



**Hong Kong Johnson Holdings Co., Ltd.**

**香港莊臣控股有限公司**

(A company incorporated in the Cayman Islands with limited liability)

Stock Code : 1955

*2021/22*

**Environmental, Social and  
Governance Report**



**Guard Your Health Go Green with Smart City**



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## ABOUT THE REPORT

Hong Kong Johnson Holdings Co., Ltd. (hereinafter referred to as the “**Company**” or “**Johnson**”, and together with its subsidiaries, the “**Group**”, “**our**” or “**we**”), is a leading environmental hygiene service provider with coverage spanning across Hong Kong, Kowloon and the New Territories, providing cleaning services including building and campus cleaning, park and recreation center cleaning, street cleaning, disinfection services, pest management services, garbage logistics services and environmental improvement services. With a wide range of environmental hygiene services we provide, we aim at growing into an integrated environmental hygiene service provider.

Having a deep ambition to construct long-term trusted ties with our stakeholders in the community, the Group is pleased to publish our 2021/22 Environmental, Social and Governance (“**ESG**”) report (the “**Report**”), summarising our ESG performance and initiatives.

## SCOPE OF THE REPORT

The Report examines the Group’s ESG management approaches, and corresponding performance within our operational boundaries, which mainly include the provision of environmental hygiene service and agency services of innovative environmental hygiene technology products and equipment, the garbage logistics business, and the administrative activities in Hong Kong from 1 April 2021 to 31 March 2022 (the “**Reporting Period**”, “**2021/22**”).

## REPORTING STANDARD

The Report has been prepared in accordance with the “Comply or Explain” provisions and environmental and social key performance indicators (“**KPIs**”) of the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities (“**Listing Rules**”) on The Stock Exchange of Hong Kong Limited (“**HKEx**”).

Throughout the Report, we adopt the reporting principles of materiality, quantitative, balance and consistency, as described below:

Reporting Principles	Descriptions
Materiality	We made a consensus on the material topics through internal discussion and participation of key stakeholders. The outcome is summarised in the section — Materiality Assessment of this report.
Quantitative	To ensure that the effectiveness of our ESG policies and management systems can be evaluated and validated, we presented our ESG performance with the aid of environmental and social KPIs using robust methodologies, with reference to the ESG Reporting Guide.
Balance	All environmental and social KPIs were computed and presented with reference to the ESG Reporting Guide and robust methodologies were adopted as illustrated in the respective sections of the Report.  Data comparisons over the years have been provided to provide an unbiased comparison of our ESG performance from time to time.
Consistency	The Report has been prepared based on the same methodologies, standard and reporting scope compared to the previous year.

## ABOUT THE REPORT

The Report has been reviewed and approved by the board of directors (the “**Board**”) of the Company.

## CONTACT AND FEEDBACK

The Group strives to build a trusted relationship with the community. We formulate our business strategies for the best interests of our stakeholders; therefore, we treasure your feedback on this ESG Report and our sustainability performance. If you have any comments or suggestions, please feel free to send your written enquiries or feedback to the Company. The contact details are contained on the website of the Company ([www.johnsonholdings.com](http://www.johnsonholdings.com)).



- 1 The Group's cleaning services cover across Hong Kong, Kowloon and the New Territories
- 2 The Group provides a full range of solid waste management services and integrated solutions to its customers
- 3 The Group continues to introduce innovative technologies to assist frontline workers in their works
- 4 The Group provides sd Labs disinfection coating services to its customers



## ESG RISK MANAGEMENT

### ESG RISK MANAGEMENT STRUCTURE

#### The Board

- Maintains an effective ESG risk management system
- Monitors the ESG risk management system
- Reviews the completeness of ESG risk management in strategic and compliance aspects
- Reviews the operation strategy of the Group and assesses the emergence of new risks
- Discusses the ESG risk management outcomes with management regularly

#### Assigned Risk Owners

- Monitor the ESG risk management process of the assigned risks
- Assess the materiality of the assigned ESG risks and implement relevant measures to control the risks
- Review the existing ESG risk items and risk management measures and update the risk profile where necessary

#### Management Team

- Monitors and reviews the effectiveness of the ESG risk management system
- Ensures the sufficiency of resources and training on ESG risk management
- Conducts research on ESG risk management outcomes
- Coordinates with external auditors on relevant matters

ESG risk management has been an integral part of our wider risk management system as we see the growing importance of ESG and the emergence of the associated risks and opportunities. Investors and other stakeholders have been focusing more on our holistic performance, long-term sustainability and social impact, as well as how we identify and respond to ESG-related risks.

## ESG RISK MANAGEMENT

After reviewing our operations, we identified the major ESG risks relevant to us, and accordingly made targeted responses as summarised below:

### Risks

### Our Responses

#### Customer satisfactions

As a leading cleaning service provider, the quality of our work is under the scrutiny by the public. Failing to deliver quality service consistently and respond to customers' feedback/complaints would hinder our ability to make improvement in our business.

Regular inspections and employee training are the keys to maintain our service quality. Besides, we maintain close communication with our customers to understand their thoughts and opinions, thereby improving our services as well as corporate image as a responsible service provider.

#### Supply chain management

Our operations rely on the support of a vast network of local suppliers and service providers. Negligence in supply chain management would result in a variety of problems such as logistical error, poor product quality and subpar services.

We strictly follow our supplier management and assessment policies and standards to ensure we work only with the best and most qualified partners. Please refer to the Supply Chain Management section of the Report for further details.

#### Occupational safety and health ("OSH")

Our frontline employees deliver a wide range of works in many different locations. They are occasionally exposed to dangerous environment and are prone to accidents and injuries.

The Group has conducted frequent OSH trainings and regular workplace inspections. Contingency plan has also been prepared and communicated to the employees. More details of our OSH management can be found in the Safe and Healthy Workplace section in this Report.

#### Negative environmental impact

Wastewater, chemical detergents, as well discharge of exhaust gases produced by our large fleet of service vehicles are unavoidable by-products of our services. Without proper management and control, it would negatively impact the environment.

The Group is deeply aware of the environmental impact of our operations. Hence, we have implemented various measures to manage and improve our environmental performance, including waste management, replacement of efficient vehicles, enhancing route-planning, etc. The section on Eco-Conscious Operations of this Report details our approach in environmental management and efforts in mitigating our environmental impact.

## RECOGNITIONS AND AWARDS

We are honoured to receive the “10 Years Plus Caring Company” logo granted by the Hong Kong Council of Social Service. We are delighted that the Group’s efforts are recognised over the past decade in inspiring corporate social responsibility through caring for the environment, community and employees, as well as promoting strategic partnerships among business and social service partners, so as to play our part in building a cohesive society.



