



CENTENARY UNITED

世紀聯合

CENTENARY UNITED HOLDINGS LIMITED

世紀聯合控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock code: 1959



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020



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About this Report

Introduction

Centenary United Holdings Limited (hereafter, “Centenary United” or the “Company”) and its subsidiaries (collectively known as the “Group” or “we”) are pleased to present our Environmental, Social and Governance Report (the “Report”). The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as set out in the Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited, and covers the environmental, social and governance (“ESG”) initiatives, plans and performances of the Group and our commitment and determination in sustainable development for the period from 1 January 2020 to 31 December 2020 (the “Reporting Period”). During the Reporting Period, the principal activity of the Group is provision of the sales of motor vehicles and other integrated auto services, including, but not limited to, repair services, the sales of accessories, insurance agency services and other value-added services in the People’s Republic of China (the “PRC”). Information relating to the Group’s corporate governance practices, please refer to the section headed “Corporate Governance Report” on pages 53 to 64 of the 2020 annual report.

Unless otherwise stated, the Report covers the environmental and societal information and data of 16 4S dealership outlets (“dealership outlets”) located in Zhongshan, Guangdong Province, the PRC. Except for the data section, the disclosure of systems, policies, and compliance with laws and regulations is made on a Group-wide basis. The Group has gathered ESG key performance indicator (“KPI”) data, as shown in the Report and supplemented by notes for benchmarking purposes. The Group will continue to assess the key ESG aspects of the different businesses to determine whether they are required to be included in the ESG Report.


Message from the Chairman

Creating a Green and Healthy Mobility Experience

As the 4S dealership group with the longest history and the largest sales and service network in Zhongshan City, Guangdong Province, Centenary United is committed to grasping the opportunities arising from the “new four modernisations” in the automobile industry to develop in integrated after-sales service and expand the business in used vehicles and new energy vehicles via CUBDIS. The Group will formulate its core development strategy with an emphasis on innovation, green economy and good mobility.

To respond to climate change and promote sustainable development of the environment, society and economy, China has announced targets to “peak emissions of carbon dioxide by 2030 and reach carbon neutrality before 2060”. The Group believes that the consumption of new energy vehicles which corresponds to the targets will also be benefited. Therefore, although the Group has been blown by the epidemic heavily, the Group still actively invests in laying the groundwork for the business layout of new energy vehicles ranging from sales of new energy vehicles, charging pile services to integrated after-sales services. Centenary United signed a strategic cooperation framework agreement with Guangzhou Wancheng Wanchong in April 2021 to initiate in-depth cooperation in the building and operation of charging networks for new energy vehicles in the Guangdong-Hong Kong-Macao Greater Bay Area. The agreement serves as a support for China to meet the emission reduction targets. Meanwhile, we hope to create better mobility experience for consumers.

The Group believes that prudent management of environmental and social issues is one of the key factors in long-term success under this rapidly changing world. To better understand the risks and opportunities for environmental protection, the Group will strive to incorporate ESG into our risk management system and internal control system and closely follow the requirements and expectations of regulatory authorities through an efficient operation management, well-established policies and procedures as well as higher standard of energy efficient measures and waste treatment. The Group believes that our expertise, capabilities and ownership patterns can provide the solution to some of the challenges the Group is facing.



In the future, we will strive to expand the business blueprint of the Greater Bay Area, and create an upgraded version of Centenary United that is “transparent, digital, innovative, diversified, cross-regional, and open” so as to create a green and healthy mobility experience for customers, and actively contribute to the sustainable development of the environment.

The ESG Governance Structure

In order to carry out the Group’s sustainability strategy in a top-down approach, the Board of Directors (the “Board”) of the Company has ultimate responsibility to ensure the effectiveness of the Group’s ESG policies. In order to comply with the Corporate Governance Code, the Board has established certain dedicated teams to evaluate, determine and manage the ESG-related issues within each business division of the Group. In addition, the dedicated teams are also responsible for collecting data on ESG aspects, and regularly reporting to the Board to assist in identifying and assessing our potential risks of ESG and the effectiveness of related internal control systems.

The Group will conduct Enterprise Risk Assessment at least once a year covering the current and potential risks faced by us in our business, including but not limited to the risks arising from the ESG aspect. Upon receipt of the Enterprise Risk Assessment Report, the Board will assess and evaluate the identified risks and review the Group’s existing strategy, target and internal control to improve and respond to the risks in a timely manner. In order to manage the environmental-related risks and social sustainability risks, the Board adopts a series of measures against the risks identified during the Enterprise Risk Assessment to reduce the impact of the potential risks on stakeholders and the environment. Meanwhile, the Board will set targets for each material KPIs focusing on emission, use of resources and social aspects at the beginning of each financial year in accordance with the disclosure requirement as set out in the Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited and the relevant rules and regulations. Designated staff has been assigned to execute and supervise the implementation of the relevant policies to effectively manage and control the ESG risks. The Board has also evaluated the effectiveness of the ESG measures in a regular manner.

The Board of the Group has approved the ESG Report on 8 June 2021 upon confirmation of the management.



Stakeholder Engagement

The Group is firmly convinced that stakeholder engagement plays a crucial role in maintaining the success of our business and sustainable development. Therefore, the Group takes into account the expectations and concerns of its stakeholders by utilizing a variety of engagement models and communication channels in maintaining good communication with stakeholders. The key stakeholders of the Group include, but are not limited to, the Stock Exchange, governments, suppliers, investors, media, customers, employees and community.

