



First Shanghai Investments Limited

Stock Code: 227



2024

Environmental,
Social and
Governance Report



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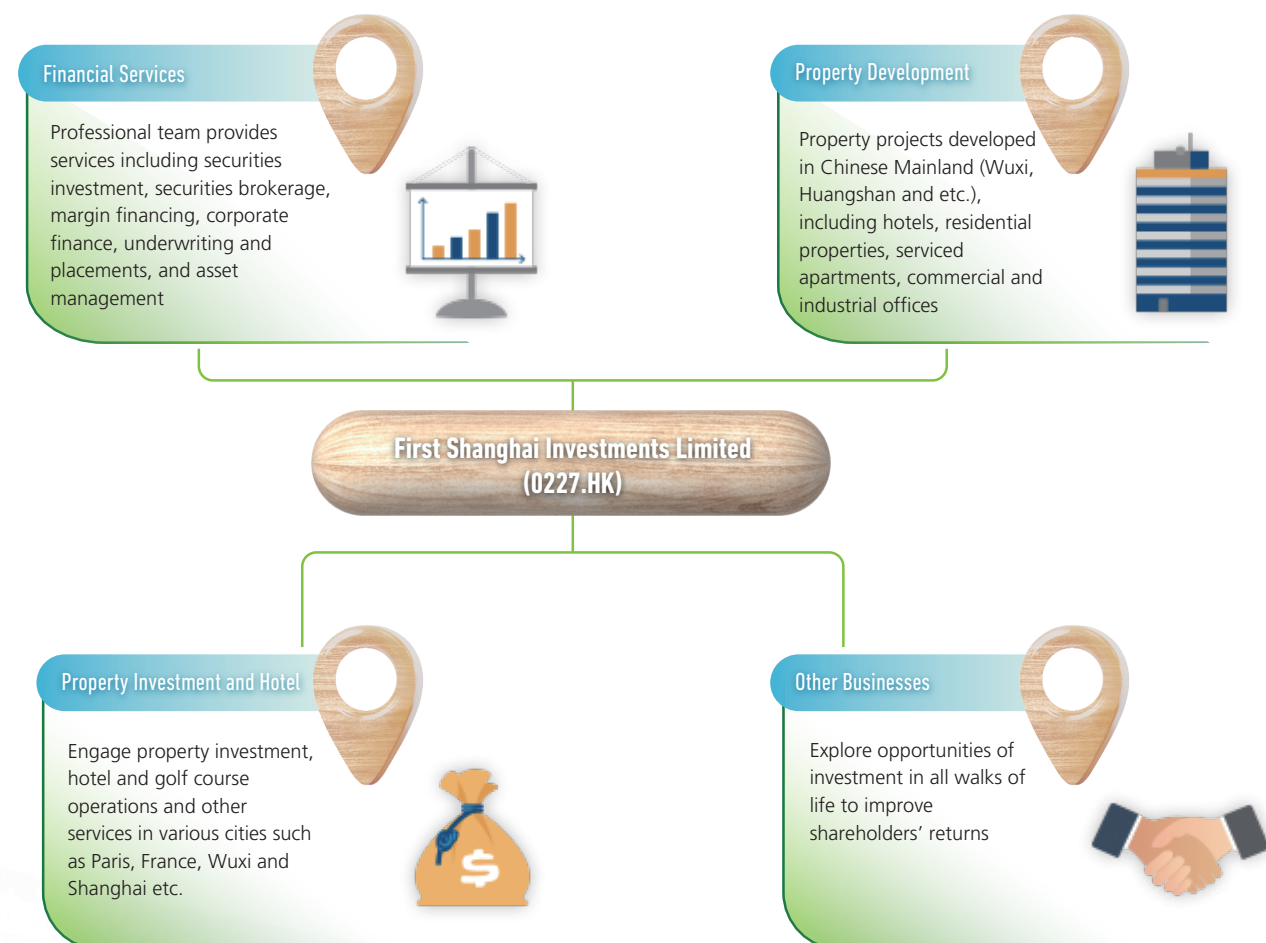
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ABOUT FIRST SHANGHAI

First Shanghai Investments Limited (the “Company”) and its subsidiaries (together “First Shanghai” or the “Group”) are engaged in integrated businesses with years of operational experience, whose core businesses include financial services, property development, property investment and hotel and other businesses, offering professional products and services for customers in Hong Kong, Chinese Mainland and overseas.

OUR BUSINESS



ABOUT THIS REPORT

With the growing emphasis on sustainability issues, investors pay more attention to the environmental, social and governance (“ESG”) performance of the enterprises. The Group fully recognizes stakeholders’ expectations on our development and planning in such aspects, and has therefore prepared the ESG Report (the “Report”) to disclose the relevant policies, measures and performance, with an aim to boosting the stakeholders’ confidence in the Group. The Report has been prepared in both Chinese and English and is available on the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Group’s website (www.firstshanghai.com.hk).

