



星盛商業管理股份有限公司

E-STAR COMMERCIAL MANAGEMENT COMPANY LIMITED

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 6668

Environmental, Social and Governance Report

2020





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星河COCO Garden



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ABOUT THE REPORT

Introduction, Environmental, Social and Governance Policies

This Environmental, Social and Governance Report (the “Report”) is an overview of the environmental, social and governance (“ESG”) performance of E-Star Commercial Management Company Limited (the “Company” or “E-Star”), together with its subsidiaries (the “Group” or “we”).

The Group is a leading commercial property operational service provider in the Greater Bay Area with a national presence. The commercial properties under the Group’s management are home to various themed shopping areas (主題館) featuring a series of brands of homeware, family and children, women and fashion, sports and fitness, as well as catering and socializing scenarios. The comprehensive and highly-recognized brand systems of the Group primarily include “COCO Park” for inner city shopping centers (城市型購物中心) targeting consumers in the city, “COCO City” and “iCO” for regional shopping centers (區域型購物中心) targeting consumers within a five-kilometer radius from such shopping centers, “COCO Garden” for community shopping centers (社區型購物中心) targeting consumers within a one-to-three-kilometer radius from such shopping centers and “Top Living (第三空間)” for our high-end home furnishing shopping center. In addition, we provide our customers with comprehensive commercial property operational services, including (i) positioning, construction consultancy and tenant sourcing services, (ii) operational management services, (iii) property leasing services and (iv) value-added services. With our flexible operational models and comprehensive services, the Group expects to provide premium shopping experience for customers, effective management services for tenants and high operating income for property owners.

Corporate Honor:

With the Group’s excellent operation management and service quality, the Group has received multiple awards in recognition of its efforts and achievements in FY2020. The list of awards given to the Group are as follows:



1 Innovative Commercial Property Management and Operation in China

China Real Estate Chamber of Commerce

2 Commercial Property Social Impact Achievement in China

China Real Estate Chamber of Commerce

3 Most Impressive Commercial Property Enterprise in China

Guandian Index Academy

4 2020 Top 100 China Commercial Real Estate

Guandian Index Academy

5 2020 Top 30 China Commercial Real Estate in Terms of Management

Guandian Index Academy

6 Mall China Golden Mal Awards 2020 Excellence Management Company Award

Mall China

7 2019-2020 Outstanding Commercial Real Estate Operational Service Provider

Commercial Real Estate Golden Awards Evaluation Committee and Winshang.com

8 Top 10 Commercial Property Operational Service Providers in China in Terms of Brand Value

Real Estate Top 10 Research Team

9 2020 Outstanding Commercial Property Operational Service Brand in the Guangdong-Hong Kong-Macau Greater Bay Area

Real Estate Top 10 Research Team

10 Ranked 14th among 2020 Top 100 Commercial Property Companies in China

China Index Academy



ABOUT THE REPORT

During the financial year ended 31 December 2020, the business overview is as follow:



**Contracted
Property**

53



**Total contracted
GFA¹**

**3,284
thousand m²**



Revenue

**441,953
thousand RMB**



**Operating
Property**

22



**Total operating
GFA**

**1,573
thousand m²**

The Group takes the Greater Bay Area as its development base and is committed to exploring business opportunities in the Yangtze River Delta and other regions. In the financial year ended 31 December 2020, the Group's contracted properties and business revenue are divided geographically as follows:

Region	No. of Property	Revenue (%)
The Greater Bay Area²	32	82.7
– Shenzhen	17	76.0
Yangtze River Delta³	9	9.2
Central China⁴	4	3.3
Others⁵	8	4.8
Total	53	100.0

Remarks:

1. Gross floor area ("GFA").
2. Including Shenzhen, Guangzhou, Zhongshan, Huizhou, Foshan and Dongguan.
3. Including Shanghai, Nanjing, Changzhou, Wuxi, Jiaxing and Lianyungang.
4. Including Nanchang, Enshi and Changsha.
5. Including Shanwei, Jieyang, Putian, Tianjin and Ordos.

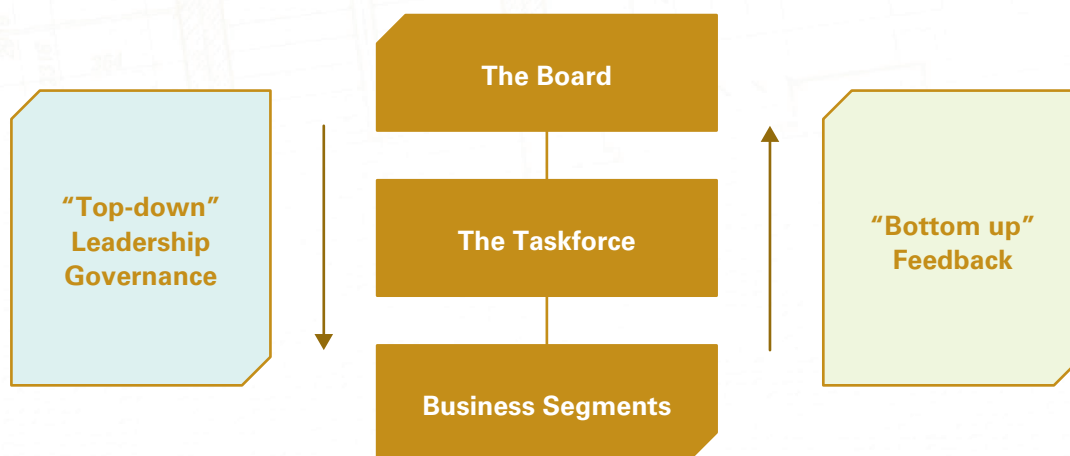
Other than active business development and profitability enhancement, the Group also firmly believes that sustainable development is the key to the Group's continued success. The Group recognizes the importance of integrating ESG concepts and climate change risks into its risk management system, and has taken corresponding measures in daily operations and governance, while making them the core component in the Group's business strategy.



ABOUT THE REPORT

ESG Governance Structure

The Group has established an ESG working taskforce (the “Taskforce”), composed of staff from relevant departments during FY2020, in which, staff has been assigned to collect the data relevant to ESG and compile an ESG report. The Taskforce would periodically report to the Board of Directors (the “Board”), assisting in identifying and assessing the risk management of the Group on ESG aspects and whether its internal control system is appropriate and effective. The Taskforce reviews the ESG performance of the Group, including environmental, labour practices, quality assurance, and other ESG aspects. The Board sets the tone at the top for its ESG strategy, and is responsible for ensuring effective risk management and internal controls. The Group undertakes to the effect that the Report does not contain any misrepresentation or misleading statements, and takes responsibility for the truthfulness, accuracy and completeness of the Report.



Scope of Reporting

This Report covers the Group’s efforts and contributions to the environment and society, including the various business segments of the Group, which is determined based on operational control. After the data collection system of the Group becomes more mature and the sustainability work is deepened, the Group will continue to expand its scope of disclosure in the future.

