

CENTENARY UNITED HOLDINGS LIMITED
世紀聯合控股有限公司

(incorporate in the Cayman Islands with limited liability)
Stock code : 1959



**ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT 2021**



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ABOUT THIS REPORT

INTRODUCTION

In accordance to Appendix 27- Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) of the Rules Governing the Listing of Securities (the “Listing Rules”) on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”), Centenary United Holdings Limited (hereafter, “Centenary United” or the “Company”) and its subsidiaries (collectively known as the “Group” or “we”) are pleased to present our Environmental, Social and Governance Report (the “ESG Report”). The aim of the ESG Report is to provide our stakeholders with a comprehensive understanding of our environmental, social and governance (“ESG”) performance, initiatives and achievements, and to illustrate our long-term commitment to fulfilling our corporate social responsibility .

REPORTING PRINCIPLES

The ESG Report is prepared according to the “Comply or Explain” provisions and the four Reporting Principles as required by the ESG Reporting Guide:

1. **Materiality:** ESG topics that may influence the perspectives of the stakeholders are disclosed.
2. **Quantitative:** ESG data are presented numerically, so our ESG performance can be compared against our peers, industry standards and our previous year’s performance.
3. **Balance:** All information disclosed in the Report shall be unbiased. There will not be any misleading presentation format, selections and omission that may inappropriately influence the decision of a stakeholder.
4. **Consistency:** In order to ensure comparability, all ESG Key Performance Indicator (“KPI”) calculation and assumption are consistent with the previous year. Any changes in our methodologies are disclosed clearly to inform the stakeholders.

REPORTING BOUNDARY

The scope of the ESG Report mainly focuses on the Group’s principle activities during 1 January 2021 to 31 December 2021 (the “Reporting Period”), which is the sales of motor vehicles and the provision of other integrated auto services, including, but not limited to, repair services, the sales of accessories, insurance agency services and other value-added services in the People’s Republic of China (the “PRC”). Unless otherwise stated, the information compiled in this ESG Report covers the environmental and social information and data of the main operation located in Zhongshan, Guangdong Province, the PRC. With exception to the data section, the disclosure of systems, policies, and compliance with laws and regulations is made on a Group-wide basis. The Group has compiled KPI, as shown in this ESG Report and supplemented by notes for benchmarking purposes. The Group will continue to assess the key ESG aspects of the different businesses to determine whether they are required to be included in the ESG Report.

Information regarding to the Group’s corporate governance practices, please refer to the section headed “Corporate Governance Report” in the latest annual report.



MESSAGE FROM THE BOARD

In the midst of the pandemic, regulatory changes and complex operating environment, we were steadfast in our commitment to achieve sustainability and stayed true to our purpose: to deliver innovative and green solutions for the 21st Century.

As the 4S dealership group with a long-standing legacy of sustainability and responsibility in Zhongshan City, Guangdong Province, Centenary United is positioned for the 21st century to grasp the opportunities arising from the “new four modernisations” in the automobile industry to further develop the integrated after-sales service and expand the business in used vehicles and new energy vehicles via CUBDIS (Centenary United Big Data Intelligence System). Our core development strategy revolves around the elements of good mobility, innovation and green economy.

Sustainability is deeply anchored in our business strategy. Our commitment to applying industry leading approaches to manage risks and opportunities of ESG topics, ranging from environmental protection to diversity and inclusion, is one of the main driver for long-term success under this rapidly changing world. Through the integration of ESG into our internal control system, risk management system, and policies and procedures, we are generating new momentum in our sustainable operations as we respond to the current pressing ESG topics, namely, climate change, as well as inclusivity and diversity.

In November 2021, the 26th United Nations Climate Change Conference of the Parties (COP26) stressed the importance of addressing the global challenges caused by climate change. In parallel, China has announced to achieve the peak emissions of carbon dioxide by 2030 and reach carbon neutrality before 2060. We are proud to be contributing to our nation’s target, and providing products and services that are part of the global solution. The Group actively invests in laying the building blocks for the business layout of new energy vehicles ranging from sales of new energy vehicles, charging pile services, online ride-hailing business to integrated after-sales services. One of the milestones of 2021 was the establishment of a strategic cooperation framework agreement with Guangzhou Wancheng Wanchong New Energy Technology Co., Ltd.* (廣州萬城萬充新能源科技有限公司) in April 2021 to initiate in-depth cooperation in the building and operation of charging networks for new energy vehicles in the Guangdong-Hong Kong-Macao Greater Bay Area. We understand that there is more work to be done, and we are committed to take further concrete actions to support our clients in their transition to a net-zero economy.

Going forward into 2022, we are ready; sustainability is firmly embedded into the heart of our business and is alive in our purpose. As we embark on a journey to expand the business blueprint of the Greater Bay Area, we continue to position ourselves as a “transparent, digital, innovative, diversified, cross-regional, and open” enterprise so as to create a green and healthy mobility experience for customers. More importantly, we will maintain our momentum in the execution and development of our ESG initiatives to create a resilient and sustainable future for our shareholders.



ESG GOVERNANCE

OUR SUSTAINABILITY MISSION

With a view to creating long-term value for our stakeholder and managing the scarce natural resource, the Group strives to pursue a sustainable business development through the incorporation of an ESG theme within our business activities. We define “sustainability” as the integration of ESG considerations into our business operations that is a vital part of our corporate vision.

OUR APPROACH TO SUSTAINABILITY

The cornerstone of our sustainable business is built upon two main supporting pillars which are sound risk management and effective corporate governance.

Through adopting a top-down approach, the Board of Directors (the “Board”) are responsible for developing the Group’s sustainable business strategy as well as spearheading our Green Strategy to contribute our nation’s carbon neutrality goal. In compliance with the Listing Rules, targets are established by the Board at the beginning of every financial year for each material KPIs within the environmental and the social dimension. The board is also responsible for ensuring the effectiveness of the Group’s ESG policies as well as overseeing a team of ESG professionals (the “Team”). The Team periodically reports to the Board to assist in identifying the ESG-related risk, assessing the internal control system, and the development of the ESG strategy. On a day-to-day basis, the Team is responsible for identifying material ESG topics and monitoring the Group’s performance against ESG initiatives and key metrics across each business line.

An Enterprise Risk Assessment is conducted at least once every year to identify the current and potential risks in our complex operating environment including but not limited to the risks arising from the ESG aspects. Based on the Enterprise Risk Assessment Report, the Board will assess and evaluate the identified risks and review the Group’s existing strategy, target and internal control to address the risks in a timely manner. In order to counteract environmental-related risks and social sustainability risks, the Board adopts a series of measures against the risks identified during the Enterprise Risk Assessment to reduce the impact of the potential risks on stakeholders and the environment.

STAKEHOLDER ENGAGEMENT

Our sustainability framework revolves around identifying the key material ESG topics within our business operations which is conducted through our stakeholder engagement activities. We define stakeholders based on their relationship with the Group, the extent to which they are impacted by our business operations, and the degree that they affect our ability to reach our business targets. Engaging with our stakeholders helps to deepen our mutual understanding of aspirations and interest, and enhances stakeholder relationships. Through a wide range of communication platforms, our stakeholder engagement approach encompasses both internal and external stakeholders which enables us to obtain a holistic and a balance view on ESG topics. In the Reporting Period, the major stakeholders that were engaged were investors, employees, suppliers, media, community, customers and the Stock Exchange.

Apart from directly engaging with our stakeholders on an ongoing basis, the Group is involved in indirect stakeholder engagement. The Group participates in various events related to ESG and considers feedback from consultation paper conducted by regulatory organisations and academic institutions. This ensures the Group stays abreast of ESG developments in our industry and the ever-changing operating environment.

The following table illustrates an overview of the Group's major stakeholder groups, communication and response channels, and sustainability topics of interest to the stakeholders.