SCOPE OF REPORT

The Report presents the Group’s ESG performance during the year from 1 January 2024 to 31 December 2024 (the “Year”). Being consistent with the previous year, it covers the business development of the three places of business in Hong Kong, Wuxi and Paris, France (“Place(s) of Business”), which are mainly engaged in the core businesses of financial services, property development, property investment and hotel operations, contributing over 99% of the Group’s total revenue. In terms of materiality, other businesses accounting for less than 1% of revenue have been excluded from the scope of the Report for the time being. We will regularly review and adjust, as appropriate, the scope of the Report to provide complete and accurate information to all stakeholders.

Business Segment	Location	Place of Business
Financial Services 	Hong Kong	Headquarter office (“Hong Kong Headquarter”)
Property Development, Property Investment and Hotel (“Property and Hotel”) 	Wuxi	Wuxi Sunshine Real Estate Limited (“Wuxi Property Investment Office”): <ul style="list-style-type: none"> “First Shanghai Plaza”, comprises the DoubleTree by Hilton Hotel Wuxi (“Wuxi Hotel”), the operation of which is entrusted to the Hotel Manager by the Group
	Paris	L’Isle Adam, Paris, France (“L’Isle Adam, Paris”): <ul style="list-style-type: none"> M Gallery (“Golf Hotel”), a boutique hotel Golf course and a clubhouse (“Gold Club and Golf Course”)

REPORTING PRINCIPLES

The Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (the “Guide”) in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the four reporting principles (materiality, consistency, quantitative and balance) set out therein.



Materiality

We conducted a questionnaire survey to collect the opinions of internal and external stakeholders to identify ESG issues which are significant to the Group and its stakeholders as the focus of disclosure in the Report. See the section headed “Materiality Assessment” for details of the assessment process.



Consistency and Quantitative

We adopt a statistical methodologies consistent with that used for previous reports to ensure data comparability, and present environmental and social performance in quantitative terms as far as possible, including relevant data and calculation methods.



Balance

We adhere to an objective and fair attitude in disclosing both the positive and negative impacts of this year, enabling stakeholders to accurately assess the Group’s overall performance.

REVIEW AND APPROVAL

The information disclosed herein is sourced from the Group’s official documents, statistics and records and has been reviewed and approved by the Board of Directors (Board) of the Group on 28 March 2025.

OPINION AND FEEDBACK

The Group values the opinions of all stakeholders and believes that feedbacks from different perspectives would help improving its performance. If you have any questions or recommendations on the content of the Report or other matters related to sustainable development, please contact us via the following methods:

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SUSTAINABILITY PERFORMANCE AT A GLANCE



Environmental

- As a result of the decline in the use of fossil fuels, the Group's air pollutants, including nitrogen oxides, sulphur oxides and respirable suspended particles, decreased by 5.3%, 15.4% and 2.9% respectively during the Year.
- Overall water consumption decreased by 15.6% compared to the previous year, indicating that the Group's efforts in water conservation have started to yield results.



Social

- The Group has recorded no work-related fatalities for three consecutive years, and the number of work-related injuries has significantly decreased from 14 cases last year to 5 cases.
- The employee training ratio has remained above 70% for three consecutive years.



Governance

- The Group had not concluded corruption-related litigation cases during the Year.
- During the Year, the Group's 6 directors each received an average of 2 hours of anti-corruption training, while other employees also received an average of 2.3 hours of related training per person.

MESSAGE FROM THE CHAIRMAN

Against the backdrop of escalating global climate change, sustainable development has become a top priority for the international community. As a responsible corporate citizen in the global market, we deeply recognize the significance of this responsibility. We fully understand the support for sustainable development outlined in the national 14th Five-Year Plan. Being a company with a global vision enjoying strong support of the Motherland, First Shanghai remains committed to advancing our sustainability strategy, and making contribution to a better future.

Over the past year, we have made significant progress in climate management. The Group has completed an initial identification of industry-related climate risks and plans to further develop risk mitigation strategies to establish a more comprehensive climate management framework. We are dedicated to implementing low-carbon operations, while fully supporting national carbon neutrality and carbon peaking targets. In this process, we have invested substantial resources in upgrading environmental protection facilities while actively encouraging employee participation in green initiatives to foster a culture of sustainable workplace practices.

In terms of business development, we continue to drive digitalization and automation in our services while expanding our product offerings, striving to provide customers with a superior service experience. We have introduced innovative technological solutions to optimize business processes and improve operational efficiency. Internally, we focus on creating an ideal working environment and establishing a comprehensive employment system to provide employees with growth opportunities, thereby strengthening team cohesion and competitiveness. We believe that we can provide exceptional services to our customers by possessing an excellent working team which consists of various talents.

In terms of the social responsibility, we actively participate in community development, and support various philanthropic activities, as part of our endeavor to promote social harmony. We firmly believe that our success is closely linked to societal progress. Therefore, we continue to invest in the society and fulfill our corporate social responsibility.

Looking ahead, by persisting in the principles of sustainable development, we strive to create value for our shareholders while contributing to environmental protection and social progress. We are confident that through relentless efforts, we can collaborate with all stakeholders to build a sustainable and prosperous future.