The following table provides an overview of the Group's key stakeholders and the major communication channels between the Group and the stakeholders and the key issues they are most concerned:

Stakeholders	Communication and response channels	Concerned issues
Stock Exchange	<ul style="list-style-type: none"> • Meetings • Training • Seminars • Updating website and announcements 	<ul style="list-style-type: none"> • Compliance with the Listing Rules • Publishing announcements in a timely and accurate manner
Governments	<ul style="list-style-type: none"> • Interaction and visits • Government inspections • Tax returns and other information 	<ul style="list-style-type: none"> • Compliance with laws and regulations • Social welfare • Prevention of tax evasion
Suppliers	<ul style="list-style-type: none"> • Site visits 	<ul style="list-style-type: none"> • Payment schedule • Supply stability
Investors	<ul style="list-style-type: none"> • Organization and participation of general meetings • Issue financial reports or business updates 	<ul style="list-style-type: none"> • Corporate governance system • Business strategies and performance • Investment return
Media	<ul style="list-style-type: none"> • Issue newsletters on company website 	<ul style="list-style-type: none"> • Corporate governance • Environmental protection • Human rights
Customers	<ul style="list-style-type: none"> • Site visits • After-sale services 	<ul style="list-style-type: none"> • Product/service quality • Fair and reasonable pricing • Value of service • Protection for the labour force • Work safety
Employees	<ul style="list-style-type: none"> • Conducting team activities • Training • Interviews • Issue staff manual and internal memorandum 	<ul style="list-style-type: none"> • Rights and benefits • Employee compensation • Training and development • Working hours • Working environment
Community	<ul style="list-style-type: none"> • Organizing community activities • Employees volunteering activities and community welfare services • Sponsorship and donations 	<ul style="list-style-type: none"> • Community environment • Employment and community development • Social welfare services

Materiality Assessment

In order to better understand stakeholders' opinions and expectations on the Group's ESG performance, the Group invited the key stakeholders to participate in a materiality assessment to rate potential major issues based on their impact on ESG and their potential impact on key stakeholders' assessment and decision-making. The following table provides an overview of the ranking of materiality of the ESG issues of the Group:

Material Topics		
High	Medium	Low
Social <ul style="list-style-type: none"> • Customer satisfaction • Occupational safety and health • Quality assurance • Employee remuneration and welfare • Development and training • Prevention of child and forced labour • Supply chain management 	Environmental <ul style="list-style-type: none"> • Energy efficiency • Waste management Governance <ul style="list-style-type: none"> • Anti-corruption • Whistleblowing mechanism 	Environmental <ul style="list-style-type: none"> • Energy consumption • Water management • Use of packaging materials • Greenhouse Gas (GHG) Emissions Social <ul style="list-style-type: none"> • Community engagement and investment

Information and Feedback

For detailed information regarding the financial performance and corporate governance of the Group during the Reporting Period, please visit our official website (www.car2000.com.cn) and our annual report. Your opinion is highly valued, should you have any suggestions or comments, please post to our headquarter in Zhongshan or email us at centenary-united@car2000.com.cn.

Environment

Emissions



The Group acknowledges that a healthy environment is crucial to the well-being of society, people and business. Our commitment to environmental stewardship and sustainability encompasses each part of our businesses. We are dedicated to maintaining a low level of energy consumption and emission in every single step and ensuring strict compliance with the relevant laws and regulations. We also strive to enhance operational efficiency and carry out measures to reduce the impacts of our daily operations on the environment. The relevant measures will be illustrated in the sections headed “Energy Management” and “Water Usage and Sewage Disposal” under aspect A2. During daily operation, the Group does not have material consumption of natural resources for sales of motor vehicles and other integrated auto services. We are aware that painting of automobiles and performing drive trials would inevitably produce hazardous wastes and consume fuels. Therefore, the Group places highest priority on reduction of wastes and limitation of fuel consumption. In order to achieve our ESG goal, we have contracted a waste collection company listed in the “Construction Program for Hazardous Waste and Medical Waste Treatment Facilities in China” to handle the wastes. Meanwhile, we encourage our staff to conserve oil consumption.

During the Reporting Period, the Group has fully complied with all applicable requirements as set up by the laws and regulations regarding air and GHG emission including but not limited to the Environmental Protection Law of the People’s Republic of China (《中華人民共和國環境保護法》), Water Pollution Prevention Law of the People’s Republic of China (《中華人民共和國水污染防治法》), Atmospheric Pollution Prevention and Control Law of the People’s Republic of China (《中華人民共和國大氣污染防治法》), Environmental Protection Tax Law of the People’s Republic of China (《中華人民共和國環境保護稅法》) and Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》). During the Reporting Period, the Group was not aware of any violations of laws and regulations related to emissions and environment that had a significant impact on us.

Air Emissions

In view of the nature of the business of the Group, reducing oil consumption will limit the sales of motor vehicles and performing drive trials, thereby affecting our customer satisfaction. If it is unable to maintain sales, our financial performance may be affected. Therefore, the Group will continue to explore and research other approaches to reduce oil consumption. During the Group’s daily operations, canteen catering and motor vehicles are the major activities that generate air pollutants. The Group is committed to minimizing our air emissions from the daily operations and ensuring strict compliance with relevant laws and regulations. In order to enhance the employees’ awareness of emission reduction, we actively adopt the following emission reduction measures to reduce the adverse impact of emissions on the environment:

- Conduct regular vehicle inspection and maintenance to enhance vehicle efficiency;
- Formulate “Maintenance Guidelines” to guide staff on how to make good use of engines to extend service life and reduce oil consumption;
- Encourage the use of public transportation for business travel; and
- Use electronic means of communication such as video conferences to reduce the frequency of business trips.

During the Reporting Period, the air emission data with regard to motor vehicles and cooking stove emission of the Group is as follows:

Air Emissions ¹	Unit	2020
Nitrogen Oxides	kg	52.79
Sulphur Oxides	kg	0.53
Particulate Matter	kg	3.9

Note:

- (1) The 13 vehicles used by the Group are 12 passenger cars and 1 light goods vehicle that consume gasoline as the major fuel.

