



# IWS

Integrated Waste Solutions  
Group Holdings Limited

綜合環保集團有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號 : 923



# 2021

ENVIRONMENTAL, SOCIAL AND 環境、社會及  
GOVERNANCE REPORT 管治報告



# CONTENTS

## OUR MISSION

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

## OUR VISION

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

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## Feedback

Your comments and ideas are appreciated and will help improve our work and performance continuously. You may contact us at:

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Hong Kong  
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## ABOUT THE REPORT

This is the fifth annual Environmental, Social and Governance (“ESG”) Report of Integrated Waste Solutions Group Holdings Limited (the “Company” together with its subsidiaries, hereinafter referred to as the “Group” or “IWS”). This Report reviews IWS’s management approach and performance on environmental and social aspects and should be read in conjunction with IWS’s 2021 Annual Report. The Company has met Code Provisions of the Corporate Governance Report as set out in Appendix 14 of the Listing Rules, please refer to Pages 34 to 52 of our Annual Report 2021 for the Corporate Governance Report.

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

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

### Reporting Framework

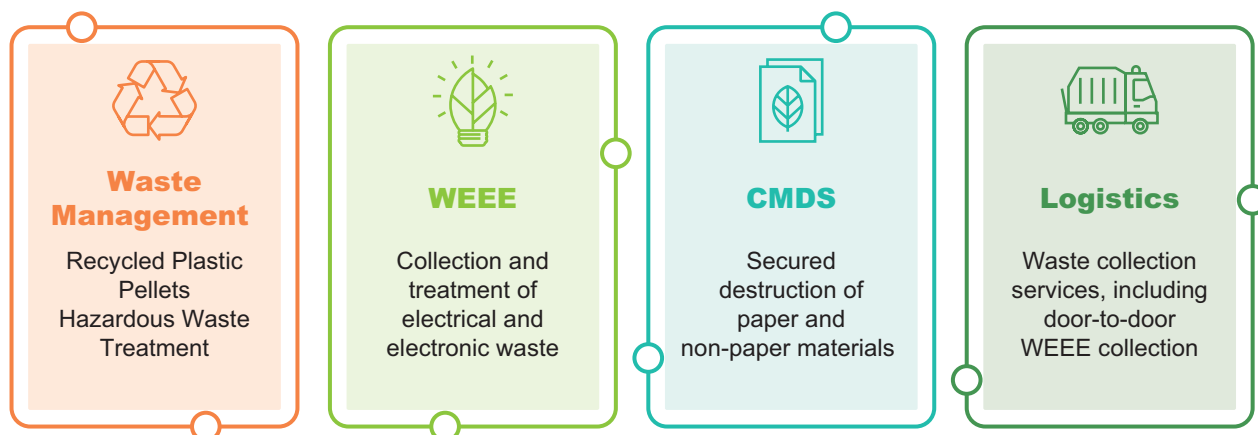
This report is prepared in compliance with the ESG Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), and in accordance with the operational status of the Company.

### Reporting Boundary

This report covers the Company and its subsidiaries including IWS Waste Management Company Limited (“IWS WM”), Confidential Materials Destruction Service Limited (“CMDS”), IWS Environmental Technologies Limited (“IWS ET”), IWS Logistics Limited (“Logistics”) and IWS Waste Management (Asia) Limited. RGF Environmental New Material Limited (“RGF”), a joint venture project company, in which IWS has 49% interest, has been added to the boundary for this reporting year. The data and information in this report cover the period from 1 April 2020 to 31 March 2021 (“FY2021”).

## ABOUT IWS

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



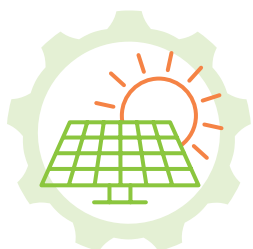
Our waste management services include treatment of waste paper, plastics and metals, sales of recovered cardboard paper and office paper from CMDS as well as waste plastic recycling. RGF, a joint venture for production of recycled engineering plastic pellets, has recently begun providing OEM recycling solutions for plastic wastes. CMDS business helps clients managing confidential materials in a manner that helps maintain data privacy and satisfy information security concerns.

With a broad collection network, the Group's logistics fleet provides waste collection services for its waste management business, CMDS as well as the waste electrical and electronics equipment ("WEEE") treatment business.

In addition, we have invested in hazardous waste treatment business in Mainland China of the associated company, Dugong IWS HAZ Limited, in January 2020. The business includes two hazardous waste treatment projects in Jiangsu and Henan province.



## FY2021 ENVIRONMENTAL HIGHLIGHTS



Renewable energy generated

**253,764 kWh**

54% ↑ yoy



Electric vehicles deployed estimated to save

**5.48 tCO<sub>2</sub>e**

GHG emissions



Waste water reduction at RGF

**10,400 litres**

During the year, 13,480 tonnes of paper and 4,377 tonnes of plastics were recycled under our recovered paper, CMDs, recycled LDPE plastic pellet and the engineering recycled plastic pellet businesses. They are equivalent to:



Saving

**229 thousand**

mature trees\*



Saving

**28 thousand tonnes**

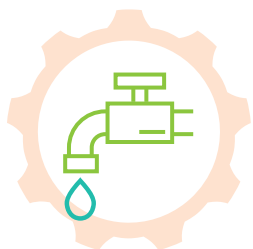
of fuel oil



Saving

**134,093 m<sup>3</sup>**

of landfill space



Conserving

**362 thousand tonnes**

of water\*



Conserving

**81 million kWh**

of electricity



Producing

**11 thousand tonnes**

of recycled paper\*

\* Calculation based on paper recycling performance only.



## MESSAGE FROM CEO

Dear Valued Stakeholders,

I am delighted to present IWS's ESG Report for the financial year ended 31 March 2021.

Amid the slow recovery of the global economy from the COVID-19 pandemic, the Group was able to maintain steady operations. We do not spare efforts when managing operational and ESG-related risks and opportunities. Responding to the global call for action to achieve carbon neutrality, the Group shoulders its corporate responsibility as a waste treatment solutions provider and remains committed to contribute to circular economy in the long-run. Actions included expanding investments in hazardous waste treatment facilities in Mainland China, as well as developing solutions on local plastic waste recycling.

In order to have a positive impact on the environment, we have explored solutions for reducing energy consumption by conducting an energy audit during the year. The Group continued to embrace green practices in its operations, including deployment of more electric cars and electric forklifts, shifting to LED lighting, as well as promoting waste recycling and energy-saving internally. RGF, our joint venture, has achieved its wastewater reduction target through the reduction scheme launched during the year. We also participated in energy-saving initiatives and conducted energy audit to explore energy reduction opportunities. This would pave the way for future projects that will further contribute to environment related Sustainable Development Goals (SDGs).

Maintaining customer satisfaction is vital for long-term business growth. Our Confidential Material Destruction Services ("CMDs") business continues to deliver quality services through our expertise and stringent management approach. With on-going internal training and external customer audits, we thoroughly maintain our capabilities in addressing information security risks. The Group's competencies are recognised by customers, with average customer satisfaction rate exceeding our targets.