Reporting Framework

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as set out in Appendix 27 of the Rules Governing the Listing of Securities on the Main Board issued by The Stock Exchange of Hong Kong Limited (“HKEX”). The disclosure in this Report complied with the “comply or explain” provisions as set out in the ESG Reporting Guide.

During the preparation of this Report, the Group applied the principles of materiality, quantitative, balance and consistency. The Group indicated the procedures of identifying stakeholders and communication with them and determined the materiality matrix and key issues in this Report. On such basis, the Group made quantitative disclosures on key performance indicators and made a full and fair report on its ESG performance.

Information relating to the Group’s corporate governance practices can be found in the Corporate Governance Report on pages 27 to 36 in the 2020 annual report of the Company.

Reporting Period

Unless specified otherwise, the Report specifies the ESG activities, challenges and measures taken during the financial year ended 31 December 2020 (“FY2020”).



ABOUT THE REPORT

Stakeholder Engagement

The Group values its stakeholder's feedbacks regarding its businesses and ESG aspects. To fully understand and respond to the core concerns of different stakeholders, the Group has created a two-way communication model to facilitate communication. The key stakeholders of the Group include but are not limited to employees, investors, customers, merchants, property developers and landlords, suppliers/partners, government and regulatory authorities, as well as the community and the public.

In formulating operational and ESG strategies, the Group considers stakeholders' expectations by utilising diversified engagement methods and communication channels as shown below.

Stakeholders	Expectations and Concerns	Communication Channels
Employees	<ul style="list-style-type: none"> Occupational health Career development Salary and welfare Equal opportunity 	<ul style="list-style-type: none"> Training and seminars Staff interview Annual general meetings Employees' activities Performance review and appraisal
Investors	<ul style="list-style-type: none"> Investment returns Operating standards Risk control Sustainable development Improve information transparency 	<ul style="list-style-type: none"> Annual general meeting and other shareholder meetings Annual Reports News announcement Investor hotline and email Official website Online and offline roadshow On-site visitation
Customers	<ul style="list-style-type: none"> Product and service quality Customer shopping experience Information protection 	<ul style="list-style-type: none"> Customer hotline Customer satisfaction survey Social media COCO Club
Merchants	<ul style="list-style-type: none"> Business integrity Customer flow Timely communication 	<ul style="list-style-type: none"> Settlement audit Vendor selection Vendor activities Social media On-site communication National brand appreciation meetings
Property developers and landlords	<ul style="list-style-type: none"> Brand influence/brand reputation Customer flow Tenant combination Long-term cooperative relationship 	<ul style="list-style-type: none"> Official website Social media Notice board Service hotline On-site communication
Suppliers/Partners	<ul style="list-style-type: none"> Openness and fairness Business integrity Mutual benefit 	<ul style="list-style-type: none"> Tendering and procurement communication Regular evaluation Conference calls Annual supplier meeting



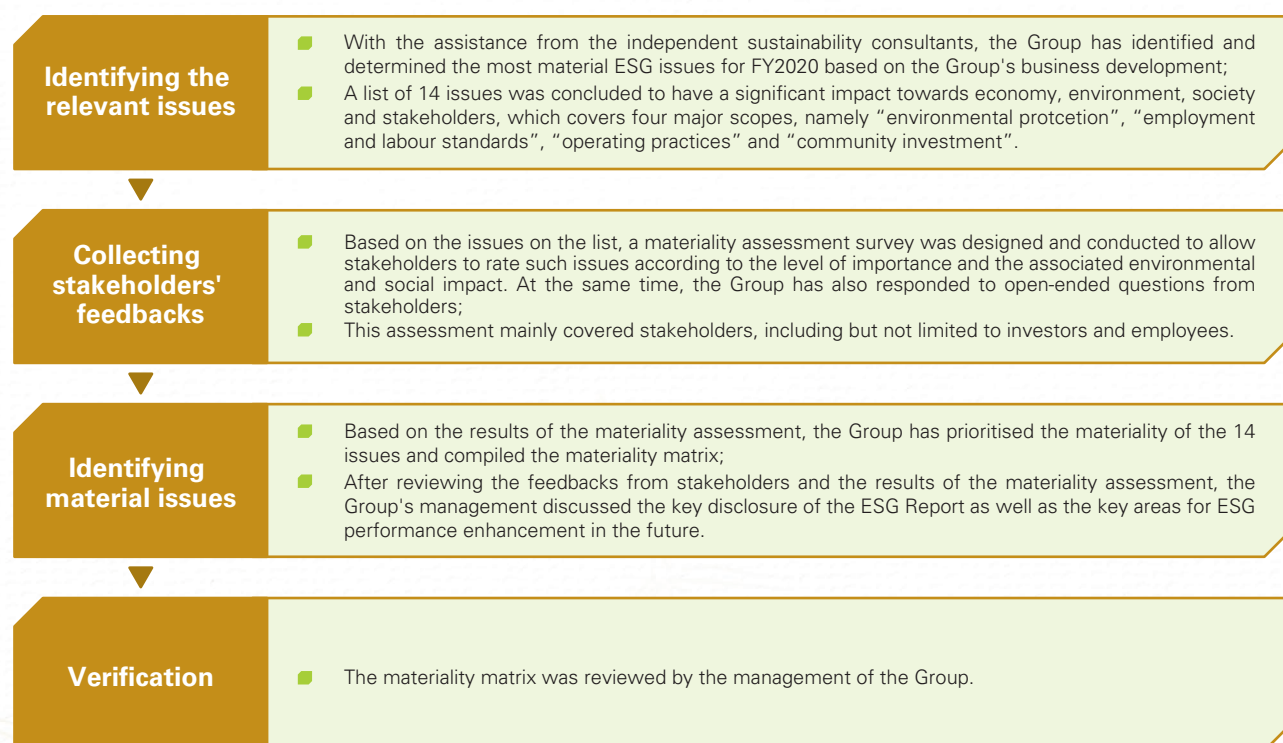
ABOUT THE REPORT

Stakeholders	Expectations and Concerns	Communication Channels
Government and regulatory authorities	<ul style="list-style-type: none"> Policy implementation Fulfill tax compliance Environmental protection Information disclosure 	<ul style="list-style-type: none"> On-site investigation Conferences
Community and the Public	<ul style="list-style-type: none"> Poverty alleviation Harmonious development Environmental protection 	<ul style="list-style-type: none"> Community donations Community engagements ESG reports Social media

The Group is committed to cooperating and communicating with stakeholders in order to improve the Group's performance in the aspects of ESG, and continue to create greater value for the country and society.

Materiality Assessment

In order to understand the concerns of the Group's stakeholders, and to identify the most material issues that are critical to the its business in the present or future. The Group has engaged an independent sustainability consultant to conduct stakeholder engagement and an annual materiality assessment, which involves the following steps:





ABOUT THE REPORT

The following is the materiality matrix of the Group's major ESG issues:

Materiality Matrix



The Group confirmed that it has established appropriate and effective management policies and internal control system for ESG issues and confirmed that the disclosed contents comply with the requirements of the ESG Reporting Guide.