Major Stakeholders Groups		Communication and Response Channels	Sustainability Topics of Interest
Internal	Employees	<ul style="list-style-type: none"> • Training events and seminars • Meetings and briefings • Performance appraisal meetings and interview 	<ul style="list-style-type: none"> • Training opportunities and career development • Protection of employee data and privacy • Health and safety of working environment • Employee rights, benefits and compensation
	Shareholders and investors	<ul style="list-style-type: none"> • Management information circular and annual reports • Annual general meetings and shareholder meetings • Telephone and e-mail correspondence 	<ul style="list-style-type: none"> • Sound risk management and effective corporate governance • Diversity and inclusion • Financial stability and responsible investment • Information transparency • Ethical business operation
External	Suppliers	<ul style="list-style-type: none"> • Tender conferences • Site visits • Supplier performance review • Industry seminars 	<ul style="list-style-type: none"> • Fair and transparent supplier selection process • Win-win cooperation
	Governments	<ul style="list-style-type: none"> • Site visits and conferences • Industry updates and seminars • Mandatory local and regional reporting requirements 	<ul style="list-style-type: none"> • Adherence to laws and regulations • Community engagement and social welfare • Corporate governance • Environmental impact and carbon footprint



Major Stakeholders Groups		Communication and Response Channels	Sustainability Topics of Interest
	Stock Exchange	<ul style="list-style-type: none">• Webinars and reports on regulatory updates• Training events• Updates and announcements on website	<ul style="list-style-type: none">• Disclosure of materials ESG topics• Compliance with the Listing Rules• Corporate governance• Timely announcements and the publish of external reports
	Media	<ul style="list-style-type: none">• Public relation events• Newsletters of company website	<ul style="list-style-type: none">• Financial performance• Corporate governance• Community engagement• Environmental impact
	Community	<ul style="list-style-type: none">• Philanthropic partnership• Community volunteering events and welfare services• Charitable activities	<ul style="list-style-type: none">• Environmental impact• Community development and engagement• Social welfare services• Corporate social responsibility
	Customers	<ul style="list-style-type: none">• Customer service hotline and e-mails• After-sale services• Telephone consultations	<ul style="list-style-type: none">• Integrity of business• Quality of products and services• Privacy protection measures• Transparent, fair and reasonable pricing



MATERIALITY ASSESSMENT

In order to enhance our understanding of stakeholder's perspective on the Group's ESG performance and sustainability strategy, the Group annually invites the major stakeholders to take part in a materiality survey, in which the participants rank the ESG topics according to the importance for them. Their comments affirm that the Group is on the right path towards long-term sustainability, and their feedback is a vital source to develop new solutions to address the stakeholder's concerns.

The following matrix is designed to illustrate the importance of the ESG topics in comparison between internal stakeholders and external stakeholders. ESG topics located on the second quadrant (top-right corner) are the most important areas to focus and will be prioritised for the investment of resources.

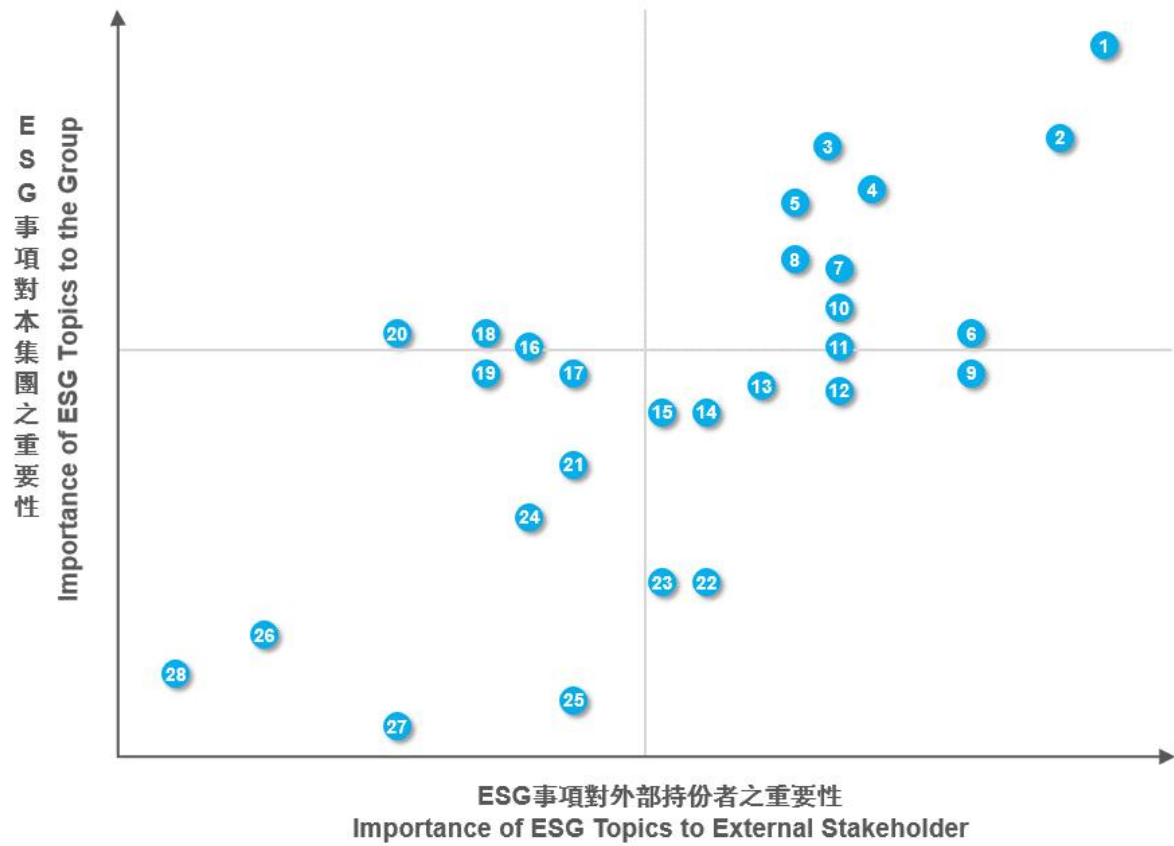
A detailed approach of our Materiality Assessment methodology is presented below.

1. Design of the methodology: Our materiality analysis is designed to support the implementation of ESG initiatives and to be in line with the materiality principle that is outlined in the above Reporting Principles section. This methodology is consistent with the Listing Rules.
2. Determination of material ESG topics: The Group reviewed previous year's material ESG issues and feedbacks from stakeholders. Also, the Group reviewed on its policies and procedures, industrial and international trend reports, regulatory updates, and external standards.
3. Validation and engagement with stakeholders: During consultations with internal and external stakeholders, stakeholders were asked to rank ESG topics on a scale from 0 (No significance) to 6 (High significant). They were also given an opportunity to share additional ESG topics that were not covered in the materiality assessment and are encouraged to provide feedback on our stakeholder engagement approach.
4. Prioritisation of material ESG topics: Through statistical analysis, ESG topics are prioritised based on its importance and presented through a chart.



The following table provides an overview of the ranking of materiality of the ESG topics of the Group:

重要性分析矩陣 **Materiality Assessment Matrix**





Item	ESG Topic	Item	ESG Topic
1	Customer satisfaction	15	Selection and monitoring of suppliers
2	Customer information and privacy	16	Cultivation of local employment
3	Occupational health and safety	17	Hazardous waste production
4	Product health and safety	18	Energy use (e.g. electricity, gas, fuel)
5	Employee development and training	19	Anti-corruption training provided to directors and staff
6	Observing and protecting intellectual property rights	20	Environmental risks (e.g. pollution) and social risks (e.g. monopoly) of the suppliers
7	Preventing child and forced labour	21	Air emissions
8	Employee remuneration, benefits and rights (e.g. working hours, rest periods, working conditions)	22	Greenhouse gas emissions
9	Environmentally preferable products and services	23	Community support (e.g. donation, volunteering)
10	Diversity and equal opportunity of employees	24	Mitigation measures to protect environment and natural resources
11	Product and service labelling	25	Use of materials (e.g. paper, packaging, raw materials)
12	Number of concluded legal cases regarding corrupt practices, e.g. bribery, extortion, fraud and money laundering	26	Water use
13	Marketing communications (e.g. advertisement)	27	Climate change
14	Anti-corruption policies and whistle-blowing procedure	28	Non-hazardous waste production

According to insights gathered from the materiality assessment, the social aspects of ESG are determined to be relatively more important to our stakeholders. With “customer satisfaction”, “customer information and privacy” and “occupational health and safety” as the top three areas to focus in this year, the Group has taken steps to address issues in these key parts, which will be further elaborated in the sections below.

INFORMATION AND FEEDBACK

The latest information on our financial performance and corporate governance of the Group during the Reporting Period are available on our official website (www.car2000.com.cn) and our annual report. The Group welcomes all feedback from investors and stakeholders in particular the important areas identified in the materiality assessment. Your opinion is highly valued, should you have any suggestions or comments, please contact us through the channels below:

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EMISSIONS

Our climate is changing rapidly. In the past decade, there has been a surge in natural disasters and extreme weather events which were caused by climate change. This has caused an ecological cascading effect that may threaten biodiversity and potentially result in the extinction of certain species. Along with novel coronavirus pneumonia pandemic (“COVID-19”) that has exacerbated the current climate-related stresses and shocks in both our social and economic system, this translates to a higher than expected economic losses.

Our commitment to sustainability and environmental stewardship encompasses all of our business activities. One of the key objectives of the Group’s strategy is to reduce the carbon footprint of our business activities in order to maintain a healthy environment for the well-being of business, people and society. The Group has integrated data collection of environmental KPI as part of normal business operations and devised measures to reduce our impact on the environment. The relevant measures are presented in the sections headed “Energy Management” and “Water Stewardship” under “Use of Resources”. In our day-to-day operation, our consumption of natural resources of the sales of motor vehicles and other integrated automotive service have minimal impact on the environment. We strive to position ourselves as a change-agent to influence stakeholders to become more environmental friendly through our electric vehicle business line.