Safety in operations is always a top priority as it impacts employee well-being and customer satisfaction. Apart from ensuring compliance with relevant laws and regulations at all our operations, we adopt a rigorous management approach in hazard mitigation and accident prevention. Together with regular safety training, we strive to build a healthy and safe working environment.

The Group strives to fulfil its mission of providing quality waste management solutions. Aspiring to be one of the key actors in facilitating environmental protection and elevating towards a circular economy, the support from our stakeholders would be crucial for our achievements and success. On behalf of the Board, I would like to take this opportunity to thank our employees, customers, business partners, non-governmental organisations and the government for their kind support during the year.

By Order of the Board

**Lam King Sang**

*Chief Executive Officer*

Hong Kong, 2 August 2021



## ESG MANAGEMENT APPROACH

The Group has a holistic approach to management of ESG related issues. Relevant department heads cooperate with each other for this and report to the Board of Directors which reviews the overall strategy. Management approaches are established to ensure environmental and social aspects are considered in our daily operations and business decision-making.

### Stakeholder Engagement

The Group values feedback and suggestions from stakeholders regarding ESG issues. We maintain close and on-going communications with both internal and external stakeholders from different sectors and backgrounds, including employees, customers, investors, NGOs, suppliers and subcontractors. They are regularly engaged through multiple communication platforms and channels. The table below summarises our stakeholder engagement approach and key topics of concern.

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

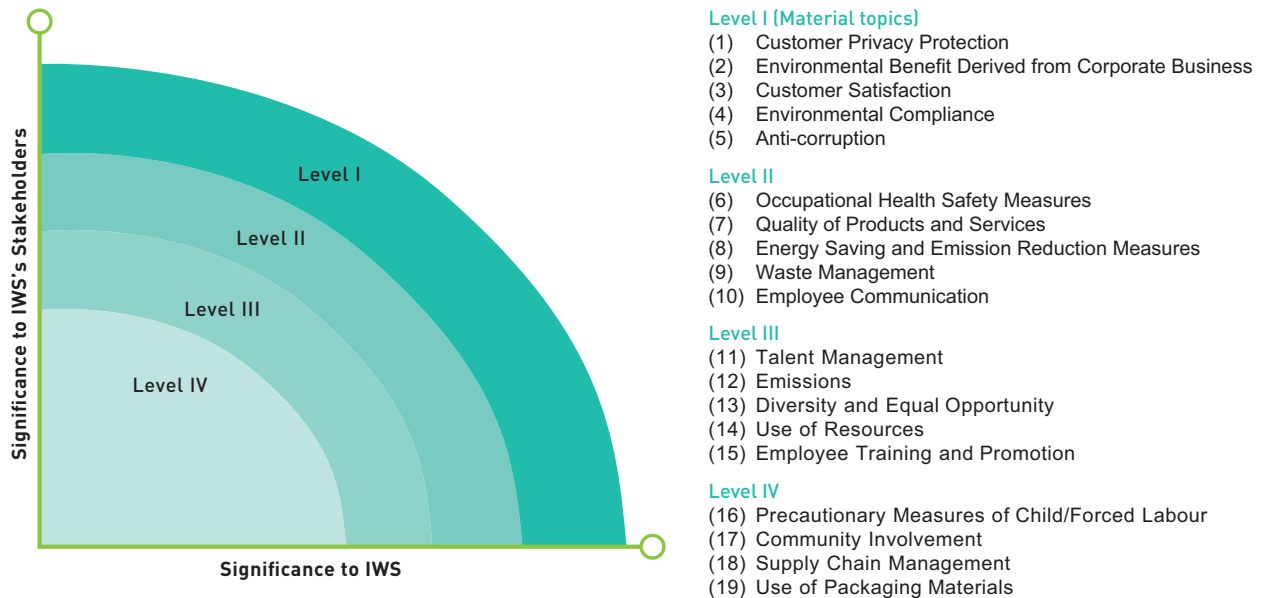
# ESG MANAGEMENT APPROACH

## Materiality Assessment

Materiality assessment was conducted to identify ESG topics that are relevant and material to the Group and to understand stakeholders' ESG concerns. The results were based on views and feedback collected from stakeholders via online survey and phone interviews, with reference to the Global Reporting Initiative (GRI) guidelines. We identified, prioritised, validated and reviewed the potential material aspects in order to evaluate relative importance of the issues to both internal and external stakeholders, as well as to our business. This year, the management reviewed the materiality of various aspects and confirmed that the top 5 material issues are:

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

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











# ESG MANAGEMENT APPROACH



## Aligning with Sustainable Development Goals

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

SDG	Specific Target	Our initiatives
<b>Goal 6 – Clean Water and Sanitation</b> 	<ul style="list-style-type: none"> <li>Target 6.3 – Reduce pollution</li> <li>Target 6.4 – Improve water usage efficiency</li> </ul>	<ul style="list-style-type: none"> <li>The annual waste water reduction of RGF amounted to 10,400 litres, with monthly average reduction volume recorded at 867 litres, meeting the reduction target of 800 litres per month.</li> </ul>
<b>Goal 7 – Affordable and Clean Energy</b> 	<ul style="list-style-type: none"> <li>Target 7.3 – Improve global energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Engaged in CLP Peak Demand Management programme by reducing electricity consumption during peak hours.</li> <li>Conducted an energy audit for Integrated Waste Solutions (IWS) Building to identify energy saving opportunities.</li> <li>Maintaining two electric cars for business commuting, which is estimated to reduce petrol consumption by 2,061.62 litres and Scope1 GHG emissions by 5.48 tCO<sub>2</sub>e.</li> <li>649 solar panels at the Integrated Waste Solutions Building generated 253,764 kWh of electricity during the year.</li> </ul>
<b>Goal 12 – Responsible Consumption and Production</b> 	<ul style="list-style-type: none"> <li>Target 12.4 – Achieve environmentally sound management of chemicals and all wastes throughout the lifecycle of the products</li> <li>Target 12.5 – Reduce waste generation</li> </ul>	<ul style="list-style-type: none"> <li>Hong Kong Green Organisation – Wastewi\$e Certificate (Basic level) by the Environmental Campaign Committee.</li> <li>Placed plastic bottles collection bins to facilitate easy and responsible disposal for recycling plastic bottles waste.</li> </ul>
<b>Goal 13 – Take urgent action to combat climate change and its impacts</b> 	<ul style="list-style-type: none"> <li>Target 13.1 – Strengthen capacity for addressing and adapting to climate-related disasters and natural disasters</li> <li>Target 13.3 – Improve the ability to raise awareness on need for climate change mitigation, adaptation and impact reduction</li> </ul>	<ul style="list-style-type: none"> <li>Maintained special working arrangements and precautionary measures during bad or extreme weather conditions including tropical cyclones.</li> <li>Special protocols for operating company vehicles are enacted to prevent accidents or damages.</li> </ul>

# ESG MANAGEMENT APPROACH

## Memberships and Awards

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

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

Memberships	
Organisation	Membership Company
Hong Kong Waste Management Association	IWS Waste Management Company Limited
Hong Kong Recycled Materials & Re-Production Business General Association Limited	IWS Waste Management Company Limited
Business Environmental Council	Integrated Waste Solutions Group Holdings Limited
Hong Kong General Chamber of Commerce	Confidential Materials Destruction Service Limited
Federation of Hong Kong Industries	Integrated Waste Solutions Group Holdings Limited
Employers' Federation of Hong Kong	Integrated Waste Solutions Group Holdings Limited

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

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



## OUR ENVIRONMENT

***We are committed to delivering sustainable waste management solutions by providing quality recycled products and waste management services and at the same time taking up our environmental stewardship.***

### Environmental Management

The Group mitigates its environmental footprint by adhering to its ISO 14001:2015 certified Environmental Management System (EMS). As specified in the EMS, the Group is required to strive for continuous improvement in meeting the relevant legislative and statutory requirements in relation to environmental protection as well as to align with the highest industrial standards as much as possible. Resorting to all feasible solutions, we are stepping up efforts to minimise waste generation and pollutions and managing the efficient use of energy and resources. Besides, environmental risks are identified and evaluated based on their impacts to the environment and the severity level. Relevant control procedures and measures are implemented to manage those risks.