Access to the Report

This Report is prepared in traditional Chinese and English. The Report can be accessed and downloaded from the company website (www.g-cre.com) or the HKEX's website (www.hkexnews.hk).

Contact Us

The Group welcomes stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG Report or the Group's performances in sustainable development via the following channels:

Phone: (852) 3643 1525

Email: info@chngalaxy.com



ENVIRONMENTAL PROTECTION







ENVIRONMENTAL PROTECTION



Summary of Performance



Unified disposal of waste generated
by the Group's shopping malls:



21,549
barrels of
general food
wastes



1,578
barrels of
grease and oil
wastes



69,083
barrels of
other general
wastes

In FY2020, GHG emissions
are approximately 76,991.89
tCO₂e, which is equivalent
to approximately 0.17 tCO₂e
for every thousand RMB in
revenue.

Emission Reduction Operations

The Group attaches great importance to good environmental management in order to fulfill the Group's social responsibilities. We are committed to operating our business in compliance with applicable environmental protection laws and regulations and have implemented relevant environmental protection measures in compliance with the required standards under applicable People's Republic of China ("PRC") laws and regulations, to regulate greenhouse gas ("GHG") and discharges into water and land as well as generation of hazardous and non-hazardous waste generated during operations. In this way, we contribute to environmental protection and move closer to the goal of sustainable development. Given the nature of our operations, the Group believes that we are not subject to material risks or compliance costs in relation to environment issues.

The Group strictly complies with the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes, the Environmental Protection Law of the PRC, the Law of the PRC on the Prevention and Control of Atmospheric Pollution and other laws and regulations related to environmental protection. In FY2020, the Group has not identified any violations of local relevant environmental laws and regulations regarding air and GHG, sewage and generation of hazardous and non-hazardous waste.

Emission Management

Exhaust Gas Emissions

Due to the Group's business nature, its exhaust gas emissions are mainly generated from fuel consumed by vehicles. In order to fulfil its corporate responsibility in energy saving and emission reduction, the Group specifically controls the use of vehicles, and promotes the use of green transportation methods such as taking public transport or cycling. As vehicles are only used for general transportation, only a small amount of exhaust gas emissions are generated. The Group also carries out regular maintenance on its vehicles to effectively reduce fuel consumption, thereby reducing carbon emissions and exhaust gas emissions.

The exhaust gas emissions performance of the Group is as follow:

Type of emission	Unit	FY2020
Nitrogen oxides (NO _x)	kg	3.49
Sulphur oxides (SO _x)	kg	0.10
Particulate matter (PM)	kg	0.26

GHG Emissions

The principal GHG emissions of the Group were generated from fuel consumed by vehicles and power generators, natural gas consumed by heating and hot water boilers (scope 1, direct GHG emissions) and purchased electricity (scope 2, energy indirect GHG emissions). The Group actively adopts power-saving and energy-saving measures to reduce GHG emissions, including strict control of air-conditioning usage, lighting facility usage requirements, and office appliance usage. Specific measures are described in the “Energy Efficiency” section in Aspect A2. Through the above policies, employees’ awareness on carbon reduction has been raised.

The GHG emissions performance of the Group is as follow:

Indicators ¹	Unit	FY2020
Direct GHG emissions (Scope 1)	tCO ₂ e	1,411.04
Energy indirect GHG emissions (Scope 2)	tCO ₂ e	75,580.85
Total GHG emissions (Scope 1 & Scope 2)	tCO ₂ e	76,991.89
Total GHG emissions intensity ²	tCO ₂ e/thousand revenue	0.17

Notes:

1. GHG emission data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to “The Greenhouse Gas 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 HKEX, the latest released emission factors of China’s regional power grid basis and the “Global Warming Potential Values” from the IPCC Fifth Assessment Report, 2014 (AR5).
2. For FY2020, the Group recorded a revenue of approximately RMB441,953,000. The data are also used for calculating other intensity data.

Sewage Discharge

The water consumption of the Group mainly comes from its property projects. Since the sewage is discharged to the municipal sewage network which is linked to the regional water treatment plant, the amount of the Group's water consumption is considered as the amount of sewage discharged. The Group's water consumption data are disclosed in the section headed "Water Consumption" in Aspect A2.

Waste Management

The Group upholds the principles of waste management and is committed to the proper treatment and disposal of all waste generated from the Group's business activities, such as identification and classification, centralized storage and unified disposal of waste. The Group sets up a unified sorting collection box, assigns persons-in-charge to dispose waste in a timely manner, and maintains the environmental sanitation around the collection box. All of the Group's waste management practices are in compliance with relevant environmental laws and regulations.

Waste of Shopping Centers

The waste generated by the shopping centers of the Group mainly includes food waste and other general waste. Food waste is mainly produced by the food and catering stores of the properties under the management of the Group, they are then divided into general food waste, and grease and oil wastes intercepted by grease trap. We advocate all food and catering stores to participate in the "clear your plate campaign", which encourages customers to order food reasonably, so as to drive everyone to cherish food and reduce food waste. All the general food waste collected will be properly stored in the freezer of garbage chamber and handed over to the municipal government for unified treatment. As for grease and oil wastes intercepted by grease trap, the Group will store it in the grease trap until the unified collection by the municipal government. The Group will also strive to seek a better oil-water separation system to reduce the water content of grease and oil wastes, so as to achieve the goal of reducing waste production. Due to the limitations of the data collection system, the Group was unable to collect the waste of shopping centers in tonnes. The Group will continue to improve its data collection system in the next few years. In FY2020, the Group assisted in treatment of a total of 21,549 barrels of general food waste and 1,578 barrels of grease and oil wastes intercepted by grease trap.

Other general waste generated in shopping centers will be sorted. We also actively promote waste sorting in the Group's shopping centers to ensure the smooth progress of the sorting. In FY2020, the Group assisted in treatment of 69,083 barrels of other general waste collected from shopping centers.

Non-hazardous Waste

In order to create a green and environmentally friendly office environment, the Group responded to the government's call, promoted the concept of waste sorting in operations, and encouraged our employees to participate in. In FY2020, the non-hazardous waste generated by the Group in the course of service was mainly waste paper in office. In view of this, the Group is committed to promoting a paperless working environment, and encouraging the use of duplex printing or photocopying and to work and communicate with external parties through email and electronic documents. Through the above measures and policies, the awareness and responsibility of our employees in waste management and minimizing waste generation has been improved.

During FY2020, other non-hazardous waste disposal performance of the Group is as follow:

Types of non-hazardous waste	Unit	FY2020
Paper	tonnes	2.80
Intensity	tonnes/million revenue	0.01

Hazardous Waste

As the business of the Group only generates a small amount of hazardous waste, there was no quantified data for FY2020. In case there are any hazardous waste generated, the Group must comply with relevant environmental laws and regulations and engage qualified hazardous waste recyclers to handle such waste.

