments based on their actual conditions, the Group requires them to participate in risk assessments. By taking the steps of identifying potential dangers, evaluating different positions' risks, recording, and reviewing the evaluation results, the Group can evaluate the existing or potential hazards of equipment, machinery, materials, and processes, and adopt measures to eliminate the hazards to reduce safety risks.

Based on the integration of potential hazards from various operating points, the Group has developed the "Working Safety Rules for Occupational Safety and Health", which requires employees to comply with it to avoid work-related accidents. Apart from regulating the relevant work procedures and requiring employees to wear the appropriate protective equipment correctly, the Group also formulated safety guidelines for employees serving in different roles, which list out the specific safety issues for their positions are listed to prevent common work accidents in the catering industry.

During the Reporting Period, there was no work-related fatal accidents. For work injury, there were 25 cases, representing a 52% decrease from last year, and the injury rate was 12.3 per thousand workers. Most of the injury cases were mainly burns, slips, cuts etc. All injured employees had already received timely treatment, and were handled in accordance with the work injury accident management procedures specified in the "Human Resources Department Management System", for which the head of the department would review the safety of the working environment and make improvements. To prevent same types of accidents from happening again, the Group continues to enhance employee occupational safety training to improve their

safety awareness and implements the '5S' management to improve the working environment and removes potential sources of hazards.

Employment System and Labour Standard

The "Human Resources Department Management System" stipulates the Group's arrangement in remuneration and dismissal, recruitment and promotion, working hours, holidays, labour standards, and other benefits and welfares, to ensure that the employees are properly protected. During the Reporting Period, the Group has introduced the "Diversity Policy" into the "Human Resources Department Management System" to provide guidance on diversity of working environment.

<p><u>Remuneration And Dismissal</u></p> <p>The remuneration of an employee is determined based on factors such as his qualifications, rankings, experiences, and performances. It would also be adjusted according to factor such as the employee's work performance and ranking.</p> <p>The Group has stipulated the arrangements and requirements for dismissal and contract termination in relevant policies and employment contracts.</p>	<p><u>Employment and Promotion</u></p> <p>The Group's recruitment and promotion are conducted in accordance with the principles of fairness and justice, which the staff's ability and proportionality with the position are the criteria, and the process is transparent and open.</p>	<p><u>Labour Standard</u></p> <p>To prevent accidental employment of child labour, the Human Resources Department must check the identification documents of employees when they are on board. If an employee is under the legal working age, he/she will be disqualified from duty.</p> <p>The Group also prohibits forced labour. Employees will not be required to pay deposits or submit their identification documents as collateral when they report to duty, nor will employee wages, benefits, property or other documents be detained to force them to work continuously.</p>
<p><u>Equal Opportunities and Anti-discrimination</u></p> <p>The Group is committed to providing equal development opportunities for employees. No one will be discriminated against because of factors such as ethnicity, gender, age, disability, marital status, sexual orientation, or religious beliefs. If employees experience any discrimination or unequal treatment, they can report to their supervisors.</p>	<p><u>Sexual Harassment Prevention</u></p> <p>The Group will not tolerate any behaviours of sexual harassment. The definition of sexual harassment is set out in the relevant policies. If the Group discovers any action concerning sexual harassment in the workplace, it will inevitably take all necessary actions to prohibit the employee from sexually harassing others.</p>	<p><u>Diversity</u></p> <p>The Group recognises that employees' differences in various skills, experience, styles, and backgrounds should be respected, which will contribute to business innovation, transformation, and long-term growth. The Group's diversity policy clarifies the responsibilities of employees of different ranks in building a diversified working environment.</p>

Development and Training

Fulum Group understands that it is very important to provide employees with training and development opportunities. While supporting the personal career development of employees, it can also ensure the service quality and enhance the catering experience, which helps the Group gain customer support in the highly competitive catering industry. The Group has referred to the policies related to "Organisational Policy on Improving Employees' Knowledge and Skills in Fulfilling their Work Obligations" and the "Introduction to Grade Training Scheme" as the outline of the employee training system to ensure that all employees from different branches can receive the same training. Besides, the Group's "Talent Development and Cultivation Plan" also provides employees with the promotion ladders to give them a clear direction by standardising the promotion criteria and procedures.