The Group is in strict compliance with all relevant laws and regulations on air and GHG emission, including but not limited to the, Water Pollution Prevention Law of the People’s Republic of China (《中華人民共和國水污染防治法》), Environmental Protection Law of the People’s Republic of China (《中華人民共和國環境保護法》), Atmospheric Pollution Prevention and Control Law of the People’s Republic of China (《中華人民共和國大氣污染防治法》), Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》) and Regulation on the Implementation of the Environmental Protection Tax Law of the People’s Republic of China (《中華人民共和國環境保護稅法》). During the Reporting Period, the Group was not aware of any non-compliance with laws and regulations regarding with emissions and environment.

Air Emissions

During the Reporting Period, the usage of motor vehicles and the provision of canteen catering are the primary activities that generate air pollutants.

The majority of pollutants from vehicles are caused by the test drives of our customers. These test drives serve as an integral part of the selection process for customers prior to the sale of fossil fuel-based vehicles. As our business activities increase, it is inevitable that the number of test drives will likely increase, which translates to more pollutants emitted into the atmosphere. The Group has adopted the following emission reduction measures to reduce the adverse impact of emissions on the environment:

- To formulate the “Maintenance Guidelines” that provides guidance on the extension of service life and reduction of fuel consumption for vehicles; and
- To enhance the vehicle efficiency by conducting periodic inspection and maintenance of vehicles.

The Group will continue to explore and research other ways to reduce the level of pollutants from test drives, while delivering outstanding customer service.

Our vehicles are also used for business travels by employees. The Group strives to utilise other channels of communications to replace the frequency of business trips, such as arranging online conferences and video calls. Through leveraging on technology, it also enhances operational efficiency. If meeting in person is required for business purposes, the Group encourages the use of public transportation for long distances, and the use of bicycles or walking for short distances.

Within the canteen catering service, our cooking stove uses liquefied petroleum gas. The Group will strive to use other types of renewable energy as an alternate source for our cooking stoves.

During the Reporting Period, the Group adheres to the relevant air emissions laws and regulations. The air emission data of motor vehicles and cooking stove emission of the Group is as follows:

Air Emissions	Unit	2021	2020	Percentage Change
Nitrogen Oxides	kg	58.56	52.79	+11%
Sulphur Oxides	kg	0.54	0.53	+2%
Particulate Matter	kg	4.74	3.90	+22%
Total emissions	kg	63.84	57.22	+12%

Greenhouse Gas (GHG) Emissions

One of the critical aspects of climate change is global warming. It disrupts the balance of nature and ultimately affects the livelihoods of our employees, clients and communities. In the past decade, global warming has been accelerated by human activities such as the burning of fossil fuels and deforestation.

The Group has been closely monitoring the level of GHG emissions and exploring different ways to reduce our carbon footprint. Our energy saving measures are presented under sections headed “Energy Management” and “Water Stewardship”.

The Group’s GHG emissions are grouped by direct and indirect GHG emission, which includes fuel consumption of our vehicles (Scope 1) and purchased electricity (Scope 2). During the Reporting Period, the GHG emission were as follows:

GHG Emissions ¹	Unit ⁴	2021	2020	Percentage Change
Direct emission (Scope 1)	tCO₂e	380.18	329.35	+15%
- Stationary combustion	tCO ₂ e	26.61	74.91	-64%
- Mobile sources combustion	tCO ₂ e	93.87	90.29	+4%
- HFC and PFC emissions	tCO ₂ e	261.17	164.15	+59%
- GHG removals from newly planted trees	tCO ₂ e	(1.47)	-	n/a
Energy indirect emission (Scope 2)	tCO₂e	3,546.34	3,337.45	+6%
- Purchased electricity	tCO ₂ e	3,546.34	3,337.45	+6%
Total GHG emissions (Scope 1 & 2)²	tCO₂e	3,926.52	3,666.80	+7%
GHG emission intensity³	tCO₂e/number of employees	4.35	4.38	-1%



Notes:

1. The above GHG emission data have been compiled with reference to “How to prepare an ESG Report — Appendix II: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange.
2. Based on the nature of our business and the proportion of the GHG emission from Scope 3, the Group determines that the GHG emissions from Scope 3 is immaterial and will not be disclosed for this year.
3. The intensity is calculated by dividing the total emissions by the Group’s total number of employees at the end of the Reporting Period.
4. tCO₂e refers to tonnes of carbon dioxide equivalent.

The largest proportion of GHG emissions comes from Scope 2 which is the indirect emissions from the consumption of electricity. The Group endeavours to reduce the GHG emissions by reducing the energy consumption level. Our approach to conserving energy will be elaborated in the “Use of Resources” section.

Waste Management

As part of our environmental protection strategy, the Group manages all types of waste in our dealership outlets and office to safeguard our employees, environment and the local community.

During the Reporting Period, the Group adhered with all relevant laws and regulations on the generation of hazardous waste and non-hazardous waste including but not limited to the Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》) and the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》). The Group adopts a range of environmental measures to reduce hazardous and non-hazardous waste. On a day to day basis, employees receive a job arrangement briefing prior to starting their work. This ensures the employee can work efficiently, while minimizing any unnecessary wastage of raw materials as well as hazardous materials. The Group also works with industry peers and other business associates to explore and identify other shared waste management opportunities.

Hazardous Waste

As improper treatment of hazardous wastes may cause adverse effect the environment, the Group has devised a Hazardous Wastes Management Plan (危險廢物管理計劃) and a Hazardous Wastes Management Policy (危險廢物管理制度) in accordance with Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》).

The hazardous waste is mainly generated from the sales of auto related products and the provision of integrated automotive services. This includes waste organic solvent (HW06), waste mineral oils (HW08), waste engine oil (HW08), coolant (HW09), waste dyes and paints (HW12), dry batteries (HW23), wasted towels (HW49) grease filters (HW49), spent activated carbon (HW49), and waste barrels (HW49). These wastes are separately collected and sorted according to the National Catalogue of Hazardous Wastes (Version 2021) (《國家危險廢物名錄(2021年版)》). Then, the wastes are stored in special containers with clear labels for identification which are designed for storage of hazardous materials. These containers are placed in a separate waste storage warehouse with a hazardous warning sign outside the facility. Every day, a warehouse clerk patrols around the facility to keep record of all wastes collected and recycled.

Every period, the hazardous waste is transferred and disposed by a contracted company under the Construction Program for Hazardous Waste and Medical Waste Treatment Facilities in China (《全國危險和醫療廢物處置設施建設規則》). This company specifically handles the disposal of hazardous waste. The direct disposal of hazardous wastes into the environment is strictly prohibited. By working with contractors, it improves our waste management practices in our dealership outlets.

The Group has established a hazardous waste management team that are responsible for identifying the source of waste, monitoring the level of waste and liaising with a third party waste collection company.

In order to counteract any sudden environmental hazards caused by accidents or natural disasters, the Group has devised a Contingency Plan (突發事件應急預案), which outlines a set of procedures for staffs to adopt during different scenarios. This ensures that all environmental hazards are resolved in a timely manner with minimal impact on the business operations. The table below illustrates the details of hazardous waste generated by dealership outlets of the Group during the Reporting Period:

Hazardous Waste	Unit	2021	2020	Percentage Change
Total hazardous waste	Tonnes	167.43	168.38	-1%
Intensity of hazardous waste	Tonnes/number of employees	0.19	0.20	-8%



Other Non-hazardous Waste

Apart from complying with all laws and regulations on the collection, storage and disposal requirements of waste, the Group adopts a four pillar approach to further our initiative in environmental protection. The four pillars are “reduce”, “reuse”, “recycle” and “replace”. This approach is specifically designed to manage non-hazardous waste, such as domestic waste, general office waste, paper boxes and scrap iron.

Reduce

We define “reduce” as waste prevention and to reduce the waste at source. These measures include:

- Reduce the number of printed copies of working papers in the sales and administrative department;
- Encourage employees to reduce food waste by ordering only what they can eat;
- Provide periodic training to employees to ensure efficient usage of materials, and reduce mistakes that would lead to more waste; and
- Encourage staff to use electronic means to send documents. For example, WeChat, e-mail or encrypted Universal Serial Bus (USB) to save paper.

Reuse

We define “reuse” by finding ways to use a material multiple times before disposal. These measures include:

- To promote the use of recycled paper for printing of internal documents until both sides of the paper are used.

Recycle

We define “recycle” as the collection of materials for the usage of new products. These measures include:

- Encourage employees to collect recyclable materials; and
- Designated multiple waste bins around our dealership outlets that are for different types of waste, such as paper and plastic.

Replace

We define “replace” as the process of replacing non-durable or single use items with multi-use items. These initiatives include:

- Replace our out-dated and broken equipment in our daily operations with more durable and long-lasting equipment; and
- Encourage employees to not use one time use food containers or plastic for their meals and beverages.

