

# ACCELERATING OUR SUSTAINABLE TRANSITION



Sustainability Report 2023



TOM Group Limited

Incorporated in the Cayman Islands with Limited Liability  
(Stock Code: 2383)

# About TOM Group

TOM Group Limited (stock code: 2383) is a technology and media company listed on the Main Board of the Stock Exchange of Hong Kong. TOM Group has technology operations in Social Network and Mobile Internet; investments in E-Commerce, Fintech and Advanced Data Analytics sectors. In addition, its media businesses cover both publishing and advertising segments. Headquartered in Hong Kong, the Group has regional headquarters in Beijing and Taipei with approximately 1,200 employees. TOM Group is a member of CK Hutchison Holdings Limited.

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# Company Overview



## TECHNOLOGY



Social Network



Mobile Internet



Investments

E-Commerce  
Fintech  
Advanced Data Analytics

## MEDIA



Publishing



Advertising

# Sustainability at a Glance

of TOM Group Limited and its subsidiaries (“Group” or “TOM Group”)



## Sustainability Governance

- Conducted **two Sustainability Committee meetings** to discuss the development and implementation of our sustainability-related matters.
- Received **positive feedback** from the **Sustainability Governance and Management Assessment Questionnaires**, highlighting the Group’s exceptional governance and robust processes in managing sustainability issues and risks.



## Investing in our People

- Organised around **9,900 hours of training and development programmes** for our employees.
- Held **health consultations and physical therapy exercise classes** to enhance the employees’ health awareness.



## Protecting the Environment

- Achieved a **23% year-on-year Scope I emissions reduction** as part of our effort to protect the environment.
- On track to achieving our **2025 environmental targets** as a demonstration of our long-term ambition.



## Operating Ethically

- **100%** of our **directors and staff** attended **anti-corruption training**.



## Serving the Community

- Organised the **“New Chapter of Net Zero” conference** to facilitate the discussion of sustainability reports and the development of disclosure practices.
- Initiated the **“Read for Love” charity event** to support and advocate for children affected by rare diseases.



# Message from the Chief Executive Officer



Our primary objectives include optimising resource usage, and collaborating with business associates and supply-chain partners when applicable. We adhere to environmental laws both locally and globally, while actively pursuing the UNSDGs, focusing on the environment, people, business, and community.



I am pleased to present the third standalone Sustainability Report of TOM Group as a timely assessment of our ongoing efforts to decarbonise our operational footprint in accordance with our overarching objectives. Through this publication, we aim to reacquaint readers with our sustainability vision, placing emphasis on the strategies that will expedite our transition to becoming an increasingly sustainable organisation.

This report delivers updates on the Group's commitment and recent initiatives, leveraging our influence as a prominent technology and media company to inspire stakeholders—business partners, customers, employees, and community members—to join the sustainability cause. It also emphasises our deepening role as a caring employer in the Greater China region.

## Facing climate's urgent reality

Climate action is of increasing urgency as the world faces a pivotal moment in sustainability. Operating in Greater China, we have witnessed firsthand the recent threats posed by extreme weather, impacting lives, properties, and our living environment through unprecedented floods and erratic weather patterns—symptomatic of the broader impact of global climate change. From experiencing warmer winters in Taiwan following the El Nino phenomenon, to China marking its hottest year on record in 2023, and witnessing the ferocious rainstorm in Hong Kong during the same year, it's becoming clear in Asia how susceptible we are to the worsening effects of climate change. In this vein, TOM Group



is committed to consistent action, progressively enhancing and fine-tuning our policies and programs to address multiple facets of this challenge.

## Mitigating greenhouse gas emissions

I strongly urge individuals and organisations to embrace the reduction of greenhouse gas emissions, a significant contributor to global climate change. I am pleased to announce that the Group has accomplished a notable year-on-year reduction of 23% in our Scope 1 emissions for 2023. Given that our data centres account for over 72% of our total energy consumption, our sustainable initiatives are focused on enhancing the energy efficiency of these facilities and their equipment. Overall, we are on course to meet our 2025 environmental targets, reaffirming our unwavering commitment to sustainability.

As a media publisher, we have adopted both electronic and traditional paper publications that are complementary to each other in our offerings. Reducing of the prevalence of paper publications will help mitigate the adverse environmental impact of paper usage, which often involves logging and deforestation. Beyond digital publishing, we are consistently taking measures to minimise the use of virgin plastic in packaging materials for our books and magazines.

## Sustainability management and adaptation

The Sustainability Committee, a subgroup chaired by myself within the Group, provides expertise on supply chain, sustainability, and the oversight of this report. We are adaptable to evolving needs and circumstances, prepared to modify our green strategies, policies, and initiatives. Our primary objectives include optimising resource usage, and collaborating with business associates and supply-chain partners when applicable. We adhere to environmental laws both locally and globally, while actively pursuing the UNSDGs, focusing on the environment, people, business, and community. Sustainability is ingrained in all aspects of our daily operations, including investment decisions. Notably, we've invested in MioTech, an AI platform aligning with our sustainability principles. MioTech addresses sustainability challenges, including climate change, carbon emissions reduction, and social responsibility, benefiting financial institutions, corporations, governments, and its other customers. Its contributions extend to ESG reporting, energy efficiency enhancement, and carbon emissions monitoring, empowering informed choices in green finance and responsible investments.

## People-Centred Inclusivity

At TOM Group, our commitment to people-centred inclusivity is paramount. We prioritise developing and retaining an engaged and resilient workforce, recognising their integral role in our sustainable growth and ESG priorities. Through strategic investments in professional and personal development, including future-ready skills training, we empower our team.

Our dedication to inclusivity extends beyond the professional realm, fostering a workplace culture that values diversity and inclusion. We actively seek diverse perspectives, believing it enriches our collective capabilities. Initiatives implemented by the Group ensure our stakeholders feel heard, valued, and empowered to contribute their best. Employee well-being is equally a priority, supported by comprehensive wellness programs and work-life balance initiatives.

Our diverse and dynamic workforce, coupled with a positive mindset, is vital to our enduring success. The Group's above-average female representation at the Board level, management level, and overall workforce reflects our commitment to gender diversity. We encourage inclusion through idea-sharing and feedback mechanism. Gender diversity is embedded in our recruitment practices, ensuring equal opportunities in training and career development. Championing a people-centric approach fortifies our workforce and lays the foundation for sustained success and innovation.

## Conclusion

Let me extend heartfelt gratitude to your unwavering support of the Group's vision, commitment, and sustainability endeavours. Achieving emissions reduction demands dedication and collaboration from every individual. Together as a force for change, I am confident that we can address the sustainability challenges ahead and shape a positive future for our community across generations.

**Yeung Kwok Mung**  
 Chief Executive Officer/  
 Chairman of Sustainability Committee  
 Hong Kong, 8 March 2024



# OUR APPROACH TO SUSTAINABILITY





Sustainability plays a vital role in generating enduring value for our Company and society. The Group firmly believes that businesses should no longer distinguish between benefiting the planet and excelling in their operations, as driving positive change in the world helps cultivate sustainable value in our business operation.

TOM Group is committed to incorporating sustainability and corporate responsibility into every aspect of our business. This commitment is reflected in the comprehensive set of policies, guidelines, practices and benchmarks we have developed, along with our consistent integration of sustainability

principles into our daily operations and business decisions. The Sustainability Committee of the Group, comprised of highly skilled professionals in their respective fields and led by the CEO, develops comprehensive strategies to fulfil our sustainability responsibilities, oversees their execution and holds itself accountable for the outcomes.

The Group has adopted a practical, proactive and outcome-focused approach to our business operation. By aligning our sustainability policies with the UNSDGs resonating with our sustainability cause, we dedicate our efforts to areas where we can make the most significant economic, social, and environmental contributions.

Our sustainability strategy is anchored in four critical areas of focus – The Business, The People, The Community and The Environment. These areas serve as guiding principles for the Group's business operations as we adapt to the ever-changing sustainability landscape.

## Sustainability Governance

The Group firmly believes that robust governance is essential for effectively implementing our Group's overarching

direction and strategy towards sustainability. Under our top-down sustainability governance structure, the Group's Sustainability Committee reports to the Board of Directors, chaired by Executive Director and Chief Executive Officer Mr. Yeung Kwok Mung and comprising Independent Non-Executive Director Dr. Fong Chi Wai, Alex and the Chief Financial Officer and Company Secretary Mr. Man Tak Cheung. At the Group's highest level, the board oversees policy coordination and execution.

The Group's Sustainability Committee holds the following responsibilities:




- To propose and recommend to the board on the Group's corporate social responsibility and sustainability objectives, strategies, priorities, initiatives and goals;
- To oversee, review and evaluate actions taken by the Group in furtherance of the corporate social responsibility and sustainability priorities and goals, including coordinating with the business divisions of the Group and ensuring that their operations and practices adhere to the relevant priorities and goals;
- To review and report to the board on sustainability risks and opportunities;
- To monitor and review emerging corporate social responsibility and sustainability issues and trends that could impact the business operations and performance of the Group;
- To oversee and review the Group's corporate social responsibility and sustainability policies, practices, frameworks and management approach, and to recommend improvements;
- To consider the impact of the Company's corporate social responsibility and sustainability initiatives on its stakeholders, including employees, shareholders, local communities and the environment;
- To review and advise the Board on the Company's public communication, disclosure and publications (including the Sustainability Report) as regards its corporate social responsibility and sustainability performance.

Please refer to the Terms of Reference of the Sustainability Committee for details.

For the year ended 31 December 2023, the Sustainability Committee conducted two meetings to discuss the development and implementation of the Group’s sustainability-related matters, such as review of sustainability-related policies, target settings and understanding of the key ESG trends. Below is a summary of the work performed by the Sustainability Committee during the reporting period.