Use of Resources

The Group actively promotes the efficient use of resources and monitor the potential impact of business operations on the environment in real time. Under the four basic principles of reduce, reuse, recycle and replace, we have promoted a green office and operating environment to minimize the environmental impact caused by the Group's operations. The Group also conducts ranking statistics on high-power equipment such as air conditioning and elevators used in business operations and implements targeted energy-saving control measures.

In addition, the Group has the Energy Conservation and Consumption Reduction Management Guidelines in place, aiming at strengthening the energy management of various commercial projects of the Group, advocating the concept of energy conservation and consumption reduction, and also adopting standards on energy management of equipment and facilities. In order to achieve sustainable development, the Group will provide employees with environmental education and trainings from time to time and publicize practical suggestions on environmentally friendly lifestyles to enhance employees' environmental protection awareness. We will also promote green travel and increase employees' awareness of emission reduction and carbon reduction.

Energy Efficiency

The Group's energy consumption is mainly electricity consumption for daily operations, fuel consumed by vehicles and generators and natural gas consumed by heating and hot water boilers. The Group actively implements the concept of energy saving and emission reduction and is committed to fulfilling its corporate responsibility for energy saving and emission reduction. It reduces the unnecessary use of power and creates a green and environmentally friendly office environment. The Group actively reduces electricity consumption by managing air-conditioning use, lighting facilities and office computers to achieve energy-saving effects. In order to reduce electricity consumption, the Group actively adopts advanced environmentally friendly luminaire and requires to turn off or reduce the use of lights under appropriate lighting. In addition, in order to reduce energy wastage, the Group has formulated clear management measures for air-conditioning and office appliances, including but not limited to:

- Structural breakdown of energy consumption of projects under operation by regions and equipment, and implementation of energy conservation control in daily operations of projects;
- Updating and implementing the Equipment and Facilities Operation Schedule on a monthly basis to ensure optimum energy efficiency for the equipment;
- Monitoring the temperature and humidity in the public area of the shopping malls, and making adaptive adjustment to the terminal chilled water valve to reduce the waste of cooling energy consumption;
- Carrying out frequency conversion of the air handler for automatic adjustment of the operating power of the fan and saving the power used by the fan;
- Transformation of constant lighting into radar-sensing lighting in parking lots, logistics passageway and other areas less visited by people;
- Gradual replacement of high-power 28W T5 lamps in the shopping malls with lower-power 14W LED light strips;
- Maintaining the appropriate level of cooling and heating temperature settings of air conditioners;
- Turning off the lights when no one is working in the office area;
- Ensure staff turn off the computer, air conditioners and other electrical equipment in the offices after work; and
- All staff shall turn off the monitors when leaving their seats.

Through the above measures, employees' awareness of energy conservation can be improved. During FY2020, the energy consumption performance of the Group is as follow:

Types of energy	Unit	FY2020
Direct energy consumption		
Petrol	MWh	63.84
Diesel	MWh	11.56
Natural gas	MWh	659.52
Indirect energy consumption		
Purchased electricity	MWh	94,059.91
Total energy consumption	MWh	94,794.83
Total energy consumption intensity	MWh/thousand revenue	0.21

Water Consumption

The water consumption of the Group is mainly domestic water and its managed water supply includes water for washrooms, washing and cleaning. To encourage all employees and customers to develop the habit of conscientiously saving water, the Group has been strengthening its water-saving publicity in the office area and operating scenes through posting water-saving slogans in conspicuous areas to ensure that "turn off the tap when not in use" and guiding employees and customers to use water reasonably. In addition, the Group uses water-saving sanitary ware as much as possible, regularly inspects the water supply and drainage systems of the washrooms and pantries in each floor, and timely checks and repairs leaks. Through the above measures, the awareness of water saving of our employees and customers has been improved.

Due to the geographical location of the Group's operation, the Group did not encounter any problem in sourcing water.

During FY2020, the water consumption performance of the Group is as follow:

Water Consumption	Unit	FY2020
Total water consumption	m ³	1,059,107.00
Total water consumption intensity	m ³ /thousand revenue	2.40



Use of Packaging Material

Since the Group's operations did not involve any industrial productions or factory facilities, the Group did not consume a significant amount of packaging material.

Environment and Natural Resources

The Group continues to be committed to environmental protection and cares deeply about the impact of the Group's business on the environment and natural resources. In addition to complying with environmental regulations and international standards, and properly protecting the natural environment, the Group has also adopted a number of measures to reduce its impact on the environment. On the other hand, the Group also provides environmental protection education to all employees, so as to improve their environmental protection awareness.

Indoor Air Quality Management

The main business of the Group is commercial property operation, which does not have a material impact on the air quality of the offices and shopping centers. In order to safeguard the environment in the offices and shopping centers and improve the working efficiency of our staff, the Group expressly stipulates the duties, standards and methods of work of cleaning staff, so as to ensure good indoor air quality.

Climate Change Mitigation and Adaptation

The Group is aware of the potential risks and opportunities that climate change poses to the Group's operations. The Group will actively include climate change into risk management and development considerations, while strengthening the Group's resilience and adaptability to potential climate change impacts in the future. In order to enhance the Group's ability to cope with climate change, the Group has been actively cooperating with the overall efforts of the government to continuously implement the goal of reducing carbon emissions.





EMPLOYEE CARE



EMPLOYEE CARE



Summary of Performance



As of
31 December 2020,
the Group has
a total of
387 full-time
employees



The ratio of
male to female is:
1:1.60



Established E-Star
Business Academy
in June 2020



0 case
of fatality or serious
injury due to work

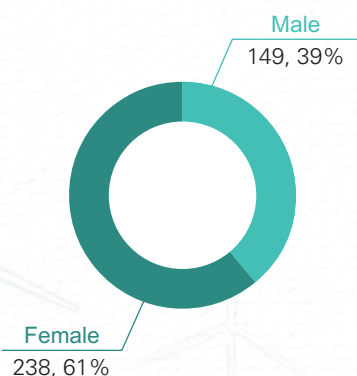
Emphasis on Protecting Employee Rights

Employment Practices

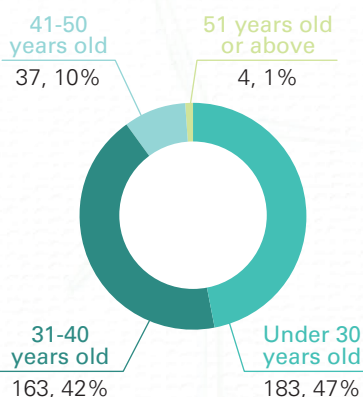
The Group believes that staff is the most important and the most valuable assets, and the core of competitive strength of the Group. The expertise, experience and professional development of our employees continue to bring endless creativity and ingenuity to the Group, contributing to our development. The Group has established relevant personnel management policies, including compensation and dismissal, recruitment and promotion, working hours, leaves, equal opportunity, diversity, anti-discrimination, and other perks and benefits, while being committed to safeguarding the benefits of its employees and providing equal opportunities in all aspects. The Group also encourages and advocates diversity of employees and strives to reduce unfair treatment and to build a harmonious and positive work culture. As of 31 December 2020, the total number of employees of the Group was 387, and all were full-time employees. The proportion of female employees of the Group is 61%. This achievement depends on the Group's understanding of the importance of developing and maintaining an inclusive culture in the workplace and implementing supporting measures that are friendly to women and families.