The Group encourages recycling of waste through promoting the awareness of ESG strategies among members of staff and advocating the economic benefits as well as the positive impacts of recycling on the Company and the society. As a result of our efforts, the Group's operational performance in recycling has been enhanced.

To advance our work in environmental sustainability, the Group implemented the following environmental management objectives. Looking ahead, we will continue to refine our environmental management approach and enhance our involvement in various environment protection initiatives.

FY2021 Objectives	Actions	Results
<b>IWS Group</b>		
Participation in more than 4 membership initiatives	<ul style="list-style-type: none"> <li>Participated in 6 membership initiatives</li> </ul>	Achieved
Participation in more than 2 environmental protection initiatives	<ul style="list-style-type: none"> <li>Participated in CLP Peak Demand Management</li> <li>Conducted energy audit</li> </ul>	Achieved
<b>RGF</b>		
Water saving initiatives	<ul style="list-style-type: none"> <li>Completed connection between water tower and production line</li> <li>Water circulation system in use</li> </ul>	Achieved
Industrial waste water reduction scheme	<ul style="list-style-type: none"> <li>Adopted vacuum sewerage systems to collect waste water, processed by professional entity</li> <li>Waste water reduction target reached 800 litres per month</li> </ul>	Achieved



## OUR ENVIRONMENT

### Emission Control

The Group's air emissions mainly comprise of mobile emissions from its logistics fleet of vehicles which generated 3.21 kg, 3,205.08 kg and 261.18 kg of sulphur oxides (SO<sub>x</sub>), nitrogen oxides (NO<sub>x</sub>) and particulate matter (PM) respectively during the year. Waste collection services are provided by our logistics fleet.

To reduce unnecessary emissions, the Group has set stringent guidelines regarding proper management and preservation of its fleet of vehicles. For instance, drivers of company vehicles must use fuels permitted by the law, including unleaded fuel and fuel with low sulphur content. They should also choose the shortest route to the destination and switch off idling engines. For vehicle checks and maintenance, only suppliers approved by the Group should be appointed to secure the efficiency of the engines. On the other hand, electric forklifts have been installed to eliminate emission from fuel powered ones.

Apart from managing the use of vehicles, the Group also ensures that air emissions generated from its facilities are collected and treated before discharge so as to improve air quality. At RGF, the Group's recycled engineering plastic pellets joint venture project, the pelletising process produces a small amount of NO<sub>x</sub> and PM. Suction ports are installed on the heating devices of pellet production lines to direct exhaust gas emitted from the production lines into a spray tower to reduce the pollutant level of the exhaust gas.

### Green Commuting

The Group recognises that company vehicles constitute one of the largest sources of its GHG emissions which include NO<sub>x</sub>, SO<sub>x</sub> and PM. As such, traditionally fueled vehicles are being gradually replaced by electric cars to eliminate emissions. After a pilot trial of adopting one electric car in FY2020, one additional electric car was purchased in FY2021 for management's business commuting. This initiative is estimated to reduce petrol consumption of 2,061.62 litres and Scope1 GHG emission of 5.48 tCO<sub>2</sub>e. Going forward, the Group will continue to look for opportunities to enhance the energy efficiency of its fleet of vehicles and bring about the greatest possible reduction in emissions.

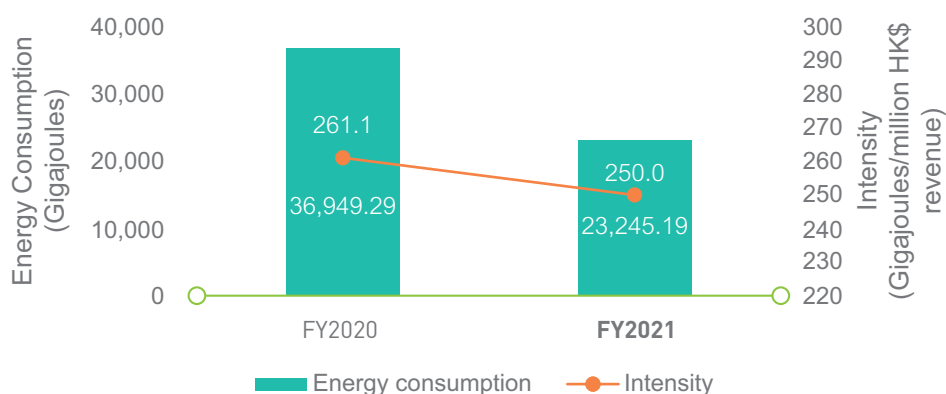


# OUR ENVIRONMENT

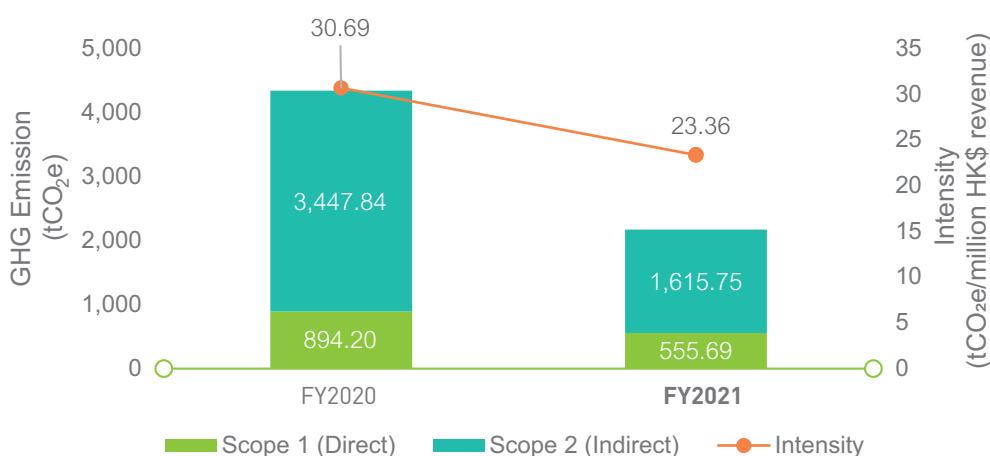
## Energy and GHG Emissions Management

The major part of energy used by the Group includes diesel for forklifts, petrol and diesel for the Group's vehicles and logistics business and purchased electricity. During the year, total energy consumption recorded was 23,245.19 GJ (6,456,997.22 kWh). The decrease in energy consumption and emissions was due to the reduced use of machineries and vehicles as a result of shutdown of recovered paper business. Energy intensity was recorded as 250.0 GJ (69,444.44 kWh) per million HK\$ revenue for 2021<sup>1</sup>.