LO Yuen Yat
Chairman
First Shanghai Investments Limited

SUSTAINABILITY APPROACH

As the globe continues to pay more attention in corporate sustainability, governments and regulatory bodies worldwide are imposing increasingly stringent requirements on environmental protection, social responsibility, and corporate governance. To address these challenges and seize emerging opportunities, the Group has adopted a systematic approach to sustainability governance, striving to establish a solid foundation for long-term development.

GOVERNANCE STRUCTURE

The Board is the highest governing body of the Group and is responsible for overseeing ESG-related matters. To enhance governance effectiveness, we continue to refine our corporate management system. Under the leadership of the Board, along with the coordination of the management and key operational departments, we systematically drive the Group's sustainability initiatives, ensuring the achievement of our long-term sustainability goals.

Governance Level	Role	Responsibilities
Board	Leader	Regularly reviews relevant strategies, objectives, policies, measures and risk management to secure sound development
Operational Departments	Executor	Responsible for the implementation of the work, collecting information and data of the ESG report, and monitoring and reporting about the implementation and performance on a regular basis

GOVERNANCE STRATEGY

The Group recognizes the importance of sustainability for the long-term and stable development of the enterprise, and is committed to integrating this philosophy into its governance structure, business strategy and daily operations. We have been communicating with stakeholders regularly, soliciting opinions from all parties and continuously refining our sustainability policy in respect of important ESG issues.

Furthermore, the Board is dedicated to formulating sustainability strategies and targets, through the effective execution in various operational departments. Regular monitoring, evaluation, and review processes are conducted to track progress. We place great emphasis on sound corporate governance, believing that close communication with stakeholders will enable us to enhance our ESG performance continuously and drive the Group toward sustainable development.

RISK MANAGEMENT

The Group has established a sound risk management and internal control system, which is subject to the full supervision by the Board. The audit committee will regularly review the operation of the system and submit annual reports. The risk committee will hold regular meetings to optimize the risk management framework and report to the audit committee. The management of each department actively participate in risk identification and assessment to formulate corresponding mitigation measures to ensure stable operations.

During the past year, the Group's risk management and internal control system operated effectively. ESG factors have been incorporated into our risk assessment framework, and appropriate measures have been implemented to manage various risks. For further details, please refer to the "Corporate Governance Report" section of the annual report.

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

COMMUNICATION CHANNELS

The support and participation of stakeholders are crucial to achieving sustainable development. First Shanghai is committed to maintaining close connections with stakeholders, by understanding their expectations and needs through regular communications, and thereby optimizing our sustainable development strategy. The Group will continue to collect and respond to opinions from stakeholders through diverse communication channels.

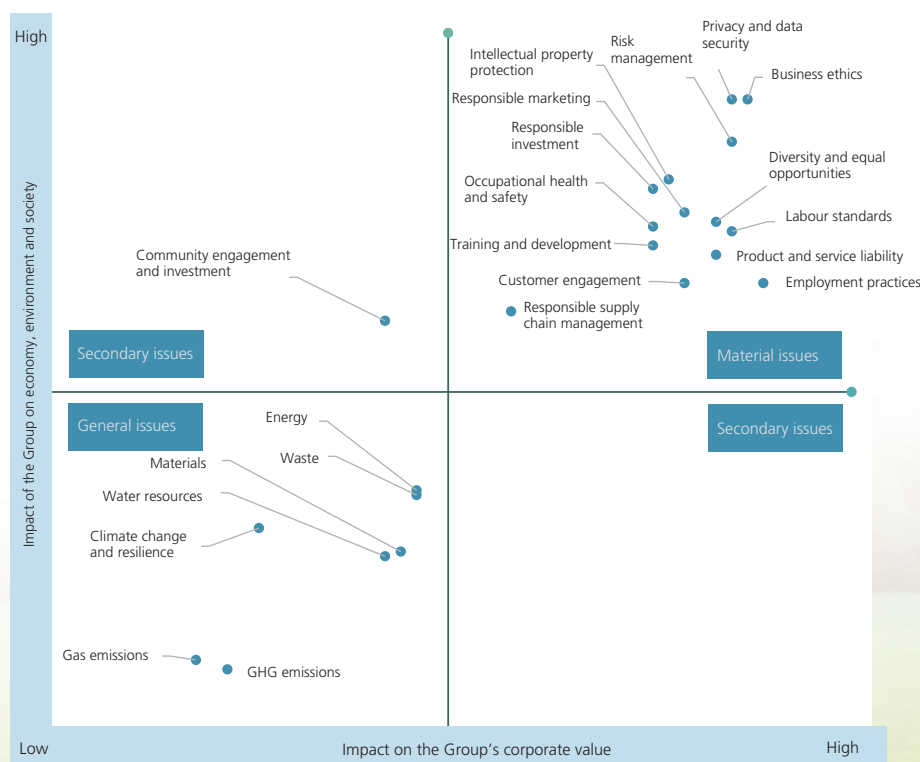
Stakeholders group	Communication channels
Directors and employees	<ul style="list-style-type: none">• Internal communication• Employee activities• Board meetings• Symposium• Dining with management• Company's email and other social platforms• Performance evaluation
Investors and shareholders	<ul style="list-style-type: none">• Annual general meeting• Company's website• Announcements and notices• Annual and interim reports• ESG report
Suppliers	<ul style="list-style-type: none">• Routine review mechanism of suppliers• Regular communication and meetings• Bidding and procurement process
Business partners	<ul style="list-style-type: none">• Regular reports on hotel business by hotel management• Seminar for industry players
Customers	<ul style="list-style-type: none">• Customer's opinion collection box and complaint mechanism• Questionnaire• Regular meetings with customers service agents• Investment seminars• Customer service hotline• Online customer service
Communities	<ul style="list-style-type: none">• Volunteer activities• Company's website
Regulators	<ul style="list-style-type: none">• Lectures• Regular reporting
Non-governmental organizations	<ul style="list-style-type: none">• Award scheme and charter• Sponsorship and donation