We are also honoured to receive the “Benevolent Employers” logo granted by the Society of Rehabilitation and Crime Prevention, Hong Kong. This demonstrates that our Group’s continuous efforts in supporting and building a diversified society are well recognized.



香港服務名牌  
HONG KONG TOP  
SERVICE BRAND

Furthermore, in recognition of our contribution in promoting Hong Kong services, and enhancing the local and international profile of Hong Kong industries, we were awarded the Hong Kong Top Service Brand jointly issued by The Chinese Manufacturers’ Association of Hong Kong and Hong Kong Brand Development Council. Beside, we were awarded the “Best Infrastructure and Public Utilities Company” at the 6th Golden Hong Kong Stocks Annual Awards Ceremony organised by China’s leading financial companies, which is an affirmation of our brand from all walks of life.



In September 2021, the Group was selected as the Environmental Hygiene Service Provider of the Year at the Tribute to Outstanding Achievement in Transport and Logistics Industry Awarding Ceremony 2021, organised by Automobile Magazine Hong Kong, which commends our contribution to the community and the economy, and demonstrates our leadership in the industry.



We also participated in Project Clean Together – Toilet Cleaning Competition 2021 by Link and won the excellence award. This demonstrate the professionalism in our works, and the quality of the service we deliver.



## STAKEHOLDERS ENGAGEMENT

Understanding our stakeholders' perspectives and expectations is vital to identify our strengths and weaknesses in our ESG performance. Therefore, we are keen on maintaining close communication with them. By gathering stakeholders' opinions and understanding their concerns, the Group can refine its management policies and approaches on ESG management, determine a more suitable way to address the ESG issues as well as making continuous improvement on its ESG performance.

Upon identifying the key stakeholder groups who have a significant impact on our business, and those who can be significantly affected by our operations, we maintain effective communication with them through various channels, as shown in the table below:

Stakeholder Groups	Communication Channels
Investors and shareholders	<ul style="list-style-type: none"> <li>• Company's website</li> <li>• Group publications including financial statements</li> <li>• Annual general meeting</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Direct customer engagements</li> <li>• Company's website</li> <li>• Group publications including financial statements</li> <li>• Complaint channels</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Supplier preliminary assessment</li> <li>• Yearly supplier assessment</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Orientation</li> <li>• Training sessions</li> <li>• Regular meetings</li> <li>• Performance appraisals</li> <li>• Staff events</li> </ul>
Community and the general public	<ul style="list-style-type: none"> <li>• Company's website</li> <li>• Group publications</li> <li>• Community activities</li> <li>• Day-to-day contacts with the general public during provision of services</li> </ul>



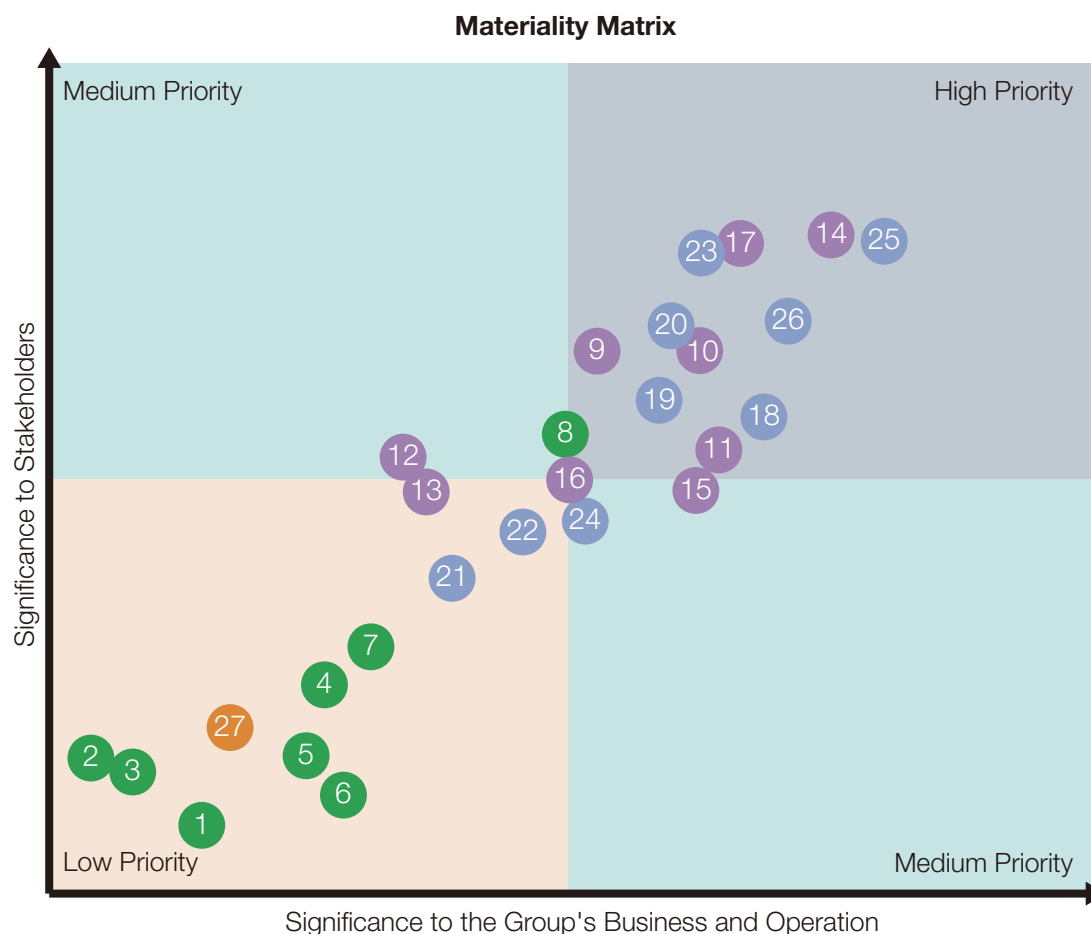
## MATERIALITY ASSESSMENT

By identifying the material ESG issues that matter the most to the Group, we can set the framework for the Report and develop our ESG management strategies in a more effective way. For this purpose, an independent consultant has been commissioned to conduct a materiality assessment by online survey in order to formulate strategies for managing the material ESG issues that matter the most to the Group. Our key stakeholder groups, such as customers, suppliers, employees and management responded to our questionnaire in order to determine the relevance and importance of the identified 27 ESG topics to the Group's business operations and the stakeholders themselves respectively.

Based on the materiality of each of the ESG topics as perceived by the stakeholders, the ESG topics are prioritised and shown in the materiality assessment matrix in the next page. The topics which fell in the upper right corner of the matrix were defined as the topics that matter the most to the Group's business operations and our stakeholders as far as they are concerned.