To ensure that new employees have a precise understanding of the Group's operation philosophy and service standards, it has established a "grade training" system, which is divided into 3 stages, namely training, internship and examination, and different courses are arranged to the new employees according to their working experiences.

Participate in group training courses	Internship in shop	Examination
The Human Resources Department conducted a briefing with the Orientation Ambassadors so that they can help new employees engage in their work from different perspectives. And then the ambassadors took the new employees around to familiarise themselves with the departmental workflow and various service standards of the Group.	The Orientation Ambassadors were arranged by the shop managers to lead the new employees for a three-month internship. The ambassadors need to have physical meetings with new employees and conclude such meeting(s) so as to assess their performance in various aspects.	If the new employees fail the examination, the Orientation Ambassadors must continue to follow up with the employees' progress and the arrangement of reexamination.

The Group supports the continuous development of employees. To this end, it has formulated a series of training activities for current employees of different grades and positions, providing them with professional knowledge, professional skills, occupational safety and health education and other training activities.

Training Program	Training Content
Talent Training Program	Provide trainings on management and communication, and beliefs and values for the company's key employees
Tiptop training meetings	Strengthen the shop managers' understanding of management and communications through different formats, including group cooperation activities, film sharing, and competitions
Human resources manager training	Provide the human resources managers with trainings to improve the working efficiency of the shop
Restaurant serving training	Provide the frontline staff with trainings to improve the service quality and working efficiency

OPERATIONAL PRACTICES

Through continuous quality inspection, adherence to operational ethics, and cooperation with various suppliers, the Group is committed to maintaining high-quality services and operating integrity as the basic operating principles of the Fulum Group.

Ethical Operation

Anti-corruption

Fulum Group does not tolerate any corrupt conduct in relation to bribery, extortion, fraud, and money laundering. Therefore, the Group has formulated and implemented a series of policies and internal and external control measures as standards for clean operation.

The Group's "Human Resources Department Management System" stipulates the code of conduct for employees that all of them must not engage in private dealings with the Group's money or resources and must comply with the relevant laws, industry regulations and standards, professional conduct and the Group's regulations and systems. The employees will be penalised if he/she is found to be involved in any misconduct, or even dismissed and handled by taking legal actions if he/she seriously violates the code of conduct.

At the same time, the Group established the "Anti-Fraud and Reporting Management System" to regulate the complaints and report management work procedures. The Group encourages employees to report relevant misconduct to management and reduce the risk of corruption. Upon receipt of the report, the management will conduct an investigation immediately. If the case is confirmed to be true, the Group will impose appropriate sanctions on the employees involved and refer them to relevant law enforcement agencies for further investigation based on the seriousness of the case. To reduce the risk of fraud, the Group established the fraud risk assessment and control procedures, promoted various anti-fraud policies and related measures, and provided trainings to help employees correctly handle conflict of interest at work and resist the temptation of improper advantage.

The Group works closely with various partners to ensure that the whole operation, from the Group itself to its supply chain, comply with ethical standards. The Group has provided anti-fraud reporting channels (including telephone hotlines, mailbox and e-mail) for external stakeholders, such as customers and suppliers, to monitor the anti-corruption condition of the Group collectively. The Group promises to keep the personal information of whistleblowers confidential, prohibits any form of discrimination or retaliation or hindrance, interference or antagonism against employees participating in the investigation.

Protection of customer rights and intellectual property

The Group is committed to protecting the personal data and privacy of customers, with the "Privacy Policy and Statement" provided to them when their personal data are collected to ensure that they are aware of the policies and measures related to the collection, usage, storage, disclosure, transfer, protection and access of personal data. Besides, the Group protects customers' personal data with various safety technology and procedures to prevent unauthorised access, usage, and disclosure. The Group has also included the "Confidentiality Agreement" in the employment contract to require employees to protect and prevent the leakage of customer data.