MATERIALITY ASSESSMENT

During the Year, the Group, with the assistance of independent third-party advisor, conducted a three-step materiality assessment to identify ESG issues which are material to the Group and its stakeholders.

1 Identifying relevant issues	<ul style="list-style-type: none"> Identifying 22 ESG issues which are relevant to the Group with reference to the Guides of the Stock Exchange, reporting trends and industry practices
2 Prioritising the issues	<ul style="list-style-type: none"> Inviting internal and external stakeholders to take part in online surveys to rate the materiality of ESG issues Collecting and evaluating opinions on the impact of the issues on the Group's corporate value (financial materiality) and the impact of the Group on economy, environment and society (impact materiality) to determine the overall level of materiality of each issue Developing materiality matrix and prioritising the ESG issues
3 Verifying material issues	<ul style="list-style-type: none"> The results of the materiality assessment are reviewed and confirmed by the Board

We conducted a materiality assessment on 22 ESG issues according to stakeholders' feedback and the degree of impact on our business. The results of the assessment are presented in a matrix format, with the issues located in the upper right quadrant representing the key areas of greatest concern, which are discussed in detail in this Report.



Through the new methodology of materiality assessment, 14 material issues were identified during the Year, which is covered by five areas respectively, they are risk management, compliant operations, supply chain management, customer rights and service quality, and talent development.

Material issues	Corresponding chapter
Risk management	Sustainability approach – risk management
Business ethics	Governance – compliant management and corruption-free operation
Responsible supply chain management	Governance – supply chain management
Responsible marketing, responsible investments, privacy and data security, intellectual property protection, product and service liability, customer engagement	Social – customers
Labour standards, employment practices, occupational health and safety, training and development, diversity and equal opportunities	Social – talent development

OUR POLICIES



Response to Climate Change

- "Climate Change Policy"



Resources Management

- "Greenhouse Gas Policy"
- "Exhaust Gas Emission Policy"
- "Policies on Hazardous and Non-hazardous Waste Management"
- "Energy Management Policy"
- "Water Resources Management Policy"
- "Paper Management Policy"
- "Policies for Minimizing the Significant Impact of the Operation on the Environment and Natural Resources"
- "Hazardous Waste Environmental Emergency Plan"

RESPONSE TO CLIMATE CHANGE

Regions across the globe are confronted multiple challenges brought about by climate change, including increased extreme weather events, rising sea levels, and an imbalanced ecosystem, which not only impact the environment but also pose significant threats to economic development and social welfare. Chinese Mainland is actively promoting a green transformation with clear emission reduction targets, which are aimed at peaking carbon emissions by 2030 and achieving carbon neutrality by 2060. At the same time, the Hong Kong government has also envisioned achieving carbon neutrality by 2050, followed by the introduction of the Hong Kong's Climate Action Plan 2050, whereby establishing a number of specific measures. These initiatives reflect the determination and commitment of various regions in tackling climate change.

As a responsible corporate citizen, First Shanghai is aware of the far-reaching impact of climate change on business operations and social development, and actively formulates a comprehensive low-carbon operating strategies to contribute to carbon neutrality. In addition to our strict compliance with environmental laws and regulations across regions, we have established a comprehensive internal policy framework, including the "Climate Change Policy", the "Environmental Protection Policy", and the "Energy Management Policy". Through these policies, we are committed to managing carbon emissions, energy use, and related risks in our operations to reduce environmental impact. Furthermore, we are actively raising environmental awareness among employees and encouraging them to pursue environmental practices in their daily work, as part of our concerted efforts to respond to climate change.

CLIMATE RISK MANAGEMENT

The Group places great emphasis on climate risk management and is committed to enhancing its adaption and resilience to ensure the long-term sustainability of its business. As such, we have been actively integrating climate risk and opportunity management into our core business strategies. In the previous year, we took further actions by conducting an extensive study on the Climate Risk Landscape Report under the United Nations Environment Programme Finance Initiative (UNEPFI). In combination of our analysis over industry peer results, we conducted preliminary assessment on the climate risks related to our business. We can identify potential risks and development opportunities more effectively through these in-depth analyses, laying a solid foundation for future growth.