## MATERIALITY ASSESSMENT



Environment	Social	
	Employment	Operation
1. Air emission	9. Labour rights	18. Customer satisfaction
2. Greenhouse gas emission	10. Labour-management relations	19. Product and service quality and complaints handling
3. Climate change	11. Employee retention	20. Customer health and safety
4. Energy efficiency	12. Diversity and equal opportunity	21. Marketing and product and service labelling compliance
5. Water and effluents	13. Non-discrimination	22. Intellectual property
6. Use of materials	14. Occupational Safety and Health	23. Customer privacy and data protection
7. Waste management	15. Employee training	24. Responsible supply chain management
8. Environmental compliance	16. Employee development	25. Business ethics
	17. Prevention of child labour and forced labour	26. Socio-economic compliance
		<b>Community</b>
		27. Community investment

## MATERIALITY ASSESSMENT

Materiality assessment enables us to understand the potential ESG risks and opportunities in our business operations so that we can refine our business strategies to focus on the most important ESG issues. More importantly, it shows us the stakeholders' expectations and concerns that require our responses. The 5 most important ESG issues are socio-economic compliance, OSH, prevention of child labour and forced labour, customer privacy and data protection and business ethics to our stakeholders and our responses are summarised below:

Key Issues	Our Responses	Sections
Socio-economic compliance	As a major government cleaning service contractor, full compliance with all relevant laws and regulations is a must. During the Reporting Period, the Group was not aware of any material breach of relevant laws and regulations as illustrated in the respective sections of the Report.	All relevant sections
OSH	Staying safe and healthy at work is at the top of our agenda. We have all pledged to keep Johnson a safe and healthy workplace when we perform our duties. Our ISO 45001:2018 accredited occupational safety and health management system demonstrates our ability in managing the safety and health hazards and risks at workplace.	Responsible Employment — Safe and Healthy Workplace
Prevention of child labour and forced labour	Johnson is against all forms of exploitation of children and labour and we uphold the labour rights. We have been closely monitoring our recruitment process and operations, to ensure that our workplace is free from child and forced labour.	Responsible Employment — Equal Opportunity Employer
Customer privacy and data protection	Johnson is committed to ensuring the security of the customer information. We comply with the personal data privacy principles and relevant laws and regulations and have a robust data protection system to ensure that all the customer information entrusted to us is safe and secure.	Responsible Service Provision — Reliable Services
Business ethics	We are committed to upholding ethical standards at all times. We comply with all the relevant laws and regulations and have stringent Code of Conduct, in place to govern the business conduct of our employees. Effective whistleblowing channels are in place to ensure that we are well informed of any business misconducts.	Responsible Service Provision — Ethical Business

## RESPONSIBLE EMPLOYMENT

Here at Johnson, our frontline workforce consists predominantly of elderly workers, and we are committed to offering a meaningful second career to people from all walks of life so that they can continue to flourish. Hence, we create inclusive workplace culture where all employees are respected and valued. In the meantime, we keep on investing resources to enhance the workplace safety and employment standards so that our employees can work safely, healthily and with dignity. The employment figures as at the end of the Reporting Period are summarised below:

### Total Workforce and Turnover in 2021/22

<b>Total Number of Employees</b>		<b>13,309</b>
By gender	Male	5,293
	Female	8,016
By age group	Below 30	333
	30 to 50	1,870
	Over 50	11,106
By position	Senior Management	15
	Middle Management	17
	General Staff	13,277
By employment type	Full-time	13,230
	Part-time	79
By geographical region	Hong Kong	13,309
<b>Employee Turnover</b>		
Average turnover rate <sup>1</sup>		28%
By gender (%)	Male	29%
	Female	28%
By age group (%)	Below 30	77%
	30 to 50	44%
	Over 50	24%
By geographical region (%)	Hong Kong	28%



7 The success of the Group depends on the effort of frontline workforce

1 The average turnover rate is calculated by averaging the monthly turnover rates. Monthly turnover rate is calculated by dividing the number of employees who left the Group in a specific month by the total number of employees at the end of the same month.



## RESPONSIBLE EMPLOYMENT

### EMPLOYMENT CONDITIONS

The success and growth that Johnson has achieved is primarily based on the concerted efforts made by our experienced and hardworking employees. As such, we aim to create a motivating workplace that values the contribution made by our people.

#### Recruitment and Dismissal

As part of the recruitment process, we conduct background checks on the identity, education level, experience, skills and other qualifications for all applicants, as well as the right to work for foreign nationals. We also check if the applicants hold valid licenses for driving or operating machineries for specific positions. Based on work allocation, employees are required to sign general labour contracts or government service contracts.

The "Code of Conducts" for employees is included in the employee handbook distributed at the commencement of the employment. Employees who fail to observe the rules will be given verbal/written warnings. Termination of employment will be considered after repeated failure to follow the Code of Conducts, or in the case of serious misconduct. All termination will be conducted in compliance with the Employment Ordinance (Cap. 57) of Hong Kong and the terms and conditions as set out in the employment contract.

### Work Hours and Rest Periods

Employees are entitled to leaves such as paid annual leave and statutory holidays. Furthermore, frontline employee under a continuous contract can take 1 rest day for every 7 days of work. Overtime work on rest days must be taken on a voluntary basis and is subjected to approval. Frontline employee who has taken overtime work will be fully compensated accordingly. A daily maximum work hour is also set for frontline employees under government service contract. Johnson's office staff work with a 5-day work week, changed from the traditional 6-day work week, to help them maintaining a work-life balance for better physical and mental healths.

#### Performance Review

To provide an objective basis on which we make decisions on promotion and salary adjustment, department heads conduct performance review of the staff at the beginning of each year. The review results are then communicated to the senior management. Senior management will make reference to the review results to make decision on promotions or salary adjustment.

#### Welfare and Benefits

Every year, we pay out bonus to our employees before Lunar New Year. The bonus amount is calculated based on the performance review result. Furthermore, upon completing 6 months of employment, office staff is entitled to medical insurance coverage. We also uphold and comply with relevant laws and regulations (as amended from time to time). Nowadays, our female employees are entitled to a 14-week statutory maternity leave while our male employees are entitled to a 5-day statutory paternity leave.

## RESPONSIBLE EMPLOYMENT

### EQUAL OPPORTUNITY EMPLOYER

As an equal opportunity employer, Johnson maintains a diversified, equal, fair and open workplace that welcomes applicants from all backgrounds. We do not condone any forms of discrimination, harassment and/or unequal treatment based on age, ethnicity, disability, gender, marital status, pregnancy, religious background and/or sexual orientation. We also employ suitable applicants from minority and disadvantaged communities, including rehabilitated and ex-mentally ill patient.