Greenhouse Gas Emissions

Global warming has an unignorable impact on the lives of present and future generations. GHG produced by human activities are one of the main causes of global warming. Therefore, the Group pays great attention to monitoring and reducing GHG emissions in operating activities. The Group's GHG emissions mainly consist of direct and indirect GHG emission, which include fuel consumed by transportation (Scope 1), purchased electricity (Scope 2), business air travel of employees and electricity consumed from sewage treatment by the governmental water department and the paper waste disposed at landfills (Scope 3). The Group strives to reduce GHG emissions by carrying out energy-saving measures. The relevant measures will be illustrated in the sections headed "Energy Management" and "Water Usage and Sewage Disposal" under aspect A2. During the Reporting Period, the air emissions performances of dealership outlets of the Group were as follows:

Scope ¹	Unit	2020
Direct Emission (Scope 1)	tCO ₂ e	329.35
Stationary Combustion	tCO ₂ e	74.91
Mobile Sources Combustion	tCO ₂ e	90.29
HFC and PFC emissions	tCO ₂ e	164.15
Energy Indirect Emission (Scope 2)	tCO ₂ e	3,337.45
Purchased Electricity	tCO ₂ e	3,337.45
Other Indirect Emission (Scope 3)	tCO ₂ e	33.33
Business Air Travel By Employees	tCO ₂ e	8.40
Paper	tCO ₂ e	24.93
Total GHG Emissions (Scope 1, 2 & 3)	tCO ₂ e	3,700.13
GHG emission intensity ²	tCO ₂ e/million revenue	1.93

Notes:

- (1) GHG emission data are presented in terms of CO₂ equivalent, with reference to, including but not limited to, the reporting requirements of the "GHG Protocol A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "How to prepare an ESG Report — Appendix II: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, and "Global Warming Potential Values" from the IPCC Fifth Assessment Report, 2014 (AR5).
- (2) During the Reporting Period, the total revenue included in the reporting scope of the Group was approximately RMB1,912.68 million. This data will be used to calculate the density of this report. The data will be used for calculating the intensity data of the Report.



The Group endeavors to reduce energy consumption and emissions, which are closely related to GHG emissions. In light of reducing GHG emissions, the Group adopts green practices in its daily operations.

Waste Management

During the Reporting Period, the Group has fully complied with all applicable requirements as set up by the laws and regulations regarding generation of hazardous waste and non-hazardous waste including but not limited to Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) and the Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》). The Group adheres to various environmental measures to reduce hazardous and non-hazardous waste. In order to reduce the waste, we are committed to reducing waste at source. The Group designates hazardous waste management teams to monitor and evaluate the waste treatment process. Our employees receive daily briefing before starting their work, they fully understand the job nature and requirements so that it minimizes the unnecessary wastage of raw materials as well as hazardous materials.

Hazardous Waste

In order to prevent hazardous wastes from polluting the environment and strengthen the management of hazardous wastes, the Group has formulated a Hazardous Wastes Management Policy (危險廢物管理制度) and Hazardous Wastes Management Plan (危險廢物管理計劃) in accordance with Environmental Protection Law of the People's Republic of China (中華人民共和國環境保護法). The Group strictly prohibits any disposal of hazardous wastes into the environment. Hazardous waste is separately collected, stored, transferred and disposed; hazardous waste is stored in special containers with clear labels in separate waste storage warehouses with hazardous warning labels posted on its walls. Warehouse clerk keeps a daily record of all wastes collected and recycled. As a company mainly engaged in the sales of auto related products and the provision of integrated auto services, the major wastes generated such as waste organic solvent (HW06), waste mineral oils (HW08), coolant (HW09), waste engine oil (HW08), grease filters (HW49), dry batteries (HW23), wasted towels (HW49), spent activated carbon (HW49), waste barrels (HW49) and waste dyes and paints (HW12) are sorted according to the National Catalog of Hazardous Wastes (國家危險廢物名錄). The Group has contracted a waste collection company listed in the Construction Program for Hazardous Waste and Medical Waste Treatment Facilities in China (全國危險和醫療廢物處置設施建設規則) to handle those hazardous wastes in accordance with the laws and regulations. The Group has also established a Contingency Plan (突發事件應急預案) to cope with environmental hazards causing by natural disasters or operation activities on a timely manner. The details of hazardous waste and generated by dealership outlets of the Group during the Reporting Period were as follows:

Hazardous Waste	Unit	2020
Total Hazardous Waste	Tonnes	168.38
Intensity of Hazardous Waste	Tonnes/million revenue	0.088

Other waste

For environmental protection, the Group strongly advocates the 4Rs principles of reduce, reuse, recycle and replace. We strive to recycle paper boxes and scrap paper and separate all recyclable paper waste from the waste source so that the contractor can classify and recycle more easily. Other waste generated by the Group mainly includes domestic waste, general office waste, paper boxes and scrapped iron. The Group has adopted various specific measures to minimize such waste, including but not limited to:

- Reduce the amount of copy paper used for sales and administrative work;
- Encourage staff to separate waste by type to enhance recycling;
- Promote double-sided printing to increase paper usage;
- Recycle single-sided printed paper in case there is no confidential information on the printed side; and
- Encourage staff to send documents via electronic means such as email or encrypted Universal Serial Bus (“USB”) to save paper.

Upon the adoption of the aforementioned waste reduction measures, the staff of the Group have continuously raised their environmental awareness. The details of the non-hazardous waste generated by the dealership outlets of the Group were as follows:

Non-hazardous Waste	Unit	2020
Domestic waste	Tonnes	60.00
General office waste	Tonnes	24.26
Paper boxes	Tonnes	6.61
Scrap iron	Tonnes	5.86
Total Non-hazardous Waste	Tonnes	96.73
Intensity of Non-hazardous Waste	Tonnes/million revenue	0.051

Use of Resources



As a non-manufacturing enterprise, the Group does not have a significant impact on the environment and natural resources, but we are still committed to upholding high environmental standards to fulfil requirements under relevant laws and ordinances in our daily operations. The Group has formulated and implemented various measures set out in Electricity, Water and Oil Saving Announcement (關於節約水、電、汽油等資源的通告) and Water-based Paint Dilution Announcement (關於水性漆轉換的通知) to promote the efficient use of water, energy, gasoline and other raw materials. For the details of energy and water efficient practices, please refer to the sections headed “Energy Consumption” and “Water Usage” of the Report. Meanwhile, the Group also insists on implementing emission reduction and energy saving through the effective implementation of internal monitoring, such as temperature control and standardizing the workers’ efficient use of raw materials. In addition to providing consumers with safe and high-quality services, the Group also recognises the importance of effective use of resources for sustainable development and environmental conservation. Therefore, we will continue to do our best to optimize the use of resources.