The Group respects the intellectual property rights of others and undertakes that there is no infringement of intellectual property rights in its business. At the same time, it is ensured that data such as product recipes, knowledge and technology of partners are not violated in the business.

Advertising and labelling

The “General Principles on Promotional Items” established by the Group stipulates that all the promotional materials must be legal, healthy, honest, and accurate. Fulum Group has strived to prevent its promotional materials from making others feel disgusted or discriminated. No promotional materials promoting hatred, discrimination, prejudice, sensitive events, or violent content are allowed.

Product Responsibility

Quality management

Adhering to the mission of “True Passion and True Taste”, the Group has always been implementing strict quality and service standards to enhance customer satisfaction and protect their health and safety. The Group has implemented the “5S” approach in management since 2006. Formulated by the 5S Committee, the “5S” catering standard focuses on five elements, namely safety, hygiene, quality, efficiency and image. The “5S Management Manual” was prepared to provide instructions for employees. The Group also invested resources in staff training and production of internal promotional materials, as well as teaching of the professional knowledge of the “5S” approach in regular meetings at restaurants, to ensure the employees can understand how to apply the “5S” concept to improve the product and service quality.

To maintain the uniformity of the product and service quality of the restaurants, the Group arranged staff of the Internal Audit Department (Operation) to follow the “Internal Audit Department (Operation) Management System” and the “5S” approach management standard requirements to attend monthly on-site “5S” inspection and the relevant assessment at restaurants to find out the shortcomings of the restaurants in time. By summarising the review results with the shop managers and department heads, improvement plans can then be proposed. The Group has established the 5S Committee, and its members and frontline management will conduct monthly food safety meetings to regularly review food safety.

Food safety and hygiene are important issues of the Group's quality management. The Group provides the operating points with standards for maintaining product hygiene and safety and the dining environment, and monitoring to ensure that customers can have a relaxed dining experience:

Restaurants	The Group stipulates the requirements in relation to aspects such as cleaning, sanitation and maintenance of the food handling environment, equipment and tools, and defines the standards of hygiene and safety in the “Fulum Group Food Hygiene Code”.
Central kitchen and logistics centre	<p>Apart from complying with the above-mentioned “Fulum Group Food Hygiene Code”, the central kitchen and logistic centre are also responsible for controlling the food quality. The Group’s “Chung Ling Logistics Management System” lists detailed procedural specifications on inventory management, logistics and distribution management, production management and hygiene management, etc.</p> <p>The Group established a quality inspection group to be responsible for implementing quality supervision policies and requirements of the procedures. The Group conducts regular testing of different food samples in the laboratory of the central kitchen and logistics centre. Since 2012, the central kitchen and the logistics centre have obtained international standard certifications such as ISO 22000 and HACCP.</p>

When any food safety problems are found in its products, the Group will immediately notify the affected customers to figure out if the same problem appears in different product batches. At the same time, the Group will immediately stop the production of related products until the root cause of the problem is identified and recorded in the "Corrective and Preventive Action Request". The food safety problem must be confirmed to be corrected by the food safety team leader before resuming production. During the Reporting Period, the Group had no products that need to be recalled due to safety and health issues.

Responses to the Epidemic of COVID-19: Ensuring the Dining Environment's Hygiene and Safety

From January to March 2020, the beginning of the COVID-19 epidemic, Fulum Group had actively adopted a number of measures to ensure that customers can dine restfully in the Group's restaurants. The Group always pays close attention to the government's measures and suggestions on epidemic prevention, and prepares for the measures to be launched once they are announced, including:

- Spraying long-lasting nano-photocatalyst disinfectant in all restaurants;
- Limiting the number of customers per table, with the total number of customers catered being limited to 50% of the normal provision;
- Limiting to 4 customers only per table, with at least 1.5 meters between tables or being separated with partitions;
- Requiring all employees and customers to wear masks in the restaurants unless they were eating;
- Requiring all employees and customers to take their body temperature and clean their hands with alcohol-based hand-rub when they enter the restaurants;
- Rejecting to serve any people undergoing compulsory quarantine (identified by wearing quarantine tracker wristbands);
- Requiring all employees to sterilise their hands every hour; and
- Requiring all employees to take their body temperature before work and after meals

The Group will continue to be vigilant all the time to ensure the hygiene at all operating points, and work together with the public to face the challenges brought by the epidemic to the society.