Sustainability-related work performed	March	September
Overseeing and reviewing the Group’s corporate social responsibilities towards stakeholders, including its employees, shareholders, local communities and the environment	✓	✓
Reviewing and reporting to the Board on sustainability risks and opportunity facing the Group	✓	✓
Monitoring and reporting KPI updates on sustainability target	✓	✓
Reviewing the Group’s sustainability-related policies		✓

Tabulated below are the responsibilities of our Sustainability Committee:

 <p><b>Board of Directors</b></p>	 <p><b>Sustainability Committee</b></p>	 <p><b>Business Units</b></p>
<p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Oversee the functioning of the Company’s Sustainability Committee;</li> <li>• Examine and approve the Company’s sustainability objectives, strategies, priorities, initiatives and goals, targets as well as the related significant policies and framework.</li> </ul>	<p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Oversee, review and evaluate actions taken by the Company with regard to its corporate social responsibility as well as sustainability priorities and goals;</li> <li>• Evaluate the impact of the Company’s corporate social responsibility and sustainability on its stakeholders, including employees, shareholders, local communities and the environment;</li> <li>• Review and report to the Board on sustainability risks and opportunities.</li> </ul>	<p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Identify operation-specific sustainability-related risks and opportunities;</li> <li>• Monitor and track progress against agreed targets and initiatives;</li> <li>• Provide feedback to the Sustainability Committee on sustainability-related performance and progress.</li> </ul>

During the review period, the Group, through the Sustainability Governance and Management Assessment Questionnaire, collects feedback from our diverse sub-groups and business units regarding their sustainability concerns and risks encountered within our core operations. Biannually, all our core business units are required to identify and assess the risks they face, and the relevant control measures implemented to manage these risks. Our Sustainability Committee reviews the outcomes of such self-assessment and then reports to the Board. The feedback received to date has been positive, highlighting the exceptional level of governance and robust processes and systems to proactively manage material sustainability issues and risks across our business operations.

Additionally, the Group has demonstrated significant investment in integrating Sustainability into our core operations and culture through various initiatives. In 2020, TOM Group invested in MioTech. MioTech leverages artificial intelligence and big data technologies to provide comprehensive ESG solutions including ESG data, real-time risk monitoring, ESG ratings, indices, as well as research and consulting services to financial institutions and listed companies in the Asia Pacific region.

## Sustainability Policy

TOM Group has adopted a progressive approach to incorporate sustainability across our business areas and operations. We have integrated four pillars of sustainability – **The Business**, **The People**, **The Environment** and **The Community** into our overall strategy to ensure all business units align their efforts towards generating sustainable long-term value for all stakeholders.

Every pillar is guided by Group policies, corporate leadership and collective efforts across all our business fronts to provide the same ambit for our business groups to manage their operational conduct according to the industries and regions in which they operate. The Group also implemented a range of policies, processes and guidelines to provide clear direction to our management in effectively addressing challenges associated with sustainability.

### The Environment

#### Protecting the environment

The Company strives to improve its environmental performance to ensure that appropriate policies and management system are in place to mitigate our impacts to the environment.

### The Business

#### Operating Ethically

The Company values and upholds the highest standards of business integrity, honesty and transparency in its overall business activities.

### The People

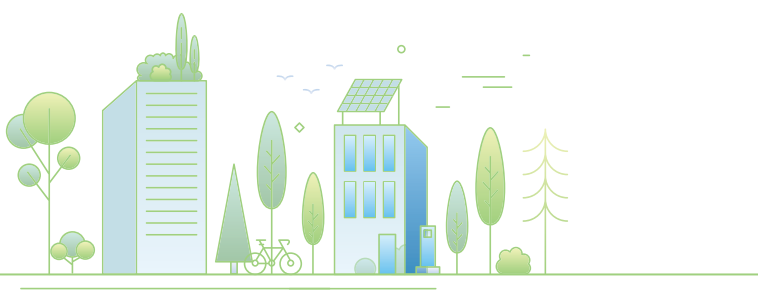
#### Investing in our people

Being a responsible employer, the Company strives to be a partner that fosters a culture that supports diversity and inclusion to attract and retain top talent.

### The Community




#### Serving the community

The Company seeks to make a contribution to programmes that have a positive impact on community development.



The Sustainability Committee regularly reviewed and approved our sustainability policies and their amendments for continuous adoption. The purpose of these sustainability policies is to facilitate the explanation of oversight of sustainability issues by the Group's board of directors (the "Board") as required under Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("Listing Rules").

Our corporate and sustainability policies are outlined below, and please refer to our website for more details on the policies.





Policies and Company standards		
 Environmental	 Social	 Governance
Environmental Policy Sustainability Policy	Health and Safety Policy Human Rights Policy Modern Slavery and Human Trafficking Statement Employment Policy Corporate Communications Policy Supplier Code of Conduct	Code of Conduct Anti-Fraud and Anti-Bribery Policy Information Security Policy Policy on Appointment of Third Party Representatives Policy on Personal Data Governance Whistleblowing Policy Policy on Securities Dealings and Handling of Confidential and Price-sensitive Inside Information Board Diversity Policy Director Nomination Policy Shareholder Communication Policy Competition Compliance Policy Policy on Financial Management and Procedures




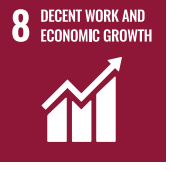

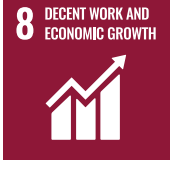



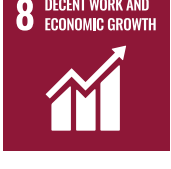
## UN Sustainable Development Goals (“UNSDGs”)

Launched by the United Nations in 2015, the UNSDGs are the blueprint for creating a more sustainable future by 2030. They also serve as a critical framework for the Group to drive impactful change across key fronts of sustainability. We firmly believe that accomplishing the UNSDGs holds immense benefits not only for the global economy but also for business in general.

TOM Group recognises our potential to drive sustainable development and has identified nine UNSDGs where our contributions can be most impactful. We are equally dedicated to forming alliances with our operating companies to leverage our resources to bring about significant improvements effectively, and sharing how our strategy supports the global sustainable priorities and also establishes a common language we can use to show our stakeholders and industry peers about the efforts we made to help address pressing global challenges.

# SUSTAINABLE DEVELOPMENT GOALS

TOM Group's Sustainability Pillars	UNSDGs	Our Goals	Our Action
<p>The Environment</p>	  	<ul style="list-style-type: none"> <li>Embed sustainability considerations in investments, projects and developments.</li> </ul>	<p>We have established an <i>Environmental Policy</i> and a <i>Sustainability Policy</i> to reinforce our commitment to protecting the environment and supporting sustainable development by managing our environmental footprint across our business operations. We have also formulated environmental targets we aspire to achieve by 2025.</p>
			

TOM Group's Sustainability Pillars	UNSDGs	Our Goals	Our Action
<p>The People</p>	    	<ul style="list-style-type: none"> <li>• Create an inclusive and diverse culture.</li> <li>• Promote learning and development initiatives in the workplace.</li> </ul>	<p>We have established a <i>Human Right Policy</i>, which is also addressed in the Group's <i>Code of Conduct</i> and <i>Modern Slavery and Human Trafficking Statement</i>. It articulates the Group's expectations regarding human rights. We also aim to create great places to work, and our <i>Sustainability Policy</i> highlights our commitment to diversity, training and development and providing a safe workplace.</p> <p>We have also conducted an employee engagement survey and organised different initiatives to promote the well-being of our employees.</p>
<p>The Business</p>	 	<ul style="list-style-type: none"> <li>• Provide systematic training and implement business plans on ethical practice.</li> </ul>	<p>We have established policies on <i>Personal Data Governance</i>, <i>Securities Dealing and Handling of Confidential and Price-sensitive Inside Information</i> to ensure our commitment to upholding high standards of business ethics across our operations and promoting equitable and inclusive societies for sustainable development.</p>
<p>The Community</p>	  	<ul style="list-style-type: none"> <li>• Engage with non-profit organisations to promote environmental awareness among underprivileged children via storytelling and craft workshop.</li> </ul>	<p>We have established a Sustainability Policy to consider relevant sustainability initiatives and programmes based on the needs of the place where we operate. Our Corporate Communications Policy also included a framework for handling incoming requests for corporate donation and sponsorship activities that positively impact community development.</p>

## Materiality Assessment

To thrive in an ever-evolving world, it is vital for the Group to grasp and fulfil the expectations of our stakeholders. We identify the most relevant sustainability aspects on an ongoing basis to assess our business strategy and to define the contents of our public disclosures.

Our most recent materiality assessment was completed in 2020 and the results reflected the most important issues raised by our stakeholders. Please see the ESG Report section of our Annual Report 2020 for more information on the materiality process.

To align our business operations with UNSDGs that the Group identifies with, we have included anti-corruption and business ethics as our new material issues in 2022.

The material sustainability issues identified include:<sup>1</sup>

	Technology Platform and Investments	Media Business
	Mobile Internet/Social Network	Publishing/Advertising
<b>Environment</b>		
Operational Eco-efficiency	✓	✓
Use of Resources		✓
<b>Talent</b>		
Human Capital Development	✓	✓
<b>Operations</b>		
Anti-corruption	✓	✓
Business ethics	✓	✓
Customer Privacy	✓	✓
Data Security	✓	✓
Intellectual Property Protection	✓	✓

In addition to the above, the Group also considers sustainability investment as an important part of the Group's sustainability initiatives.

<sup>1</sup> Our scope of reporting will not cover business units and their business activities that the Group has no management control over.



# INVESTING IN OUR PEOPLE





At TOM Group, we highly value our employees and strive to create a diverse, inclusive workplace where our talents can thrive. The Group is dedicated to safeguarding our employees' legitimate rights and interests through robust workplace health management, comprehensive training and career development and a host of other incentives. We also offer a secure, inclusive and caring environment for our employees.

## Talent Attraction and Recruitment

### Rationale

In light of the constant advancements in media and technology, empowering our employees with the necessary knowledge and expertise is crucial to thrive in their individual development. The Group is committed to offering employees the resources and opportunities to cultivate a productive and uplifting work environment. We also strongly emphasise workplace diversity and continually enhance our recruitment and retention strategies to attract the most suitable talent.

### Our commitment

To retain and inspire talent, the Group offers a combination of attractive remuneration, equal employment opportunities and a nurturing work environment. With approximately 1,200 employees from our operations in Greater China, it is vital for the Group to understand the needs and concerns of our employees in order to foster a more engaged and motivated workforce.