Energy Management

The Group believes that environmental protection is an important element for maintaining sustainable development. We are therefore committed to integrating the concepts of resource conservation and environmental protection into our business operations and optimising the use of resources in all business and service processes. We will continue to strictly implement the Energy Conservation Law of the People’s Republic of China (中華人民共和國節約能源法), and fully formulate and implement relevant energy-saving policies and adopt appropriate energy-saving measures to reduce energy consumption and improve energy-saving performance.

The major energy consumption of the Group is the electricity consumed by the operation of the dealership outlets, the fuel consumed by the canteens, and the gasoline consumed by the drive trials and transportation. For energy saving and emission reduction, the Group has actively introduced various energy saving measures to achieve the goal of saving resources. Such measures include but are not limited to:

- Encourage employees to save electricity in the workplace;
- Require staff to turn off the lights during lunch and after office hours as stipulated in the Staff Manual;
- Develop the habit of turning off electrical appliances when not in use;
- Post written notices such as “Energy Conservation” on the walls of the workplace to remind employees to save energy; and
- Standardise the indoor temperature to keep above 25 degrees Celsius to reduce unnecessary energy use.

The Group believes that the formulation of the aforementioned Electricity, Water and Oil Saving Announcement (關於節約水、電、汽油等資源的通告) will effectively enhance employees’ awareness of energy conservation and reduce energy consumption in the long term. Due to the implementation of these measures, the Group has maintained a low level of electricity consumption, and the electricity consumption does not have a significant impact on the environment and society. With the energy-saving measures, the employees’ awareness of energy-saving has increased accordingly. The details of energy consumption generated by the dealership outlets of the Group were as follows:

Types of Energy Sources	Unit	2020
Direct energy consumption	MWh	709.90
Petrol	MWh	328.98
Liquefied petroleum gas	MWh	97.12
Coal gas	MWh	283.8
Indirect energy consumption	MWh	4,150.02
Electricity purchase	MWh	4,150.02
Total energy consumption	MWh	4,859.92
Energy consumption intensity	MWh/million revenue	2.54

Water Usage and Sewage Disposal

The Group has complied with the Water Pollution Prevention Law of the People’s Republic of China (《中華人民共和國水污染防治法》) with an aim to prevent and control water pollution, protect and improve the environment and make sure the safety of drinking water. Our business activities do not consume significant amounts of water and therefore we do not generate significant amounts of sewage from our business activities. As the sewage generated by the Group

is discharged to the public sewerage system and the sewage treatment is conducted by the government in a unified manner, the amount of sewage discharged is considered as water consumption. Considering that the Group does not use any directly accessible natural water sources in its operations but rather fully uses water supplies from the government, it does not encounter any problems in obtaining suitable water sources.

Due to the Group's business nature, the use of water is inevitable in maintaining its business operations. The Group treasures the preciousness of water resources. Through the implementation of a variety of measures established in Electricity, Water and Oil Saving Announcement (關於節約水、電、汽油等資源的通告), the Group is committed to achieving water conservation under the principles of saving, purifying and recycling. Moreover, the Group introduces various measures and initiatives to reduce water consumption. Such measures and initiatives include but are not limited to:

- Any water wastage behaviour and situation are prohibited;
- Water used for washing hand or fruit is used to flush the toilet;
- Any water leakage, breakage or other potential damage of water pipes are regularly inspected and identified;
- Meter reading is checked constantly for revealing any hidden leakage phenomena; and
- Water-saving education and ideas of water-saving are continuously promoted among our employees.

Through implementing the water-saving measures, the Group has maintained a low level of water consumption. The details of the water consumption generated by the dealership outlets of the Group were as follows:

Indicators	Unit	2020
Water consumption	Cubic metre	67,043
Water consumption intensity	Cubic metre/million revenue	30.06

Use of Packaging Materials

The Group does not involve the use of packaging materials in its daily business operations.

The Environment and Natural Resources

The Group has established a comprehensive environment pollution prevention and control system and formulated the related systems and measures of waste treatment to reduce the possibility of environmental pollution, avoid product harm to the environment, and emphasise the responsibility of the management.

Despite that the Group is not engaged in any manufacturing activity and its main business activities have no significant impact on the environment and natural resources, we still strive to enhance environmental sustainability and environmental awareness among its employees and continue to review our environmental policies and green practices from time to time. The Group strictly abides by relevant national laws and regulations, and actively adopts control measures, practices energy conservation and emission reduction, and improves resource utilization efficiency in the course of various activities,

In addition to measures to reduce waste (please refer to the “Waste Management” section), the Group has taken relevant actions to manage business activities to reduce the impact on the environment and natural resources, including but not limited to establishing appropriate mechanisms and systems to monitor use of natural resources and circulate notices to guide staff on how to save energy and resources. The Group will assess the environmental



Social

risks of the business, review environmental-related measures, and formulate and adopt effective preventive measures based on environmental risks to reduce risks. Meanwhile, the Group will continue to strictly comply with all laws and regulations related to emissions and resource utilization.

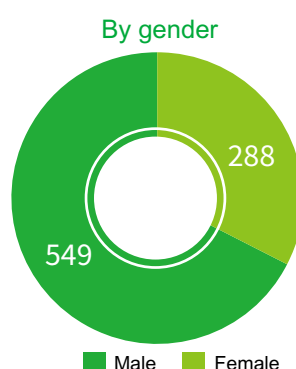
Employment



The Group strives to stringently comply with relevant laws and regulations relating to labour in their places of operation, including but not limited to the Labour Contract Law of the People’s Republic of China (《中華人民共和國勞動合同法》), the Labour Protection Monitoring Regulations (《勞動保障監察條例》), and the Labour Law of the People’s Republic of China (《中華人民共和國勞動法》). With reference to these laws and regulations, the Group has formulated the “Company Personnel System” chapter (“Company Personnel System”) of the Rules and Regulations of Centenary United Group (世紀聯合集團規章制度), which stipulates relevant regulations and standards in areas such as recruitment, transfer and promotion to ensure the employment protection in salary and dismissal, recruitment and promotion, working hours and holidays, capital calculation and compensation, equal opportunities, diversity and anti-discrimination, and other benefits and benefits. During the Reporting period, the Group was not aware of any employment-related violations of applicable national laws and regulations that had a significant impact on us.