With effect from 23 September 2024, the Stock Exchange implemented severe weather trading in the securities and derivatives markets to enhance Hong Kong's competitiveness as a world-class finance centre. In response to market needs and to effectively address climate change, the Group has also implemented trading arrangements during severe weather conditions simultaneously. To ensure employee safety, our IT department has enhanced systems such as remote desktop access and call forwarding, enabling our employees to work from home. The Group has also issued relevant guidelines and provided corresponding training, particularly for frontline employees, to ensure high-quality market trading services during trading days affected by severe weather.

Risk Type		Description	Industry Influence	Financial Services	Property and Hotel
Transition Risks	Policies and regulations	<ul style="list-style-type: none"> • More carbon taxes and other carbon fees introduced to the market • Regulators issue more environmental and climate-related laws and regulations on industry operation 	<ul style="list-style-type: none"> • Further push up carbon prices, and increase operating costs • Increase corporate compliance pressure and cost • In order to meet local energy efficiency and emission standards or tenants' needs (for example, early renovation of heating or cooling systems), a large amount of capital investment is needed, which leads to an increase in the demand for purchasing low-emission building materials (such as steel, cement and wood) 	✓	✓
		<ul style="list-style-type: none"> • Regional and national commitments to carbon neutrality increase the pressure on various industries to move towards carbon neutrality • New types of legal risks 	<ul style="list-style-type: none"> • May affect the existing operation mode of the Group and increase the operating cost • Face lawsuits for not complying with environmental regulations 	✓	✓
Transition Risks	Technologies	<ul style="list-style-type: none"> • Low-carbon products and technologies gradually increase market share 	<ul style="list-style-type: none"> • Increase the uncertainty of income and profitability 	✓	

Risk Type		Description	Industry Influence	Financial Services	Property and Hotel
	Market	<ul style="list-style-type: none"> Capital flows favor low-carbon industries, and sunk assets in high-carbon industries may bring fluctuations to the market Carbon pricing will lead to an increase in financing cost Water, energy and raw material prices rise 	<ul style="list-style-type: none"> Influence the stability of enterprise's revenue and profitability As investors and lenders price the transition risk at the market level (for example, in economies that rely on carbon-intensive industries), lead to an increase in the financing cost Due to the carbon-intensive building system, the cost of public utilities increase 	✓	✓
	Reputation	<ul style="list-style-type: none"> Consumer preference shifts 	<ul style="list-style-type: none"> Sustainable development and climate change factors should be considered in operation, otherwise it may gradually lose market share If the Group is too slow to respond to consumers' and shareholders' demands for sustainable development, production process and information disclosure, and cannot meet their expectations, the Group may face reputation damage Carbon-intensive assets are not attractive to occupiers who have set carbon reduction targets 	✓ ✓	✓ ✓

Risk Type		Description	Industry Influence	Financial Services	Property and Hotel
Physical Risks	Acute	<ul style="list-style-type: none"> • Extreme weather damages the enterprise or its secured assets • Supply chain stability is impaired 	<ul style="list-style-type: none"> • Asset damage brings losses • Seriously affect daily operations • Increase related insurance expenses • Extreme weather affects the safety of employees on business travels • Affect the operation mode of the enterprise and increase the operating cost • Increase the uncertainty of income • To improve the ability of buildings to resist physical risks, the Group needs to increase relevant investments (e.g., raising buildings, green rooftops, protecting electromechanical systems and computer servers) • Increase maintenance cost • Due to the disturbance of surrounding traffic or other infrastructure, the demand for housing in the local market where it operates is affected • As a result of extreme weather, the output of raw materials is affected, resulting in the instability of supply chain (e.g., raw materials, products and services), which in turn affects the stability of the enterprise's own operations 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
	Chronic	<ul style="list-style-type: none"> • Sea level rises • Increase in the number of extremely hot/cold days 	<ul style="list-style-type: none"> • Increase in risk of flooding in coastal areas may result in asset losses and increase insurance expenses • Increasing the use of refrigeration or heating equipment results in an increase of related energy use costs, which in turn increase the operating costs of enterprise • Influence employees' work efficiency 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓

To enhance the resilience of our Places of Business against climate events, the Group has established a complete and effective risk management system under its comprehensive response strategy. This system encompasses not only immediate response measures and guidelines but also long-term prevention and recovery plans, ensuring our capability to comprehensively address various climate-related risks.



1. Planning and Preparation Stage

We prioritise the development of a comprehensive early warning mechanism and emergency plans, which includes performing regular risk assessments, formulating detailed emergency plans and material lists, and ensuring that all Places of Business are well-equipped with adequate emergency supplies. We also place great emphasis on employee training, by organizing regular emergency drills to ensure that all employees are familiar with evacuation routes and emergency procedures.