Our workforce's loyalty and sense of belonging to the Group can be traced to the fair, just and non-discriminatory employment practices we implement across the board. As a considerate and responsible employer, we uphold the following policies to protect the legitimate rights and interests of our employees:

Policy and Guideline	Expectations and Requirements
Employment Policy	<ul style="list-style-type: none"> <li>Adopts equal employment opportunity policies and maintaining programs so that employees are hired, promoted and assigned on the basis of their skills and abilities to do their jobs; and</li> <li>Non-discrimination policy continues throughout an employee's career and applies to all employee relations matters, including placement, transfer, promotion and compensation.</li> </ul>
Human Rights Policy	<ul style="list-style-type: none"> <li>Prohibits the use of any form of child labour or forced labour, including prison labour, bonded labour, any form of slavery and any form of human trafficking.</li> </ul>
Sustainability Policy	<ul style="list-style-type: none"> <li>Provides a positive work environment that values the wide-ranging perspectives inherent in its diverse workforce and fosters individual growth and achievement of business goals;</li> <li>Provides a positive work environment where people can grow and offering a wide range of training and development programs and interest courses and activities;</li> <li>Ensures internal equity and external competitiveness of staff remuneration and recognition; and</li> <li>Provides a safe workplace for all its employees.</li> </ul>



## How We Work

### Recruit and retain talent

The ability of TOM Group to achieve excellence relies on the performance of our employees at every level. We provide extensive support to our employees, fostering their professional and personal development and ensuring the retention of our top talents to further our long-term business goals.

Recognising the risks associated with staff turnover and implementing measures to mitigate talent attrition rate is crucial for our ongoing business prosperity. High employee turnover not only escalates operational costs but also impacts revenue, productivity and customer experience. Besides, adequate staff retentive practices minimise the need to invest valuable time in screening, interviewing and training new candidates to fill the vacant positions.

We recruit and retain talents under the guidance of established Group policies and mechanisms. Foremost among them is our merit system, in which our employees are hired, paid, promoted and rewarded for their job performance, with a range of objective key performance indicators to assess how they fare.

Furthermore, our compensation packages are regularly benchmarked against the market salary level for comparable positions and are subject to regular adjustments to maintain our competitive advantage. In addition to competitive pay, the Group offer an attractive benefits package that includes health insurance, complimentary medical care, paid annual leave and retirement pension, all aimed at fostering employee motivation and demonstrating their value to the organisation.



Our *Employment Policy* highlights several major *Salary Policy* objectives, including:

- Ensure that the salary structure is competitive in the marketplace;
- Reward staff in accordance with the value of their contribution as measured by job worth and performance;
- Motivate staff to make full use of their abilities and to develop their potential and strive to achieve the objectives of their jobs and of the Division; and
- Provide staff with an opportunity for continuous career growth.

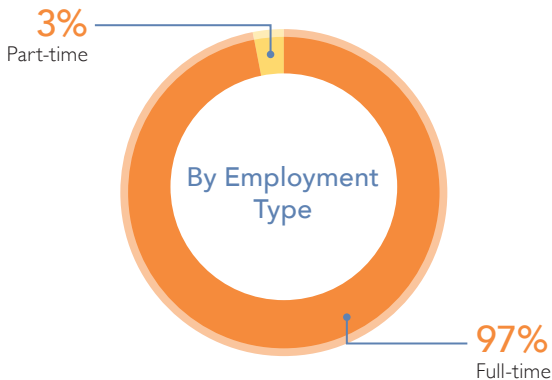
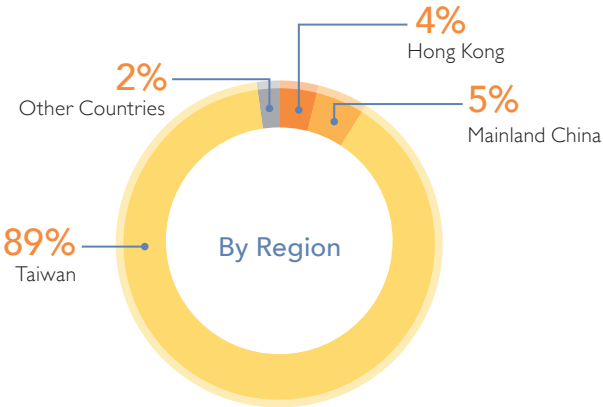
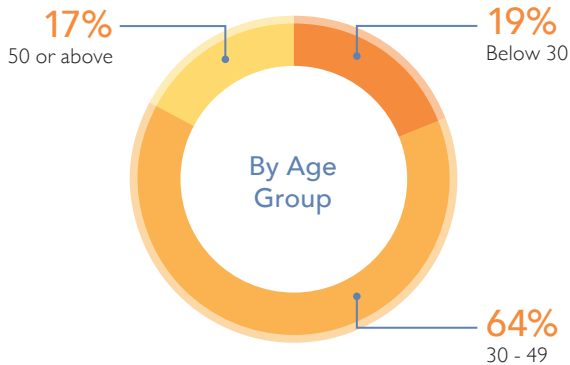
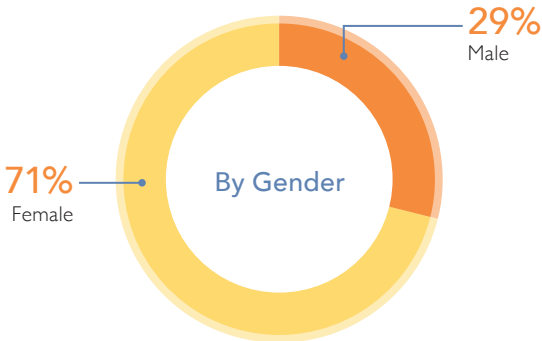


To attract the right talent, our Social Network and Publishing Groups have implemented talent recruitment incentives for key positions to solicit referrals from our staff. A referral bonus is awarded to employees who have helped the Group recruit the right candidates. During the reporting period, seven individuals were successfully recruited through the referral incentive system.

Furthermore, our Mobile Internet Group is dedicated to cultivating a positive work environment and fostering effective communication with its employees to retain top talent, for example, it has implemented instant chat groups to facilitate daily communication. Additionally, periodic employee activities are organised to strengthen relationships and encourage collaboration among team members.

### Staff Profiles at a Glance

FY2023 Total Number of Employee: **1,190**



## Employee Health and Safety

### Rationale

The health and safety of our employees are of utmost importance to the Group. We have implemented various initiatives to enhance our employees' safety awareness and mitigate potential workplace hazards to attract talent and retain an experienced workforce. Despite the best preventive efforts, accidents and even death may occur, and the Group's management and staff must be extra-vigilant at all times. Fortunately, we can significantly reduce the risk of workplace injuries by executing comprehensive safety plans and preventive measures.

**0** Work-related fatalities in the past three years

**17** Lost days due to work injuries (2022: 48)

### Our commitment

The Group is committed to offering our employees and other stakeholders a safe working environment. We have established a *Health and Safety Policy* that ensures a safe and supportive work environment that complies with all relevant laws and regulations in which we operate.



Our *Health and Safety Policy* highlights several major health and safety commitments, including:

- Complying with all applicable laws and regulations in the relevant jurisdictions;
- Meeting industry-specific standards or referencing relevant best practices;
- Adopting local or international health and safety guidelines for goods and services purchased;
- Maintaining a safe working place;
- Providing employees and contractors with guidelines or training and development specific to their job requirements;
- Assessing the health and safety performance of contractors and suppliers on a regular basis;
- Engaging employees and contractors through information sharing and programmes to improve their health and well-being; and soliciting feedback for continuous improvements;
- Monitoring and reporting health and safety performance;
- Providing adequate resources to implement with the Policy; and
- Enforcing the implementation of the Policy with regular reviews and internal audits.



Pursuant to the Labour Health Protection Regulation in Taiwan, our Social Network and Publishing Groups have hired medical specialists to provide health consultation services to employees. In the year of 2023, 1,155 health consultations were conducted and 442 physical injuries were treated. In addition, it also organised four sessions of physical therapy exercise classes and a doctor's lecture to enhance its employees' awareness of health and safety.

The Group prioritise our employees' mental and physical well-being. Like many other companies, we have implemented work from home arrangements for part of our workforce and offered flexible work options when necessary. These measures are intended to support our employees, especially those with caregiver roles at home, balancing their work and home responsibilities, including caring for their children and elderly dependents.

## How We Work

### Protecting our employees' physical health and well-being

The Group offers company-wide insurance coverage to our permanent staff to ensure their free access to medical services for work-related and occupational ailments. In our Group, comprehensive healthcare services, including annual health check-ups as well as health awareness and safety training, are made available to full-time employees.

All staff at our corporate office are encouraged to participate in the fire drill campaign in November 2023. The campaign aims to familiarise our employees with the office building's fire escape routes. It also includes informative fire prevention talks and demonstrations on operating firefighting devices to ensure all staff members are well-prepared and equipped to respond quickly and safely in a real fire emergency.



Our corporate office has implemented several initiatives to promote mental well-being among our staff. These initiatives include setting up a dedicated board game corner where employees can socialise and enjoy themselves during breaks. Moreover, playing light music during lunch breaks helps employees to recharge and refresh their minds. The office has also organised engaging workshops to make the time spent at work more enjoyable. For instance, it hosted a Hong Kong-style

milk tea workshop with an international tea-making competition champion, who shared tips and tricks for making a delicious traditional milk tea. Additionally, a yoga workshop was led by skilled instructor, which promoted relaxation and supported stress reduction among staff. A registered nurse was also invited to deliver a health talk on easy tips for healthy eating at work, raising health awareness among employees.



## Development and Retention

### Rationale

At TOM Group, we recognise that having a skilled and agile workforce is crucial for the long-term sustainability of our business. As a result, we have implemented various training programmes to provide our employees with the necessary skills and capabilities to meet our expectations in their roles. This has enabled us to maintain a strong pool of versatile talents to meet industry competition, overcome a potential skills deficit and lower staff turnover.

### Our commitment

Despite the increasing costs associated with training, we maintain our unwavering commitment to providing intensive and regular upskilling and reskilling opportunities for our employees. This includes active participation in general and customised course programmes and workshops tailored to their specific occupational needs. We firmly believe that our investment in employee development is highly valuable, as it leads to enhanced productivity and additional value for our customers and shareholders.

According to the Group's *Employment Policy*, every department or division takes responsibility for training their respective employees, equipping them with job-specific technical and business skills. To ensure competence in their specific roles, we have organised various course programmes, seminars, workshops and special training tailored to their needs. These training initiatives are provided on a need basis, allowing us to address any knowledge or skill gaps and ensure our employees have the necessary competencies to excel in their respective positions.

### How We Work

#### Induction programme

At TOM Group, we have implemented a mandatory induction programme to warmly welcome newly hired employees and familiarise them with our Company's business operation, policies, objectives and culture. The orientation process is designed to facilitate connections among new hires from various departments and equip them with the skills and knowledge necessary to succeed in the workplace.

#### Skill-based training

We have also established training and development programmes to provide our employees with the necessary skills and knowledge to meet the evolving job requirements. These initiatives foster staff proficiency in various general abilities, including leadership, communication, time management, and more, and enhance their task-specific technical expertise.