The Group believes that employees are the key asset and important component to business success, so we adhere to people-oriented philosophy, pay attention to personal growth of every employee, respect and protect the legitimate rights and interests of every employee. We have set up various channels of communication with employees to enhance employees’ sense of belonging to the Group. The Group promotes equal opportunities and multiculturalism and we are committed to improve human resources policies and workplace facilities so as to guarantee employees’ health and safety at all times.

During the Reporting Period, the Group had a total workforce of 837 full-time employees, all of whom worked in the PRC, and were classified as follows:



Compensation Package

The Group has established a fair and reasonable remuneration package to ensure that the rights and benefits of staff are determined principally upon factors such as market salary, job responsibilities, personal performance and academic qualifications, so as to ensure that their efforts are paid. The attractive remuneration packages offered by the Group include internal staff rewards and remuneration adjustment mechanisms. Meanwhile, our employees are offered discretionary bonuses and competitive remuneration benefits. The Group has also provided labour union activity funds, work clothes, medical examination and study subsidies, training subsidies, dormitories, meals and other benefits. The Group also offers incentives and rewards to outstanding employees by distributing share options. The Group signs and performs labour contracts with employees and also pays endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance and housing provident fund for employees in accordance with the Labour Contract Law of People’s Republic of China (《中華人民共和國勞動合同法》) so as to ensure that

employees are entitled to social insurance benefits. In addition, the Group believes that maintaining balance between work and life is important to the employees' mental and physical health. Therefore, in order to effectively protect the legitimate rights and interests of employees and respect their rights to rest and vacation, we have formulated relevant systems to clearly regulate the working hours of employees and their rights to various rest periods and holidays and record such systems in the Company Personnel System (公司人事制度). Employees are entitled to all statutory holidays, leave and welfare as stipulated in the laws and regulations, including but not limited to public holidays, sick leave, injury leave, annual leave, bereavement leave, contraception leave, marriage vacations and maternity leave.

Recruitment, Promotion and Dismissal

Adheres to the principles of "impartiality, fairness and openness" and "employing people on their merits, equal emphasis on morality and competence", the Group is committed to establishing and optimising the talent recruitment and promotion system. The Group ensures that every applicant receives equal treatment, regardless of their potential customs, and will not be discriminated against because of their religion, gender, age, race and other factors. The Group also clearly regulates the promotion of positions in the company personnel system, such as possessing the required vocational skills, completing relevant assessments, having the required work experience and qualifications, as well as excellent on-the-job performance and ethical behavior, etc., so as to ensure that the promotion of employees is determined upon the personal performance with the business conditions of the Group.

With respect to resigned employees, the Group has fully complied with the employment-related laws and regulations in China and provided reasonable resignation compensation based on the employee's resignation reasons and the personnel policies of the Group.

Diversity and Anti-discrimination

The Group is deeply aware of the value of a diverse and skilled work team. We are therefore committed to building and maintaining an inclusive workplace culture so that all employees can thrive. The Group is also dedicated to providing equal opportunities in all aspects of employment, maintaining workplace that is free from discrimination, physical or verbal harassment against any employee on the basis of external factors including race, religion, colour, gender, physical or mental disability, age, place of origin, marital status and sexual orientation. In addition, the Group strictly prohibit any form of sexual harassment or abuse in the workplace.

Health and Safety

The Group is committed to providing employees with a safe and healthy working environment. During the Reporting Period, the Group complied with relevant laws and regulations including but not limited to Occupational Safety and Health Act (《職業安全衛生法》) and the Prevention and Control of Occupational Diseases Law of the People's Republic of China (《中華人民共和國職業病防治法》) in the PRC to ensure a safe production environment and protect employees' occupational health. The Group conducts regular physical inspections for employees involved in potential occupational hazards and is committed to cultivating employees' occupational safety and health awareness to prevent work accidents and reduce the risk of occupational hazards. In order to strengthen the occupational safety of the Group, improve the working environment and protect the personal rights and interests of employees, the Group has formulated a series of systems and policies under Regulations on the Administration of Automobile Maintenance and Repair (機動車維修管理規定) and implemented the safety approach of "safety foremost, prevention-dominated", including but not limited to Safety Standardized Policy (安全標準化制度), Emergency Procedures (應急救援), Hazard Identification and Risk Control (危險源辨識與風險控制) and Employee Protection Policy (員工保障政策).

Within the Safety Standardized Policy (安全標準化制度), the Group defines the role and responsibilities of safety management department with regard to the implementation of all types of safety education, safety inspection, safety risk, emergency procedures, legislation compliance and safety review; the safety production leading team should closely monitor the daily operations and ensure that all staff in factories are complied with those safety measures; employees should be punctual and attentive in all safety training and fire drill. Furthermore, the Group has implemented safety





measures at our production sites and established guidelines for work safety and occupational health safety including fire safety, warehouse safety, electricity safety, work-related injuries prevention and emergency and evacuation procedures to minimize the risk of injury of employees. Meanwhile, the Group maintains the records of accidents and dangerous occurrences for investigating and analysing accidents and incidents and formulating relevant measures to reduce the risk of recurrence of similar incidents. Moreover, the Group has installed appropriate fire safety equipment with regular fire drills to provide fire prevention training to our staff. The Group also conducts training sessions for production staff on accident prevention and management.

During the Reporting Period, there were injured cases of employees resulting in 6 working days in total while no material accident resulting in work fatality or permanent disability has occurred. In addition, the Group has not been aware of any major violations of laws and regulations related to employees' health and safety.