As at 31 December 2020, the specific information about the employees is as follows:

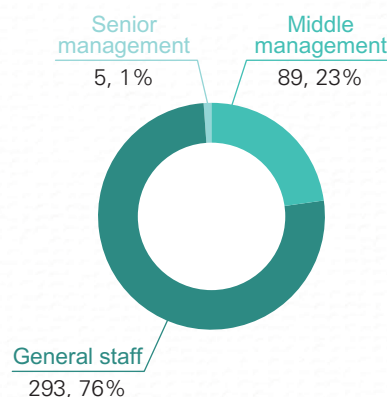
Number of employees by gender



Number of employees by age group



Number of employees by employment category



In FY2020, the Group strictly complies with the employment-related laws and regulations, including but not limited to, the Labor Contract Law of the PRC and the Labor Law of the PRC. The Group was not aware of any material non-compliance with employment-related laws and regulations.

Employee Remuneration and Benefits

In order to standardize the remuneration management system to increase its internal and external competitiveness, and fairness and incentives, the Group has established a remuneration and benefit system with reference to market terms and individual circumstances. In addition to basic salary, the Group will also grant various incentives to employees to stimulate their enthusiasm, initiative and creativity. In order to have an objective appraisal on the work performance, ability and attitude of the Group's employees, we have formulated a performance appraisal system, under which we implement six performance appraisals for employees on quarterly, semi-annual and annual basis, and grant performance rewards for outstanding employee, on quarterly, semi-annual and annual basis.

In addition, the Group also grants rewards to employees in respect of project development and operating performance contributed by employees. In order to ensure the achievement of operating objectives and promote the long-term development of the Group, we have formulated tenant sourcing incentives, expansion project incentives and special business model appraisal awards in relation to tenant sourcing, expansion and operation. In order to ensure the smooth opening of business of the preparatory projects, we also have a project opening award and a subsidy system for dispatched personnel in place. We also encourage employees to actively participate in operating management and pay attention to our operating results. In addition, we also have performance rewards in place each year, which will reward the project teams and individuals who accomplish their performance indicators beyond the requirement according to the operating conditions of various commercial projects.

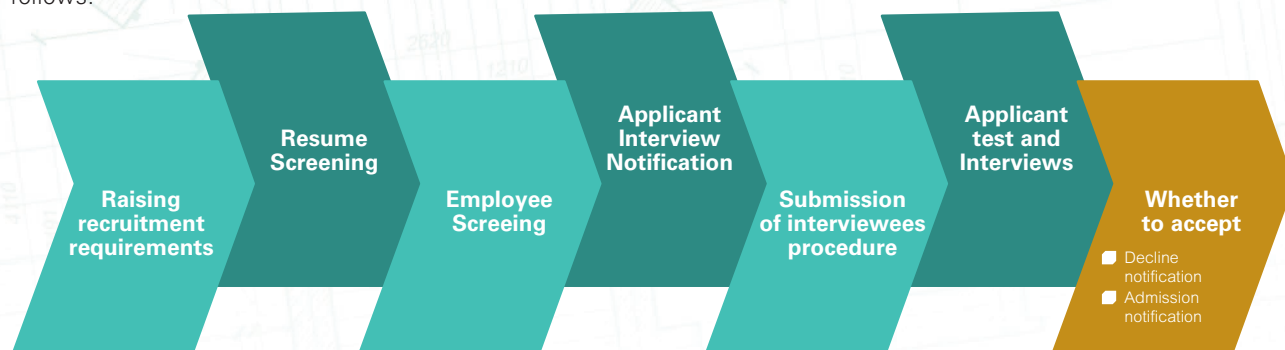
The Group enters into and performs labor contracts with employees in accordance with the Labor Contract Law of the PRC, and also pays social insurances for employees in accordance with the law, namely pension fund, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance and housing provident fund to ensure employees' treatment of social insurances.

In addition, The Group earnestly safeguards the legitimate interests of its employees in accordance with the requirements of the Labor Law of the PRC and other national and local laws and regulations, and has formulated the Administrative Measures on Attendance and Leave to respect the rights of employees to rest and take leave. The Group has personal leave, sick leave, marriage leave, maternity leave, bereavement leave, annual leave, work injury leave and holidays in traditional festivals.

Recruitment, Promotion and Resignation

The Group has formulated relevant policies to govern recruitment, promotion and resignation, including but not limited to employee on-boarding guidelines, regularization, transfer, resignation, labor relations and personnel file management. The human resource department of the Group will be responsible for management, training and recruitment of employees, and actively implement the strategy of empowering the enterprise by talents to attract and recruit outstanding talents with various backgrounds.

The Group has standardized the Recruitment Management Procedures and specified the recruitment and employment procedures. The Group will conduct multiple evaluation based on the applicant's working experience, professional skills and ability, to seek for the most suitable candidate. The Group also ensures that the qualifications of the applicant and their ideology are in line with the Group's development strategy and business plan. The specific recruitment process is as follows:



In addition, the Group encourages its employees to actively recommend talented candidates, and has formulated an expressly internal recommendation process and reward standards. The Group has also formulated the Human Resources Planning Management Procedure System, which analyzes and estimates the demands and supply of human resources, conducts functional plans for post establishment and personnel allocation, regulates the work procedures of human resources planning, and guides the implementation of the human resource management of the Group. In the course of recruitment, we do not exercise any discrimination, exclusion or privilege in the workplace by factors such as race, complexion, age, family background, gender, religion, ethnicity or social origin, and strictly abide by national and local government regulations, so as to ensure that each applicant and employee is treated fairly, and to ensure the diversity of the team.

In order to enable employees in all positions of the Group to have a clear career development direction, thereby stimulating their enthusiasm for work, the Group has the Position System Management Manual in place and has formulated standardized management system on career development channel design, position transfer or promotion for all employees in the process of their career development. The Group categorizes all positions into three categories, namely management, professional and operational, and establishes corresponding job title standards and management requirements. According to the position ranking system of the Group, we provide employees with promotion channels. We also specify the qualification requirements for various promotion channels, organize and arrange promotion.

Health and Safety

Employee Health and Safety

The Group highly recognizes the importance of health and safety of its employees, strives to regulate potential health and safety hazards at the workplace and provides the employees with trainings which are related to how to respond to specific emergencies to safeguard personal safety and health of the employees at work, so as to provide a healthy, safe and comfortable working environment for the employees.