In 2023, our Social Network and Publishing Groups launched a series of both inhouse and external employee development programmes with the aim of immersing them in the following skills:



The purpose of these training courses and events is to expand the horizons and exposure of our employees, equipping them with the necessary knowledge and skills to progress through various career stages and up the corporate hierarchy at the Group.

In addition, our Publishing Group provided free accounts for employee to access the “Business Weekly Plus” mobile app. This platform offers over a hundred courses and collaborative learning opportunities with other professionals and experts in the field. Employees can access all articles published in Business Weekly magazine through this platform. This efficient knowledge sharing and learning platform, accessible via the mobile app throughout employment, offers employees a new and effective method for continuous knowledge development.



Provided around **9,900 hours** of training and development for employees  
(2022: 10,410 hours)



### Succession planning

We implement succession planning within the Group to identify critical roles and establish a talent pipeline, preparing skilled and high-performing employees to fill key vacancies as their predecessors retire or move on.

Our Social Network and Publishing Groups run management training sessions to support supervisory-level staff in developing and honing their leadership skills and improving their confidence in taking key managerial positions. In 2023, a total of 23 supervisors participated in these training sessions.

### Workplace Well-being

#### Rationale

The Group is committed to creating an inclusive work environment that prioritises the needs and well-being of our employees. We regularly review and update our occupational health and safety measures to ensure our workforce’s safety and overall health, resulting in higher levels of employee satisfaction and engagement. We have also cultivated a diverse and inclusive workplace that promotes employee retention, engagement and productivity. Our approach involves treating our employees with respect and empathy, encouraging open communication for feedback and providing opportunities for their personal and professional success.

#### Our commitment

As a responsible employer, we prioritise empowering our employees and providing a positive work environment where they can thrive physically, mentally and professionally. The Group also implements various initiatives to foster a culture of work-life balance.

## How We Work

### Family-friendly initiatives

Ensuring the well-being of our employees is a top priority for the Group, and we are committed to providing them with policies, initiatives and flexibility to achieve a harmonious work-life integration. This approach has resulted in increased employee engagement, a profound sense of fulfilment among our staff and improved our business outcomes.



To cultivate a workplace environment that values empathy, we have implemented various family-friendly initiatives to help our employees achieve a healthy work-life balance. These initiatives include providing paid time-off for marriage and compassionate reasons, in addition to the standard annual leave entitlements for all employees. Furthermore, full-time staff members of the Group in Taiwan are eligible for up to seven days of family urgency leave per year, without impacting their performance reviews or full-attendance bonuses. In 2023, a total of 23 employees from our Taiwan-based office took family urgency leave totalling 482 hours.

In line with the Act of Gender Employment, full-time staff of our Social Network and Publishing Groups in Taiwan are entitled to a discounted rate for childcare services, made possible by the Group's collaboration with educational groups.

### Diversity and inclusion

TOM Group firmly believes that embracing diversity is a key factor in the success of our business operations. The presence of diversity enables us to broaden our horizons and fuels the generation of creative ideas and innovation. We have fostered an inclusive work environment that empowers our employees to grow, leverage their talents and freely express their opinions – regardless of their age, gender or any other characteristic that relates to diversity. We are committed to promoting equal opportunities for all in the workplace.

The Company will continue to focus on achieving diversity and inclusion through workplace practices. Female representation at the Company is above the market averages, with 28.6%, 47.5% and 71.3% being the female ratios at the Board level, the management level and the overall workforce, respectively. The Company targets to maintain its female representation at least above-the-market average across the various seniority levels. The Company also aims to foster a culture of inclusion by encouraging employees to contribute ideas, share feedback and engage through, for example, its employee engagement surveys. The Company will continue to ensure gender diversity in its staff recruitment practices and is committed to providing equal opportunities in training and career development for its female employees, so as to maintain a pipeline of potential successors to the Board to ensure gender diversity.

To gain insights into the viewpoints of our employees at individual, team and organisational levels, our Company has implemented and conducted our employee engagement survey biennially. In 2023, we have also taken various measures to address the survey outcomes from year 2022, such as organising workplace wellness activities to foster a more positive and engaged workforce.



### Regulatory Compliance

The Group has established preventive, monitoring and controlling measures to ensure compliance with relevant employment and labour laws and regulations. The Group is not aware of (i) any non-compliance with laws and regulations relating to employment and labour practices, occupational health and safety that have a significant impact on the Group; or (ii) any incident that has a significant impact on the Group relating to the use of child or forced labour during the reporting period.



# PROTECTING THE ENVIRONMENT






## 2025 Targets

### Rationale

At the foundation of our sustainable business model lies a dedicated commitment to responsible environmental stewardship and the preservation of the vital natural resources that contribute to the well-being of our society as a whole. As a technology and media company listed on the Main Board of the Hong Kong Stock Exchange, we recognise the importance of reducing our carbon footprint, conserving natural resources and mitigating the impacts of climate change for our long-term success. To achieve these objectives, we strictly adhere to environmental laws and regulations in the jurisdictions where we operate. Moreover, we have implemented comprehensive policies, practices, and specific targets to address the pressing climate change issues, promote clean energy and optimise resource usage by 2025.

Focus area	Why it matters	2025 Targets	2023 Status
Climate change & energy	Our data centres account for more than 80% of our total energy consumption and are a focal company of our energy efficiency efforts.	Increase Energy Star Certified server to 90%.	6.5% of servers have been upgraded. Currently, 66.5% of the servers were Energy Star Certified.
		Increase Energy Star Certified network equipment to 85%.	4.3% of network equipment have been upgraded. Currently, 82.9% of the network equipment was Energy Star Certified.
		Increase Energy Star Certified office computers to 98%.	1% of computer have been upgraded. Currently, we have achieved the target, which 99.7% of the office computers were Energy Star Certified.
		Source IT equipment that are environmentally friendly.	<ul style="list-style-type: none"> <li>– Ensure all IT procurement staffs follow the instruction of the Group's latest Green Procurement Standard</li> <li>– Budget application for IT procurement will only be approved if it complies to the Group's latest Green Procurement Standard</li> </ul>
		Review IT procurement process regularly to incorporate sustainable procurement practices and establish sustainable procurement objectives.	EPA Energy Star included as a required component for the server, network equipment and office equipment.
Paper	Producing paper and publishing printed books requires cutting down trees and destroying forests. Replacing with e-books can help save millions sheets of paper and has less environmental impact.	Maintain to publish at least 20% of all book types electronically.	Published 49% of all book types electronically. 
Packaging	A substantial source of our waste comes from the packaging materials used to protect the magazines and books when transporting them.	Aim at minimising the usage of virgin plastic by targeting to use a minimum of 80% recycled plastic content in plastic packaging by 2025, if supply allows.	Included in our procurement procedure to select suppliers who use recycled plastic content in plastic packing. Preference will be given to suppliers who use at least 60% recycled plastic content.

## Operational Eco-efficiency

TOM Group understands the importance of enhancing resource efficiency across our operations. We have implemented various policies and initiatives to encourage active participation from our customers, employees, suppliers and business partners in building a more environmentally sustainable operation.

### Rationale

As we prioritise environmental preservation and energy efficiency, we aim to reduce our environmental footprint and become more eco-friendly while maintaining productivity. This guiding principle ensures that our investment decisions align with environmental sustainability. We also actively promote environmental awareness among our employees and suppliers, encouraging their support and participation in achieving our eco-efficiency targets by 2025.

### Our commitment

Though our printing operation is far from polluting, we are deeply committed to integrating green practices into the Group's culture. This includes continuously enhancing resource efficiency and reducing our carbon footprint. Rather than acting alone, we actively collaborate with suppliers, business partners, customers and independent third parties to bring our green vision to life.

Environmental protection and eco-efficiency are seamlessly integrated into our routine operations by implementing policies and accountability mechanisms that ensure compliance with official green regulations. In addition to staying abreast of regulatory changes, our management prioritises the continuous training of the Group's compliance and regulatory professionals on the most updated regulations, benchmarks and processes in order to fulfil their responsibilities effectively.

Our *Environmental Policy* highlights the Group's goals and efforts to implement eco-efficiency in our daily operations, including:

- Increase the usage of innovative and energy-efficient technology in the Group's operations to reduce energy consumption arising from day-to-day operations, such as efficient lighting and controls, HVAC upgrades and data centre infrastructure improvements.
- Track and monitor the use of energy across the Group's operations.



### How We Work

The Group has implemented environmental guidelines that outline the responsibilities of all employees in conserving energy and optimising the utilisation of natural resources.

For example, our employees in Publishing Group are required to turn off air conditioners if they are the last to leave the office. Supervisors are tasked with monitoring these actions to prevent energy waste. Requests for after-hours air conditioning are only permissible when more than ten employees work overtime simultaneously.



LED luminaries are becoming more prevalent in various areas, including workplaces, as they offer significant energy savings compared to traditional fixtures. In line with this, our Taoyuan warehouse in Taiwan has been equipped with LED lighting systems to reduce energy consumption and associated costs effectively.



In our procurement process, we prioritise selecting technical equipment with long service lifespans and energy-efficient characteristics. Devices that malfunction will be repaired for future use or donated to charitable organisations, while those that are beyond repair will be disposed of properly.

To ensure the utilisation of the most energy-efficient electronic appliances on the market, we are procuring IT equipment with Grade 1 energy labels for our corporate office under the Mandatory Energy Efficiency Labelling Scheme (“MEELs”).

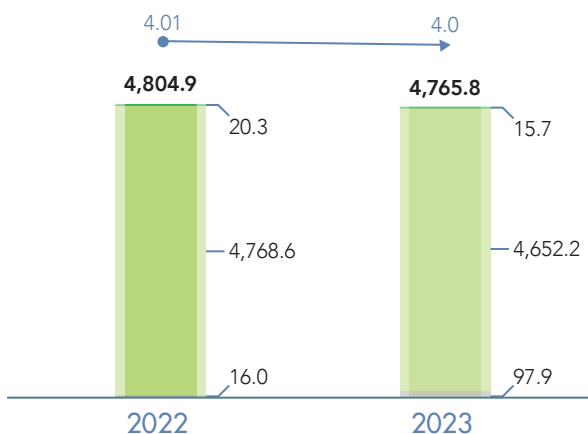
### Greenhouse Gas (“GHG”) and Energy Consumption Performance

Most of the Group's carbon emissions originate from the daily use of office, IT and hardware equipment from our data centres that support our businesses and their internal use as well as the industrial printers of our Publishing Group.