Novel coronavirus pneumonia pandemic ("COVID-19")

The Group is extremely concerned about the potential health and safety impact of COVID-19 on its employees and customers. Hence, at the beginning of the epidemic, the Group closely monitored the epidemic situation and formulated a series of measures and guidelines, such as the Various Guidelines for Protections (各類防護指南), Epidemic Prevention and Control Work Plan for New Centenary (創世紀疫情防控工作方), and Optimization Plan for Security Cleaning (保安保潔優化方案), which clearly guide and stipulate the epidemic prevention procedures that employees are required to follow. Moreover, the Group appoints the epidemic prevention officers in each dealership outlet as stipulated in the Epidemic Prevention Officer of Each Dealership Outlets (各店防疫負責人) to further strengthen employees' awareness and management of epidemic prevention. Meanwhile, the Group provided sufficient anti-epidemic and disinfection materials for each dealership store, required employees and customers to take body temperature checks before entering the dealership store, and set up waste mask collection buckets and other facilities to ensure the prevention of the spread of COVID-19 and avoid outbreak. Under strict epidemic prevention measures, no individual in the dealership outlets of the Group has been infected up to date.



Disinfecting cars at showroom



All environments adhere to daily disinfection



Won the "Outstanding Unit of Epidemic Prevention" Award issued by the West District office of Zhongshan City



Waste mask collection trash can

Development and Training



The Group regards employee development and training as an important element of sustainable business development. The Group therefore formulated the Training Policy of Centenary United Holdings Limited (世紀聯合控股有限公司培訓政策) to systematize and standardise our training principles. We adopt a series of training catered for employees' personal growth and job requirements, including orientation training, on-job training and in-house program.

Orientation training includes briefing on the Group's basic corporate knowledge and cultural concepts, rules and regulations, workplace etiquette, and job knowledge and job skills training. These help employees to get familiar with and integrate into the new corporate environment as soon as possible upon joining the company, and enhance their sense of belonging and the company cohesion. On-the-job training aims to provide targeted professional skills training for on-the-job employees, including advanced knowledge and technology for machine operation as well as safety training for technicians about machines and equipment. Internal training is aimed at cultivating sales staff with high service awareness and high professional product knowledge for the sales skills and product expertise of dealers are particularly important to the business success of our 4S dealership outlets. The frontline employees of the Group who directly serve customers receive training by participating in internal training courses and training seminars provided by manufacturers on new management, sales and service standards. The Group also actively cooperates with manufacturers and local educational institutions to train auto technicians and organise elite training seminars and other activities and training to cultivate the leadership and spirit of employees. The training can effectively reduce the occurrence of operational accidents and ensure service quality to increase customer satisfaction.

During the Reporting Period, a total of 812 full-time employees of the dealership outlets of the Group were trained, with a training rate of 97.01%. The distribution of by different types was as follows:

Types	Number of employees trained (%)	Average training hour (hour)
Gender		
Male	537 (66.13%)	33.19
Female	275 (33.87%)	28.45
Employee category		
Senior management	23 (2.83%)	67.52
Middle management	102 (12.56%)	43.52
General employees	687 (84.61%)	28.61



Labour Standards



Prohibition of Child Labour and Forced Labour

The Group has strictly complied with all laws and regulations related to the prohibition of child labour or forced labour, including but not limited to the the Law of the People’ s Republic of China on the Protection of Minors Labour Contract Law (《中華人民共和國勞動合同法》), the Law of the People’ s Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》) and the Provisions on the Prohibition against the Use of Child Labour (《禁止使用童工規定》). During the Reporting Period, the Group was not aware of any violations of applicable national laws and regulations related to the prohibition of child labour or forced labour that had a significant impact on us, nor did it identify any cases of child labour or forced labour.

The Group is well aware that child and forced labour violates fundamental human rights; therefore, it prohibits all forms of child or forced labour. In order to prevent such occurrence, the Group formulated the Anti-Child Labour Policy of Centenary United Holdings Company Limited (世紀聯合控股有限公司反童工政策) which stipulates that the responsible staff members must perform detailed screening procedures during the staff recruitment process. Original identity proof, original driver’ s license and graduation certificate from each candidate will be collected and scrutinized to verify the legitimacy of respective documents. The Personnel Department or the Personnel Administration Department of franchised stores will make further investigation to ensure authenticity of the holders and their age meets 16 or above. When necessary, the Group will conduct background checks on the candidates’ previous work units, or understand as much as possible the identity information of the candidates through its partners and related personnel. In the event of any exceptions, the Group will follow established management procedures to hold the employee concerned accountable and protect the personal safety of the forced employee. If there is a violation of the law, we will also report it to the regulatory authorities to prevent similar problems from arising. The Group will also conduct regular reviews and inspections to prevent any child labour and forced labour in its operations.

In addition, the Group’ s employees volunteer to work overtime only when necessary. The Group has clearly regulated the working time and rest time of employees in the Company Personnel System (公司人事制度). The Group also does not condone any negative behavior, such as verbal abuse, physical punishment, physical abuse, oppression, sexual harassment, etc., against its employees for any reason.

Supply Chain Management



The Group is aware of the importance of managing environmental and social risks in the supply chain. The Group therefore requires suppliers to incorporate environmental and social considerations such as carbon reduction and emission reduction and the prohibition of child labour in the procurement process to ensure that suppliers share the goals and directions of the Group. The Group has formulated a series of rigorous and standardized process for the selection of suppliers, and established the Purchase Management Policy (採購管理制度) and Purchase Supplier assessment procedures (採購供應商開發及評估流程) to closely monitor the performance of the suppliers so as to ensure that the quality and price of spare parts, accessories and services we purchase meet our standards and requirements, mitigating procurement risks. The Group is of the view that supply chain management can maximize customer value and achieve sustainable competitive advantages and mitigate environmental and social risks effectively and indirectly.