During the Reporting Period, the Group was not aware of any material breach of relevant laws and regulations in Hong Kong, including among others the Employment Ordinance (Cap. 57) and Minimum Wage Ordinance (Cap. 608) of Hong Kong, that has a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare.

### RESPECTING LABOUR RIGHTS

The Group respects children and labour rights and has taken steps to ensure that our workplace is free from child and forced labour. All job applicants must reach the legal working age. We conduct a comprehensive background check and require all local and foreign job applicants to show their valid identification documents at the recruitment stage to verify their age and their legal eligibility to work in Hong Kong. Employment of young persons must fulfil the statutory requirement of the Employment of Children Regulations and Employment of Young Persons (Industry) Regulations under the Employment Ordinance (Cap. 57) of Hong Kong.

Furthermore, the Group does not allow any coercion or threat made to the employees. Necessary overtime work will only be carried out upon the consent of the employees and approval of supervisors. Upon discovery of underage or forced labour in our workplaces, we will terminate such employment and take necessary actions promptly. During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations in Hong Kong relating to child and forced labour.

### Staff complaint mechanism

Employees are encouraged to report any non-conformity or violation of the Employee Code of Conduct, the anti-corruption policy and the anti-fraud policy in writing or over the phone. All cases will be investigated by the management in a timely and confidential manner.

## RESPONSIBLE EMPLOYMENT

### SAFE AND HEALTHY WORKPLACE

The Group understands that its business is labour-intensive, and the fact that the majority of the workforce is made up of the elderly. Therefore, we take great care in managing OSH matters at every stage of our operations.

#### Our OSH Policy

1. Communicate to all employee the importance of full compliance with all OSH regulations and requirements and their rights and responsibilities
2. Conduct various risk assessments on employees' work
3. Provide employees with superb OSH working instructions, environment, equipment and working arrangement
4. Eliminate OSH hazards whenever possible, and minimise the harm by inevitable hazardous factors
5. Provide necessary and appropriate training and instructions
6. Promote OSH awareness among employees
7. Regularly evaluate our OSH management performance

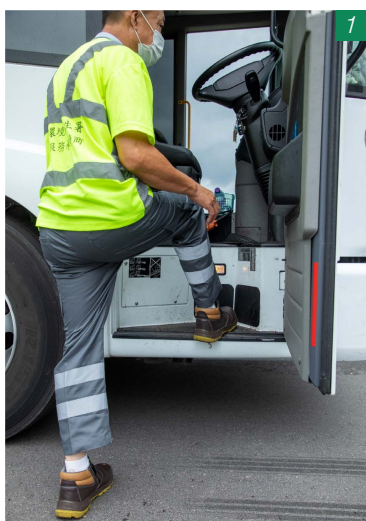
## RESPONSIBLE EMPLOYMENT

### Safety Management

Our OSH management system has been accredited by the international standard ISO 45001:2018, which demonstrates our commitment to provide a safe, healthy and sustainable working environment for our employees. The administrative supervisor closely monitors the updates in certification requirements, reviews and updates the relevant safety management manuals and guidelines regularly so as to ensure our safety practices are in line with international standard. To ensure the effectiveness of our OSH policies and their compliance with the latest regulatory requirements, our management team together with the quality control and OSH department are responsible for reviewing and revising the OSH policies regularly.

### Safety Operations

We conduct risk assessment of potential job hazards and working at height prior to the start of each project. The quality control and OSH department identify the potential hazards that our workers are exposed to. A risk assessment report is prepared to identify the potential risks so as to provide suggestions, formulate mitigation measures and design our training contents. The project manager inspects the safety gears, tools and work permits to ensure that the workers satisfy the safety requirements. Inspections are carried out on a regular basis and the findings are well recorded for review by the quality control and OSH department and the administrative supervisor. Suggestions for improvement will be made based on the inspection records.



1 The Group places emphasis on a safe and healthy working environment and is committed to improving equipments to reduce the occurrence of work-related injuries



## RESPONSIBLE EMPLOYMENT

### On-boarding and Ongoing Safety Training

We formulate our safety training plan every year based on the suggestions of the risk assessment report. All new-joiners will be briefed on our OSH policies and working guidelines, in order to familiarise themselves with safety knowledge in the areas such as safety procedures, chemical safety as well as properly using the safety gears, machinery and tools.

Existing employees are required to attend OSH training regularly to refresh and update their safety knowledge. Prior to the start of each project, employees are briefed about the points to note on OSH-related matters with the aid of video clips. When we notice any major accidents in the industry, we also share the cases and appropriate handling methods with our employees to prevent similar occurrences.

### Emergency Preparedness

In the event of injury at work, the injured is required to suspend all works, report to the supervisor and seek medical advice promptly. We will report to the Labour Department, and arrange medical professionals to examine the injury and provide suitable medical treatment for the injured. We held safety meetings to discuss work injury incidents and the progress of relevant follow-up arrangements to ensure that effective remedial measures have been taken. For other emergencies, we have established respective reportings and responding mechanisms and guidelines for our subsidiaries.

During the Reporting Period, the Group was not aware of any material breach of relevant laws and regulations in Hong Kong pertaining to provision of a safe working environment and protection of employees from occupational hazards, such as Occupational Safety and Health Ordinance (Cap. 509) and Employees' Compensation Ordinance (Cap. 282) of Hong Kong.

### Chemical Safety

Chemicals such as detergent are used in our operations; thus, special attention has been given on the storage and usage of such chemicals in order to minimise the potential health and safety hazards. We have formulated a set working guidelines on the usage, handling and storage of chemicals and on carrying out pest control works. We allow only trained employees to handle chemicals and pesticides, and we provide them with all necessary protective gears. Chemicals are only to be used in a well-ventilated space and unauthorised mixture of chemicals is strictly prohibited. We comply with all relevant laws and regulations on chemicals and pesticides, such as the Pesticides Ordinance (Cap. 133) of Hong Kong.

Employee Health and Safety Data	2021/22	2020/21	2019/20
Number of work-related accidents	431	406 <sup>2</sup>	272
Number of work-related fatalities	0	0	0
Number of lost days due to work injury	35,486	27,123	12,278
Number of work-related accident per HK\$ million revenue	0.14	0.15	0.15

2 4 more cases of work-related accidents were reported to us after the publication of the 2021 ESG report. The figure is updated accordingly.