In 2023, the Group's operations generated 4,765.8 tonnes of carbon dioxide equivalent (“tCO<sub>2</sub>e”). Among the Group's GHG emissions, we generated 4,652.2 tCO<sub>2</sub>e from electricity consumption, in which Scope 2 emissions contribute to 98 % of our total annual carbon emissions. In addition, the increase of Scope 3 emissions was attributable to the increased of air travel among our corporate office and Publishing Group executives.

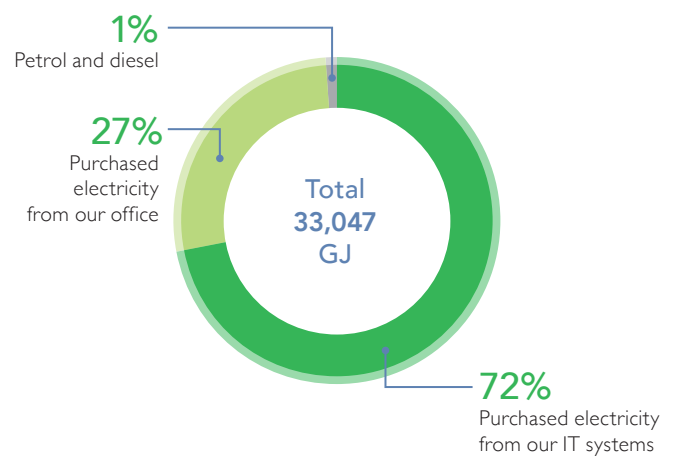
Energy consumption in our data centres accounts for approximately 73% of the energy use in the Group's overall operations, generating 71.6% of our total GHG emissions in the process. Continuing our journey, the Group is committed to further enhancing and upgrading our hardware and dedicated engineering services in order to optimise energy consumption and significantly reduce our GHG emissions.

GHG Emissions and Carbon Intensity



- scope 1: Direct GHG emissions (tonnes CO<sub>2</sub>e)  
Corporate fleet
- scope 2: Electricity indirect GHG emissions (tonnes CO<sub>2</sub>e)  
Electricity consumed in our office and IT servers
- scope 3: Other indirect GHG emissions (tonnes CO<sub>2</sub>e)  
Business air travel
- Carbon Intensity (tonnes CO<sub>2</sub>e/ employee)

Energy Consumption by Type



## Use of Resources

### Rationale

With the growing stringency of environmental regulations, it is crucial for the Group to incorporate environmental sustainability into our business operations.

Currently, TOM Group heavily relies on paper materials, a woodfibre-based renewable resource, to produce various publications such as paper magazines and books. In response to the escalating concerns surrounding deforestation and stricter government regulations of using paper pulp and other natural resources, we are formulating more suitable publication solutions to improve resource efficiency and decrease operational expenses.

### Our commitment

As an environmentally responsible corporation, we recognise the importance of enhancing resource efficiency. Given the nature of our business, we do not generate any hazardous waste. Non-hazardous office waste is properly managed through waste separation and recycling facilities offered by our office building's property management companies. Our Publishing Group's printers also handle wastepaper generated during the printing process in accordance with Taiwan's Waste Disposal Act.

Our *Environmental Policy* highlights several major waste management plans, including:

- Streamline procedures and processes to increase efficiency and reduce consumption of day-to-day operational inputs such as paper, electronic equipment and the like;
- Minimise the Group's waste footprint by recycling and reusing materials where possible and setting waste reduction and/or recycling targets where viable;
- Decrease the operational use of existing products while also sourcing from recycled or sustainable forest sources.



## How We Work

The Group procures paper materials from reputable suppliers in the market, including Chung Hwa Pulp Corporation (“CHP”) and Dayeh. CHP’s fine paper products are certified with ISO14001 – Environmental Management and are generally in line with international standards. Dayeh supplies UPM paper from the world’s leading supplier that complies with the Restriction of Hazardous Substances and Registration, Evaluation, Authorisation and Restriction of Chemicals standards set by the European Union.

In accordance with Taiwan’s Waste Disposal Act, the wastepaper generated by our Publishing Group is subject to separation and recycling, along with other processing and disposal requirements. During the year, our Publishing Group published 10 books focused on sustainability, aiming to raise public awareness and offer practical solutions to incorporate sustainability practices into everyday life.



During the Lunar New Year 2023 period, our corporate office participated in a red packets recycling campaign to promote waste reduction by collecting unused red packets for donation to charity organisations or for recycling.

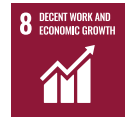


## Regulatory Compliance

The Group has established policies and accountability mechanisms to ensure compliance with environmental regulations. The management is committed to keeping abreast of the latest regulatory developments and providing training for relevant personnel as needed. During the reporting period, the Group was not aware of any non-compliance with laws and regulations having a significant impact on the Group related to air quality and GHG emissions, waste discharge into water bodies and land and generation of hazardous and non-hazardous wastes.



# OPERATING ETHICALLY



To safeguard our business interests and uphold our reputation, we have consistently conducted our operations with unwavering ethical principles, fairness, and integrity, adhering to the highest standards of responsible conduct. This commitment actively avoids any actual and perceived conflicts of interest, emphasising zero tolerance for corruption and demonstrating unwavering respect for the rights of all individuals and organisations we engage with. Furthermore, our suppliers are expected to align themselves with our business values and ethical standards.

## Business Ethics and Compliance

### Rationale

The Group places utmost importance on upholding business integrity and ensuring compliance across our business operations. We take a zero-tolerance stance against bribery, fraud and corruption, as any unethical conduct jeopardises our stakeholders' trust and is detrimental to business prospects. A strong ethical corporate culture is vital in driving business performance and cultivating customer loyalty. Hence, we have relentlessly carried out prevention, detection, deterrence, and investigation of all forms of misconduct.

We understand that cultivating enduring trust requires unwavering adherence to lawful practices, transparent delivery of commitments, and a steadfast commitment to moral righteousness. As a result, we have successfully cultivated a resilient ethical culture throughout our operations, where we unwaveringly abide by the law and uphold the highest ethical standards without compromises.

The Board holds the ultimate responsibility and oversight for ensuring the Group's compliance with ethical standards. Directors and senior management of the Group are responsible for ensuring the effective implementation and the monitoring and investigation of any material fraudulent or bribery activities committed within the Group.

### Our commitment

At the core of our businesses lies a steadfast commitment to business integrity. We have invested significant efforts in nurturing trust among our stakeholders, including customers, advisors, partners, suppliers, colleagues, regulators and other community members.

In addition, the Group has clearly outlined our expectations and requirements through the relevant policies and guidelines we have instituted as shown in the table below.

Corporate Policy and Guideline	Expectations and Requirements	Applicable to
Code of Conduct	<ul style="list-style-type: none"> <li>Promotes honest and moral conduct, including ethical handling of actual or apparent conflict of personal and professional interest in employees and other stakeholders.</li> </ul>	All employees
Anti-Fraud and Anti-Bribery Policy	<ul style="list-style-type: none"> <li>Prohibits improper payments, kickbacks and any form of bribery.</li> </ul>	All employees
Policy on Appointment of Third-Party Representatives	<ul style="list-style-type: none"> <li>Provides guidelines on the proper controls in engaging third-party representatives.</li> </ul>	All employees
Supplier Code of Conduct	<ul style="list-style-type: none"> <li>Provides guidelines to induce compliance to items in the Code and broader improvements of sustainability practices and performance.</li> </ul>	All suppliers
Policy on Securities Dealing and Handling of Confidential and Price-sensitive Inside Information	<ul style="list-style-type: none"> <li>Provides guidelines on handling of confidential information and price-sensitive inside information.</li> </ul>	All employees
Competition Compliance Policy	<ul style="list-style-type: none"> <li>Provides a framework to ensure the Group's operation compliance with the applicable legislation on a country-by-country basis.</li> <li>Develop a consistent approach to ensure that, regardless of the location of our Company's operation, employees will continue to apply business practices attuned to our global reputation and standards.</li> </ul>	All employees
Policy on Financial Management and Procedures	<ul style="list-style-type: none"> <li>Outline basic financial management policies and procedures of the Group.</li> </ul>	All employees

## How We Work

### Anti-corruption

Integrity and transparency are among the Group's core values, and we take corruption seriously, as it is considered a fundamental breach of our *Code of Conduct*. The *Code* explicitly articulates a zero-tolerance position against graft. We actively support and guide our staff in identifying and avoiding situations that may lead to or create the appearance of corruption and various forms of misconduct.

We have provision dealing with:

- Kickbacks
- Political and charity contributions
- Facilitation payment
- Gifts and hospitality
- Goods and services procurement

Our *Code of Conduct* and the comprehensive induction training for new employees demonstrate the significance of integrity and anti-corruption measures in our organisation. Through this training, we familiarise new employees with our Group's commitment to maintaining a culture of transparency and ethical practices. All relevant staff members have received detailed briefings on various aspects, including approvals, commercial considerations, procurement and other essential elements of our ongoing efforts to fight against corruption. Anti-corruption training sessions are conducted twice a year for all employees in our Group. It covers reporting methods and encourages employees to use the designated mailbox or contact their department head to report bribery or corruption concerns.

**100%** of our directors and staff attended anti-corruption training



Our directors overseeing the Group's anti-corruption policies and efforts have been staying updated on current corporate issues, risks, and graft prevention initiatives, including our whistle-blower programme, through regular participation in the related training and exposure to the relevant reading materials. Our general policy is to avoid donating to any political association or individual politician supporting any political cause.

In 2023, we did not receive any report or complaint on bribery, extortion, fraud or money laundering that has a material effect on our consolidated financials.

### Whistle-blower programme

The Group is committed to upholding our *Code of Conduct*, which includes implementing a whistle-blowing mechanism. We actively encourage our staff and third parties, such as contractors and suppliers, to promptly report incidents of actual or suspected fraud, corruption, or unethical behaviour through this designated channel. It is also a tool for reporting cases like discrimination, unfair dismissal, victimisation, or unwarranted disciplinary action.

We will carefully examine each allegation made, document, investigate and report all breaches to the Board. Substantiated conduct violations will result in disciplinary action, including the termination of employment.

We treat whistle-blower reports received through the mechanism with utmost seriousness and conduct thorough investigations. Unless legally obligated to disclose, any information a whistle-blower provides is kept strictly



confidential. Retaliation against informants within the Group is strictly prohibited, and we take measures to protect whistle-blowers from potential repercussions, such as unfair dismissal, victimisation or unwarranted disciplinary action.