In order to ensure that the purchased materials and materials can maintain high quality and safety, the Group conducts audits and evaluations of new suppliers regularly in accordance with the Purchase Supplier Assessment Procedures (採購供應商開發及評估流程). The Purchasing Department of the Group will collect data from candidate suppliers prior to purchasing, such as business licenses, operating permits, factory inspection reports and third-party inspection reports, etc., and evaluate and select suppliers through on-site review and others to ensure the stability of our supply of goods and the lowest total procurement cost. Upon the purchase, the spare parts department will be responsible for receiving the goods and conducting on-site assessments, and timely feedback of potential quality problems. Upon the completion of the procurement process, the Finance Department is responsible for evaluating the cost control of the suppliers. After the end of each year, the purchasing department is responsible for organizing various departments

to summarise the relevant situation of the previous year, integrate and summarise the relevant situation and data, and eliminate unqualified suppliers from the Qualified Supplier List (合格供應商名冊) based on the evaluation results. The goal of the Group is to maintain long-term strategic partnerships with suppliers with high-profile, high-quality services and a strong sense of social responsibility. During the Reporting Period, the sales outlets of the Group had a total of 166 suppliers, all of which were located in the PRC.

Product Responsibility



The Group strictly abides by the laws and regulations related to product responsibility, including but not limited to the Product Quality Law of the People's Republic of China (《中華人民共和國產品質量法》), Law of the People's Republic of China on the Protection of Customer Rights and Interests (《中華人民共和國消費者權益保護法》), Advertising Law of the People's Republic of China (《中華人民共和國廣告法》) and Tort Law of the People's Republic of China (《中華人民共和國侵權責任法》). The Group believes that product quality and corporate reputation are an important part of sustainable business development. In order to mitigate the risk of product responsibility, the Group has established the Quality Management Assessment System of Centenary United Holdings Company Limited (世紀聯合控股有限公司質量管理考核制度) to explicitly standardise the maintenance quality inspection standards of the dealership outlets of the Group to strengthen the maintenance discipline and work quality management of each outlet, and to enhance the scientific and authoritative quality of quality inspections, so as to ensure that products and services strictly comply with internal quality standards. In addition, the Group appoints quality inspection engineers to conduct regular quality spot check and inspections and fill out reports on automobiles. The Group also formulates procedures for handling poor quality and in-plant repairs to maintain the good quality of the products and maintain our branding reputation. During the Reporting Period, the Group was not aware of any violations of relevant laws and regulations related to product and service safety, advertising, labeling and privacy matters that had a significant impact on us.

Quality Assurance

The Group aspires to improve its brand reputation by ensuring the quality of products and services. In order to improve the management and monitoring of product quality, the Group has established the Quality Assurance Policy (質量管理考核制度) to ensure that the products strictly adhere to the internal quality standards. If the product fails due to improper use, the Group will recall the product and refund the customer. In addition, customers will be provided with other value-added services, including product warranty and after-sales service. Quality assurance department would initiate corrective and preventive procedures to report unqualified repaired products with clear explanations of problems so as to notify relevant technicians to implement corrective measures such as full inspection, qualified goods selection, reproduction or scrap. Those corrective measures are recorded in the corrective and preventive report for future reference and to avoid recurrence of similar mistakes.

Complaints Handling Procedures

The Group attaches great importance to customers' opinions and feedback. We believe that timely detection and elimination of customer dissatisfaction is an important part of promoting continuous improvement and maintaining the brand image. Therefore, we have established various communication channels such as mailing and customer service hotlines to deal with customers' concerns more effectively. The Group makes every effort to promptly investigate and resolve all disputes and complaints lodged by the customers. The Group has established Complaint Handling Policy (客戶投訴處理規程) to ensure that all customer complaints can be properly handled. All complaints received are handled by the customer service team. Upon the receipt of a complaint, the responsible personnel will investigate the matter and appropriate action will be taken in a timely manner.

During the Reporting Period, the Group did not receive any complaints related to product safety and service quality.



Intellectual Property Rights

The use of intellectual property rights is not material to the daily operations of the Group.

Product Recall

In case that the Group identifies that the maintenance materials and products used have safety hazards or quality problems, the Group will confirm and trace back all affected products as soon as possible in accordance with regulations. We will then hold a meeting for recall review. Once the recall is confirmed, the customer service department will be responsible for executing the program, supervising the process of recalling the product, and giving the affected customers value-added services and feedback on the extent of the impact, so as to ensure that the safety of the customers can be fully protected.

During the Reporting Period, the Group did not have any sold or shipped products to be recalled for safety and health reasons.

Protection of Customers' Data

The Group attaches great importance to and respects the protection of customers', partners' and employees' privacy, and therefore puts vast efforts on protecting their privacy during the collection, process and use of personal data. The Group lists the relevant confidentiality system and measures in the Rules and Regulations of Centenary United Group (世紀聯合集團規章制度). The information and secrets of companies are classified into three levels: internal, confidential and secret, and the specific use and procedures of the information of each confidentiality level is clearly specified. The Group stipulates that the use of classified documents or above must establish a use registration record, and all employees who have access to important secrets must sign an Employee Confidentiality Agreement (員工保密協議).

Product Promotion

The Group conducts direct advertising through advertising posters, display boards and in-store display board product displays, as well as direct advertising through delivery and email promotion and discount activities. The various advertising and publicity activities carried out by the Group strictly abide by the relevant laws and regulations of the country or region where it operates, including but not limited to Advertising Law of the People's Republic of China (《中華人民共和國廣告法》). The Group strictly prohibits and avoids the use of misleading information and icons in advertising and promotion. The Group strives to ensure that all advertising content is clear and true to protect the rights and interests of customers and potential customers.

Integrity and Compliance

Anti-corruption

The Group strictly abides by the laws and regulations related to anti-corruption, including but not limited to Anti-Money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》), Company Law of the People's Republic of China (《中華人民共和國廣告法》), Interim Provisions on Banning Commercial Bribery, and the China People's Republic of China (《關於禁止商業賄賂行為的暫行規定》), Criminal Law of the People's Republic of China (《中華人民共和國刑法》). The Group believes that sound corporate governance is particularly important to our sustainable development. Therefore, the Group has formulated the Anti-Corruption Management Procedure of Centenary United Group (世紀聯合反貪管理程序) in accordance with relevant laws and regulations to create a clean and efficient working atmosphere, and clearly prohibits any employees from using job power and influence on the job to seek illegitimate benefit. Meanwhile, the procedures stipulate that the company Audit Department and Human Resources Department of the Group should irregularly organize investigations and evidence collection of relevant parties such as suppliers, customers, and other related parties, so as to form a systematic and comprehensive supervision and management. The Group will



actively crack down on any money laundering activities using public or private bank accounts to ensure that there is no corruption or bribery within the Group. During the Reporting Period, the Group did not identify any cases of corruption or money laundering that had a significant impact on us.