Customer feedback and handling

Fulum Group maintains open communication and listens to customers with an open mind to improve the quality of the Group's services and products in response to the customers' expectation. The Group has set up diversified channels for the customers to provide their feedbacks, including a restaurant hotline, suggestion box set up at conspicuous locations in restaurants, the Group's website, and social media. Besides, the Group consolidated and analysed customer feedbacks and produced a monthly summary of complaints to understand its deficiencies in service and product quality, and then determined corresponding improvement measures.

During the Reporting Period, the Group received a total of 364 complaints, mostly about service, product and food hygiene, representing a 41.6% decrease when compared with the last Reporting Period. The Group has followed up and handled all complaints, and all the relevant customers have accepted the solutions proposed. To further reduce the amount of complaints, the Group has provided trainings to employees to improve the service and product quality.

Supply Chain Management

Fulum Group has established long-term and stable cooperative relations with suppliers. The Group maintains communications with the suppliers to ensure that they are aware of the quality requirements of the food ingredients used by the Group and comply with public health standards. The main suppliers of the Group are food suppliers that provide seafood, meat, fruits and vegetables, rice and noodles, beverages, and condiments, while there are suppliers providing services to the Group's operations.

To provide high-quality ingredients for customers, the Group has established a unified supply chain management system. The "Sino Rank Logistics Management System" is the model for the Group to manage its suppliers with supply market strategies stipulated to improve the quality of purchased ingredients and services and reduce supply chain risks.

During the process of selecting new suppliers, the Procurement Department of the Group would evaluate the scale, product or service quality, stability, price, and other factors of potential suppliers. When needed, the Procurement Department would conduct on-site inspections to understand the actual operating conditions of the suppliers. If the Procurement Department determines that the potential supplier is basically qualified, the Group will have trial orders first, and only after the product quality is confirmed can they be added to the supplier system. For existing suppliers, the Group conducts evaluations every year to score them based on their product or service quality, delivery period, price, timely and effectiveness of complaint handling, and degree of cooperation. The supplier who failed the assessments will either be suspended or removed from the system. In addition, apart from the annual performance evaluation conducted for major suppliers, the Group also regularly (every two to three years) visits their offices or factories for inspections to ensure the stability of their product quality.

During the Reporting Period, the "Fulum Group Environmental Policy" implemented by the Group in the "Internal Operation Management System" stipulates the considerations on the supplier's environmental performance when selecting goods or services for procurement. Priority would be given to those suppliers who face environmental issues directly and reduce the environmental impacts actively. In addition, the Group prefers to use local suppliers to reduce the carbon footprint of the operating cycle where feasible. During the Reporting Period, the Group adopted a total of 620 suppliers, of which 94% were local suppliers. The Group will continue to improve its supply chain management, review the environmental and social risks of suppliers, and incorporate them into the Group's risk management and internal control systems.

COMMUNITY INVESTMENT

The Group had formulated the “Community Investment Policy”. Adhering to the community investment goal of “Creating, Delivering and Promoting Positive Energy”, the Group helped those in need through sponsorships and donation activities to give back to the society. The policy follows the following six principles as the basis for planning community activities:



In addition, the “Positive Energy Team” was established to serve as a bridge between the Fulum Group and the community, using the Group’s advantages of having operating points in all districts of Hong Kong to serve residents therein. During the Reporting Period, the Group organised and participated in the following community investment activities:

Food sponsorship	The Group cooperates with non-governmental organisations for festivals such as Lunar New Year and Mid-Autumn Festival every year to send festival blessings to the elderly. During the Reporting Period, the Group sponsored 3,000 New year pudding and 9,000 moon cakes during the Lunar New Year and Mid-Autumn Festival respectively.
Donation	During the Reporting Period, Fulum Group donated to the project of “rice dumplings purchasing” (「糰有愛相隨」) of the Senior Citizen Home Safety Association, with a total donation of HK\$25,000.
Volunteer activities	The Group participated in the flag selling day organised by the Senior Citizen Home Safety Association to raise funds for the elderly care work. The Group also participated in the elderly home visits organised by the association. The total hours spent for the two voluntary activities were 89 hours.