A set of internal escalation channels is in place and pertinent to our operational needs. Suspected breaches are documented and reported to the Group Finance Department every quarter. We have established a *Whistleblowing Policy* to guide the reporting of improprieties in financial reporting, internal control or other matters.

### Grievance management

We address and resolve grievances raised by both internal and external stakeholders transparently. This serves as an essential part of our stakeholder engagement process, demonstrating our commitment to acknowledging, appreciating and taking action on their concerns. The Group is always willing to collaborate with our stakeholders to devise optimal solutions.

All grievances will be examined meticulously and we do not tolerate any form of retaliation against the complainants. Our Employment Policy explicitly states that employees have the freedom to express their concerns to management without facing any form of reprisal.

Since 2012, Our Social Network and Publishing Groups have established a framework with escalating channels for investigating sexual harassment complaints in the workplace. Reporting hotlines and mailboxes have been set up and separated based on the complainant's gender.

## Cybersecurity and Customer Privacy

### Rationale

Since the advent of digitalisation, the rise of cyber-attacks and data breaches has put individuals, businesses and organisation at risk. Nowadays, cybersecurity is a paramount concern when engaging in online transactions. As a part of the technology and media sector, safeguarding our operations, systems, networks and customer data from cyber incidents is the Group's utmost priority. We have gained customer trust by delivering next-generation connectivity and ensuring the privacy protection of our customers.

To safeguard the security of customer data, we consistently evaluate and enhance our data management practices, continuously striving to elevate our cybersecurity standards. These proactive measures have proven successful in protecting our IT system from malicious attacks or breaches, guaranteeing that our data is treated with the utmost caution and confidentiality.



### Our commitment

In order to ensure that all end users and networks within our organisation adhere to the required IT security and data security standards, we have developed a comprehensive set of rules, policies and procedures outlined in our *Information Security Policy*. The fundamental principles for information confidentiality, integrity and availability are also clearly laid out and applied across the Group.

The *Information Security Policy* is founded on these key principles:

- All parties seeking information access will be verified according to their integrity level, technical competence and need-to-know basis.
- Related employees are required to have a full understanding of the Group's information security policies and procedures and agree to perform their work duties accordingly.
- Business partners, suppliers, customers and associates of TOM Group must be made aware of their information security responsibilities with reference to specific contractual terms and phrase that define their relationship with the Group.

We have also formulated a *Policy on Personal Data Governance* to safeguard the personal data of employees and customers, in compliance with applicable data security laws.

The *Policy on Personal Data Governance* has outlined the follows:

- Personal Data should only be kept for as long as is necessary for the purposes for which it is being used. Guidelines around document retention periods should be issued by each BU to the relevant management and staff.
- Each BU is required to implement appropriate procedures to ensure that Personal Data is processed fairly and lawfully in accordance with the Data Privacy Principles and Applicable Data Protection Laws.

### How We Work

TOM Group is dedicated to promptly detecting, addressing and recovering from IT security incidents. To enhance the resilience of our cybersecurity system, we have implemented a comprehensive approach that combines people, technology and processes.

We acknowledge the inherent cyber risks associated with the technology and media industry and strive to incorporate a culture of cybersecurity awareness and adherence to our employees' work processes. The Group consistently strengthens our capability to protect ourselves while swiftly and effectively responding to any malicious manoeuvre targeting our networks and systems. We also develop risk-focused plans to enhance our cyber resilience, minimise disruptions and ensure the continuity of our business activities and operations in the event of cyber breaches or attacks.

The Group is committed to enhancing our emergency preparedness and maintaining constant vigilance. We will further reinforce our cybersecurity measures by integrating people, technology and processes.

### Policy and management

In the event of a security breach, the Group is fully prepared with a well-defined standard operating procedure to promptly address any security gaps, ensuring data control and safeguarding customer data privacy.

Our Group has also developed the following policies to operationalise our cybersecurity programme:

Cyber-security related policies	Expectations and requirements
Code of Conduct	<ul style="list-style-type: none"> <li>• Lays down the guidelines for appropriate IT-related conduct and action at the Group and all its business entities.</li> </ul>
Policy on Personal Data Governance	<ul style="list-style-type: none"> <li>• Provides guidelines on network and user management.</li> <li>• Provides guidelines on personal data security, data audit and other personal data-related safety maintenance issues.</li> </ul>
Information Security Policy	<ul style="list-style-type: none"> <li>• Describes policies on creation, communication, storage, transmission and destruction of information within the Group.</li> </ul>

### Risk assessment

The growing dependence on information technologies and IT systems in business operations has given rise to new critical risks. Therefore, conducting cybersecurity risk assessments becomes essential as they allow us to identify vulnerabilities within our IT systems and evaluate and prioritise our information security risks.

At least once annually, we engage an external security consultant to conduct an independent third-party assessment on the security of our IT systems and platforms. Leveraging on third-party cybersecurity frameworks, compliance or regulatory standards helps benchmark our security controls against time-tested industry standards and best practices and identify potential room for system enhancement. Another objective of this exercise is to assess whether our risks have been properly monitored and managed.

As an integral part of our cyber risk management process, the Group has established a standard procedure for immediate response to suspected or confirmed cyber incidents. This procedure provides clear guidelines for reporting, addressing, and reflection from such incidents. Regular drills are conducted to keep employees vigilant by simulating various IT incidents. Additionally, our external cloud service provider has attained ISO/IEC 27017 and ISO/IEC 27018 accreditations for our information security management system. During the year, our Mobile Internet Group's ERP system has also been audited by an external auditor to ensure its compliance and credibility.

### Employee training

Maintaining a strong level of cybersecurity awareness among our employees is crucial. We provide them with practical knowledge to safeguard against cyber-attacks, breaches and data leaks that could compromise their personal information or that of our customers.

During the reporting period, TOM Group has provided each of its new employees with *Code of Conduct for Information Technology usage*, and the Social Network Group also specially conducted orientation sessions to explain this matter to instil proper concepts and promote its new employees' awareness of cybersecurity.



### Customer data privacy

The Group recognises the significance of responsible customer data management. Our customers have entrusted us with their personal information, and it is the Group's obligation to strictly enforce its account authorisation management requirements to protect our customer data obtained through our service interactions.

Our *Privacy Policy* is designed to demonstrate the measures implemented to safeguard the security of website browsers and ensure the confidentiality of our customers' personal data. We handle all customer data collected through our online platforms and marketing initiatives in strict compliance with local regulatory obligations, and only authorised personnel have access to such information.

The Group consistently evaluates our data governance and privacy best practices through regular reviews. Our staff members receive training and participate in workshops to acquire practical skills in handling customer information responsibly and protecting data privacy. They strictly adhere to our *Code of Conduct for Information Technology usage*, which provides explicit guidance on information protection, authorised usage, acceptable use, intellectual property rights, copyright, physical security, security of login information and consequences of violations.

Our Group has formulated relevant policies to safeguard the personal information of our customers and employees. The *Information Security Policy and Policy on Personal Data Governance* outline the requirements and expectations of the Group on robust information and data security.

During the reporting period, there had been no significant cases of non-compliance concerning the breach of customer privacy or loss of customer data.

### Customer feedback management

At TOM Group, we place great importance on customer opinions, as demonstrated by our dedicated approach to managing customer feedback. We highly value customer feedback as it enhances our operational procedures and product and service quality. We have implemented various initiatives to collect and analyse customer opinions, complaints, criticisms and suggestions.

To enhance our customer satisfaction, we have implemented an online service platform that facilitates the collection of feedback and ensures prompt responses to customer issues. Within our Mobile Internet Group and Social Network Group, it is our standard practice to address inquiries within 24 hours and provide a comprehensive response within a week.



In order to improve the customer service experience, our Mobile Internet Group conducts daily analysis and evaluation of customer complaints. Additionally, they consistently respond to commonly asked questions through their official account. Our Social Network Group conducts weekly assessments of customer satisfaction scores to ensure that customer needs are comprehended and addressed. A summary of reported complaints and relevant statistics, including results of investigations and actions taken, is regularly presented to its customer service supervisors for review and verification.

No. of total products and service-related complaints received: (2022:0)

0

No. of recall for safety & health reason: (2022:0)

0

## Intellectual Property Protection

### Rationale

Intellectual Property fosters creativity and innovation. By safeguarding the ideas and efforts of product developers, we enable global economic, social, and cultural advancements. Our steadfast commitment lies in protecting our key assets, including copyrights, patents, trademarks, and various other forms of IP, as they are the cornerstone of our success.

Concurrently, we uphold a strong commitment to respecting the intellectual property rights of third parties and strictly prohibit the unauthorised utilisation of legally protected materials, including software, data, text, graphics, images, sounds, animations and movies within our operations.

### Our commitment

The Group's commitment to safeguarding intellectual property is demonstrated in our *Code of Conduct for Information Technology Usage*, which establishes guidelines for incorporating intellectual property rights and copyright rules across the organisation.

Our *Policy on Securities Dealing and Handling of Confidential and Price-sensitive Inside Information* explicitly prohibits employees from using or disclosing confidential information they possess unless it is within the scope of their duties or with the appropriate prior approval or authorisation.

### How We Work

The Group has registered trademarks and domain names in various jurisdictions to safeguard our intellectual properties. We are prepared to initiate legal proceedings if any infringement of our intellectual properties is discovered. Our policy has also incorporated anti-copyright infringement terms, demanding mutual respect for our and all other parties' intellectual property rights.

To secure ownership of intellectual property developed by employees during their employment and supplied by vendors throughout the contractual period, our Social Network Group has incorporated an intellectual property clause into employee and supplier contracts.

## Supply Chain Management

### Rationale

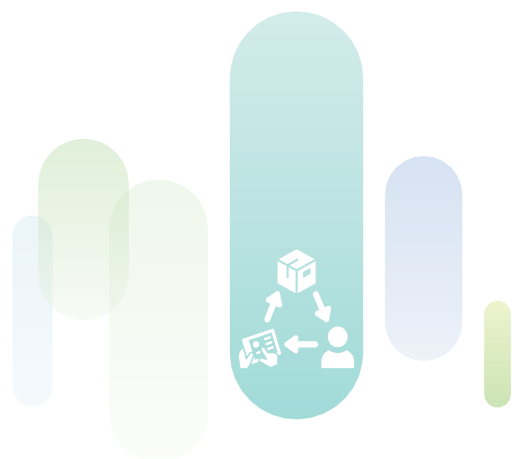
TOM Group is dedicated to upholding responsible business practices and expanding our influence across the entire value chain, from suppliers to business partners. We recognise that a sustainable supply chain has the potential to generate lasting value for both the Group and the communities we operate in. As a result, we have integrated sustainability considerations into critical aspects of our supply chain and actively encourage our partners to embrace sustainability initiatives. By collaborating closely with our suppliers and business associates, we strive to promote sustainable business practices, drive environmental conservation efforts, and deliver tangible social benefits to the regions we serve.