The adoption of the aforementioned waste reduction measures has continuously raised our staff's environmental awareness. The Groups views the four pillar approach as an opportunity to generate environmental and socioeconomic benefits. The table below presents the details of the non-hazardous waste generated by the dealership outlets of the Group:

Non-hazardous Waste	Unit	2021	2020	Percentage Change
Domestic waste	Tonnes	57.93	60.00	-3%
General office waste	Tonnes	32.20	24.26	+33%
Paper boxes ¹	Tonnes	35.43	32.13	+10%
Paper packaging	Tonnes	6.73	6.61	+2%
Scrap iron	Tonnes	6.88	5.86	+17%
Total non-hazardous waste	Tonnes	139.17	128.86	+8%
Intensity of non-hazardous waste	Tonnes/number of employees	0.15	0.15	-

Notes:

1. The Group considers the use of paper boxes in relation to our business activities and is classified as non-hazardous waste. Therefore, the Group has disclosed the paper boxes usage during the Reporting Period and restated the data for 2020 to ensure consistency and comparability.

USE OF RESOURCES

The Group is not involved in the manufacturing business, hence, the usage of resources in our business activities is considered minimal and insignificant compared to downstream enterprises of the automobile industry. The Group still upholds the highest environmental standards in our business operations as the Group believes that environmental protection serves as a key element for the sustainable development of our business.

In order to fulfil regulatory requirements, the Group has devised and implemented an array of measures as set out in the Electricity, Water and Oil Saving Announcement (關於節約水、電、汽油等資源的通告) and Water-based Paint Dilution Announcement (關於水性漆轉換的通知), which aims to promote the efficient usage of water, energy, gasoline and other raw materials. The sections headed "Energy Management" and "Water Stewardship" of this ESG Report further elaborates on our strategy for efficient usage of water and energy.

Energy Management

As our GHG emissions is heavily based on our energy consumption levels, the Group is strongly committed to integrate the principle of resource conservation and environmental protection as part of our long-term business strategy.

The Group has devised and implemented the relevant energy-saving policies and adopted the best practices for energy conservation. Going forward, this will further reduce our energy consumption and ultimately, emit less GHG in order to support the transition to a net-zero economy. The Group abides to the relevant laws and regulations including but not limited to the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》).

The primary types of energy consumed and the purpose of consumption are as follows:

- Gasoline: Business travel and test drives by client;
- Liquefied petroleum gas: Used for cooking in our canteens; and
- Electricity: Used as overheads in our dealership outlets and the source of energy for most equipment.



In order to conserve energy, the Group implemented internal monitoring, such as temperature control, standardising the workers' efficient use of raw materials, and periodic maintenance equipment that uses a large amount of energy. This approach enables the Group to optimise the use of energy by specifically designing energy conservation measures for different sources of energy consumption. The Group has actively promoted the following measures:

- Encourage employees to switch off equipment and electrical appliances when not in use to save electricity in the workplace;
- Require employees to switch off the lights during lunch and non-office hours as stated in the Staff Manual;
- Remind employees to save energy by posting notices on energy conservation methods within the workplace;
- Conduct periodic maintenance of electrical appliance to ensure efficient usage of electricity;
- Set the air conditioner to 25 degrees Celsius to reduce unnecessary usage of energy; and
- Encourage employees to open all windows instead of using air conditioner.

By adopting various energy saving measures and instilling the principle of energy conservation in our employees, this would overall reduce the energy consumption in the long term. The Group will periodically review these measures and adopt new ways to further reduce the Group's use of energy in the future.

The following table presents the Group's performance in the use of energy:

Use of Energy	Unit	2021	2020	Percentage Change
Direct energy consumption	MWh	472.02	709.90	-34%
- Petrol	MWh	346.46	328.98	+5%
- Liquefied petroleum gas ¹	MWh	125.56	97.12	+29%
- Coal gas	MWh	-	283.80	-
Indirect energy consumption	MWh	5,812.72	4,150.02	+40%
- Electricity purchase ²	MWh	5,812.72	4,150.02	+40%
Total energy consumption	MWh	6,284.74	4,859.92	+29%
Energy consumption intensity	MWh/number of employees	6.97	5.81	+20%

Notes:

1. Due to changes in the business operations, the Group stopped using coal gas and switched to using liquefied petroleum gas.
2. Electricity consumption has been the major source of energy for the Group in the past two years. The increase in electricity usage is proportional to our increase in business activities.



Water Stewardship

According to the 2021 Global Risks Report published by the World Economic Forum, natural resources crises, including water, are considered to be one of the top ten global risks by impact.

Water plays a vital role in multiple sustainability macro-trends, such as, income equality, loss of biodiversity and climate change. Not only is water an essential resource for our society, it is also critical for the natural environment. As water scarcity has been impacting an increasing number of communities around the world, governments and organisations have been working together to manage and restore our fresh water ecosystem. The Group views water stewardship as an important area in responding to these sustainability trends, as well as one of the key mechanism by which the Group can contribute to a sustainable future.

As water stewardship is a core value shared amongst our stakeholders, data collection on the water consumption in dealership outlets have been part of our normal business operation. This enables the Group to manage the water performance in each outlet, by identifying and managing potential water-related risk. The nature of our business operation do not rely heavily on water. In 2021, water was primarily used for sanitation of the dealership outlets and offices, maintenance of hygiene in bathrooms, and rehydration for employees.



Recognising our role in managing water responsibly, the Group is fully committed to conserving water through the underlying principles of “saving, purifying and recycling” as outlined in Electricity, Water and Oil Saving Announcement (關於節約水、電、汽油等資源的通告). In addition, the Group implemented various measures and initiatives to reduce water consumption. Such measures and initiatives include but are not limited to:

- The Group strictly prohibits any water wastage behaviours or actions;
- Water used to wash hands or fruits are recycled to flush the toilet;
- The management regularly organises inspection of water pipes to prevent water leakage;
- The water meter is periodically checked and recorded to identify any signs potential leakage in pipes; and
- Our management frequently shares water conservation measures and encourages employees to adopt these measures not only in the offices and outlets, but also at their homes as well.

Due to the increase in business activities and the number of stores, there was an increase in water consumption. The details of the water consumption of the Group are as follows:

Water consumption	Unit	2021	2020	Percentage Change
Water consumption ¹	Cubic metre	116,162.80	67,043.00	+73%
Water consumption intensity	Cubic metre/number of employees	128.78	80.10	+61%

Note:

1. During the Reporting Period, the Group included the water consumption data of more stores to reflect the actual water consumption of the Group. Therefore, the percentage change of water consumption in this year was relatively significant.

Based on our operating region, the Group adheres with the Water Pollution Prevention and Control Law of the People’s Republic of China (《中華人民共和國水污染防治法》), that aims to control and prevent water pollution, protect and improve the environment to ensure the safety of drinking water.

In the Reporting Period, there were no notable water-related risks, and the Group did not encounter any issues in obtaining suitable water sources as our water is directly supplied by the government rather than from natural water sources.

Use of Packaging Materials

The Group does not use packaging materials in our business activities.



THE ENVIRONMENT AND NATURAL RESOURCES

As a non-manufacturing enterprise, the Group's impact on the environment and the level of resource consumption is minimal. The Group still operates at the highest level of environmental standard, in which our business operations is governed by a comprehensive environment pollution prevention and control system, and a waste treatment system to reduce our carbon footprint as well as prevent any damage to environment. Our management is responsible for periodically reviewing these systems and to align our practices to an international standard. The Group also closely monitors the environmental risks arising from our business activities and assess the effectiveness of environmental-related measures. Based on the Group's risk appetite, the management will further devise and adopt effective preventive measures to mitigate the risk to an acceptable level.

One of the key building blocks to an environmental sustainable enterprise is to promote environmental awareness across our business divisions, in particular the theme of energy conservation, emissions reduction and efficient resource utilisations. The Group has also adopted the relevant measures across our business lines to reduce the impact on the environment and natural resources (please refer to the use of resources section). Going forward, the Group will continue to develop the environmental policies and green practices.

During the Reporting Period, the Group has strictly complied with all laws and regulations related to emissions and resource utilisation.

CLIMATE CHANGE

In the recent 2021 United Nations Climate Change Conference of the Parties (COP26), leaders around the globe worked together to search for solutions to address the worldwide challenges caused by climate change. Every country has stepped up their efforts towards the UN Framework Convention on Climate Change as well as the Paris Agreement goal, and have begun to devise a suite of interventions to address the impact and risk of climate change across and within various industries. Likewise, the Group has also developed a set of procedures to build up climate resilience.

Our approach is as follows:

1. To conduct a climate risk assessment;
2. To develop risk mitigating measures;
3. To allocate resources and implement the measures; and
4. To monitor and conduct a post implementation review.

Climate Risk Assessment

In order to integrate climate as part of our business strategy, it is essential that we identify the impacts of climate change and the new policies introduced into our operating environment, which will assist our transition into a low carbon economy. Our Group tackles climate risk in two dimensions, namely, physical risk and transition risk.