Fulum Group understands that with the changes over times, the needs of the society will also change. Therefore, the Group regularly reviews the “Fulum Group Community Investment Policy” to ensure that it is compatible with the changes in the business and the external environment to keep pace with the times. This policy stipulates that the Marketing and Administration Department is responsible for overseeing community investment-related activities, including reviewing the goals and directions of community investment; proposing timely improvements to the coverage and effectiveness of projects; and regularly reviewing whether the Group's social performance can respond to community needs.

PROTECTING THE ENVIRONMENT

Fulum Group aims to reduce negative impact brought by operations to environment and is committed to implementing different measures in all aspects in daily operations to reduce its emissions and resource usage. It has formulated the “Environmental Policy”, which was incorporated into the “Internal Operation Management System” of Fulum Group to establish the work guidance, monitoring mechanism and specific measures covering the three major aspects of emissions, use of resources, and environmental and natural resources.

Emissions

Greenhouse gas (“GHG”) emissions management

Controlling GHG emissions helps the Group to understand and manage the impact of its business on climate change. During the Reporting Period, the Group appointed the consultancy Carbon Care Asia to conduct carbon assessment to quantify the GHG emissions produced in its operations. The process of quantification follows the guidelines¹ published by the Electrical and Mechanical Services Department and the Environmental Protection Department and references international standards such as ISO14064-1 and the GHG Protocol Corporate Accounting and Reporting Standard.

GHG emissions		
Scope	Emissions	
	2020	2019
Scope 1- Direct GHG emissions		
Fossil fuel combustion – stationary source	7,807.1	10,527.5 ²
Fossil fuel combustion – mobile source	171.6	149.6
GHG emitted by equipment and system during operation - refrigerants	900.6	1,182.8 ²
Scope 2 - Energy indirect GHG emissions		
Electricity purchased from power companies (tonnes of CO ₂ equivalent)	27,915.0	38,318.5
Gas purchased from power companies (tonnes of CO ₂ equivalent)	1,677.6	2,273.9
Total GHG emissions (Scope 1 and 2)	38,471.9	52,452.3²
Scope 3 - Other indirect GHG emissions		
Methane produced by waste paper in landfills in Hong Kong (tonnes of CO ₂ equivalent)	335.6	367.0
GHG emissions from electricity consumption in freshwater treatment by the Water Supplies Department (tonnes of CO ₂ equivalent)	507.3	686.6
GHG emissions from electricity consumption in wastewater treatment by the Drainage Services Department (tonnes of CO ₂ equivalent)	167.5	261.5
Total GHG emissions (Scope 1, 2 and 3) (tonnes of CO₂ equivalent)	39,482.3	53,767.4²
GHG intensity (tonnes of CO₂ equivalent/HK\$ million of turnover)	20.9	21.0²

¹"Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings of Commercial, Residential or Institutional Purposes in Hong Kong"

² The data of 2019 has been adjusted for more accurate disclosure.

The Group's total emissions for the Reporting Period were 39,482 tonnes of CO₂ equivalent. The main source of emissions was indirect GHG emissions from scope 2 purchased energy (accounting for 75%), followed by a stationary source of fossil fuel combustion in scope 1 (accounting for 22%). Compared to the last Reporting Period, the total GHG emissions reduced by 27%. Regarding the use of energy, the Group formulated the relevant policy approach in the “Consumption Reduction Management” of the “Internal Audit Department (Operation) Management System” to save energy and reduce carbon emissions.

Air emission management

The air emissions of the Group mainly came from kitchen equipment and vehicles of the logistics fleet. To reduce air pollution, the control measures at the exhaust outlets, including the installation of purifying facilities and venting equipment, are implemented in the Group kitchen equipment to control the emissions of oily fume.