### Our commitment

Our *Supplier Code of Conduct* establishes clear guidelines and expectations regarding human rights, employment practices, environmental impact, supplier diversity, conflicts of interest and other aspects of responsible business operation. These requirements apply equally to all our vendors and business partners. The Code has been developed factoring in ideas and policies of international charters and conventions such as The Universal Declaration of Human Rights (UDHR) and the ILO's (International Labour Organisation) Declaration on Fundamental Principles and Rights at Work, adopted in 1988.

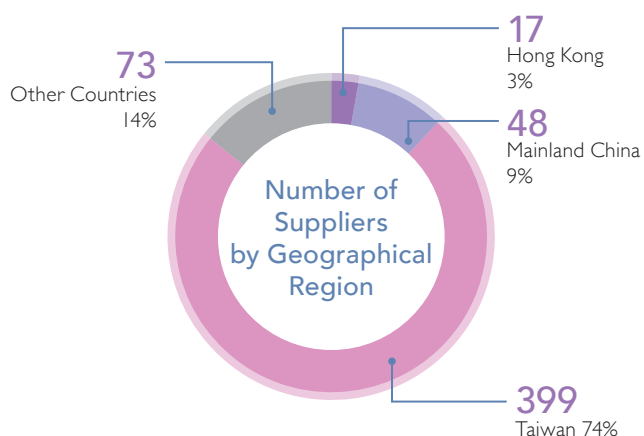
Some key highlights in our *Supplier Code of Conduct* are as follows:

- Supplier shall comply with all local Personal Data Protection laws concerning data security and privacy, and shall protect and safeguard TOM Group's and its customers' confidential assets and information. Any transfer or sharing of data must be done in a manner that protects such information from inadvertent or unauthorised disclosure and any disclosure must be in compliance with local and international laws.
- Business partners and suppliers must respect intellectual property rights, including patents, trademarks, copyrights and process designs, and safeguard TOM Group's confidential and proprietary information.



We have also drawn useful inspiration and ideas from the following policies to support enforcement of supply chain sustainability in TOM Group:

- *Human Rights Policy* – we expect business partners and suppliers to embrace the principles of human rights protection.
- *Modern Slavery and Human Trafficking Statement* – we object to modern slavery and human trafficking and have actively prevented their occurrences in our business or supply chains.
- *Environmental Policy* – we have raised the awareness of suppliers and related stakeholders about environmental issues, eco-friendly practices and other environmental considerations.



## How We Work

### Supplier screening and selection

The Group requires our supply chain partners to share our business values and demonstrate a shared commitment to sustainability, which includes maintaining high standards of ethical conduct, minimising environmental impacts and ensuring fair and just labour practices.

Anti-fraud and anti-corruption clauses are inserted into our contracts to ensure potential suppliers and vendors acknowledge the Group's expectations and requirements well in advance. For example, our Social Network and Publishing Groups requires all new suppliers to complete a self-assessment questionnaire to evaluate their sustainability practices across various criteria such as anti-discrimination measures, remuneration packages, prohibition of child labour, workplace safety and environmental performance.

In order to establish business partnerships with the Group, our new suppliers must comply with the environmental regulations and labour standards. The Social Network and Publishing Groups require suppliers to conduct self-audits and confirm their adherence to the criteria outlined in its *Supplier Code of Conduct*. Supplier contracts will only be renewed once the Group is confident that vendors have fulfilled their compliance obligations.

Internally, we have created a hierarchy of authorities where procurement decisions are made and subject to a series of vetting procedures before reaching the appropriate level of authority for final approval. This regime has been implemented across all the Group's business units.

### Supplier performance evaluation

Ensuring regular evaluations of supplier performance is vital for the long-term sustainability of our supply chain. Through the period of evaluation, the Group actively monitors and tracks the progress of our suppliers and contractors, assessing their sustainability efforts and determining the ongoing viability of our partnerships. The supplier evaluation system also plays a crucial role in ensuring accountability by verifying contract compliance, mitigating operational risks, reducing costs and fostering continual improvement in sustainability practices.

### Regulatory Compliance

The Group has placed high importance on relevant regulatory compliance concerning health and safety, advertising, labelling and privacy matters relating to products and services and methods of redress. The Group is not aware of any incidents of material non-compliance with laws and regulations concerning health and safety, advertising, labelling and privacy matters relating to products and services and methods of redress, that have a significant impact on the Group during the reporting period.



# SERVING THE COMMUNITY



## Rationale

TOM Group is dedicated to making meaningful contributions to society, promoting collective advancement and cultivating harmonious relationships with the community.

Engaging in social responsibility initiatives enhances our brand's perception and strengthens our relationships and connections with potential clients across diverse stakeholder communities.

The Group is committed to making a difference in the community by tackling some of the world's most pressing social and environmental challenges. We actively leverage our products, services, technology, talent and network to create a meaningful societal impact and foster positive change.

## Our Commitment

TOM Group is committed to participating in programmes that foster positive community development and reflect our values and sustainable objectives for various communities' diverse cultures and specific social needs.

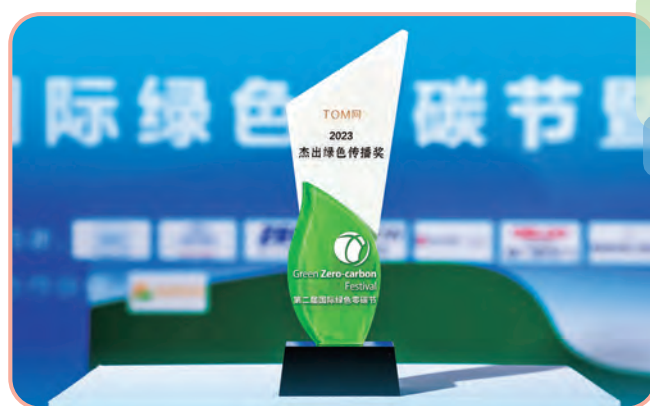
Aligned with our *Corporate Communications Policy*, TOM Group actively supports initiatives that promote environmental well-being, education, public health, community services as well as the arts and culture.



## How We Work

### Environmental Protection

Our Mobile Internet Group was recognised with the "Outstanding Green Communication Award 2023" at Beijing's second International Green Zero-carbon Festival. The campaign aimed to showcase practical achievements aligned with the "dual-carbon" goal through technological innovation and digital empowerment, promoting economic transformation and sustainable development to create a green and zero-carbon future.



In March 2023, our Publishing Group, in collaboration with Contemporary Law Journal, organised the "New Chapter of Net Zero" conference, which brought together legislators and university professors to discuss the development of sustainability reports and disclosure practices in response to the Climate Change Response Act. This conference focuses explicitly on assisting Taiwanese companies in understanding and familiarising themselves with the evolving requirements of sustainability reporting. The conference has received an overwhelming response, with over 500 participants attending.



Our corporate office also encourages all its employees to participate in the World Wildlife Fund Event – Earth Hour 2023 to show our commitment towards addressing the climate crisis and the rapid loss of biodiversity on earth by switching off non-essential lights for one hour.

### Donation of advertising space

Our Publishing Group is actively involved in community service by donating advertising space to foundations and charitable organisations. During the year, it has generously donated around 20 advertising spaces to different foundations and charitable organisations such as the Children Are Us Foundation, Modern Women's Foundation and Formosa Cancer Foundation in Taiwan. This collaboration aimed to raise awareness and promote public care and education for the underprivileged. By providing these advertising spaces, we actively support the foundation's mission and contribute to fostering a more inclusive and supportive society.



### Promoting Healthy Reading Habits

Since 2005, the Group has organised book donation activities to promote healthy reading habits among people from diverse social backgrounds. In August 2023, the Company collaborated with the Child Helper Development Center Association for the "Love to Read · Love Environment" event. As part of this initiative, the Company generously donated various children's books and organised an environmental story-sharing programme and a craft workshop with recycled materials. These efforts aimed to demonstrate care and concern for the children while instilling a strong sense of environmental protection in them.



### Community engagement

In April 2023, our Publishing Group initiated the "Read for Love" charity event, with the participation of the Taiwan Foundation for Rare Disorders as a charity partner. Celebrities and doctors were invited to read children's books and share stories during the event. The selected books, published by the Taiwan Foundation for Rare Disorders, specifically focused on raising awareness about rare diseases. Through the involvement of influential celebrities, the event aimed to inspire wider society to support and advocate for children affected by rare diseases actively.



To help support disadvantaged groups in the community, our corporate office has encouraged its employees to participate in "Skip Lunch Day", "Dress Casual Day", "Green Low Carbon Day", and "Love Teeth Day" held by The Community Chest to help and bring hope to disadvantage group in the community.





# About this Report

## Reporting Period

As a purpose-driven organisation, TOM Group is issuing its third standalone Sustainability Report in the Group's sustainability disclosure journey, in which the Group is continuously looking to enhance reporting approaches as well as address the sustainability concerns of its stakeholders. This report covers the year from 1 January 2023 to 31 December 2023, unless otherwise specified.

## Reporting Boundary

The information disclosed in the Sustainability Report covers our core and material operations in our Mobile Internet, Social Network, Publishing and Advertising Groups. These operations of ours span the cities of Hong Kong, Beijing and Taiwan in the Greater China region. Due to business arrangements, our scope of reporting will not cover business units and their business activities that the Group has no direct management control over.

## Reporting Framework

This Report is prepared in accordance with the mandatory disclosure requirements and the "comply or explain" provision of the ESG Reporting Guide ("ESG Guide") contained in Appendix C2 to The Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. The ESG Guide Content Index, which is printed on page 43-48, contains information about the extent to which the Group has applied the guide with cross-references to the relevant sections in this report.

This report should be read in conjunction with the Group's 2023 Annual Report, which offers a detailed overview of its financial performance and corporate governance in the past fiscal year, combined with the key policies published on the Group's official website.