The Group strictly complies with the relevant laws and regulations, such as the Labor Law of the PRC, the Work Safety Law of the PRC, the Law of the PRC on the Prevention and Control of Occupational Diseases and the Fire Protection Law of the PRC. During FY2020, the Group did not record any accidents that resulted in death or serious physical injury, and no claims or compensation were paid to its employees due to such accident, and no non-compliance of laws and regulations in relation to health and safety of employees was discovered.

Fire Safety Management

The Group pays high attention on fire safety of office, organizes and arranges the “Fire Safety Management” trainings in the induction training for new employees in order to educate employees about the usage of fire equipment, responsibilities of each department, emergency rescue steps and prevention measures. Also, the Group reminds employees that potential fire risks cannot be taken lightly to reduce fire hazards so as to improve all employees’ awareness of fire protection, prevent fires and reduce hazards, protect employees’ personal and property safety, maintain public safety and ensure the smooth progress of various tasks.

Prevention Measures of Virus

In response to the outbreak of Covid-19 epidemic, the Group pays close attention to the epidemic situation in real time, strictly abides by and implements the guidelines and announcements of the Chinese Center for Disease Control and Prevention on epidemic prevention to protect the health of employees and minimize operating risks. During the Covid-19 epidemic period, the Group arranged work resumption in a reasonable and orderly way. There is no demoted employee as a result of the epidemic. To ensure public safety, relevant emergency plans are activated promptly. For instance, deep disinfection is implemented at least twice a day in the public areas of shopping malls, especially in crowded areas such as elevator halls, handrails, toilets, floor guardrails, and locations that are easy for customers to make contact. Meanwhile, the ventilation of the venue is strengthened to ensure air circulation at the main entrances. In addition, the Group has arranged dedicated employees to perform temperature checks and all personnel entering and exiting the shopping malls must wear a mask. The Group reserves medical supplies, and provides consumers with free-of-charge disinfectant, alcohol cotton, mask and other protective equipment in places such as customer service desks, VIP rooms, and maternity rooms. At the same time, the on-duty customer service staff are required to wear a mask to protect both the customers and their own health, and carry out regular daily disinfection broadcasts. The Group promises to continue to strengthen epidemic prevention inspections and epidemic prevention control, and is committed to providing employees and the public with safe and good workplace and shopping environment.

Development and Trainings

Talent Training Management and Courses

The Group believes that employees are the key to the service quality and customer experience. In order to retain and motivate talents, the Group provides long-term professional skills training to aid the employees in their career development. The Group therefore designs regular training programs for all management levels according to our business needs and long-term strategy. The Group sets up the E-Star Commercial Training Management System to clarify the overall process of conducting trainings, comprehensively improving the working ability and quality of the staff, to ensure the smooth progress of the Group’s work. In addition, to optimise the Group’s internal lecturer resource, we also set up the E-Star Commercial Internal Lecturer Management Measures, where the certification procedure, incentive and annual evaluation of star-rated lecturers are explained to actively cultivate and build the company’s training lecturers team. This therefore gives full play to the core role of internal lecturers in the overall training system, and ensure the smooth development of our training. There are nearly 100 star-rated lecturers in the Group, the rating exercise for the star-rated lecturers is performed in September every year.

We formulated courses covering key areas in the business operation for employees every year, including but not limited to our corporate culture and policies, technical knowledge required for special positions, leadership skills and regular knowledge related to service nature. At present, there are more than 600 internal courses, which are divided into professional course system (operation, investment attraction, promotion, engineering, finance, human resources, etc.) and general course system (leadership improvement, professional quality, communication and negotiation, etc.).

In addition, the Group has established E-Star Business Academy in June 2020, which has a relatively complete echelon talent training path, such as the “Three Stars Class”, “Project Salon”. The “Three Stars Class” includes:

“Future Star Project”

- The introductory course covers general knowledge of the commercial property operation services industry, promotion and planning of marketing activities and the nature of services for entry-level employees recruited through the Campus Recruitment Programme. We also provide a one-on-one mentoring program, where an experienced staff mentor is assigned to each new recruit. Mentors will train and supervise new employees and provide regular evaluations;

“Morning Star Project”

- Targeting key business employees with deeper courses, such as team management courses, to enhance their communication and presentation skills. We also provide courses specifically to assist employees in transfer and competent management positions, including project leader agency task introduction, so that employees can experience the functions of project leaders, gain experience and execute strategies

“Navigation Star Project”

- Targeting managers, provide them with management awareness, cross-departmental communication skills and project preparation courses, and train them to become project leaders capable of leading and operating projects. The plan also focuses on experiential learning, providing on-site training during the operation phase, simulating the main operation phase, so that employees can practice operational skills and focus on application.

The Group is also actively preparing different workshops and training courses so that employees can learn job-related skills through scenario simulations.

Case—“Team Leadership - The Science and Art of Team Leadership” Workshop

During FY2020, the Group held a workshop, namely “Team Leadership -- The Science and Art of Team Leadership” for project managers, enabling them to set clear and challenging goals for their teams more effectively.



Case — “Change and Reform” Training Course

The Group held training course named “Change and Reform” for employees during FY2020, aiming at seven areas, such as big data analysis, brand communication and sales, to improve employees’ awareness of the market.



Our training plans have been incorporated into guiding, evaluating, responding and appraising procedures to promote the growth and development of employees. We believe that the training plans combined with on-the-job learning would enable employees to strive for excellence. We also provide various domestic and overseas business study journey for employees of all ranks and departments to participate. We provide the employees with timely and practical study opportunities. In order to improve our recruitment mechanism and training programs. We also plan to continue to develop long-term partnerships with professional agencies and organizations, develop strategic plans for talent development and establish talent training and career development programs.

Labor Standards

The Group has complied with all the laws and regulations related to prevention of child labor and forced labor, including but not limited to the Employment Ordinance in Hong Kong and the Regulations on the Labor Security Supervision, the Labor Law of the PRC, the Labor Contract Law of the PRC, the Provisions on the Special Protection on Juvenile Workers and the Law of the PRC on the Protection of Minors. During FY2020, the Group was not aware of any material non-compliance of laws and regulations in relation to prevention of child labor and forced labor.

Prevention of Child Labor and Forced Labor

The Group strictly prohibits the employment of any child labor and formulates the Recruitment Management Procedures, the Personnel File Management Procedures and other policies for recruitment process, labor relations and personnel file management, and requires new employees to provide true and accurate personal information when they join the Group. Recruiters strictly check data, including identity card and account details and conduct periodic review and inspection to prevent any child labor in its operations. If a breach is involved, it will be dealt with as appropriate.

In addition, the Group has formulated the Human Resources Management Procedures and issued the Employee Manual to ensure that the employees abide by the code and criteria of the company, clarifying the code of conduct for employees, and the human resources system, etc. Employees also work overtime on a voluntary basis to avoid violating labor standards and protect their rights and interests.