## RESPONSIBLE EMPLOYMENT

### OSH Targets – Garbage Logistics Business

At the end of each financial year, Johnson Environmental Company Limited, a subsidiary which engaged in the garbage logistics business, will set and review OSH targets for the coming year. For 2021/22, it had set the following targets:

<p>Reduce the occurrence of work-related accidents to no more than 3 cases</p>	<ul style="list-style-type: none"> <li>• Strictly adhere to ISO 45001 management system</li> <li>• Monitor and analysis accident statistics to identify common causes of accident</li> </ul>
<p>No OSH-related charges brought by the Labour Department</p>	<ul style="list-style-type: none"> <li>• Increase the frequency and depth of safety inspection</li> <li>• Review the compliance status of labour legislations and regulations</li> </ul>
<p>Provide at least 2 sessions of OSH training to all employees</p>	<ul style="list-style-type: none"> <li>• Arrange different OSH training topics, including ergonomics, fire safety and chemical handling</li> </ul>

The Group is pleased to report that all OSH targets of garbage logistics business had been met, as there had been no accident for this subsidiary and all of its employees had received at least 2 sessions of OSH training. Looking forward, the Group will continue to review and adjust our annual OSH targets, as well as extending the targets to cover other operations of the Group.

## RESPONSIBLE EMPLOYMENT

### TRAINING AND DEVELOPMENT

Having a well-rounded training and development plan is essential to the success and long-term growth of the Group. At Johnson, cultivating knowledge and skills is an integral part of the employment. We have been investing resources in fulfilling the development needs of our employees as well as the business needs of the Group.

#### Training Programmes

An annual training plan is devised at the end of each year. In general, our training programmes for frontline workers and supervisors covers topics such as prevention of work-related injuries and occupational diseases, personal protective equipment, safety guidelines on working at height or operating electrical equipment, chemical safety and emergency response. We also introduce them to the management systems of ISO 9001, ISO 14001 and ISO 45001.

Orientation training for new employees will also be provided within a week from the start of the employment to introduce new joiners to the Group's history, vision, organisation structure, business operations, and OSH.

During the Reporting Period, we offered a total of 16,237 hours of training with employee training rate reaching 100%. The data on our training hours are summarised below:

	Employees Trained (%)	Average Training Hours
<b>Total</b>	13,309 (100%)	1.22
<b>By gender</b>		
Male	5,293 (39.77%)	1.22
Female	8,016 (60.23%)	1.22
<b>By employment category</b>		
Senior Management	15 (0.11%)	3.00
Management/Supervisor	17 (0.13%)	2.18
General Staff	13,277 (99.76%)	1.22



The Group provides orientation and ongoing safety training for employees

## RESPONSIBLE SERVICE PROVISION

Responsible operational management throughout our supply chain, service delivery and service quality responsibility is the key to ensuring the services we deliver are of the top quality, ethical and environmentally conscious. The Group engages only with the suppliers who share the same values and standards with us. We have been working closely with our suppliers and employees to ensure that the services we deliver meet the expectation of the customers and that our ethical standards are observed throughout.

### SUPPLY CHAIN MANAGEMENT

As a leading hygiene service providers in Hong Kong, a comprehensive, carefully managed supply chain is the key to supporting our high-quality service provision. In this regard, we follow a procurement management procedure. Apart from the reliability and product quality of the suppliers, we also take into consideration environmental and social criteria during the supplier selection process in order to engage with suppliers which share our values and missions to address environmental and social concerns. During the Reporting Period, we collaborated with 70 suppliers which are all from Hong Kong.

#### Supplier selection and evaluation

We only collaborate with suppliers registered on our Qualified Suppliers List. Potential suppliers will be assessed on their operation conditions, product qualities, licenses and prices. For service provider, we conduct background checks on their past performance in other projects. Preliminary information will be passed to the responsible persons of the procurement or human resources departments for review and approval before they are added to the List. The procurement or human resources departments review the List annually and appraise all existing suppliers based on their environmental and safety performance and the quality of their products, as well as their punctuality, cooperativeness and the origin of the supplies. We only work with suppliers who are able to consistently fulfil our requirements.

### Green Procurement

To minimise the impacts on the environment, we include environmental consideration during our procurement process. All procurement needs were satisfied by local source to reduce our carbon footprint. During the Reporting Period, we procured a range of green products for the provision of our services, including, tissue paper and biodegradable garbage bags. Products are selected with reference to test reports produced by independent and certified laboratories to ensure they are of high quality, safe to use and environmentally friendly where applicable.

### RELIABLE SERVICES

Having been trusted by the people and organisations of Hong Kong for more than four decades, we understand the importance to building and maintaining customer confidence. We are committed to delivering the highest quality services that meet customers' expectations throughout the project cycle. During the Reporting Period, we were not aware of any material breach of relevant laws and regulations relating to health and product safety, advertising and labelling in connection to the products and services provided by the Group and method of redress.

#### Quality Services

Our quality management system has been accredited by the international standard ISO 9001:2015, which demonstrates our capability in providing services that meet customer expectations, our resilience in offering quality services amid challenges and our strength in corporate governance.

## RESPONSIBLE SERVICE PROVISION

We have implemented an effective service delivery management system to ensure the services that we deliver are of the finest quality. To ensure we provide the highest quality services, we perform a comprehensive analysis upon receiving a tender invitation to assess whether it is within the scope of our capabilities and estimate the resources to be invested in. Throughout the project cycle, the project manager takes up the responsibility to ensure that the quality of the services we deliver and the attendance of our personnel on site. Upon completion of a project, we will communicate with the client to ensure the quality of our services is in line with their expectation before the project is signed off.

### Complaint-handling

As we provide services to both the private and public sectors, it is important for us to continuously identify further room for improvement in our service provision. Our tender and contract management department is responsible for receiving customers complaints. Written complaints will be logged in a complaint registry, and forwarded to operations department for further handling and provide feedback to the clients.

The tender and contract management department will also consolidate and analyse the cases by service types, customer groups and nature of the complaints. The analysis findings will be reviewed by management, such that we can implement specified improvement strategies and plans.

During the Reporting Period, 1,641 product-and service-related complaints were received.

### Data Privacy

Johnson is committed to ensuring the security of the customer information. We comply with the personal data privacy principles and relevant laws and regulations throughout the process of collecting, using and storing the customer data. We have developed a thorough IT system management policy, which covers our IT system authorisation, data accessibility, system maintenance and guidelines on security practices.

All customer data are securely stored in our system and server, and can only be retrieved by authorised personnel. Transfer or disclosure of personal data to the third party is strictly prohibited. IT systems are updated and checked regularly, and the results will be recorded in designated paperwork for filing. All our office employees and leaving personnel have to sign a non-disclosure agreement with the Group to ensure confidentiality of the data we possess and such data will not be divulged or disclosed to external parties.

### Intellectual Property

All forms of intellectual property (“IP”) of the Group are the hard-earned success made possible by the concerted efforts of our people and therefore, we have been sparing no efforts in protecting the IP rights of the Group, including our trademarks and patents. We have been closely monitoring our IP against any unauthorised use, and we might consider taking legal actions if any forms of suspected infringement is found. The Group carries out training sessions on IP rights management to promote the awareness of our employees on protecting IP rights and enhance their knowledge and skills thereof. During the Reporting Period, the Group was not aware of any non-compliance with applicable laws and regulations relating to intellectual property regarding our products and services.