Air emissions	
Air pollutants	Emissions of 2020
Nitrogen oxides(kg)	1,452.1
Sulphur oxides(kg)	4.0
Respirable suspended particulates(kg)	85.6

Waste management

The group properly disposes of waste generated during operations to lower the potential impact on environment. Non-hazardous waste of the Group mainly included waste oil, general waste, recyclable waste, and food waste. Regarding food waste, certain restaurants under the “Fulum (富臨)” main brand and the “Sportful Garden (陶源)” main brand were awarded the Silver Class in the “Food Wise Eateries” Scheme by promoting reduction of food waste from the origin to the public through measures such as providing food portion selection and encouraging customers to take leftover away. In addition, during the Reporting Period, the Group replaced the plastic straws in some restaurants by the eco-friendly sugarcane straws to reduce the amount of plastic consumed. Some restaurants also participated in the glass bottle recycling program to recycle the beverage glass bottles. The Group will review the effectiveness of recycling glass bottles and study the feasibility of extending the program to other restaurants.

Regarding waste cooking oils produced on a daily basis, the Group established the “Waste Cooking Oils Regulation Procedure” and implemented the “Restaurant Waste Cooking Oils Recycling” Scheme to partner with qualified waste cooking oil recyclers to handle waste cooking oils. During the Reporting Period, 79.7 tonnes of waste cooking oils were produced, all of which was resold to recyclers; other non-hazardous waste was collected and handled in a centralised manner by the property management company of each operating point. Regarding hazardous waste, the Group’s operation generated a small amount of hazardous waste (such as waste batteries, waste mercury tubes and energy saving bulbs). All hazardous waste was collected and handled in a centralised manner by the property management company of each operating point.

During the Reporting Period, the Group had not yet fully quantified the waste generated by the operation. In the future, the Group will conduct quantification of hazardous waste and non-hazardous waste for further disclosure.

Wastewater discharge management

The daily operations of the Group's restaurants and central kitchen generate wastewater. To prevent wastewater discharges and spills, the Group's restaurants and central kitchen located in Hong Kong have obtained licenses issued by the Environmental Protection Department of Hong Kong. Regular inspection on wastewater discharged has been conducted to ensure compliance with the license standard. Besides, the Group ensures that the wastewater with grease from the central kitchen has been filtered by the oil separation treatment system before discharge.

Use of Resources

The main resources used by the Group included gas, electricity, water, paper used for order-taking and menus, and plastic bags and boxes for takeaway packaging. To enhance the efficiency in the use of resources continuously, the Group implemented the "Consumption Reduction Management" to formulate monthly standard consumption reduction data to assess the consumption of electricity, gas and consumables of restaurant department. The Internal Audit Department (Operation) is responsible for evaluating the reasonableness in the resources usage based on the consumption data. If a shop fails to meet the standard, the Group will schedule a meeting with the shop manager to evaluate the cause, or the Internal Audit Department (Operation) will conduct an inspection at the shop and discuss measures for improvement.

Case Study: Intelligent Energy Data Reading System

Chinese restaurants rely on high-electricity-consuming kitchen equipment, together with the spacious dining environment, resulting in a higher stationary energy consumption. In order to more effectively manage the energy consumption of the restaurants, the Group cooperated with the Hong Kong Productivity Council during the Reporting Period to conduct researches on the analysis and management of energy consumption in Chinese restaurants.

The Group has installed the independent intelligent electric meter monitoring systems in the kitchen equipment of its three pilot restaurants, aiming to collect and analyse the energy data of all equipment in the restaurants for the analysis of relationship between the energy usage and different activities of the restaurants' daily operations, so as to improve the current operation model and enhancing the energy efficiency.

During the Reporting Period, the Group's total energy consumption decreased by 26% compared to the last Reporting Period, mainly due to the decrease in overall energy consumption as the COVID-19 has affected on the operating hours of restaurants, as a result of which the energy intensity was 0.05 MWh/HK\$ thousand turnover. In 2020, the Group's total energy consumption was 92,272.8 MWh, which were mainly attributed to electricity and gas used in the operations. The total consumption of gas and electricity decreased by 26% compared to the last Reporting Period.