2. Loss Mitigation

We have established a multi-layered protection mechanism, which includes establishing rapid response teams, formulating clear evacuation procedures, and implementing comprehensive equipment protection measures. We pay particular attention to safeguarding critical facilities by deploying advanced monitoring systems and reinforcement measures while having established close collaboration with local law enforcement agencies. Furthermore, we have developed a detailed asset protection plan to minimize potential losses in the event of extreme weather conditions.



3. Post-Disaster Recovery

We have established a comprehensive recovery mechanism, which includes implementing stringent facility inspection and maintenance procedures, establishing a post-disaster assessment system, and formulating business continuity plans. Our professional teams will promptly conduct facility inspections and repairs under safe conditions, carrying out detailed incident analysis and reviews to continuously enhance our response measures.

In accordance with our comprehensive policy framework and contingency procedures, we can not only effectively manage immediate climate-related risks but also ensure the long-term sustainability of our business operations. Our flexible response plans are designed to allow for adjustments based on different conditions to ensure that all measures are implemented in a timely, precise, and effective manner, maximizing the protection of employee safety and corporate assets.

CARBON REDUCTION AND ENERGY MANAGEMENT

First Shanghai is committed to implementing a diversified environmental protection measures, while actively promoting energy conservation, carbon reduction, and the development of green financial services. As a conglomerate, we recognize that energy consumption constitutes a crucial aspect of operations, and therefore strictly adhere to the “Energy Management Policy” and “Exhaust Gas Emission Policy” to comprehensively manage energy efficiency while constantly monitoring all forms of air pollutants and GHG emissions. As for energy-efficient targets, we have set specific indicators for our Hong Kong Headquarter, aiming to reduce electricity consumption by at least 5% by 2025 as compared to 2020. Through the implementation of effective regulatory measures and proactive monitoring of key environmental performance indicators, we will continue to enhance energy use efficiency and reduce carbon emissions, mitigating the impact of climate change while strengthening our climate resilience. We are committed to disclosing more detailed progress reports in due course.

Operating Equipment

- Give priority to energy-saving appliances, to reduce energy consumption and improve energy efficiency
- Use energy-saving light tubes, LED lights and energy-saving lamps, as well as adopt voice control or light control lighting system, to reduce electricity consumption by hotel
- Replace low electric-efficient devices with higher electric-efficient products regularly to further save energy
- Clean the dust screen and fan coil unit of air conditioning system on a regular basis, to ensure efficient operation of the system
- Activate devices in sleep mode appropriately, to achieve energy-saving effect without affecting the performance of the equipment
- Use vehicles meeting the latest emission standards, optimize driving route planning and practice green travel
- L’Isle Adam, Paris progressively replaces green maintenance equipment such as blowers and trimmers, etc. by electric ones
- L’Isle Adam, Paris adopts electrically driven installations for heating system, restaurant kitchen and storage room, and course watering system
- Wuxi Hotel adopts air source heat pump, to reduce steam consumption
- Wuxi Hotel replaces the old system with low efficiency by the air conditioning system with centrifugal chillers for higher energy efficiency

Daily Operation

- Minimize its carbon footprint by efficient use of resources and implementing green office measures
- Monitor power consumption on a monthly basis for the early detection and rectification of devices that consume power erratically
- Advocate the Energy Saving Charter on Indoor Temperature and maintain an average indoor temperature between 24 – 26°C to save energy and provide a comfortable working environment
- Encourage online meetings to reduce motor vehicle emissions and emissions generated from business trip
- In case of business trips, employees are encouraged to prioritise use of public transportation or carpooling and to take the most efficient routes whenever possible to minimize travel-related carbon emissions
- Employees are also encouraged to commute between Chinese Mainland and Hong Kong using the high-speed train to reduce reliance on corporate vehicles. Where corporate vehicles are required, only unleaded petrol is permitted to minimize pollutant emissions
- Emphasize and promote the turning off air conditioners, lightings and electronic products after using such equipment and before leaving the work place to reduce energy consumption
- Choose local suppliers with first priority to reduce GHG emissions during transportation
- Take into account the factors related to climate change in the procurement process and promote the use of low-carbon and energy-efficient products and materials
- Employees are encouraged to enhance their awareness of waste classification, while recycling companies are appointed to collect recyclable materials on a regular basis, reducing carbon emissions generated by waste disposal

GHG EMISSIONS

During the Year, the Group's total GHG emissions amounted to 6,495.8 tonnes of CO₂e, with a corresponding intensity of 0.004 tonnes of CO₂e/m² and 16.6 tonnes of CO₂e/HK\$ million. Compared to the previous year, Scope 1 emissions increased by approximately 10.1% due to higher geothermal energy consumption and refrigerant usage, driven by business development and hardware maintenance at the place of business in Paris. Meanwhile, Scope 3 emissions slightly decreased, mainly due to a reduction in employee business travel and water consumption. Overall, the Group's GHG emissions remained comparable to those of the previous year.