Physical Risk

Physical acute risk is caused by weather related events, such as thunderstorm, typhoons and hurricanes. This type of risk is relatively low, as the impact of this risk is limited to affecting on our outlets' daily business operation. For example, if our outlets are flooded due to a typhoon, the Group may not be able to provide service to our clients. It may temporary disrupt our business operations which gives rise to resilient risk. The Group has devised a set of contingency measures for multiple severe weather related events, and will further consider implementing other measures in the future.

Physical chronic risk is caused by changes in weather patterns, such as the decrease in the annual precipitation, increase in average temperature and rise in sea level. Due to the service nature of our core business activity, the impact of weather pattern fluctuations is fairly low.

Transition Risk

Legal and policy risk: With China's carbon neutral goal in 2060 and peak emissions target by 2030, it is inevitable that there will be new low-carbon policies introduced to upstream and downstream enterprises of the auto-mobile industry. Although our business activities directly generate a minimal level of GHG emissions and waste, the sale of fossil fuel-based vehicles do emit GHG, which may be subject to a relatively higher policy risk over the next few decades. The Group will keep abreast of these new policies and work closely with business associates to respond to any regulatory changes.

Technology risk: Since the Group's operations is primarily service orientated, technology risk is considered to be low. The Group will continue to leverage on technology to achieve the core long-term strategy, which is to integrate a comprehensive array of integrated auto services for the creation of "a one-stop integrated auto service ecosystem."

Market risk: As there has been an increasing proportion of customers selecting electric vehicles, the Group has been focusing on expanding the business in the new energy vehicle sector as part of our long term strategy. The Group is currently striving to seize the opportunities arising from the 'new four modernisations' of automobiles, namely intelligence, networking, electrification and sharing in order to dig deep into the integrated business of new energy vehicles. The Group has planned to further build approximately 60 green charging stations in 2022, and expects to reach 720 charging points at the end of 2022 as one of our ambitious goals to promote the all-round development of the sales of new energy vehicles and the green online ride-hailing business. Going forward, the Group will continue to work closely with new energy vehicle companies to support our clients in the transition to a carbon neutral economy.

Reputational risk: With the shift in the business landscape towards electric vehicle and the potential new introduction of policies into our operating environment, it is essential that the Group responds to these changes in an effective and timely manner. The Group had laid out the building blocks towards a low carbon economy which aims to lower the reputational risk.

The Group has reviewed the risk appetite across the business lines and have prepared countermeasures to manage these risk. As of 31 December 2021, our climate risk assessment did not identify any significant climate related risk, nor has the Group been significantly affected by climate change.

SOCIAL

EMPLOYMENT

Employees are an invaluable asset that forms the foundation of our business success. Our corporate culture upholds the core values of respect, professionalism and equality. We strive to empower our employees, treat our staffs with dignity, and promote equal opportunities and multiculturalism. In line with our people-oriented philosophy, the Group is committed to creating a safe and healthy working environment, which values teamwork, diversity and inclusion.

This was achieved through establishing a transparent platform to receive feedbacks from employees and to gauge employee satisfaction. In response to employee's feedback, the Group has strongly focused on employee's personal growth, and the protection and respect of their legitimate rights and interests.

To further our commitment, the Group has further developed workplace facilities and updated the human resources policies, such as the "Company Personnel System" chapter ("Company Personnel System") of the Rules and Regulations of Centenary United Group (世紀聯合集團規章制度). The policy outlines the relevant regulations and standards in several aspects including but not limited to recruitment, transfer and promotion, dismissal, salary, capital calculation and compensation, other benefits, diversity and anti-discrimination, and equal opportunities.

During the Reporting Period, the Group adhered with the relevant laws and regulations regarding with labour, including but not limited to the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), the Regulation on Labour Security Supervision (《勞動保障監察條例》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), and the Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong). The Group was not aware of any incompliance with the relevant rules and regulations that had a significant impact on us.

At the end of the Reporting Period, the Group increased the size of workforce by 8% compared with the previous year to 902 employees. The workforce consists of all full-time employees. The distribution of our workforce by gender, age group and geographical region are as follows:

Category	Number of Employees (Percentage)		Percentage Change
	2021	2020	
Gender			
- Male	593 (66%)	549 (66%)	+8%
- Female	309 (34%)	288 (34%)	+7%
Age Group			
- Below 30	453 (50%)	369 (44%)	+23%
- Between 31 - 40	333 (37%)	281 (33%)	+19%
- Between 41 - 50	95 (11%)	164 (20%)	-42%
- Above 51	21 (2%)	23 (3%)	-9%
Geographical Region ¹			
- PRC	900 (99%)	835 (99%)	+8%
- Hong Kong	2 (1%)	2 (1%)	-

Note:

1. For comparable and consistency purposes, the number of employees by geographical region in 2020 have been reclassified and restated.



During the Reporting Period, the Group's overall employee turnover rate was approximately 42%. The employee turnover rate by (i) gender, (ii) age group (iii) geographical region are presented in the table below:

Category	2021	2020	Percentage Change
Gender			
- Male	41%	43%	-4%
- Female	39%	36%	+8%
Age Group			
- Below 30	48%	58%	-18%
- Between 31 - 40	36%	34%	+6%
- Between 41 - 50	27%	16%	+73%
- Above 51	14%	17%	-18%
Geographical Region			
- PRC	41%	41%	-
- Hong Kong	-	-	-

Compensation Package

A fair and reasonable remuneration package has been arranged for all employees, which are determined by multiple factors. For instance, job responsibilities, annual performance, academic qualifications, professional designation and market salary. The compensation package also includes competitive remuneration benefits, discretionary bonus, share options, which are adjusted based on their performance against the remuneration targets. These targets are designed to align employee's performance with the Group's strategic goal. Employees in the PRC are entitled to social insurance benefits as stipulated in their labour contract, such as endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance, and housing provident fund, which is in accordance with the Labour Contract Law of People's Republic of China (《中華人民共和國勞動合同法》). While, employees in Hong Kong are also entitled to the benefits as outlined in the Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong) and Employment Ordinance (Cap. 57 of the Laws of Hong Kong).

In accordance to the laws and regulations, employees are also entitled to all statutory holidays, leave and welfare including but not limited to annual leave, bereavement leave, public holidays, sick leave, marriage vacations injury leave, maternity leave, and contraception leave.

The Group also funds the labour union's activities, medical examination and study subsidies, work clothes, dormitories, training subsidies, meals and other benefits.



Recruitment, Promotion and Dismissal

The Group is committed to developing a strong talent pipeline to meet our strategic needs. An integrated workforce planning process is adopted to identify the necessary skillset and experienced across our business operations, and recruit locally if possible to support our community. This process enables us to hire the right balance of talents between different divisions, which will further support our business expansion.

Our recruitment and promotion system encompass the principles of “impartiality, fairness and openness” and “employing people on their merits, equal emphasis on morality and competence”. By adopting a holistic approach, the Group ensures that all applicant receives equal treatment, regardless of their background, religion, race, age, gender and other factors. Applicants undergo a background check and a vigorous assessment to ensure they have the relevant skills set, behaviour and sufficient experience prior to employment. This ensures new employees will be able to integrate into our Group’s culture and thrive within the working environment.

Every period, employees complete a self-assessment and an evaluation with their supervisors to identify areas that they have performed well and areas for improvements. It also serves as an opportunity to determine whether they have sufficient knowledge and expertise in the field for a promotion. By providing a healthy competitive environment, it encourages employees to go above and beyond.

When employees resign, they will be provided a reasonable resignation compensation according to their reasons and the policies of the Group. The human resource department also conducts an exit meeting to understand the employee’s thoughts and feelings during their time with the Group. The employees’ feedback will be used to further develop the Group’s working conditions which will increase employee’s satisfaction.

During the Reporting Period, the Group has adhered with the employment-related laws and regulations in PRC and Hong Kong.

Diversity and Inclusion

Diversity and inclusion is firmly anchored within our corporate culture. The Group strives to create a diverse and inclusive workplace, such that all employees feels safe, supported and respected. This aligns with our ‘people-oriented’ philosophy, and is also foundational to our commitments and initiatives.

The Group places particular emphasis on enhancing inclusive leadership. Our leadership teams are committed to uphold the diversity and inclusion principles. They work closely with different division to devise action plans that address barrier for creating an inclusive and respectful working environment. With diverse teams, the Group believes that it will stimulate creativity and bring in new ideas into our business. More importantly, this will enable us to meet the needs of our stakeholders and the ever changing markets with our innovative solutions, products and services.

In addition, the key elements of our value and culture are our continued focus on providing equal opportunities in all aspects of employment, preventing harassment and discrimination based on colour, religion, place or origin, age, sexual orientation and marital status, and our strong commitment to creating a professional and positive workplace.

HEALTH AND SAFETY

Building a positive culture of health and safety has been one of the top priorities for the Group. A healthier workforce will lead to better productivity and higher morale, which ultimately creates a high performance and agile organisation. This has been achieved by supporting our employees in two dimensions – “Physical Wellbeing” and their “Mental Wellbeing”.