## ETHICAL BUSINESS

Integrity is the key to maintaining the long-standing relationship with our customers and business partners, and any forms of business misconduct can undermine our business reputation. We uphold ethical standards at all times throughout the entire operation of the Group and strive to develop an integrity corporate culture. During the Reporting Period, the Group was not aware of any material breach of laws and regulations in Hong Kong, including among others the Prevention of Bribery Ordinance (Cap.201) of Hong Kong, relating to bribery, extortion, fraud and money laundering, nor any concluded legal cases regarding corrupt practices against the Group or its employees.

## RESPONSIBLE SERVICE PROVISION ENGAGE WITH THE COMMUNITY

### Anti-corruption

The business conduct and behaviours of our employees are governed by our Company Code of Conduct and the anti-corruption policy. The anti-corruption policy clearly prohibits all forms of bribery and corruption, including among others offering or accepting any financial or other advantages such as entertainment, gifts, job offers and contracts. With reference to the Prevention of Bribery Ordinance (Cap.201) of Hong Kong, a dedicated chapter within the employee handbook has clearly stipulated our rules regarding employees' conducts, detailing the kinds of actions we deemed unacceptable and should be avoided. Employees at all levels are also required to declare any potential conflict of interests and refrain from exercising the power granted by the Group to make any personal gain. Employees can utilise the staff complaint channel to report any suspected incident of corruptions, and the relevant departments and management personnel will promptly investigate the matters.

During the Reporting Period, we have not offered anti-corruption training to our employees due to new outbreaks of the coronavirus pandemic.

Just as we make our community a better place by keeping it clean and tidy, the Group, as a responsible enterprise, supports a variety of charitable causes to contribute to the community. This year, we made a total of HK\$28,000 charitable donations, including HK\$10,000 each towards to the Society of Rehabilitation and Crime Prevention and Yuen Yuen Institute, and HK\$8,000 towards to Yan Oi Tong. Besides, we devoted 31.5 hours in support of Yan Oi Tong's flag selling drive. The fund raised in these charity events will be used by the host organisation to provide support to the minority and vulnerable groups.



The Group's volunteer team "JOHNSON'S FRIENDS" participated in Yan Oi Tong's flag selling day

## ECO-CONSCIOUS OPERATIONS

Our environmental management system is ISO 14001:2015 certified, which demonstrates our ability to identify, manage, monitor and control the environmental issues in a comprehensive manner, and in compliance with relevant laws and regulations. Although environmental issues are not identified as a pressing concern by our stakeholders, we have been promoting environmental awareness among our employees and involve the innovative application of technology in our day-to-day operations in order to minimise our environmental footprint.

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to air and greenhouse gas emissions, discharges into water and land, generation of waste and use of resources in Hong Kong, including among others the Air Pollution Control Ordinance (Cap.311) of Hong Kong. The Group was not aware of any issue in sourcing water that is fit for purpose.

## CONTROLLING EMISSIONS

Our environmental hygiene service business involves the operation of a large-scale fleet of street cleaning and refuse collection vehicles (“**RCV**”), which inevitably induces a relatively larger portion of mobile fuel combustion and air emissions following the continuous growth of the Group’s garbage logistics business. To minimise such impact to the environment, we have developed a fleet management system to enable centralised management of our massive fleet. The system tracks the movement of our vehicles, optimises the routes and deploys the vehicles flexibly, so that the work schedule can be optimised and the vehicles can be utilised more efficiently, thereby minimising mobile fuel combustion and air emissions. Furthermore, we are gradually upgrading our vehicles with higher efficiency and less air polluting Euro VI models. In the meantime, we require our drivers to operate our vehicles responsibly and avoid idling engine as far as feasible.

## ECO-CONSCIOUS OPERATIONS

Air Emissions <sup>3</sup>	Unit	2021/22	2020/21
Nitrogen oxides (“NO <sub>x</sub> ”)		26,382.35	16,925.86
Sulphur oxides (“SO <sub>x</sub> ”)	kg	44.31	29.60
Particulate matter (“PM”)		2,172.05	1,372.58
Greenhouse Gases (“GHG”) Emissions	Unit	2021/22	2020/21
Scope 1 <sup>4</sup>		7,378.72	4,899.90
Scope 2 <sup>5</sup>	tonnes of carbon	67.45	80.91
Scope 3 <sup>6</sup>	dioxide equivalent	28.98	42.42
Total GHG emission	(“tCO <sub>2</sub> e”)	7,475.15	5,023.23
Intensity	tCO <sub>2</sub> e per HK\$ million revenue	2.51	1.82



The Group's business involves the operation of a wide range of specialised vehicles and controlling emissions is a constant concern for us

The main source of carbon emission is our vehicle fleet, accounted for nearly 98.83% of the total emission.