GHG Emissions	Unit	2024	2023	Percentage of Changes
Scope 1	tonnes of CO ₂ e	367.0	333.3	10.1%
Scope 2	tonnes of CO ₂ e	6,107.7	6,028.9	1.3%
Scope 3	tonnes of CO ₂ e	21.1	23.8	-11.3%
Total GHG emissions	tonnes of CO ₂ e	6,495.8	6,386.0	1.7%
GHG intensity (in area)	tonnes of CO ₂ e/m ²	0.004	0.004	–
GHG intensity (in revenue)	tonnes of CO ₂ e/ HK\$ million	16.6	20.4	-18.6%

AIR POLLUTANTS

During the Year, the Group emitted a total of 627.8 kg nitrogen oxides, 1.1 kg sulphur oxides and 23.2 kg respiratory suspended particles.

Air Pollutants Emissions	Unit	2024	2023	Percentage of Changes
Nitrogen Oxides	kg	627.8	662.6	-5.3%
Sulphur Oxides	kg	1.1	1.3	-15.4%
Respiratory Suspended Particles	kg	23.2	23.9	-2.9%

ENERGY

During the Year, the total energy consumption of the Group was 15,569.0 MWh, with the consumption intensity of 0.01 MWh/m². Direct energy consumption decreased by approximately 11.9% compared to the previous year, mainly due to a decrease in fossil energy consumption from vehicles.

Energy Consumption	Unit	2024	2023	Percentage of Changes
Direct energy	MWh	1,054.2	1,196.4	-11.9%
Indirect energy	MWh	14,514.8	14,142.7	2.6%
Total energy consumption	MWh	15,569.0	15,339.1	1.5%
Energy intensity (in area)	MWh/m ²	0.01	0.01	-

RESOURCES MANAGEMENT

Waste

As a responsible enterprise, the Group recognizes the environmental impact of waste generated during its operations. We strictly follow the guidelines set out in the "Policies on Disposal of Hazardous and Non-hazardous Wastes" and the "Paper Management Policy". We implement targeted waste reduction measures tailored to the characteristics of each business unit. Adopting the 4R environmental protection strategy (i.e. Reduce, Reuse, Replace and Recycle), we have comprehensively implemented waste management initiatives. Our waste management strategy is built upon three core principles: actively recycling reusable materials, promoting reuse to minimize consumption, and properly disposing of unavoidable waste. Through these measures, we are committed to reducing waste generation, extending the lifecycle of resources, and ensuring all waste is disposed of in a lawful and environmentally-friendly manner.

Reducing, Reusing and Replacing

- Promote electronic operations, including reducing use of paper and setting double-sided printing as default mode of printers
- Reuse materials such as old envelopes, folders, cartons and stationery
- Use electronic greeting cards and subscribe online newspaper and magazine to gradually replace hard copies
- Reduce provision of plastic bottled water for the customers

Recycling

- Set up waste collection boxes at prominent location of each Place of Business to encourage recycling
- Collect and dispose the recyclable items generated during the Chinese New Year, the Mid-autumn Festival and other festivals

To ensure the proper disposal of wastes, the Group has implemented a comprehensive sorting management scheme. We sorted and stored different wastes according to their nature and engaged qualified professional agencies responsible for disposal. For hazardous waste, such as used light tubes, electronic waste, waste residues, waste oil and waste chemicals from place of business of property investment and hotel operation, we strictly follow established policies and procedures for disposal. In terms of sewage management, we adopt preventive measures such as grease separation to ensure that discharged sewage meets environmental standards before being discharged into the public sewer system. In order to ensure the effectiveness of our policies and measures, we regularly monitor and record waste generation, and continuously optimize disposal processes to reduce resource waste and minimize environmental impact.

During the Year, the Group produced 0.2 tonnes of hazardous waste and 344.3 tonnes of non-hazardous waste, with a corresponding intensity of 0.0001 tonnes/thousand sq.m. and 0.2 tonnes/thousand sq.m. respectively.

Waste Generation	Unit	2024	2023	Percentage of Changes
Total generation of hazardous waste ¹	tonnes	0.2	0.4	-50.0%
Hazardous waste intensity (in area)	tonnes/thousand sq.m.	0.0001	0.0002	-50.0%
Total generation of non-hazardous waste ²	tonnes	344.3	308.9	11.5%
Non-hazardous waste intensity (in area)	tonnes/thousand sq.m.	0.2	0.2	-

For the Hong Kong Headquarter, the Group has set clear waste reduction targets, aiming to reduce the paper usage by 10% from 2020 to 2025. To achieve this goal, we have implemented a series of measures, including a double-sided printing policy and the provision of recycling bins in office areas. We also collect and analyze paper consumption data on a regular basis to ensure the effectiveness of waste reduction measures. The Group will continue to monitor performance at each Place of Business, adjusting and optimizing its targets in a timely manner, as our efforts to reduce waste in the course of its operations and contribute to environmental protection. During the Year, to further enhance the completeness of the Group's data collection on non-hazardous waste, the place of business in Paris, France, has separated food waste into an independent data collection area to collect and monitor data on each source of waste generation accurately. Besides, the hotel in Paris resumed operations in the second half of 2023 after a six-month closure for emergency roof repairs, its occupancy rate gradually increased during the Year, leading to an approximately 11.5% rise in non-hazardous waste compared to the previous year.