### Energy Consumption and Intensity



### GHG Emission and Intensity



<sup>1</sup> Revenue for the calculation of intensity includes the revenue of the IWS and unaudited revenue of RGF.

## OUR ENVIRONMENT

The Group's Greenhouse Gas (GHG) emissions include direct (Scope 1) emissions generated by fuel combustion by forklifts and vehicles, and indirect (Scope 2) emissions from purchased electricity. During the year, the Group's total GHG emissions amounted to 2,171.44 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) and of these Scope 1 and Scope 2 emissions accounted for 555.69 tCO<sub>2</sub>e and 1,615.75 tCO<sub>2</sub>e, respectively. Emission intensity was computed as 23.36 tCO<sub>2</sub>e per million HK\$ revenue<sup>2</sup>.

The Group puts in unremitting efforts to explore more eco-friendly and sustainable initiatives across various aspects of its business operations. From adopting energy saving measures and technologies within our facilities to cultivating green office practices among our employees, we continue to strive for optimisation of energy efficiency and conservation to a wider and deeper extent. Below are the steps we have taken towards greener operations.

### Renewable Energy

Maintaining solar panels and wind turbines to harness renewable energy, electricity generated amounted to 253,764.00 kWh, taking up 5.5% of the total electricity consumption.

### Energy Optimisation

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

Installation of LED lights or Fluorescent lamps to achieve greater energy efficiency.

### Participation in energy reduction initiatives

We invited CLP to conduct an energy audit for Integrated Waste Solutions (IWS) Building to identify energy saving opportunities by analysing and reviewing the electricity consumption trends as well assessing the premise's indoor environment. Based on the findings and recommendations, we will explore energy saving initiatives to raise energy efficiency in the future.

We engaged in CLP Peak Demand Management programme by reducing electricity consumption during peak hours, promoting energy saving practices internally.



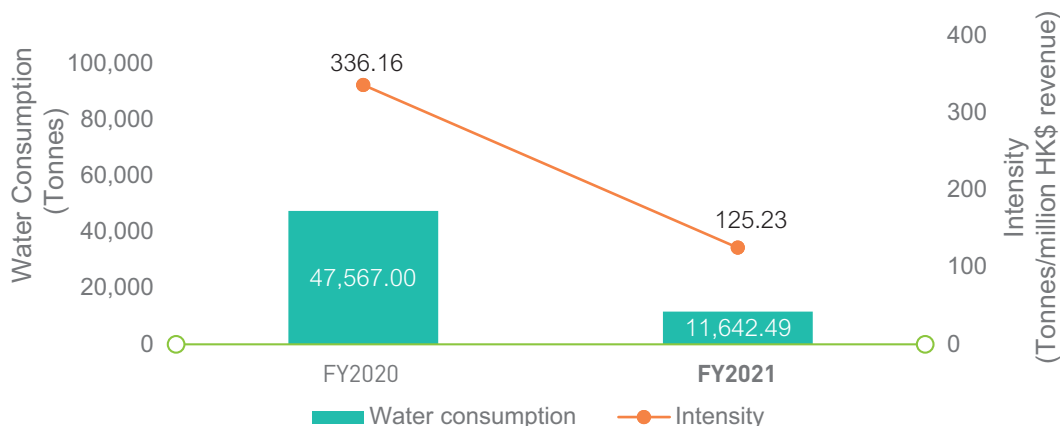
<sup>2</sup> Revenue for the calculation of intensity includes the revenue of the IWS Group and unaudited revenue of RGF.



## OUR ENVIRONMENT

### Water Resources Management

#### Water Consumption and Intensity



The Group consumes water mainly for cooling and cleaning in its operational processes. During the year, the Group's total water consumption was approximately 11,642.49 tonnes. Intensity was approximately 125.23 tonnes per million HK\$ revenue<sup>3</sup>. The Group did not have any issue in sourcing water that is fit for the purpose.

The Group is committed to conserving water resources by various means, including a closed loop water circulation system that recycles cooling water for reuse. This system reduces reliance on freshwater consumption and sewage generation in the cooling process. Moreover, water used in daily operations is conserved through the installation of water flow limiters at taps and sprinklers.

### Packaging Material Management

The Group consumes packaging materials in its CMDs, waste management and recycled plastic pellets businesses. We strive to minimise the use of packaging materials without compromising product quality. To reduce the use of packaging materials, green procurement and responsible packaging materials management measures are taken. For instance, the Group procures canvas bags with plastic coating to increase the durability. If possible, plastic bags are reused as much as possible. For those plastic bags that can no longer be reused, they are recycled into plastic raw materials.

In addition, the Group encourages customers to recycle carton boxes, wooden boards, labels and other recyclable materials. Excessive use of plastic bags and wrappers is avoided. We also use more durable plastic cardboards instead of wooden cardboards.

Packaging Material	FY2020	FY2021	Change (%)
Wires (Tonnes)	92.36	<b>23.09</b>	-75%
Canvas Bags (pcs)	5,667.00	<b>5,972.00</b>	5%
Plastic Bags (pcs)	9,204.00	<b>5,375.00</b>	-42%

<sup>3</sup> Revenue for the calculation of intensity includes the revenue of the IWS Group and unaudited revenue of RGF.



## OUR ENVIRONMENT

### Waste Management

The Group's operations produce non-hazardous waste including paper and food waste generated in office while hazardous waste includes waste oil and chemical waste. Stringent procedures are set to govern the handling of waste generated during business operations. Before disposing any chemical waste, a relevant license must be obtained from the Environmental Protection Department. When it comes to handling of hazardous waste, the Group has a set of hazardous chemicals guidelines in place to regulate the procedures for procurement, storage, usage, disposal, and emergency handling related to hazardous chemicals.

All non-hazardous waste is required to be clearly labelled and stored separately by the type of waste. An Environmental Inspection Checklist must be filled in on a monthly basis and kept for at least seven years for waste generation pattern analysis so as to reduce the generation of waste.

As a recognition for our effort in waste reduction and avoidance, we obtained Hong Kong Green Organisation — Wastewi\$e Certificate (Basic level) given by the Environmental Campaign Committee.

The Group ensures that the collection and treatment of wastewater generated in daily operations is in full compliance with the Waste Disposal Ordinance. Wastewater is transferred to an internal wastewater treatment facility to remove any suspended particles. During the year, the amount of total wastewater discharged was approximately 10 tonnes. Regarding waste water reduction at RGF facilities, the annual waste water reduction amounted to 10,400 litres, with monthly average reduction volume recorded at 867 litres, successfully reached our monthly reduction target of 800 litres per month.



During the year, the Group's operations generated 413.60 litres of hazardous waste and 14,773.30 tonnes of non-hazardous waste. The general decrease in waste generation is a direct result of shutdown of recovered paper business.

Waste Generation	FY2020	FY2021	Change (%)
Hazardous Waste (Litres) <sup>4</sup>	2,020.00	<b>413.60</b>	-80%
Non-hazardous Waste (Tonnes)	63,230.72	<b>14,773.30</b>	-77%

<sup>4</sup> Hazardous waste generated was mainly waste oil from diesel forklifts and machines, therefore the data have been collected in litres.