Physical Wellbeing

In order to protect the physical wellbeing of our employees, the Group's operation revolves around the principal of "safety foremost, prevention-dominated" and is governed by a set of policy and procedures, including but not limited to Employee Protection Policy (員工保障政策), Emergency Procedures (應急救援), Hazard Identification and Risk Control (危險源辨識與風險控制) and Safety Standardised Policy (安全標準化制度).

As defined in the Safety Standardised Policy (安全標準化制度), the safety management department is responsible for the implementation of all types of safety inspection, safety education, safety risk, safety review, legislation compliance and emergency procedures. On a day to day basis, the safety production leading team closely monitors the operations in the production sites to ensure the staffs and processes are in compliance with the safety measures, which includes warehouse safety, fire safety, electricity safety, emergency and evacuation procedures, and work-related injuries prevention procedures. Production equipment and fire safety equipment are regularly inspected to ensure it is functional and safe to use.

In order to promote employees' occupational health and safety awareness, the Group provides safety training to employees on a regular basis. Staffs that are involved in potential occupational hazards have been provided with additional training to further reduce the risk of occupational hazards and to prevent work accidents. Regular physical inspections have also been arranged for these staffs.

Furthermore, the Group also conducts fire drills and other rehearsals of emergency procedures. Hence, employees will be more familiar with their roles and responsibilities during emergencies. It also assists the safety management department to determine whether the existing emergency procedures are effective and relevant to our developing business.

When accidents or injuries occur within our premises, our management team will be immediately notified and an investigation will be launched to analyse the reason for the accident. Relevant measures will be formulated and implemented to minimise the recurrence of similar incidents.

The Group adhered with the relevant laws and regulations including but not limited to the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases (《中華人民共和國職業病防治法》), Occupational Safety and Health Act (《職業安全衛生法》), the Provisions on the Administration of Motor Vehicle Maintenance (《機動車維修管理規定》), and the Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong). Furthermore, the Group was not aware of any incompliance of laws and regulations related to employees' health and safety. In 2021, nine working days were lost due to minor work-related injuries. There were no fatalities or serious accidents in this Reporting Period and the past three years.

Mental Wellbeing

In parallel with supporting our staff's physical wellbeing, it is also crucial to boost the mental health of our workforce. Our management pays close attention to the employee's mental health and have devised a series of initiatives in maintaining the employee's mental resilience.

One of the key initiatives is to promote the concept of work-life balance. The Group strives to develop a working environment and a corporate culture that provides an optimal balance between the employee's private lives and professional lives. Within our business operation, the employee's working hours, resting time and holidays are clearly stated through the Company Personnel System (公司人事制度), which protects the legitimate rights and interests of employees, and their rights to rest and vacation.

In addition, staffs that are in managerial positions have been provided with basic training to identify signs of mental health issues with employees. Managerial-level staffs are encouraged to proactively reach out to team members from time to time to create a more inclusive, open and friendly working environment. If employees require support with mental health, they can attend counselling sessions which covers different aspects, such as conflict management and stress relief.

Hosting employee engagement activities are also one of ways to raise morale and team spirit. This will enhance manager-employee relationship and communication between employees of different seniority. Staffs are able to forge bonds with team members from other departments, which promote inclusivity and may spark creativity.



Novel Coronavirus Pneumonia Pandemic (“COVID-19”)

COVID-19 has posed unprecedented challenges on our employees, business operations and communities. The Group has developed a strong crisis management framework that consist of four supporting pillars to manage the risk and impacts of the pandemic:

1. Support for employees;
2. Prevention of COVID-19;
3. Enhanced communication; and
4. Business contingency.

Support for Employees

In these challenging times, the Group strives to maintain economic activity and boost employment in our operating region. We have provided more work opportunities in the community which can be seen through the increase in the size of our workforce. Please refer to the above Employment section for more details.

Furthermore, the Group has expanded the welfare services to support the employees who have been affected physically or mentally by the additional challenges posed by COVID-19. Our counselling programmes have been available throughout the year and open to all employees of all grade. The Group has permitted employees to undergo self-isolation without any consequences if mandated by the government authorities.

Prevention of COVID-19

The safety of our employees remains our utmost priority. The Group closely monitored the epidemic situation and devised a set of robust measures and guidelines for our employees, such as the Various Guidelines for Protections (各類防護指南), Epidemic Prevention and Control Work Plan for New Centenary (創世紀疫情防控工作方案), and Optimisation Plan for Security Cleaning (保安保潔優化方案). These policies were prepared in accordance to the best practices from government authorities.

The following measures have been implemented where feasible:

- Establishing a split team structure and work from home arrangements for certain departments;
- Mandating all staffs and visitors in the Group’s premise to wear a mask;
- Screening of all employees and visitors prior to entering the Group’s premise to check for COVID-19 symptoms;
- Enhancing the frequency of cleaning and disinfection in public areas;
- Supplying employees with personal protective equipment and disinfection materials; and
- Establishing a waste mask disposal basket to safely handle possible COVID-19 traces.



Enhanced Communication

As stipulated in the Epidemic Prevention Officer of Each Dealership Outlets (各店防疫負責人), the Group has assigned an epidemic prevention officers in each dealership outlet to facilitate communication between employees and the senior managements. It is essential that employees in each outlet receive the latest updates of the development of COVID-19 in a timely manner. In parallel, it is also vital of the senior management to understand the current situation in each store regarding with COVID-19 and the safety measures for our frontline employees. The epidemic prevention officer is also responsible for ensuring their outlet's compliance to the health and safety policies.

Business Contingency

The Group has established a COVID-19 working group consisting of the epidemic prevention officers and senior management which is responsible for ensuring the safety and well-being of our employees and customers, as well as minimizing the impact of COVID-19 on business operations. The COVID-19 working group has devised a series of contingency plans for different scenarios of COVID-19. Although the pandemic has posed challenges for business operations, the Group is committed to responsible business practices that includes prioritizing the safety of employees as the main priority.

DEVELOPMENT AND TRAINING

The Group's culture is shaped by the diversity and quality of our workforce. Employees that fully embrace our values exemplify our brand are best able to deliver excellent results and contribute to our growing business. To achieve this, the Group heavily invests in our employees by providing an array of learning, training and development opportunities.

The Group encourages employees to work with their supervisors and other senior staffs to design their own career development plan and set annual objectives. Based on the employee's unique career pathway, the Group will strive to arrange the relevant training opportunities. In 2021, the Group has developed a set of training principles and programs, such as orientation training, on-the-job training, in-house program, and other training opportunities catered for employees' personal growth and job requirements, which are outlined in the Training Policy of Centenary United Holdings Limited (世紀聯合控股有限公司培訓政策).

Orientation Training

Orientation training aims to help employees to smoothly integrate into the new corporate environment and to enhance their sense of belonging. Training contents consist of an introduction to the Group's business background, corporate cultural, rules and regulations, job responsibility, workplace etiquette, and training opportunities.

On-the-job Training

The goal of on-the-job training is to equip employees for the future workspace. This includes upskilling as well as reskilling our employees and technicians to operate with our advanced machinery. This is essential as the Group uses the latest technology in the business operation to deliver the best service, which requires employees to adapt to using new machinery and new processes.



Internal Training

Internal training is designed to cultivate sales staff with advanced customer service skills, keep them abreast of the latest automobile industry trends and developments, and inform them of the Group's new products. This is vital to the business success of our 4S dealership outlets.

The Group also arranges external training, such as seminars by manufacturers on new management, service and sales standards. By partnering with local educational institutions, the Group aims to develop a talent pool of auto technicians and leaders, that will bring in new ideas and innovative solutions into our business. In parallel, these training can also effectively reduce the occurrence of operational accidents, and help maintain a high quality service to reinforce our position as a leading enterprise in our operating region.

Whether it is providing on-the-job training or arranging elite training seminars, the Group believes that continuous career development is vital for our workforce and a sustainable business. Going forward, the Group will continue to review the training programs to ensure that it can fully support the professional and personal growth of each and every employee.



During the Reporting Period, 877 full-time employees representing 97% of the total workforce were provided with training. The distribution of the 97% trained employees by gender and employee category are as follows:

Category	Number of Employees Trained (%)		Percentage Change
	2021	2020	
Gender			
- Male	65%	66%	-2%
- Female	35%	34%	+3%
Employee category			
- Senior management	3%	3%	-
- Middle management	12%	13%	-8%
- General employees	85%	84%	+1%

Employees received on average of 34.03 training hours and the average training hours for the gender and employee category are as follows:

Category	Average Training Hour		Percentage Change
	2021	2020	
Gender			
- Male	33.58	32.46	+3%
- Female	34.89	27.17	+28%
Employee category			
- Senior management	62.00	59.73	+4%
- Middle management	43.00	42.68	+1%
- General employees	31.83	27.80	+14%

LABOUR STANDARDS

The Group has strictly adhered with all laws and regulations relevant to the prohibition of child labour or forced labour, including but not limited to the Law of the People's Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》), the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Provisions on the Prohibition of Using Child Labour (《禁止使用童工規定》), and the Employment Ordinance (Cap. 57 of the Laws of Hong Kong). During the Reporting Period, the Group was not aware of any non-compliance of laws and regulations related to the prohibition of forced labour or child labour that had a significant impact on us, nor were there any cases of forced labour or child labour.