Whistleblowing Mechanism

In order to maintain the highest level of integrity and accountability, the Group has established a Whistleblowing Procedure (檢舉告密制). This procedure allows employees to report any suspicious corruption cases confidentially and anonymously and report to the relevant management by telephone, e-mail or letter. The Group has formulated a standardised anti-corruption work process and has recorded it in the Anti-Corruption Management Procedure of Centenary United Group (世紀聯合反貪管理程序). Employees are encouraged to report any suspicious fraud, criminal activities, misconduct, management override, regulatory non-compliance or unethical behavior to the reporting department, and we will maintain communication with outside parties. Any person involved in verified acts of corruption or bribery will be punished by relevant departments in accordance with management authority and in accordance with relevant national laws and regulations depending on the seriousness of the circumstances.

Community Investment

The Group is committed to contributing to society while developing its business. The Group also encourages employees to actively participate in charity activities. The Group believes that by actively participating in public welfare activities, employees can cultivate a sense of social responsibility and establish correct and positive values for employees. During the Reporting Period, the Group has actively sponsored a number of large-scale events through the provision of event vehicles and small gifts, including Sending warmth in the Mid-Autumn Festival (情暖中秋送慰問) volunteer service activities using Members of the Communist Party Pioneer in Building Civilized Cities in the streets (創文在路上黨員當先鋒) as the theme in Eastern District Garden community and Happy Mother's Day on Radio (電台母親節歡樂送) activities. Meanwhile, the Group adheres to the principle of enthusiasm, fulfills its social responsibilities, and actively participates in community investment. We therefore continue to encourage employees to take part in community services to foster sustainable harmony of a society.



Charity activities for special school during Mid-autumn festival



Volunteering activities during Mother's Day at radio station



Corporate Awards

During the Reporting Period, the Group has received the following several awards related to the operating quality of franchised stores:

- Zhongshan Dongri Automobile Co., Ltd. was awarded as “Platinum Excellent Franchise Store” of Dongfeng Nissan Passenger Vehicle Company;
- Guangdong Automobile Dealers Association – “Top 20 Automobile Dealers Group” of the Top 100 Guangdong Automobile Dealers;
- Guangdong Automobile Dealers Association – “Top 30 Most Influential Industry Player” of the Top 100 Guangdong Automobile Dealers.



Guangdong Automobile Dealers Association - “Automobile Dealership Top 20” among 2020 Guangdong top 100 enterprise in the automobile distribution industry.



Guangdong Automobile Dealers Association - “Most Industry Influential Top 30” among 2020 Guangdong top 100 enterprise in the automobile distribution industry.



Zhongshan Dongri Automobile Company Limited was awarded with “Platinum-level Excellent Franchise Store” by Dongfeng Nissan Passenger Vehicle Company

HKEX ESG Reporting Guide

Content Index

Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
Aspect A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that had 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.	Emissions
KPI A1.1 “comply or explain”	The types of emissions and respective emissions data.	Emissions—Air Emissions
KPI A1.2 “comply or explain”	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Emissions—GHG Emissions
KPI A1.3 “comply or explain”	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Emissions—Waste Management (Not Applicable—Explained)
KPI A1.4 “comply or explain”	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Emissions—Waste Management
KPI A1.5 “comply or explain”	Description of emissions target(s) set and steps taken to achieve them.	Emissions
KPI A1.6 “comply or explain”	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Emissions—Waste Management
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources
KPI A2.1 “comply or explain”	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).	Use of Resources—Energy Management
KPI A2.2 “comply or explain”	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Use of Resources—Water Usage and Sewage Disposal
KPI A2.3 “comply or explain”	Description of energy use efficiency target(s) set and steps taken to achieve them..	Use of Resources—Energy Management



Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
KPI A2.4 “comply or explain”	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Use of Resources— Water Usage and Sewage Disposal
KPI A2.5 “comply or explain”	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Use of Resources— Packaging
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer’s significant impact on the environment and natural resources.	The Environment and Natural Resources
KPI A3.1 “comply or explain”	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	The Environment and Natural Resources
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General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that had 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.	Employment
KPI B1.1 “Recommended disclosure”	Total workforce by gender, employment type, age group and geographical region	Employment
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that had 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.	Health and Safety
KPI B2.1 “Recommended disclosure”	Number and rate of work-related fatalities.	Health and Safety
KPI B2.2 “Recommended disclosure”	Lost days due to work injury.	Health and Safety
KPI B2.3 “Recommended disclosure”	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety

Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Development and Training
KPI B3.1 "Recommended disclosure"	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Development and Training
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that had a significant impact on the issuer relating to preventing child and forced labour.	Labour Standards
KPI B4.1 "Recommended disclosure"	Description of measures to review employment practices to avoid child and forced labour.	Labour Standards— Avoid Child and Forced Labour
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KPI B5.2 "Recommended disclosure"	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
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KPI B6.1 "Recommended disclosure"	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Responsibility



Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
KPI B6.2 “Recommended disclosure”	Number of products and service related complaints received and how they are dealt with.	Product Responsibility— Complaints Handling Procedures
KPI B6.3 “Recommended disclosure”	Description of practices relating to observing and protecting intellectual property rights	Product Responsibility— Intellectual Property Rights
KPI B6.4 “Recommended disclosure”	Description of quality assurance process and recall procedures.	Product Responsibility— Product Recall
KPI B6.5 “Recommended disclosure”	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Product Responsibility— Customer Data Privacy
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General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that had a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption
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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.	Community Investment
KPI B8.1 “Recommended disclosure”	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
KPI B8.2 “Recommended disclosure”	Resources contributed (e.g. money or time) to the focus area.	Community Investment



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CENTENARY UNITED HOLDINGS LIMITED
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