## OUR ENVIRONMENT

### Environmental Noise Control

Our operating equipment including exhaust fans, shredders, automatic balers and forklifts generate a certain level of noise. In order to reduce noise pollution to the environment that affects other people, the Group deploys equipment that generate less noise and minimises operations within noise control period. Besides, staff are given appropriate personal protective gears and guidelines to work in a noisy environment. Routine checks are conducted by supervisors to ensure effective implementation of noise control protocols. For instance, they should make sure that regular maintenance of all equipment is carried out properly and a record is kept. During the year, a noise assessment was carried out to evaluate the noise control strategies of the Group.

### Green office practices

The Group proactively implements green office policies in aspects of conserving energy, water, paper, packaging materials and office supplies. For instance, we encourage colleagues to cut off power when an appliance is not in use and set air conditioner temperature at 25.5 degrees, and try to recycle waste paper, plastics, batteries and other electronic waste. In particular, we place plastic bottles collection bins to facilitate colleagues to recycle plastic bottles waste conveniently, so as to promote waste circulation and alleviate landfill burden. To improve indoor air quality, we have launched a smoke free policy and encourage planting within offices.



### Environmental Emergency Preparedness

In response to the adverse impacts from the imminent climate change risks emerged in recent years, the Group has maintained special working arrangements and precautionary measures during bad or extreme weather conditions including tropical cyclones. Special protocols for operating company vehicles are also enacted to prevent accidents or damages from happening. Looking forward, the Group will continue to review our strategies to better anticipate and tackle potential issues arising from climate risks.

Apart from extreme weather and associated climate risks, accidents including fire, explosion and severe chemical leakages also pose a significant environmental risk that could affect our operations. To this end, the Group strictly follows an Emergency Preparedness and Response Procedure to handle all sorts of potential emergency situations and specifies the responsibility of different departments and individuals in carrying out various danger prevention and rectification measures. These protocols are to ensure that adverse environmental impacts arising from unexpected incidents are minimised and mitigated.

## OUR OPERATIONS

***IWS has pledged to achieve and maintain operational excellence to ensure customer satisfaction and to build trust with business partners, we safeguard our product and service quality by listening to feedback and responding to customer needs. We steadily improve our operations to guarantee customer privacy, product and services quality and business ethics.***

Our business is service-oriented, with a majority of clients being enterprises. The materiality assessment indicated that the most significant material aspect is customer privacy protection. Advertising, labelling and product safety are not engaged in our operation and therefore do not have a significant impact on our operations. During the year, there were no reported incidents of infringement of laws and regulations regarding product responsibility.

### Information Security

#### ***Managing risks***

CMDS is one of the key contributors in our business. Our service commitment is to handle all materials sent by customers in a secure and professional manner. To achieve this, we align our daily operations with international standards and industry best practices for confidential materials destruction. The Group is the only service provider in Hong Kong to have been granted National Association for Information Destruction (“NAID”) AAA Certification for plant-based operations including both paper and non-paper destruction services.

The CMDS operations are also certified with ISO 27001:2013 Information Security Management System. We have carried out reviews and assessments on the management system in accordance with ISO 27001:2013 and the current risk level remains unchanged.

During the year, we have passed 12 audits from customers including banks, insurance and storage management companies on our information security management system. We will strive to fulfill our commitment and customers’ expectations by continuing to sharpen our management approach.

During the year, training sessions were organised for management staff on information security measures, controlling practices and requirements on specific materials including magnetic storage devices and non-paper materials to enhance their abilities to manage information security risks. We also instruct general staff to strengthen their knowledge and skills on handling information security and related policies. We conducted an in-house training in January 2021 for CMDS workshop employees to strengthen their awareness of importance of confidentiality.





## OUR OPERATIONS

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

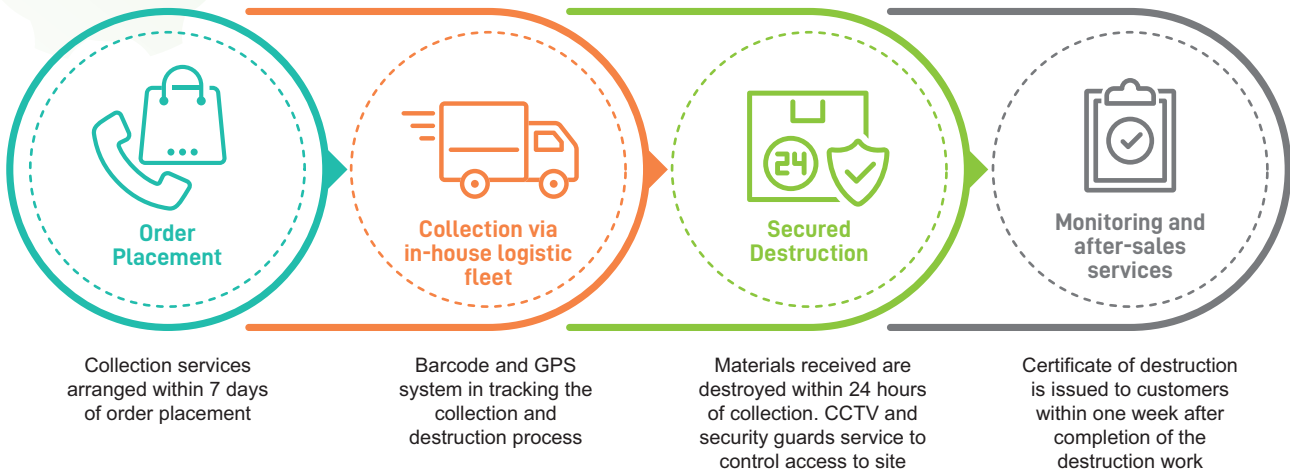


### Secured material destruction process

The Group strives to provide reliable and secured services for destruction of confidential materials. We have developed a system to help protect confidentiality of information and allow all orders to be tracked and destroyed under a closely monitored system.

All confidential documents are trackable during collection, transportation and destruction processes. Our in-house logistic fleet has lockable vehicles equipped with GPS. We help customers oversee the destruction process in a witnessing suite. After the destruction process is completed, we issue certificate of destruction, barcode collection and photographic reports to customers within one week.

## OUR OPERATIONS



### Quality Management

The Group has pledged to provide products and services of the highest quality and in alignment with relevant standards, laws and regulations. We are certified with ISO 9001:2015 Quality Management System.

We follow a four-step approach to ensure efficient operations and continuous improvement of the management system, covering all production processes including procurement, production, product quality control, storage and delivery. First, we evaluate customer expectations and quality related risks to ensure we consider customer requirements. Second, we carry out testing and inspection and/or laboratory testing of materials procured and finished products to ensure the quality of the materials. Random inspection for each batch of products is conducted to monitor the quality of the materials. We follow a set of guidelines and procedures to ensure all products are traceable and go through inspections and labelling before delivery. Unqualified products are separated and recorded before being recycled, modified or discarded.

The Group carries out internal audit based on ISO 9001:2015 at least once a year to ensure its management approach is adequate and effective. Besides its own qualified personnel, independent external professionals are also involved in the process. Any non-conformity is followed by reassessment of risks and revision of the management system if necessary.