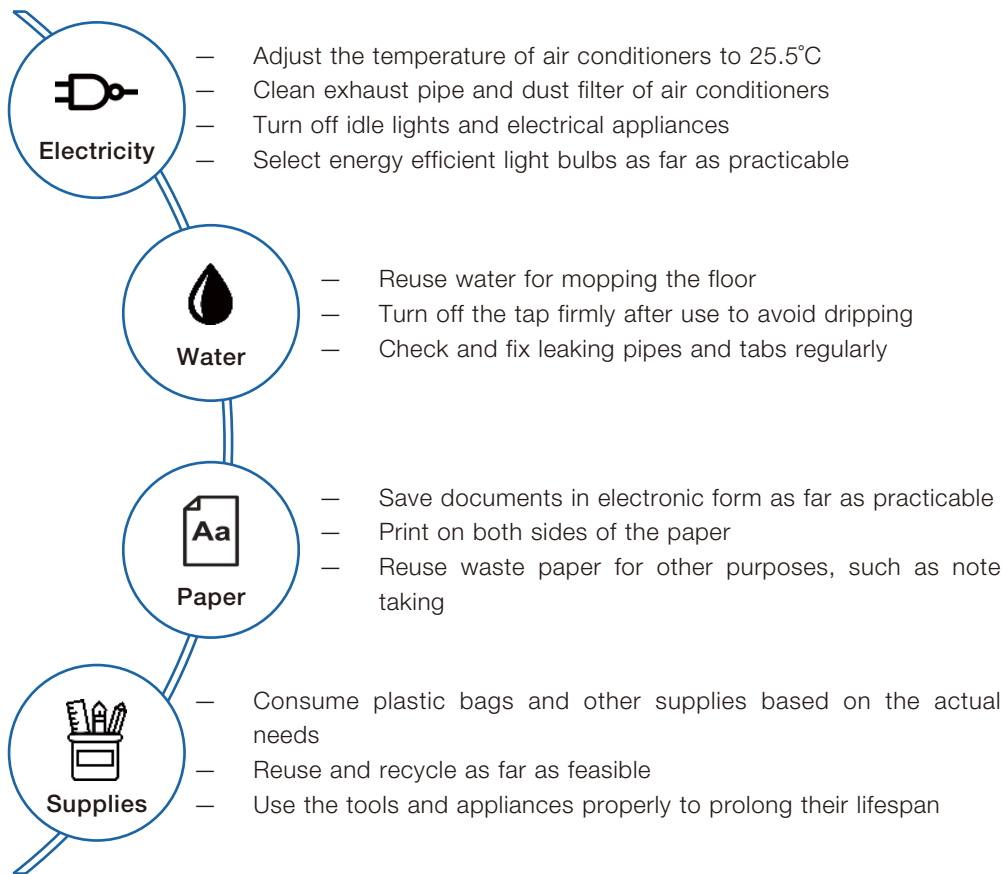
- 3 Air emissions were generated entirely from the consumption of vehicle fuels. The significant increase in emissions data compared with 2020/21 was mainly due to the impact of changes in contract composition in 2021/22, and the proportion of businesses with higher vehicle fuel consumption density increased compared to the same period of last year.
- 4 Scope 1 represents direct GHG emissions generated from the use of unleaded petrol and diesel oil by company vehicles in Hong Kong.
- 5 Scope 2 represents indirect GHG emissions generated from the use of purchased electricity in office in Hong Kong.
- 6 Scope 3 represents other indirect GHG emissions caused by paper disposal. Methane gas generated in the paper disposal is included. The calculation is made reference to GHG Conversion Factors for Company Reporting published by the UK Government and the published emission factors of the “How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs” published by HKEx.



## ECO-CONSCIOUS OPERATIONS

### USE OF ENERGY AND RESOURCES

While vehicle fuel consumption account for most of the Group's energy consumption, we have developed energy and resource usage policy, and communicate to our employees a variety of energy and resource conservation measures to reduce the consumption of electricity, water and other material supply in our operations.



We have also displayed posters in our office and workstations to remind our employees the importance of protecting our environment and conserving our planet for the future generations. We believe the contributions by individual will accumulate and make considerable impact in making our environment a better place.



## ECO-CONSCIOUS OPERATIONS

Our performance in energy and resource consumption is summarised below:

Energy Consumption	Unit	2021/22	2020/21
Diesel		24,098,113.89	18,303,359.24
Petrol		573,170.51	141,602.51
Purchased electricity <sup>7</sup>	kWh	134,893.18	161,826.00
Total energy consumption		24,806,177.58	18,606,787.75
Intensity	kWh per HK\$ million revenue	8,326.93	6,723.00
Mobile fuel consumption <sup>8</sup>			
Diesel consumption		2,401,803.45	1,824,254.00
Petrol consumption	litres	62,943.45	15,550.00
<b>Resource Consumption</b>			
Freshwater <sup>9</sup>	m <sup>3</sup>	159.00	126.27
Intensity	m <sup>3</sup> per office employee	1.75	1.32
Paper	tonne	6.04	8.84
Intensity	tonne per office employee	0.07	0.09

## WASTE MANAGEMENT

We handle a large amount of waste on a daily basis. In our collection points, non-hazardous waste is divided into non-recyclable and recyclable, collected in labelled garbage bins respectively. Hazardous waste such as chemical or gas containers are separated and transferred to collectors for further treatment.

Our generated wastes consist mainly of disposable supplies we used in our service locations. They included tissue papers and plastic bags provided to both public facilities and private locations. As stated in the green procurement section above, these supplies are tested in labs and are environmental-friendly products. Furthermore, increased the amount of facemask procurement for our employees due to gradual stabilisation of its price and the renewed waves of COVID-19 outbreaks.

7 Only electricity consumed within the office is included, and the figure is obtained by estimation based on the actual usage in relevant months within the Reporting Period and the previous consumption pattern.

8 The significant increase in mobile fuel consumption data compared with 2020/21 was due mainly to the impact of changes in contract composition in 2021/22, and the proportion of businesses with higher vehicle fuel consumption density increased compared to the same period of last year.

9 Only water consumed within the office is included.

## ECO-CONSCIOUS OPERATIONS

Non-hazardous Waste	Unit	2021/22	2020/21
Tissue paper		478.80	395.50
Plastic bag		28.90	30.40
Plastic gloves	tonne	23.60	33.10
Facemask		6.90	2.59
<b>Total</b>		<b>538.19</b>	<b>461.59</b>
Intensity	tonne per HK\$ million revenue	0.18	0.17

## OUR ENVIRONMENTAL TARGETS

To provide a concrete action plan for improving the Group's environmental sustainability performances, our management has reviewed our current operations, and formulated the following targets:

Aspects	Targets <sup>10</sup>
Carbon Emissions	<p>By 31 December 2030</p> <ul style="list-style-type: none"> <li>Reduce carbon emission intensity by 15%</li> </ul> <p>By 31 December 2035</p> <ul style="list-style-type: none"> <li>Reduce carbon emission intensity by 25%</li> </ul> <p>By 31 December 2050</p> <ul style="list-style-type: none"> <li>Reduce carbon emission intensity by 50%</li> </ul>
Air Emissions	<p>By 31 December 2025</p> <ul style="list-style-type: none"> <li>Begin introducing electric vehicles into service fleet</li> <li>Conduct feasibility study on establishing an electric RCV fleet</li> </ul> <p>By 31 December 2030</p> <ul style="list-style-type: none"> <li>Begin introducing electric RCV into service fleet</li> </ul> <p>By 31 December 2035</p> <ul style="list-style-type: none"> <li>Proportion of electric vehicles reaching 25% of the fleet size</li> </ul> <p>By 31 December 2050</p> <ul style="list-style-type: none"> <li>Proportion of electric vehicles reaching 50% of the fleet size</li> </ul>
Energy	<p>By 31 December 2025</p> <ul style="list-style-type: none"> <li>Use 30% of energy-efficient equipment in Johnson office</li> </ul> <p>By 31 December 2035</p> <ul style="list-style-type: none"> <li>Proportion of fossil fuel-based vehicles not more than 75% of the fleet size</li> </ul> <p>By 31 December 2050</p> <ul style="list-style-type: none"> <li>Proportion of fossil fuel-based vehicles not more than 50% of the fleet size</li> </ul>
Waste	<p>By 31 December 2030</p> <ul style="list-style-type: none"> <li>Recycle 60% of non-hazardous office waste</li> </ul>