## Reporting Principles

The Group has applied the following reporting principles of the ESG Guide in preparing this Sustainability Report:

- **Materiality** – the Group focuses on matters that impact business growth and are of importance to our stakeholders. For more information, please refer to section of Materiality assessment.
- **Quantitative** – information of the standards, methodologies, assumptions and/or calculation references and source of key conversion factors used on the key performance indicators ("KPIs") stated, wherever appropriate.
- **Balance** – this report discloses information in an objective manner, aiming to provide stakeholders with an unbiased picture of the Group's overall sustainability performance.
- **Consistency** – consistent methodologies are adopted when calculating the quantitative KPIs unless otherwise specified. Reasons would be provided for any restating of information published in the report.

## Language

In case of discrepancy between the Chinese and English versions of the Sustainability Report, the English version shall prevail.

## Definitions

Unless otherwise specified, capitalised terms used in this Sustainability Report shall have the same meanings as those defined in the Group's 2023 Annual Report.

## Feedback

The Group welcomes feedback on this Sustainability Report, its approach to sustainability and performance. Please share your views at [ir@tomgroup.com](mailto:ir@tomgroup.com).

## Key Performance Data<sup>2</sup>

### Environmental Data

Environmental Indicators	2023	2022	% Difference
<b>GHG Emissions (tonnes CO<sub>2</sub>e)<sup>3</sup></b>	4,765.8	4,804.9	-1%
Scope 1 <sup>4</sup>	15.7	20.3	-23%
Scope 2 <sup>5</sup>	4,652.2	4,768.6	-2%
Scope 3 <sup>6</sup>	97.9	16.0	514%
<b>Carbon Intensity (tonnes CO<sub>2</sub>e/employee)</b>	4.0	4.0	-0.23%
<b>Energy Consumption<sup>7</sup>(GJ)</b>	33,046.5	33,409.7	-1%
Direct Energy Consumption	206.8	269.3	-23%
Indirect Energy Consumption	32,839.7	33,140.4	-1%
<b>Energy Intensity (GJ/employee)</b>	27.8	27.9	-1%
<b>Paper Consumption (tonnes)</b>	5,425.0	5,369.1	1%
Office paper	13.0	13.1	-1%
Paper for Publishing Business	5,412	5,356	1%
<b>Water Consumption (m<sup>3</sup>)</b>	23,646.2	24,454.5	-3%
<b>Water Intensity (m<sup>3</sup>/employee)</b>	19.9	20.4	-3%
<b>Packaging Material (tonnes)</b>	3.1	3.0	0%
Plastic packaging	3.1	3.0	0%
<b>Air Emissions (kg)<sup>8</sup></b>			
NO <sub>x</sub>	12.7	22.0	-42%
Particulate Matters	1.14	2.01	-43%
SO <sub>x</sub>	0.09	0.11	-23%

<sup>2</sup> The scope of environmental and social performance excludes business units in which the Group has no management control over in the reporting period.

<sup>3</sup> Calculated with reference to "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" issued by the Environmental Protection Department (EPD) and the Electrical and Mechanical Services Department (EMSD) of the HKSAR Government.

<sup>4</sup> Include diesel and petrol consumption by corporate fleet.

<sup>5</sup> Emissions associated with electricity purchased are calculated based on the latest available emissions factors provided by the power companies.

<sup>6</sup> Include GHG emissions related to business air travel.

<sup>7</sup> The factors for converting the base units of different fuel types to gigajoule (GJ) are based on guidelines issued by HKEX.

<sup>8</sup> The emission factors are based on guidelines issued by HKEX.

## Social Data

Workplace Indicators	2023	2022
<b>Employment</b>		
Number of employees	1,190	1,197
<b>By employment category</b>		
Full-time	1,152	1,146
Part-time / Contract	38	51
<b>Full-time employees by gender, age group and region</b>		
<b>By gender</b>		
Male	331	322
Female	821	824
<b>By age group</b>		
Below 30	214	219
30-49	735	743
50 and above	203	184
<b>By region</b>		
Hong Kong	46	46
Mainland China	54	61
Taiwan	1,030	1,017
Other Countries	22	22
<b>Full-time employee turnover rate (%)<sup>9</sup></b>		
Total	22%	32%
<b>By gender</b>		
Male	25%	43%
Female	21%	28%
<b>By age group</b>		
Below 30	46%	70%
30-49	20%	26%
50 and above	7%	13%

<sup>9</sup> Employee turnover rate = number of turnover in the category/ total workforce of the category at the end of the reporting period × 100%.

Workplace Indicators	2023	2022
<b>Employment</b>		
<i>Full-time employee turnover rate (%)<sup>9</sup></i>		
<b>By region</b>		
Hong Kong	15%	26%
Mainland China	67%	107%
Taiwan	21%	29%
Other Countries	0%	9%
<b>Training and Development</b>		
<i>Average hours of training per employee<sup>10</sup></i>		
<b>By gender</b>		
Male	6.75	8.76
Female	9.34	9.22
<b>By employee category</b>		
Manager grade or above	7.95	6.11
General staff	8.64	9.28
<i>Percentage (%) of employees who received training<sup>11</sup></i>		
<b>By gender</b>		
Male	100%	100%
Female	100%	100%
<b>By employee category</b>		
Manager grade or above	100%	100%
General staff	100%	100%
<b>Occupational Health and Safety</b>		
Number of reportable injuries	8	7
Number of lost days due to work injuries	17	48

<sup>10</sup> Permanent full-time staff. Average training hours = total hours of training received by employees / total workforce at the end of the reporting period.

<sup>11</sup> Permanent full-time staff including terminated employees who left the Group during the reporting period. Percentage of employees who received training = number of employees trained / total workforce at the end of the reporting period x 100%.  
The percentage of employees trained may exceed 100%.

Mandatory Disclosure Requirements		Page	Remarks
Governance Structure	<p>A statement from the board containing the following elements:</p> <ul style="list-style-type: none"> <li>(i) a disclosure of the board's oversight of ESG issues;</li> <li>(ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and</li> <li>(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.</li> </ul>	p.4-9	-
Reporting Principles — Materiality	<ul style="list-style-type: none"> <li>(i) the process to identify and the criteria for the selection of material ESG factors;</li> <li>(ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</li> </ul>	p.13; 39	-
Reporting Principles — Quantitative	Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable).	p.39	-
Reporting Principles — Consistency	The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	p.39	-
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report.	p.39	-

Subject Areas, Aspects, General Disclosures and KPIs		Page	Remarks
<b>A. Environmental</b>			
<b>Aspect A1: Emissions</b>			
General Disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	p.22-27	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Environmental Policy</li> <li>• Sustainability Policy</li> <li>• Supplier Code of Conduct</li> </ul>
KPI A1.1	The types of emissions and respective emissions data	p.40	-
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	p.25; 40	-
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility)	-	The Group does not generate any hazardous waste in its operations.
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility)	-	General non-hazardous office waste generated is disposed of through waste separation and recycling facilities provided by the property management companies of the office buildings in which our business units are located.
KPI A1.5	Description of emission target(s) set and steps taken to achieve them	p.23	-
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	p.23	-

Aspect A2: Use of Resources			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	p.22-27	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Environmental Policy</li> <li>• Sustainability Policy</li> <li>• Supplier Code of Conduct</li> </ul>
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)	p.25; 40	-
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	p.40	-
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	p.23	-
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	-	While water use is not considered material for the Group, the Group does not encounter any issues in sourcing water.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	p.40	-
Aspect A3: The Environment and Natural Resources			
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources	p.22-27	<ul style="list-style-type: none"> <li>• Environmental Policy</li> <li>• Sustainability Policy</li> <li>• Supplier Code of Conduct</li> </ul>
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	p.22-27	-
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:	-	According to the materiality review, climate change is not material to the Group in view of business nature.
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.	-	<ul style="list-style-type: none"> <li>• Environmental Policy</li> <li>• Sustainability Policy</li> </ul>

## 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	p.15-16 p.20-21	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Employment Policy</li> </ul>
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	p.17;41	-
KPI B1.2	Employee turnover rate by gender, age group and geographical region	p.41-42	-

#### 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	p.17-19	<ul style="list-style-type: none"> <li>• Health and Safety Policy</li> </ul>
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	p.17	-
KPI B2.2	Lost days due to work injury	p.17;42	-
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	p.17-19	-

#### Aspect B3: Development and Training

General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	p.19-20	-
KPI B3.1	The percentage of employees trained by gender and employee category	p.42	-
KPI B3.2	The average training hours completed per employee by gender and employee category	p.42	-



Aspect B4: Labour Standards			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	p.21	<ul style="list-style-type: none"> <li>• Human Rights Policy</li> <li>• Modern Slavery and Human Trafficking Statement</li> <li>• Supplier Code of Conduct</li> </ul>
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	-	
KPI B4.2	Description of steps taken to eliminate such practices when discovered	-	

### Operating Practices

Aspect B5: Supply Chain Management			
General Disclosure	Policies on managing environmental and social risks of the supply chain	p.34-35	<ul style="list-style-type: none"> <li>• Human Rights Policy</li> <li>• Modern Slavery and Human Trafficking Statement</li> <li>• Supplier Code of Conduct</li> </ul>
KPI B5.1	Number of suppliers by geographical region	p.35	-
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	p.34-35	<ul style="list-style-type: none"> <li>• Policy on Appointment of Third Party Representatives</li> </ul>
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	p.34-35	-
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	p.23; p.26-27	-

Aspect B6: Product Responsibility			
General Disclosure	Product responsibility policies and compliance with relevant laws and regulations on health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	p.28-33	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Policy on Personal Data Governance</li> </ul>
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	p.33	-
KPI B6.2	Number of products and service-related complaints received and how they are dealt with	p.33	-
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	p.34	-
KPI B6.4	Description of quality assurance process and recall procedures	p.28-33	-
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	p.28-33	<ul style="list-style-type: none"> <li>• Information Security Policy</li> <li>• Policy on Personal Data Governance</li> </ul>
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	p.28-31	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Anti-Fraud and Anti-Bribery Policy</li> <li>• Policy on Appointment of Third Party Representatives</li> </ul>
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	p.30	-
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	p.30-31	<ul style="list-style-type: none"> <li>• Whistleblowing Policy</li> </ul>
KPI B7.3	Description of anti-corruption training provided to directors and staff	p.30	-
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	p.36-38	<ul style="list-style-type: none"> <li>• Corporate Communications Policy</li> </ul>
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	p.36-38	-
KPI B8.2	Resources contributed (e.g. money or time) to the focus area	p.36-38	-



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