## OUR OPERATIONS



We evaluate our quality management system and procedures by conducting audits, data analysis and feedback from customers. We hold adequate training programmes and have inspection standards, communication mechanisms, to improve and optimize product quality. We also make sure the system complies with the relevant laws and regulations. If there are any defects in our products, we seek solutions to minimize the percentage of unqualified products and number of complaints. During the year, there were no cases reported on product recalls for health and safety reasons.



### Customer Satisfaction

The Group always strives to exceed customer expectations by considering opinions and feedback from customers seriously. We conduct a consumer satisfaction survey on an annual basis. During the year, our average customer satisfaction rate achieved an average score of 81% and 95% on CMDS and recycled engineering plastic pellets production at RGF respectively, which outstrips our target of 80%.

We conduct regular meetings with customers to maintain smooth relationships and to understand their needs. We have also established a complaint mechanism to handle complaints and to communicate with customers on any issues regarding our services and products. The responsible departments record and investigate the complaints, then propose and carry out rectification measures.

During the year, we received 0 complaints on CMDS and 4 complaints on recycled plastic pellets. All complaints are solved based on the mechanism with rectification implied. We will continue to exceed customer expectations by constantly improving our operations and management approach.

### Supply Chain Management

During the year, the Group engaged with a total of 50 suppliers, all of whom are located in Hong Kong. We require suppliers to take responsibility of their environmental and social impacts and meet our quality standards by complying with selection criteria and management procedures. We care about the environmental and social performance of suppliers, and take the 4R principle (Reduce, Recycle, Reuse and Replace) into consideration when selecting suppliers during procurement. Suppliers who are certified with ISO 14001 are given priority. We may request further certification from suppliers if necessary to ensure they align with the relevant laws and regulations. We have established a mechanism to test materials by requesting suppliers to provide reports to ensure all materials adhere to the Restriction of Hazardous Substances (RoHS) standards.



## OUR OPERATIONS

We conduct regular meetings to facilitate communication with suppliers and to exchange information. We update suppliers with changes in environmental policies and requirements regularly to ensure they comply with the Group's environmental policies and requirements.

We also carry out sample assessment of existing suppliers annually to review their performance based on price, product and service quality, on-time delivery and environmental protection. We follow up on unqualified suppliers and contractors, require them to address related problems. They are excluded from our suppliers list if their performance remains unsatisfactory.

### Anti-corruption

The Group believes ethical practices must be followed to achieve operational excellence. To avoid reputational, financial and operational risks that corrupt behaviors entail, we pledge to adopt anti-corruption and ethical business practices. We strictly comply with the Prevention of Bribery Ordinance. Our code of conduct prescribes policies and practices to be followed in respect of anti-corruption including bribery, extortion and fraud. To raise awareness of anti-corruption, the Staff Handbook states clearly the guidelines regarding bribery prevention and conflict of interest. We encourage employees to consult with the management if they encounter a potential conflict of interest. We take strict disciplinary actions including dismissal if any violations of the code of conduct are found. We invited Independent Commission Against Corruption (ICAC) to deliver anti-corruption talk to our Directors and management. In-house ethical decision-making, bribery prevention training and related training is conducted by experienced supervisors to employees.

We have established a whistleblowing policy to encourage employees to report any suspected cases of corrupt behaviour or violation of ethical standards. We protect the whistle-blower's identity and rights and strictly forbid any retaliation against whistle-blowers. If violation of law and regulations is discovered after investigation, we may take legal action against related personnel. The Audit Committee reviews and monitors the effectiveness of the whistleblowing mechanism regularly.

During the year, there were no reports of non-compliance of relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.



## OUR PEOPLE

***The Group regards people as an important pillar of its business and is committed to nurture a motivated and united workforce to promote further development. The Group strives to provide a safe and healthy workplace where each employee's rights and welfare are guaranteed, together with opportunities for career growth.***

### **Employee Rights and Benefits**

The Group respects employees' rights and promotes fair and equal employment practices. We strictly comply with relevant employment laws and labour practices and regulations, including but not limited to Hong Kong's Employment Ordinance, Employee Compensation Ordinance, Minimum Wage Ordinance and Mandatory Provident Fund Scheme Ordinance. We check for updates related to employment quarterly to ensure adherence to government laws and regulations. To avoid the use of child labour and forced labour, we follow strict procedures such as identity cards verification during the recruitment process. During the year, we were not aware of any violation of laws and regulations related to employment practices that have a significant impact on the Group.

### **Diversity and Equal Opportunities**

We respect each employee and candidate during the recruitment and promotion process, irrespective of background. We ensure all employees and candidates are treated based on their personal skills, experience, abilities and interest, regardless of age, gender, appearance, race, religion, marital status, family status, pregnancy or disability. The Group has zero tolerance on any form of discrimination.

### **Welfare and Benefits**

Full-time employees enjoy comprehensive remuneration packages that include sick leave allowances, maternity and paternity leave, healthcare benefits, labour insurance, and more. The Group carries out annual reviews of salaries, and adjusts according to the external economy, employees' achievements and performance of the Group to ensure all employees are entitled to fair and competitive salaries. We grant compassionate payment to deceased employees. We understand the importance of work-life balance of employees. Our family-friendly talent retention policies are enforced to ensure welfare of employees' families.

### **Communication and Employee Satisfaction**

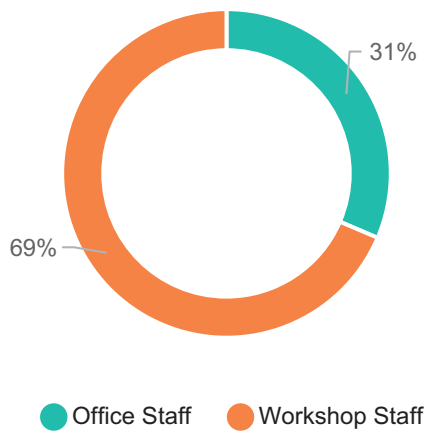
The Group values communication as an important tool to build a positive atmosphere in the workplace. We have set up several channels to facilitate two-way communication between employees and management, as well as to address our employees' needs and concerns. We encourage employees to express their opinions through different platforms including direct communication with supervisors, writing to the complaint working group or sending emails to the suggestion mailbox.

# OUR PEOPLE

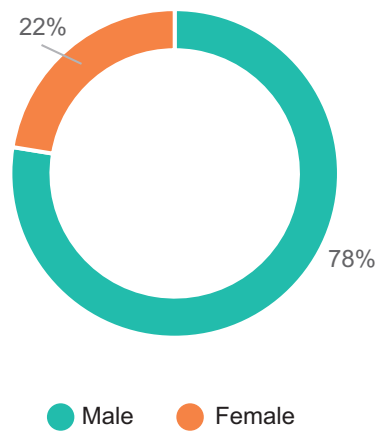
## Our Workforce

As of 31 March 2021, IWS employs 156<sup>4</sup> full-time employees, all of which are located in Hong Kong. Employees based in the workshop accounted for 69% of the entire workforce. 52% of our employees are aged between 31 to 50 while 36% are above 51. For education level, over 19% of our employees hold university qualification or above.