During the Reporting Period, the Group's total water consumption was 1,196,357 cubic metres with a drop of 30 % compared to the last Reporting Period. Compared to the last Reporting Period, consumption of paper decreased by 0.3%, while consumption of packaging materials increased by 4%, mainly due to the increase in takeaway meals during the epidemic.

Use of resources		
Energy use	Energy consumption	
	2020	2019
Direct energy		
Gas (MWh)	39,659.8	53,756.9 ³
LPG (MWh)	907.7	998.4 ³
Petrol (MWh)	4.6	7.9
Diesel (MWh)	650.8	563.7
Indirect energy		
Purchased electricity (MWh)	51,049.9	69,328.9
Use of water resources	Water consumption	
	2020	2019
Total water consumption (cubic metre)	1,196,357	1,705,936
Use of materials	Consumption	
	2020	2019
Paper (tonnes)	76.3	76.5
Packaging materials (tonnes)	13.0	12.5

The Environment and Natural Resources

The Group pays attention to the impact of its business operations on the environment and natural resources, complies with laws and regulations during the course of its daily operations, and continuously monitors its operations to meet the emission requirements.

As the society is getting more concerned about sustainability, the impact on environment and ecology caused by the use of ingredients is of particular importance for the catering industry. The Group cooperated with various environmental organisations, including the cooperation between its restaurant MeokBang and Green Monday to provide discounted vegetarian meals, the participation in the Hong Kong Green Day to provide discounts on designated meals, and the participation in the scheme of EatSmart Restaurant to promote the low-carbon living style and reduce customers' carbon footprint. In addition, apart from participating in the "Green Purchasewise Performance Scheme" launched by the Hong Kong Federation of Restaurants & Related Trades (the "HKFORT"), the Group also supports the "Hong Kong Green Purchasing Guidelines for Food and Beverage Sector" formulated by the HKFORT and the Green Council.

During the procurement or supplier selection process, Fulum Group would consider the impact of the product's life cycles on the environment, and give the priority to the supplies who directly face environmental issues and actively reduce the impacts brought to the environment.

³The data of 2019 has been adjusted for more accurate disclosure.

KEY PERFORMANCE INDICATORS

Environmental Performance

Environmental Key Performance Indicators	2020	2019	Unit
Types of emissions and respective emissions data			
Nitrogen oxides	1,452.1	1,608.5 ⁴	kg
Sulphur oxides	4.0	4.8	kg
Respirable suspended particulates	85.6	80.3	kg
Greenhouse gas emissions in total and intensity			
Scope 1	8,879.3	11,859.9 ⁴	tonnes of CO ₂ equivalent
Scope 2	29,592.6	40,592.4 ⁴	tonnes of CO ₂ equivalent
Scope 3	1,010.4	1,315.1 ⁴	tonnes of CO ₂ equivalent
Total GHG emissions (Scope 1, 2 and 3)	39,482.3	53,767.4 ⁴	tonnes of CO ₂ equivalent
GHG intensity (by turnover)	20.9	21.0 ⁴	tonnes of CO ₂ equivalent / HK\$ million
Total non-hazardous waste produced and intensity			
Total non-hazardous waste produced	79.7	61.0	tonnes
Non-hazardous waste intensity (by turnover)	0.04	0.02	tonnes / HK\$ million
Total energy consumption			
Direct energy	41,222.9	55,326.9	MWh
Indirect energy	51,049.9	69,328.9	MWh
Total energy consumption	92,272.8	124,655.8	MWh
Energy intensity (by turnover)	0.049	0.049	MWh / HK\$ thousand
Water consumption in total			
Total water consumption	1,196,357	1,705,936	cubic metre
Water intensity (by turnover)	0.63	0.67	cubic metre / HK\$ thousand
Total packaging material used for finished products			
Total packaging materials used	13.0	12.5	tonnes
Packaging materials intensity (by turnover)	0.007	0.005	tonnes / HK\$ million

⁴ The data of 2019 has been adjusted for more accurate disclosure.