The Group acknowledges that child and forced labour is a violation of fundamental human rights; hence, all forms of child or forced labour are prohibited. The Group has adopted a series of measures to prevent such occurrence, which are stated in the Anti-Child Labour Policy of Centenary United Holdings Company Limited (世紀聯合控股有限公司反童工政策).

As part of the recruitment process, the screening procedures consist of collecting the candidate's original driver's license, original identity proof and graduation certificate. The Human Resources Department will first verify the legitimacy of the respective documents. Then, it'll be further investigated to ensure authenticity of the holders and their age is 16 or above. On a case by case basis, the Group will perform background checks on the candidate's previous working experience by contacting the candidate's previous employer and related personnel. The Group will also perform periodic inspections and reviews to prevent any child labour and forced labour in our operations.

If there is a violation of the law, the regulatory authorities will be notified promptly and the Group will also conduct an investigation to prevent the reoccurrence of similar issues.

As stipulated in the Company Personnel System (公司人事制度), all overtime work is at the discretionary of the employee and will be compensated accordingly. The Group has been transparent with the working hours and resting periods arrangement with the employees, and will strive to arranging the employee's working schedule, such that there is an optimal balance of private life and professional life. Any negative behaviour, such as physical punishment, verbal abuse, sexual harassment, physical abuse, and oppression, against any employees is strictly prohibited.

SUPPLY CHAIN MANAGEMENT

As a leading enterprise in environmental and social governance, the Group continues to integrate the principal of sustainability into the supply chain management. We work with suppliers that align with our strategic goal, and share our values and visions - to support the community and to reduce environmental impact. By doing so, we aim to foster a mutually beneficial business relationship with our suppliers, which can further maximise our customer value and achieve sustainable competitive advantages.

Procurement Procedures

The Group has established a series of rigorous and standardised process for the selection of suppliers, such as the Purchase Management Policy (採購管理制度) and the Purchase Supplier Assessment Procedures (採購供應商開發及評估流程).

Qualifying Process

All suppliers must become qualified prior to providing materials and services for the Group. They undergo a supplier evaluation assessment and audit in accordance with the Purchase Supplier Assessment Procedures (採購供應商開發及評估流程), which ensures that their services and materials are safe and at a high quality. The Purchasing Department of the Group is in charge of the evaluation process and the data collection aspect as well, which includes obtaining factory inspection reports, business licenses, operating permits and third-party inspection reports. On-site review and conference discussions may also be conducted to gain a deeper understanding on the supplier's ESG performance, business operations and their risk management approach. This would effectively mitigate environmental and social risks, and provide an insight on their ability to properly fulfil their supplier obligations and meet our high standard. This will further reinforce our culture of sustainability of our supplier chain management.



Delivery of Materials

Upon purchase of materials, the Spare Parts Department are responsible for on-site inspection of the goods and collection of goods. If there are any issues with regards to the quality, the Spare Part Department will timely notify the clients and take remedial actions, so our business operations will not be affected. Periodically, the Finance Department will also conduct a supplier's cost evaluation assessment.

Annual Review

Towards the end of the year, the Purchasing Department is responsible for reviewing all qualified suppliers during the year, by obtaining feedbacks from departments that have used the supplier's materials and services. The Purchasing Department may also request additional documents and information from the supplier to assist with the annual supplier evaluation process. The Group strives to initiate positive change throughout the supply chain by proactively reaching out to suppliers that have fallen below our standard. If the supplier continues to perform below our expectations, they will be eliminated from our list of Qualified Supplier List (合格供應商名冊). This process helps to mitigate any procurement risk.

During the Reporting Period, the Group partnered with 111 suppliers, in which 104 suppliers were from our local community of the Guangdong Province PRC; the other suppliers were located in other provinces across the PRC. Due to our diverse network of suppliers, the Group encountered no difficulties in sourcing product and services. There were also no companies identified as critical suppliers. The Group aims to maintain long-term strategic partnerships with suppliers with high-quality services, high-profile, and a strong sense of social responsibility.

Supporting Communities during COVID-19

Our supplier chain management strategy played an important role in supporting the community. We strive to engage a wider range of suppliers in our local community to support the economic growth of our operating region. The Group engaged with new suppliers and discussed ways we could support each other. By leveraging on our diverse supplier base, the Group sourced sufficient protective equipment for our employees.



PRODUCT RESPONSIBILITY

The Group believes that high product quality directly correlates to a positive reputation and a sustainable business development. The Group has established a Quality Management Assessment System of Centenary United Holdings Company Limited (世紀聯合控股有限公司質量管理考核制度) to reduce the risk of product responsibility. The policy sets out the maintenance quality inspection standards, which aims to ensure our operation complies with the regulations in our operating region, and also to align the quality of our services to an international level.

All of our products have been subjected to numerous assessments to ensure a high level of safety. Quality inspection engineers have been appointed to conduct regular quality spot checks and inspections on automobiles. A report will be prepared upon completion of the inspection and will be stored for future references.

The Group strictly complies with the laws and regulations relevant to product responsibility, including but not limited to the Law of the People's Republic of China on the Protection of Customer Rights and Interests (《中華人民共和國消費者權益保護法》), the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), and the Product Quality Law of the People's Republic of China (《中華人民共和國產品質量法》). During the Reporting Period, the Group was not aware of any incompliance with the relevant laws and regulations on the product and service safety, labelling, advertising, and privacy matters.

Quality Assurance

As an important lever for sustainability, it is critical to maintain a high level of product and service quality across all of our outlets. In order to enhance the monitoring and management of product quality, the Group has formulated the Quality Assurance Policy (質量管理考核制度) that outlines the product's quality standards. If the product is discovered to be substandard, the Group shall initiate the recall procedure and refund the customer. The recall procedure will be further elaborated in the Product Recall section.

Apart from our products, the Group offers a spectrum of value-added services, ranging from after-sales service to product warranty. If these services such as the repair of automobile fall below our standard, the Quality assurance department would initiate corrective procedures to first remediate the issue, such as conduct a qualified goods selection, full inspection, reproduction or scrap. Then, an investigation will be conducted for the reason for the substandard service. A corrective and preventive report will be prepared throughout the investigation process which allows the relevant technicians to review their areas of suboptimal performance and use it as reference to prevent similar incidence from reoccurring.

Complaints Handling Procedures

Providing a memorable positive customer experience is a collective effort by our employees. We adopt a customer-first mind-set by listening to them, which enables us to elevate their experience with our products and services. Therefore, the Group attaches great importance to complaint resolution and is committed respond to any complaint accurately, timely and with courtesy.

The Group established several communication platforms such as customer service hotlines and e-mails for our clients to lodge complaints. Our customer service team will be responsible for investigating the matter and will promptly respond with an appropriate action. Complaints that involve in any unethical or illegal issues may be escalated to the management to take further appropriate actions.

All complaint will be remediated in accordance with the Complaint Handling Policy (客戶投訴處理規程) to ensure that all customer complaints are properly handled. Complaints will also be kept confidential, and the Group guarantees that there will be no retribution of any kind against any complaints.

During the Reporting Period, the Group received 23 cases of complaints related to product safety and service quality. These were minor complaints that were resolved in a timely manner. Going forward, our rigorous and consistent approach to handling customer's feedback will help us to further understand our clients and the market trends. Ultimately, this will help the Group unlock new opportunities and to develop innovative solutions to serve our customers.



Intellectual Property Rights

Although the use of intellectual property rights is not considered to have a significant impact on our business, the Group still abides to the Patent Law of the People's Republic of China (《中華人民共和國專利法》), and the Trademark Law of the People's Republic of China (《中華人民共和國商標法》), the Patents Ordinance (Cap. 514 of the Laws of Hong Kong) and the Copyright Ordinance (Cap. 528 of the Laws of Hong Kong). The Group will continue to evaluate the materiality and impact of intellectual property rights on business operations, and will make more detailed disclosures where necessary.

Product Recall

The safety of our customers remain our utmost priority. If the Group identifies that the maintenance materials and products may have safety hazards or quality problems, the Group will trace back all affected products as soon as possible in accordance with regulations. The Group will further conduct an investigation to gain a better understanding of the situation to determine whether a recall is necessary. Once the recall is confirmed, the customer service department will be responsible for initiating the recall procedure, supervising the entire recall process, and providing compensation to the affected customers with value-added services and feedback on the extent of the impact. During the Reporting Period, there were no recall of sold or shipped products due to safety and health reasons.