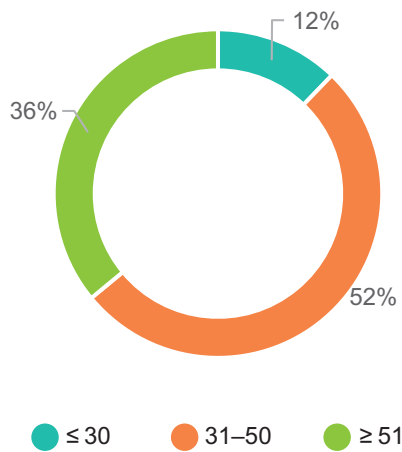
### Functional Profile



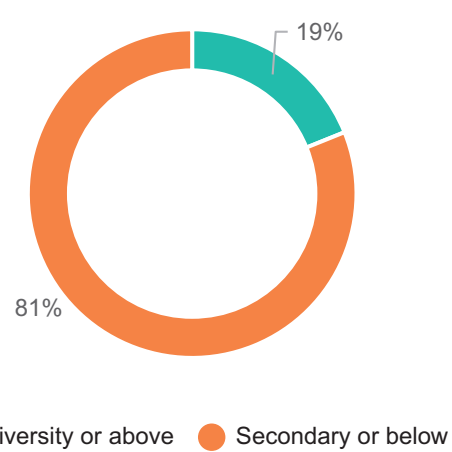
### Gender Profile



### Age Profile



### Education Profile



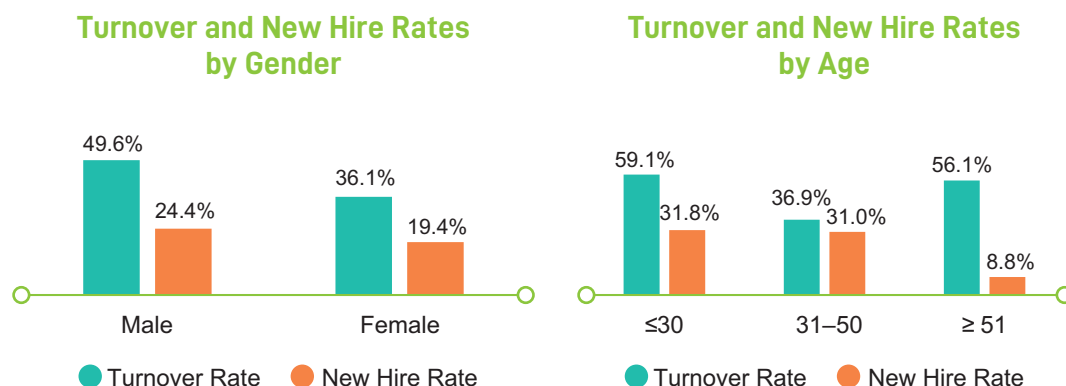
<sup>4</sup> Data collection boundary of the social data includes IWS Group and RGF. The assorted paper manufacturing under I-Talent Paper Product (HK) Limited is excluded from the data boundary of FY2021.





## OUR PEOPLE

The overall turnover rate and new hire rate are 46.6% and 23.3% respectively. The following chart shows the distribution by gender and age:



### Occupational Health and Safety

The Group attaches priority to health and safety at workplace. We strictly comply with the Occupational Safety and Health Ordinance, Factories and Industrial Undertakings Ordinance and other applicable laws and regulations relating to workplace safety.

To ensure the occupational safety and health (OSH) policy is up to date, we carry out regular reviews every six months and ensure our safety management system complies with relevant laws and regulations. A safety audit is carried out annually.

## OUR PEOPLE

We have established a Safety Committee to maintain communication between the management, safety officers and general staff. We conduct meetings quarterly to assess the occupational health and safety policy and management system.

### SAFETY COMMITTEE

**Management  
Representatives**

**Administrative  
Department  
Managers**

**Qualified Safety  
Officers**

**Factory Managers  
and Supervisors**

#### Key Responsibilities

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

#### Safety Training

We provide internal and external safety training to ensure all employees are equipped with fundamental knowledge on safety issues. The safety manager prepares content for internal training and ensures it complies with relevant legal requirements, reviews and updates it to fit changes in laws or internal procedures. In-house safety induction training is provided to all new employees to increase their awareness on workplace safety. Specific employees are provided with internal training related to safety management, safe operations of forklift trucks and noise control at work.

We offer subsidies to employees who operate machines and other equipment for external training courses to ensure they exercise extra precautions when performing relevant duties. We also invite external authorized organisations to give external safety training.



## OUR PEOPLE

During the year, 358 person-times of employees had received safety training and the average safety training hours was 2.5 hours.



### ***Safety Hazard Management***

The waste management and recycling business requires intensive use of machinery and equipment. Safety of our employees is a concern as there are potential risks and hazards during operation of machinery. We have established a safety management system to guard our employees from the risk of occupational health and safety. We conduct risk assessment to identify potential hazards and risks before any operation that may impose risk to health and safety of employees. Implementation of control measures follows.

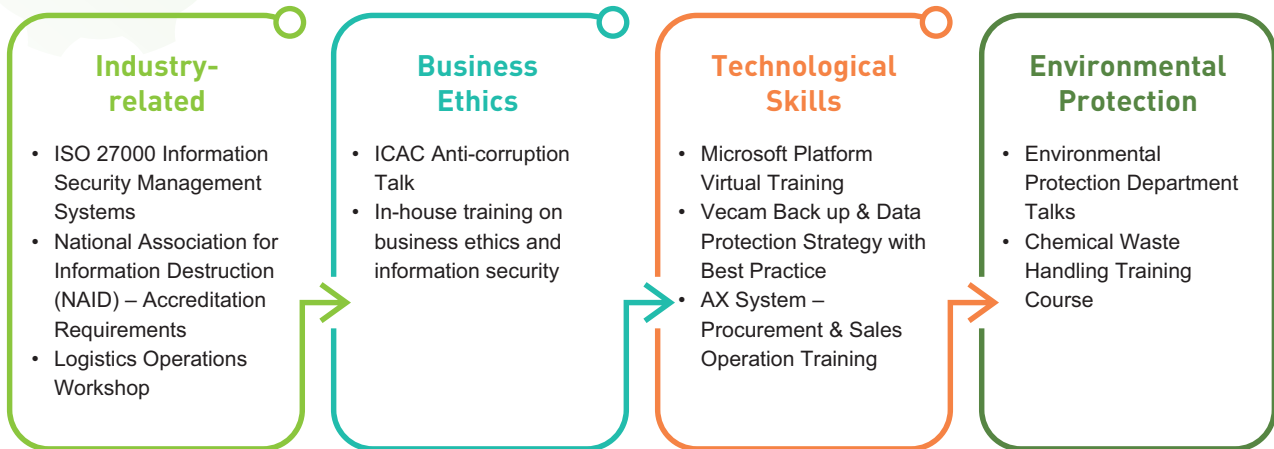
During the year, there were no reported cases regarding work-related fatalities or occupational illness. The Group was not aware of any violation of relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protection of employees from occupational hazards.