Social Performance

Number of employees⁵

By employment type

Employment type	Workforce	Total workforce
Full-time employees	1,962	2,028
Part-time employees	66	

By gender, rank and age group

Gender	Rank	Age group				Total	Total workforce			
		Below 30	30-40	41-50	Above 50		2020	2019		
Male	Top management	0	0	1	5	827	2,028	2,857		
	Senior management	0	5	12	13					
	Middle management	11	28	25	38					
	General staff	144	126	136	283					
Female	Top management	0	0	0	1	1,201				
	Senior management	0	2	3	5					
	Middle management	8	9	38	36					
	General staff	85	116	292	606					

⁵ The number of employees in the Report includes all employees working in Hong Kong. The total workforce of the Group in 2020 is 2,219, among which 191 work in mainland China, who are not covered by the number of employees in the Report.

Number of new employees and ratio of new hires⁶

Gender	Rank	Age Group				Total	Total new hires	Average monthly ratio of new hires				
		Below 30	30-40	41-50	Above 50			2020	2019			
Male	Top management	0	0	0	0	1,013	1,961	9.0%	7.4%			
	Senior management	0	1	0	2							
	Middle management	2	15	26	37							
	General staff	294	196	174	266							
Female	Top management	0	0	0	0	948						
	Senior management	0	0	1	0							
	Middle management	1	3	8	9							
	General staff	129	142	289	366							

Employee turnover and turnover rate⁶

Gender	Rank	Age Group				Total	Total new hires	Average monthly turnover rate				
		Below 30	30-40	41-50	Above 50			2020	2019			
Male	Top management	0	1	0	0	1,263	2,706	7.5%	8.5%			
	Senior management	0	2	4	6							
	Middle management	3	26	21	48							
	General staff	342	209	203	398							
Female	Top management	0	0	0	0	1,443						
	Senior management	0	0	3	0							
	Middle management	5	5	30	24							
	General staff	129	159	374	714							

⁶ Due to the characteristics of the catering industry, some employees of the Group left and joined the Group more than once during the Reporting Period, which is also reflected in the turnover rate.

Average male and female remuneration ratio

Rank	Average male and female remuneration ratio	Average male and female remuneration ratio in total
Top management	0.8:1	1.5:1
Senior management	1.1:1	
Middle management	1.3:1	
General staff	1.4:1	

Health and safety

Gender	Number of work-related injury	Rate of work-related injury (per 1,000 employees)	Number of lost workdays due to work-related injury	Number and rate of fatalities as a result of work-related injury ⁷
Male	12	12.3	839	0 (0%)
Female	13		1,273	

Number and percentage of employees receiving training⁸

Gender	Rank				Number and percentage of employees receiving training	
	Top management	Senior management	Middle management	General staff	2020	2019
Male	6 (100%)	30 (100%)	102 (100%)	689 (100%)	2,028 (100%)	2,857 (100%)
Female	1 (100%)	10 (100%)	91 (100%)	1,099 (100%)		

Number of suppliers⁹

Category	Area	Numbers	Percentage of suppliers implementing relevant practices ¹⁰
Food	Hong Kong	387	100%
	Mainland China	4	100%
	Others Area ¹¹	9	100%
Others ¹²	Hong Kong	198	100%
	Mainland China	22	100%

⁷ From 2018 to 2020, the rate of fatality due to work is 0%.

⁸ The percentage of trained employees by gender: female (59.2%) and male (40.8%); The percentage of trained employees by employment category: general manager (0.3%), senior manager (2.0%), middle manager (9.5%) and general staff (88.2%).

⁹ All suppliers are active suppliers during the Reporting Period.

¹⁰ Related practices implemented include annual performance evaluation.

¹¹ Includes Korea, Japan and Vietnam.

¹² Includes printing, packaging supplies, cleaning supplies, uniforms, fuel, tableware, installations, equipment, systems, repair and maintenance, and laboratory services.

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