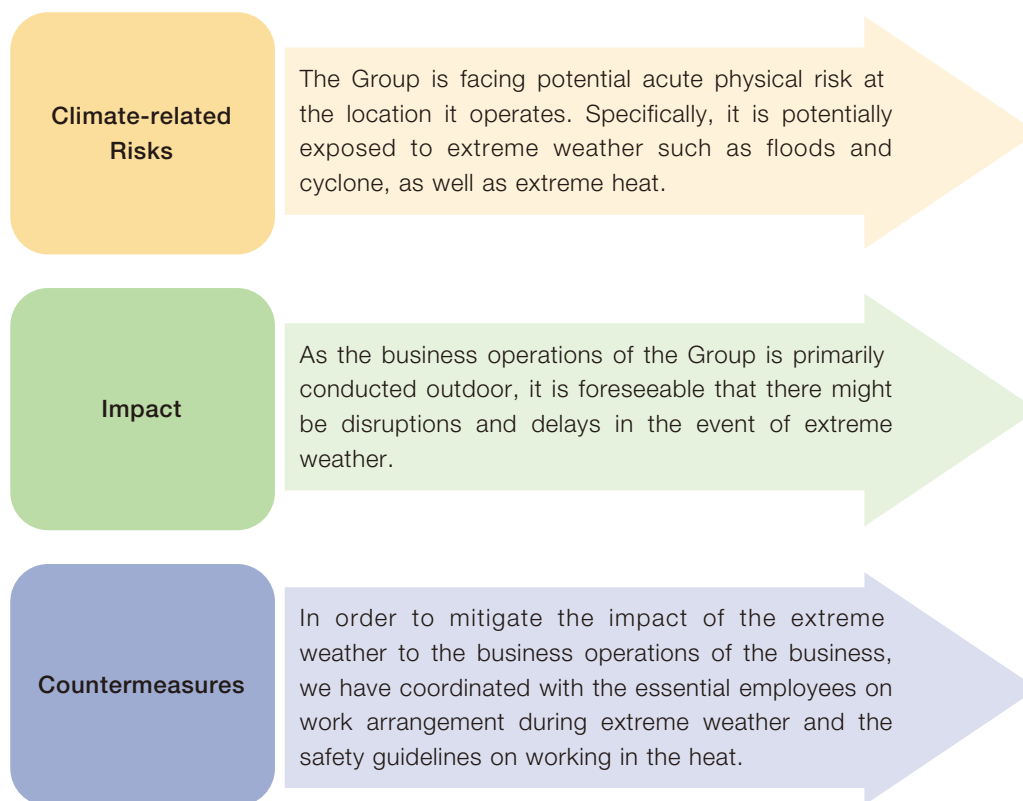
<sup>10</sup> All reduction targets are set against the 2021/22 base year.

## ECO-CONSCIOUS OPERATIONS

Looking forward, we will continue to track our target progressions regularly, and adjust the targets accordingly.

### PREPARE FOR CLIMATE CHANGE

Climate change has brought about an increase in the intensity and frequency of extreme weather events. As the services that we deliver are primarily based at outdoor sites, we can foresee the possible disruption on the delivery of services in the event of extreme weather. To mitigate the impact, the following measures have been adopted:





## HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
<b>Aspect A: Environmental</b>		
A1 Emissions	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>Note: Air emissions include NO<sub>x</sub>, SO<sub>x</sub>, and other pollutants regulated under national laws and regulations.</p> <p>Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.</p> <p>Hazardous wastes are those defined by national regulations.</p>	Eco-Conscious Operations – Controlling Emissions
KPI A1.1	The types of emissions and respective emissions data.	Eco-Conscious Operations – Controlling 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).	Eco-Conscious Operations – Controlling Emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	No hazardous waste produced in the Reporting Period.
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Eco-Conscious Operations – Controlling Emissions
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Eco-Conscious Operations – Our Environmental Targets
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction targets set and steps taken to achieve them.	Eco-Conscious Operations – Waste Management

## HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
A2 Use of Resources	<p>Policies on efficient use of resources including energy, water and other raw materials.</p> <p>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p>	Eco-Conscious Operations — Use of Energy and Resources
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Eco-Conscious Operations — Use of Energy and Resources
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Eco-Conscious Operations — Use of Energy and Resources
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Eco-Conscious Operations — Our Environmental Targets
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.	Eco-Conscious Operations No target is set as water consumption is immaterial to the Group's operation.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable to the Group's business operations.
A3 The Environment and Natural Resources	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Eco-Conscious Operations
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Eco-Conscious Operations
A4 Climate Change	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Eco-Conscious Operations — Prepare for 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.	Eco-Conscious Operations — Prepare for Climate Change

## HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
B1 Employment	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p>	Responsible Employment – Employment Conditions
KPI B1.1	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region.	Responsible Employment
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Responsible Employment
B2 Health and Safety	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p>	Responsible Employment – Safe and Healthy Workplace
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Responsible Employment – Safe and Healthy Workplace
KPI B2.2	Lost days due to work injury.	Responsible Employment – Safe and Healthy Workplace
KPI B2.3	Description of Occupational Safety and Health measures adopted, and how they are implemented and monitored.	Responsible Employment – Safe and Healthy Workplace

## HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
B3 Development and Training	<p>Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p> <p>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</p>	Responsible Employment – Training and Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Responsible Employment – Training and Development
KPI B3.2	The average training hours completed per employee by gender and employee category.	Responsible Employment – Training and Development
B4 Labour Standards	<p>Information on:</p> <p>(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to preventing child or forced labour.</p>	Responsible Employment – Respecting Labour Rights
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Responsible Employment – Respecting Labour Rights
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Responsible Employment – Respecting Labour Rights



## HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
B5 Supply Chain Management	Policies on managing environmental and social risks of the supply chain.	Responsible Service Provision — Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Responsible Service Provision — 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.	Responsible Service Provision — 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.	Responsible Service Provision — 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.	Responsible Service Provision — Supply Chain Management
B6 Product Responsibility	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.	Responsible Service Provision — Reliable Services
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable to the Group's operations.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Responsible Service Provision — Reliable Services
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Responsible Service Provision — Reliable Services
KPI B6.4	Description of quality assurance process and recall procedures.	Responsible Service Provision — Reliable Services
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Responsible Service Provision — Reliable Services

## HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
B7 Anti-corruption	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to bribery, extortion, fraud and money laundering.</p>	Responsible Service Provision — Ethical Business
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.	Responsible Service Provision — Ethical Business
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Responsible Service Provision — Ethical Business
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Responsible Service Provision — Ethical Business
B8 Community Investment	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.	Engage with the Community
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Engage with the Community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Engage with the Community



**Hong Kong Johnson Holdings Co., Ltd.**  
香港莊臣控股有限公司