### **Employee Development and Training**

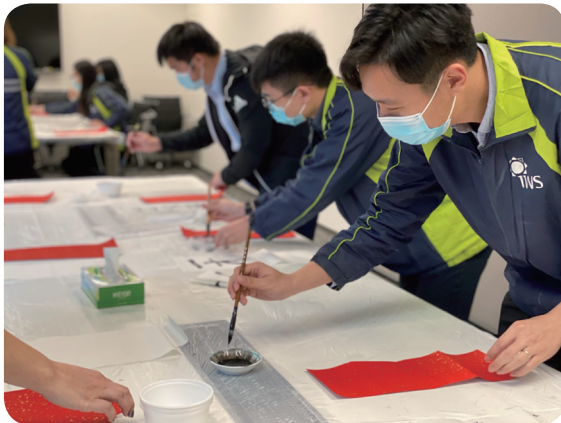
We recognize the importance of supporting personal and career development of all staff members and try to maximise the potential of employees. The Group provides both internal and external training sessions, including induction training for new employees, on-the-job training and safety training to employees for knowledge and skills enhancement.

All employees who have completed the probation period are entitled to apply for subsidies for part-time training courses outside the Group to satisfy the needs for professional development. During the year, we organised training based on four major areas as below. Some of the training activities were held online due to the outbreak of COVID-19.

## OUR PEOPLE



During the year, around 73% of our employees received training and the average training hours were 2.6 hours.





## OUR COMMUNITY

As an integrated waste management and solutions provider, the Group is committed to fulfill its corporate social responsibility by aligning with community initiatives. We support the community and engage in combating the COVID-19 pandemic by donating daily necessities. We continue to show our care for the elderly during the outbreak of COVID-19 pandemic. The Group has donated tissue paper to nursing homes to help them through difficult times. In order to increase environmental awareness, we encouraged our employees to join Earth Hour in March 2021. A total of 85 employees and their families have signed the pledge.



# PERFORMANCE DATA SUMMARY

Workforce		FY2021	FY2020
	<b>Number of Employees<sup>&gt;</sup></b>		
	Total	156	186
	By Age		
	≤30	19	26
	31–50	81	89
	≥ 51	56	71
	By Gender		
	Male	121	146
	Female	35	40
	By Functional		
	Office Staff	49	50
	Workshop Staff	107	136
	By Education		
	University or above	30	33
	Secondary or below	126	153
	<b>Employee Turnover Rate (%)</b>		
	Total	46.6	51.1
	By Age		
	≤30	59.1	62.1
	31–50	36.9	39.1
	≥ 51	56.1	60.8
	By Gender		
	Male	49.6	55.0
	Female	36.1	37.2
	<b>Employee New Hire Rate (%)</b>		
	Total	23.3	44.6
	By Age		
	≤30	31.8	72.4
	31–50	31.0	39.1
	≥ 51	8.8	40.5
	By Gender		
	Male	24.4	36.9
	Female	19.4	72.1
	<b>Total Employee Training Hours</b>	<b>398</b>	<b>399</b>
	<b>Average Training Hours</b>		
	By Gender		
	Male	2.45	2.34
	Female	2.89	1.45
	By Functional		
	Office Staff	2.67	0.84
	Workshop Staff	2.50	2.63
	<b>Percentage of Employees Trained (%)</b>		
	By Gender		
	Male	71.9	69.9
	Female	77.1	62.5
	By Functional		
	Office Staff	81.6	38.0
	Workshop Staff	69.2	79.4



# PERFORMANCE DATA SUMMARY

		FY2021	FY2020
Health and Safety	Lost Days due to Work-related Injury	347	592
	Work-related Accident	3	8
	Work-related Accident Rate (%)	1.9	4.3
	Work-related Fatalities	0	0
	Average Safety Training Hours	2.5	1.3
	Total Safety Training Person-times	358	291
Environmental	<b>Resources Consumption</b>		
	Total Energy Consumption (GJ)	23,245.19	36,949.29*
	Electricity (kWh)	4,366,893.08	6,895,676.01*
	Petrol (Litres)	4,195.74	5,590.64*
	Diesel (Litres)	206,413.89	333,575.50*
	Energy Intensity (GJ/million HKD revenue) <sup>#</sup>	250.03	261.10*
	Water Consumption (Tonnes)	11,642.49	47,567.00
	Water Intensity (Tonnes/million HKD revenue) <sup>#</sup>	125.23	336.16
	<b>Air Pollutant Emissions</b>		
	SO <sub>x</sub> (kg)	3.21	4.45*
	NO <sub>x</sub> (kg)	3,205.08	4,657.65*
	Particulate Matter (kg)	261.18	372.43*
	<b>Greenhouse Gas Emissions</b>		
	Total Emissions (tCO <sub>2</sub> e)	2,171.44	4,342.04*
	Scope I (tCO <sub>2</sub> e)	555.69	894.2*
	Scope II (tCO <sub>2</sub> e)	1,615.75	3,447.84
	Carbon intensity (tCO <sub>2</sub> e/million HKD revenue) <sup>#</sup>	23.36	30.69*
	<b>Waste Production</b>		
	Non-hazardous Waste (Tonnes)	14,773.30	63,230.72
	Hazardous Waste (Litres)	413.60	2,020.00
	Wastewater (Tonnes)	10.40	51.20
	<b>Packaging Materials</b>		
	Wire (Tonnes)	23.09	92.36
	Canvas Bags (pcs)	5,972.00	5,667.00
	Plastic Bags (pcs)	5,375.00	9,204.00
Community	<b>Donation (HK\$)</b>	<b>0</b>	<b>42,000</b>

\* Data restated due to data collection error.

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

> Data collection boundary of the social data includes IWS Group and RGF. The assorted paper manufacturing under I-Talent Paper Product (HK) Limited is excluded from the data boundary of FY2021.

# APPLICABLE LAWS AND REGULATIONS

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





# HKEX ESG CONTENT INDEX

KPIs	ESG Reporting Guide Requirements	Section/Remarks
<b>A. Environmental</b>		
<b>Aspect A1</b>	<b>Emissions</b>	
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.	Environmental Management  There was one case of environmental non-compliance during the year. <sup>5</sup>
KPI A1.1	The types of emissions and the respective emissions data.	Emission Control
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Energy and GHG Emissions Management
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Management
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Waste Management
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Emission Control
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Waste Management
<b>Aspect A2</b>	<b>Use of Resources</b>	
General Disclosure	Policies on efficient use of resources including energy, water and other raw materials.	Energy and GHG Emissions Management Water Resources Management
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Energy and GHG Emissions Management
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Water Resources Management
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Energy and GHG Emissions Management
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for the purpose, water usage efficiency initiatives and results achieved.	Water Resources Management
KPI A2.5	Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging Material Management

<sup>5</sup> The Group faced a fine for non-compliance with environmental laws and regulations. A fire incident was caused by flammable chemical waste after it was sent by CMDS to landfill for discharge. The Group has investigated the cause and implemented appropriate countermeasures to avoid any recurrence. The Group carefully considers whether to accept destruction work based on Material Safety Data Sheet (MSDS) provided by customers. Materials with unknown composition are not accepted.

# HKEX ESG CONTENT INDEX

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



# HKEX ESG CONTENT INDEX

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

# HKEX ESG CONTENT INDEX

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



**TWS**

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