Protection of Customers' Data

The Group is committed to protecting the customers', employees' and partners' personal information and their rights to privacy. The Confidential Policy of Centenary United Group (世紀聯合集團保密制度), outlines our confidentiality system and privacy measures, including but not limited to the collection, process, use and disclose of personal data.

The Group's data are classified into three levels: internal, confidential and secret. The Group requires the staff to record their access of confidential data in a registration record. Employees that may encounter confidential information in their daily job responsibility are required to sign an Employee Confidentiality Agreement (員工保密協議).

With an evolving cyber security threat landscape, the Group will also continue to enhance the privacy action plan and improve the cyber security resilience to prevent any leakage of confidential data. We have further developed our informational technology internal control system and continued to invest in our cyber security initiatives.

Protection of the integrity, confidentiality and security of data is a collective effort of our employees. Periodically, the Group will remind employees of cybersecurity and privacy measures. This ensures that employees are able to handle and prevent security threats related to data regardless of whether the employee is at work or at home.

During the Reporting Period, the Group complied with relevant laws and regulations related to protection of customer's data, including but not limited to, the Personal Information Protection Law of the People's Republic of China (《中華人民共和國個人信息保護法》) and the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong).

Product Promotion

The Group conducts direct advertising through various platform, such as, display boards, advertising posters, in-store product displays, discount activities, delivery and email promotion. The aforementioned activities are conducted in accordance to the relevant laws and regulations of the operating region, including but not limited to Advertising Law of the People's Republic of China (《中華人民共和國廣告法》). The use of misleading information and icons in advertising and promotion are strictly prohibited. The Group is committed to protect the rights and interests of customers by ensuring that all advertising content is clear and truthful.



ANTI-CORRUPTION

The Group is committed to fostering an ethical culture through training, effective communication, tone at the top and accountability, which is essential for maintaining our reputation and business partner confidence. An ethical culture, including a zero tolerance for corruption and bribery, is also a vital element for a healthy and sustainable development of our business.

All employees uphold the highest standard of ethical business. The Group periodically organizes the Employee Behaviour, Morality and Integrity Training Course (員工行為、道德、廉潔素養), which is designed to assist employees to evaluate their ethical belief, promote ways to make their working environment more ethical, and to enhance the employee's ability to prevent and identify different cases of anti-corruption and anti-bribery. This course is conducted through in-person seminars and online meetings, and all participants receive training materials and case studies.

The Group's Anti-Corruption Management Procedure of Centenary United Group (世紀聯合反貪管理程序) sets out the minimal standards to assist our employees in identifying circumstances that may lead to an unethical behaviour, and the procedures to prevent, detect and resolve any incidence of anti-corruption. Any money laundering activities using public or private bank accounts is also strictly prohibited, and the Group will take relevant actions against these misconduct.

The Group strictly complies with the laws and regulations relevant to anti-corruption, including but not limited to the Anti-Money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》), the Criminal Law of the People's Republic of China (《中華人民共和國刑法》), and the Interim Provisions on Banning Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》).

During the Reporting Period, the Group provided 607 employees with relevant training on anti-corruption, and the average training hour for each employee was about 1 hour. The Group generally arranges in-person conferences for employees at the management level, while the rest of the employees received training through other platforms and received training materials such as case studies related to anti-corruption.



The Group adopts a principle-based approach to sustain an ethical culture. Employees are encouraged to do what is right, speak up and confront unethical behaviours.

Our principles:

1. Employees are encouraged to speak up on unethical behaviours, criminal activities, fraud, misconduct, management override, regulatory non-compliance. They may speak to their supervisors or report the issue through our whistleblowing platform;
2. Employees can report unethical behaviour without fear of retaliation; and
3. Employees shall remain alert at all times for any signs of unethical behaviour.

As stated in the Whistleblowing Procedure (檢舉告密制), the Group has multiple whistleblowing channels, such as e-mail, telephone or letter, that allows employees to report unethical behaviours to the reporting department. A set of procedures have been outlined for each whistleblowing channel to ensure the report on the unethical behaviour is confidential and anonymous.

The Group has formulated a standardised work process to handle unethical behaviours. In particular, for anti-corruption, the relevant procedures are recorded in the Anti-Corruption Management Procedure of Centenary United Group (世紀聯合反貪管理程序). The Group may also further consult with external independent third-parties to provide support on the investigation.

If employees are involved directly or indirectly in any confirmed cases of unethical behaviours, they will be subject to punishment by the relevant departments in accordance with management authority and in accordance with relevant national laws and regulations depending on the severity of the case. On an ongoing basis, the Group will continue to review the effectiveness of the whistleblowing mechanism and make relevant changes according to our business development.

During the Reporting Period, there were no concluded cases of corruption, bribery or money laundering. However, we noted a case of suspected misappropriation of funds of a subsidiary in 2021, which was discovered after the Reporting Period and is still under investigation. The Group will closely monitor the outcome of the investigation and litigation, and make appropriate disclosures upon the development of this case.



COMMUNITY INVESTMENT

Contribution to Society

We are passionate about giving back, and going above and beyond our business activities to contribute to our communities. Despite the impact of COVID-19, the Group continued to help communities through engaging in various community events. The Group's community investment strategy revolves around three pillars, namely, collaboration with charitable organizations, employee engagement in community events and emergency relief for natural disaster. These three elements provide guidance on how we select our community partners and the type of volunteer work that we do. The Group also seeks to partner with other organizations of different industries that share the same passion as us - to create meaningful and transformational changes for the society by delivering new and sustainable solutions.

In 2021, there has been an increasing number of challenges in the society, but there were also more opportunities for our Group to contribute to securing a sustainable future for our communities. The Group identified that COVID-19, gender inequality and the support for elderlies were the most pressing issues in our community. With the unparalleled efforts of our employees, the Group contributed 228 volunteering hours to support those who needed our help the most in the Reporting Period. The Group engaged in the following events:

1. Supplied medical equipment and resources to COVID-19 vaccinations centres (中山創志贊助中山沃蘭多車友俱樂部與開發區會展中心疫苗接種點醫護人員醫護資源和物料);
2. Supported elderlies during the Respect Elderlies Festival by visiting elderly homes (創世紀豐田敬老節走訪社區失獨家庭的老人);
3. Empowered women through supporting the vehicle maintenance institution (創世紀豐田關愛婦女公益愛車養護學堂); and
4. Assisted COVID-19 testing centres (創世紀豐田防疫慈善送溫暖，愛心獻社會).

Employees are also encouraged to actively participate in charity activities. The Group believes that by actively participating in public welfare activities, employees can cultivate a sense of social responsibility and further enhance our reputation as proactive community builders. Hence, we continue to encourage employees to participate in community services to build a more sustainable future, a thriving economy and a harmonious society.



Corporate Awards

During the Reporting Period, the Group's franchised stores operated with high quality and were awarded the following:

- 2021 Top 20 Automobile Dealers Group (2021 年度汽車經銷商集團二十強);
- Zhongshan New Century Toyota Automobile Sales and Services Co., Ltd was awarded the "National Financial Model Store" award (全國金融模範店);
- Zhongshan Dongri Automobile Sales and Services Co., Ltd was awarded the "National Top 10 Diamond Franchise Stores" award (全國十佳鑽石專營店); and
- Zhongshan Dongri Automobile Sales and Services Co.,Ltd was awarded the "Nissan Global Award" (日產全球大獎).



HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
A. Environmental		
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
KPI A1.1	The types of emissions and respective emissions data.	Emissions—Air Emissions
KPI A1.2	Direct (Scope 1) and energy indirect Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Emissions—GHG Emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Emissions—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).	Emissions—Waste Management
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Emissions—Waste Management
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources
KPI A2.1	Direct and/or indirect energy consumption by type gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Use of Resources—Energy Management
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Use of Resources—Water Stewardship
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Use of Resources—Energy Management
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Use of Resources—Water Stewardship
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Use of Resources—Use of Packaging Materials



Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
Aspect A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	The Environment and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	The Environment and Natural Resources
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Climate Change
B. Social		
Employment and Labour Practices		
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employment
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employment
Aspect B2: Health and Safety		
General Disclosure	Information on (a) the policies; and (b) compliance with relevant laws and regulations that 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 occurred in each of the past three years including the reporting year.	Health and Safety
KPI B2.2	Lost days due to work injury.	Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety



Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Development and Training
KPI B3.2	The average training hours completed per employee by gender and employee category.	Development and Training
Aspect B4: Labour Standard		
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
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standards
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and 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 — Product Recall
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Product Responsibility — Complaints Handling Procedures



Aspects, General Disclosures and KPIs	Description	Relevant Chapter/ Explanation
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility — Intellectual Property Rights
KPI B6.4	Description of quality assurance process and recall procedures.	Product Responsibility — Product Recall
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Product Responsibility — Protection of Customers' Data
Aspect B7: Anti-Corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Anti-corruption
Community		
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focused area	Community Investment