OPERATING PRACTICES





OPERATING PRACTICES



Summary of Performance



**0 case
of major complaint
on products
and services**



**0 case
of serious injury
caused by
safety accident**



**0 case
involving bribery,
extortion, fraud
and money laundering**

Supply Chain Management

The Group has attached more attention to potential environmental and social risk management in the supply chain. Therefore, the Group has established a strict and standardized procurement system and supplier selection procedure, and imposed requirements on the suppliers in terms of environmental and social risk control.

Procurement Mechanism

The Procurement Management Department of the Group is responsible for reviewing the purchasing applications from headquarter and the business department of different projects and report to the senior management for approval. The senior management would select the proposed procurement with respects to the annual budget, purchasing types and details, bidding, any relevant traced cooperation record, selective requirements (such as pricing and quality), service scope and other aspects, in accordance with, the Bidding Law of the PRC and the Procurement Management Regulations of the Company. Once the application is approved, the Procurement Department will conduct procurement by tendering and bidding. Based on keeping contracts, we fairly select suppliers participating in the bidding through assessing their background, so as to ensure tendering and bidding process is justice and equitable. The specific procedures of the Group's procurement is as follow:

**Organize a tendering
team to select suppliers
from more than
three candidates**



**Evaluate, review and
collect supplier information
and data in the
procurement process**



**Drafting, reviewing,
implementing
and approving contracts**

We also advocate fair and open competition, aiming to develop long-term relationship based on the premise of mutual trust. We not only allow the suppliers who have a long-term strategic partner relationship with us to participate in the bidding, but also allow new suppliers who register in a legal manner to participate. The Group strictly complied with the relevant provisions of the Tendering and Bidding Law of PRC in the process of procurement. Our suppliers are required to practice responsibly, comply with all regulations and fulfill international conventions and contacts duties. The Group will not tolerate any acts of bribery and corruption, and prohibit suppliers and partners obtaining procurement contracts or cooperation relationship through any form of transfer of benefits. Therefore, we will monitor the procurement activities undertaken by staff and strictly forbidden any behaviors against business ethic and code to ensure the procurement process is conducted under an open, justice and equitable condition and no discriminatory treatment and preferential treatment actions to any supplier will occur. If any staff and other individual are found to have a conflict of interest with relevant suppliers, the Group will ban them from participating in relevant activities.

Supply Chain Management

The Group has the Suppliers Management Practice Guidelines to regulate suppliers management work. The Group's Procurement Management Department needs to launch the annual appraisal to suppliers each year and evaluate suppliers list according to their background, qualification and industrial reputation and the quality of supplied products and services. If suppliers' performance repeatedly fails to meet the standard, we will remove them from the list, so as to optimize supplier resource, keep supplier team stable and reliable, and provide reliable material supply guarantee for the Group's construction and development.

The Group mainly subcontracts certain labor-intensive services, including subcontracting security and cleaning services to our subcontractors, thereby reducing our operating cost, enhancing services quality, focusing more resources on management and improving operation's overall profitability. Our subcontractors specialize in their performed services, so they can provide effective services. In FY2020, there has been no material disagreement with our subcontractors that exerted a material adverse impact on our business, financial condition and operational result.

Product Responsibility

In recent years, Galaxy Commercial Property has gradually extended its business chains, established five themed shopping areas brands, such as "Galaxy Fit Lab", "Food Enjoy", "Galaxy Selection", "Galaxy Life" and "Galaxy Town". These establishments covers a range of diversified commercial activities which include children's entertainment, catering collection store and home life, which has facilitated the expansion of the Company's commercial projects. Galaxy Commercial Property also has established its differentiated orientation by leveraging on its rich brand resources, with a view to improving consumers' shopping experience.



The Group prioritizes quality in our services and believes that quality control is crucial to the long-term success of our business. Our professional quality control team in operation management department is primarily responsible for overseeing quality control of our business operations, focusing on maintaining standards of quality, standardizing our internal policies and procedures and monitoring compliance with those standards.

The Group has actively complied with the requirements of the relevant laws and regulations such as Advertisement Law of the PRC, Law of the PRC on Protection of Consumer Rights and Interests, Product Quality Law of the PRC, Trademark Law of the PRC, Patent Law of the PRC and Copyright Law of the PRC. In FY2020, there are no significant products and service-related complaints received by the Group and no products sold or shipped subject to recalls for safety and health reasons.

Service Quality Control

We have established a system for monitoring the quality of our services, which includes multiple sets of standardized internal policies and procedures. For example, we require our employees and subcontractors to complete inspection checklists after each round of scheduled inspections, recording their observations and updates as to the conditions of properties. We have also issued guidance pamphlets on how to conduct certain aspects of our business operations, such as how to clean parking lots, bathrooms, elevators and other common areas and how to maintain and operate technical facilities such as elevator systems and fire-extinguishing equipment.

Customer Service

The Group is committed to its principle of thoughtful service, “quality offerings and dedicated service by Galaxy” (「星河精品 · 至誠服務」) and strives to provide high-quality service to its customers through its professional commercial real estate management system. During the ordinary course of our business, we seek and receive customers’ feedback and complaints about our services.

Customers can give feedback through:

1. customer service center on the spot;
2. service hotlines; and
3. social media accounts.

Customers can give feedback and raise complaints on service provided by tenants, quality of products sold by tenants, service and facilities of shopping centers, property management service, constructive advice and praise, etc. We have established internal policies and procedures for responding to and recording customer feedback and complaints, and following up with our customers for reviews on our responses. These internal policies and procedures are applicable across all of our projects. Our customer service personnel at each shopping center will record complaints and suggestions, and follow up with our customers for reviews on our responses after conclusion of the case. If the customer feedback or complaints cannot be handled on the spot, our customer service leader will report up the command chain and follow up with the settlement regularly. The Group maintains and reviews various communication channels with our customers to listen to their advice and handle their complaints in a timely manner, for the purpose of conducting inspections and improving our customer service system.

Privacy Protection

Due to the nature of its business, the Group has access to a large amount of personal information of customers as well as information of tenants. The Group attaches great importance to customer rights and interests and privacy protection. Through implementing a high level of security and confidentiality standards in relation to customer privacy protection, we strictly abide by the regulatory regulations on data privacy. The Group requires its employees to handle personal data of clients in a cautious manner so as to raise their awareness of privacy protection. According to the data protection policy, we must comply with the Private Policy Statement and notify our customers the general policies and practices of collection, storage and utilization of personal information. The membership data of the Group is only used by internal employees and authorized third parties who entered into the cooperation agreement. Authorities vary depending on different positions, ranks and the content of business cooperation. External personnel who did not enter into the cooperation agreement cannot obtain the membership data access of the Group and they are strictly prohibited to disclose or transfer the membership system access to others. Relevant terms of membership data confidentiality must be included in the agreement with the third party.

Protection of Intellectual Property Rights

To maintain its intellectual property rights, the Group relies on trademark and copyright laws, trade secret protection, restrictions on disclosure, and other agreements that restrict the use of the intellectual property rights of the Group to protect its intellectual property rights. The labor contract of the Group has listed detailed confidential contents such as technical information and operation information. All employees shall enter into confidentiality agreements, which, as a supplemental appendix to the employment contracts, clearly define the scope of the confidential information and intellectual property between the Company and its employees, the confidentiality obligations, confidentiality requirements and relevant liabilities arising from breach of the contract.

Advertising and Labelling

In respect of marketing of our products and services, we will strictly conduct regulations and inspections on all marketing's to ensure relevant work is complied with applicable laws and regulations in relation to advertising and labelling. These marketing shall accurately reflect the quality, efficiency and content of the Group's services so as to protect customers' rights and interests.

Fight Against Corruption

The Group has complied with all laws and regulations in relation to the prevention of bribery, extortion, fraud and money laundering, including but limited to Criminal Law of the PRC, Company Law of the PRC, Anti-Unfair Competition Law of the PRC, Law of the PRC on Tenders and Bids, Law of the PRC for Countering Unfair Competition, and Interim Provisions on Prohibition of Business Bribery. The Group did not record any serious issues related to the violation of laws and regulations in connection to the prevention of bribery, extortion, fraud and money laundering, neither did it record any corruption lawsuits case against the Group or its employees which were pending or concluded in FY2020.

Believing that a clean corporate culture is the key for the Group to succeed, the Group attaches great importance to anti-corruption and clean group building and the construction of system in this regard, and commits to cultivate a corporate culture of cleanness, openness and transparency. To this end, the Group requires all of its employees to comply with business ethics standards and promise that they will never engage in corruption, bribery, fraud, extortion and money laundering. In addition, the Group expects that every employee adheres to the principle of honesty and integrity on every aspect of their work, which are one of the Group's core values.

The Group has formulated internal rules to regulate and govern conflicts of interests among the Group, directors and senior management staff. According to the relevant internal rules, relevant persons are not allowed to engage in some activities, including engaging in, as the employees or members of the Group, competitive businesses that constitutes competition. The relevant persons need to fill in declaration forms of conflicts of interests every year, and we will check the forms and take proper actions so as to reduce potential influences arising from the conflicts and prevent commercial bribery or fraudulent behavior.

Corporate Social Responsibility

When keeping striving and forging ahead, the Group, with its commitment to public service and humanistic care, has been committed to the development of public welfare undertakings, practicing the social responsibility of enterprises, and will consistently contribute the strength of love to communities. Also, the Group will cooperate with public welfare and charity organizations at irregular intervals and organize social activities for the purpose of public interest and charity to show our enterprise citizenship and establish a good public image. In addition, in response to the outbreak of COVID-19, the Group, united with property owners, directly provide rent relief to commercial tenants, helping them overcome difficulties by fulfilling its corporate social responsibility with concrete action.

Case — “520 My Love for All” Public Service Activity

Since 2017, the Group has held the public service activity “520 My Love for All” for four consecutive years. The Group, joining hands with internal and external commercial tenants, public welfare personages and together with authoritative public welfare organization, held public service activities of youth care in virtue of 20th of May, a date of showing love. In the past three years, the Group has built children’s playgrounds and large animal paradises for the sake of caring for disabled children. It also launched the program of Ganzi Supported Education to provide strong support for the development of youth education undertakings in Ganzi County. All of these had won the Group the medal of Public Welfare Cooperative Enterprise awarded by Shenzhen Media Foundation.

In this year when the COVID-19 outbreak, the Group organized a series of online public welfare marketing activities with the title of “520 My Love for All — The Pandemic Will End and We will Embrace a Better Future”, including:

- The public service flash, “Hello, could you take off the mask for me?”, invited customers in malls to participate in the activity by way of interactive art displays to call on the attention of the society and expect to bring positive energy to communities to fight against the pandemic and tide over the difficulties together;



- The publicity poster for public service, “Long Time No See” included nine scenes that best represent people’s feelings during the pandemic, calling for more commitment to public services; and



- The live broadcast of animal science promotion, “Visiting the Zoo Online”, presented a wonderful live interactive program for children who were inconvenient to go out due to the pandemic. The activity was carried out by the Group in collaboration with Shenzhen Media Foundation, Shenzhen safari park, covering 118 kindergarten communities. The Group took this opportunity to establish three parent-child communities and regularly presented interactive programs such as live broadcast of education programs for children every week.

The Group promises to continue to develop the brand public welfare activity of “520 My Love for All” and actively practice the public welfare ideal of E-Star. Meanwhile, the Group will leverage on its advantages in terms of scale and industry characteristics to continuously explore the interaction between public welfare undertakings and citizens so as to build a more extensive public welfare interaction platform for people from all walks of life, and bring positive energy to communities.



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Content Index of The Environmental, Social And Governance Reporting Guide of The Stock Exchange of Hong Kong Limited

Aspects, General Disclosures and KPIs	Descriptions	Section/Declaration
Aspect A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Emissions — Exhaust Gas Emissions, GHG Emissions, Sewage Discharge, Waste Management
KPI A1.1	The types of emissions and respective emissions data.	Emissions — Exhaust Gas Emissions
KPI A1.2	GHG emissions in total (in tonnes) and intensity.	Emissions — GHG Emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and intensity.	Emissions — Waste Management (Not applicable — explained)
KPI A1.4	Total non-hazardous waste produced (in tonnes) and intensity.	Emissions — Waste Management
KPI A1.5	Description of reduction initiatives and results achieved.	Emissions — Exhaust Gas Emissions, GHG Emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Emissions — Waste Management



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Aspects, General Disclosures and KPIs	Descriptions	Section/Declaration
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources — Energy Efficiency, Water Consumption
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Use of Resources — Energy Efficiency
KPI A2.2	Water consumption in total and intensity.	Use of Resources — Water Consumption
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Use of Resources — Energy Efficiency
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Use of Resources — Water Consumption
KPI A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced.	Use of Resources — Use of Packaging Material (Not applicable — explained)
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	Environment and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environment and Natural Resources — Indoor Air Quality Management, Climate Change, Mitigation and Adaptation



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Aspects, General Disclosures and KPIs	Descriptions	Section/Declaration
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	Emphasis on Protecting Employee Rights
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Emphasis on Protecting Employee Rights
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety
KPI B2.1	Number and rate of work-related fatalities.	Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety
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 Trainings



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Aspects, General Disclosures and KPIs	Descriptions	Section/Declaration
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Labour Standards
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product Responsibility
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Responsibility
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Product Responsibility
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility



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Aspects, General Disclosures and KPIs	Descriptions	Section/Declaration
KPI B6.4	Description of quality assurance process and recall procedures.	Product Responsibility
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Product Responsibility
Aspect B7: Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Fight Against Corruption
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Fight Against Corruption
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Corporate Social Responsibility
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Corporate Social Responsibility