Water Resources

Water resources are one of the most precious natural resources on the Earth. The Group recognizes the importance of protecting water resources and has taken proactive steps to reduce water consumption. We promote the importance of water conservation to employees through various channels, advocating the environmental philosophy of "cherish fresh water and avoid water wastage". In accordance with the Group's "Water Resources Management Policy", we have implemented a series of water-saving measures at each Place of Business and encourage all employees to participate in. To ensure the effectiveness of water-saving efforts, we regularly assess our water efficiency and improve the implementation of water-saving measures, aiming for sustainable water resource management.

¹ There were only small amount of hazardous waste produced by the Group in its operations.

² Non-hazardous waste includes general waste, waste paper, waste plastics, waste metals and waste wood.

Reduce consumption from the source

- Post slogans at conspicuous places to encourage the employees to save water
- Install water-saving devices, such as water-saving faucets or sensor faucet
- Carry out regular inspection and maintenance of water plumbing fixtures to prevent unnecessary waste of water
- Reduce possibility of water waste due to excessive water storage

Make efficient use of water

- Encourage employees to water plants with drinking water that is no longer to be used
- Encourage employees to use recycled water for basic cleansing

During the Year, total water consumption of the Group amounted to 160,431.6 m³, with a water consumption intensity of 0.1 m³/m², decreased by approximately 15.6% compared to the previous year. The Group did not encounter any problems in obtaining suitable water sources.

Water Resources Consumption	Unit	2024	2023	Percentage of Changes
Water consumption in total	m ³	160,431.6	190,021.6	-15.6%
Water consumption intensity (in area)	m ³ /m ²	0.1	0.1	-

Mitigating Environmental Impact

As a conglomerate, First Shanghai is fully conscious of the environmental impacts brought by its business operations, and therefore adopts a proactive approach to conduct comprehensive assessments over the potential environmental impacts of each business segment and develop corresponding management policies and mitigation measures. In addition to strictly implementing relevant regulations such as the “Policies for Minimizing the Significant Impact of the Operation on the Environment and Natural Resources” and the “Hazardous Waste Environmental Emergency Plan”, we ensure their effective implementation through our regular monitoring.

In terms of the financial services, our comprehensive investment screening mechanism has been established to incorporate environmental and social risk assessments into the investment decision-making process. We are committed to striking a balance between business development and environmental protection to ensure sustainable development. As for unavoidable environmental impacts, we have developed response plans in accordance with regulatory requirements and internal policies. For the operation of property and hotel sector, we pay particular attention to hazardous waste management, by formulating comprehensive emergency response plans and anti-pollution measures. We implement rigorous management of chemical use, including payment of relevant pollution emission taxes, and have developed a comprehensive emergency response mechanism to handle potential environmental incidents in a timely manner.

Looking ahead, First Shanghai will proactively promote environmental protection efforts, by continuing with innovation, while deepening the application of sustainability principles and green finance in its business operations. We undertake environmental responsibility as a vital mission of our development, so as to make contribution to building a greener future.

OUR POLICIES



Employees

- "Staff Handbook"
- "Equal Opportunity Policy"
- "Policy on Prevention of Child Labour or Forced Labour"
- "Occupational Safety and Health Ordinance"
- "Employee Training Policy"
- "Employee Training and Development Policy"



Customers

- "Compliance Manual"
- "Operation Manual"
- "ESG Investment Management Measures"
- "Product Supervision and Management Policy"
- "HACCP Food Safety Procedures Manual"
- "Sites Crisis Team Manual"
- "Advertising Review Guidelines"



Community

- "Community Charity Policy"

TALENT DEVELOPMENT

At First Shanghai, talent is regarded as our most valued asset. We firmly believe that it is crucial for our business sustainability to build a professional dedicated team. To this end, our comprehensive human resources management system has been established so as to both safeguard employee rights and focus on talent cultivation and development. Under our "people-orientation" philosophy, we have been striving to make good working conditions and development opportunities available to our employees.

Comprehensive Talent Management

We implement a comprehensive human resources policy that not only covers basic recruitment, remuneration, and benefits systems but also focuses on long-term career development planning and training requirements for employees. Our sound performance assessment system has been established to review and optimize various talent management measures on a regular basis. In accordance with institutional documents such as the “Staff Handbook”, the “Equal Opportunity Policy”, and the “Employee Training and Development Policy”, we ensure the standardization, transparency, and fairness of talent management practices. We place particular emphasis on the sustainability of talent development by establishing clear career ladders and career development paths, which provides employees with a clear career outlook. In addition, we collect employee feedback on a regular basis, as our efforts to continue to improve the talent management system and ensure that policies and measures effectively meet employee needs.

Competitive Remuneration and Benefits

We recognize that employees are our most valued asset, and thus are committed to offering competitive remuneration and employee benefits within the industry. In addition to basic salaries, we provide comprehensive medical insurance plans that not only cover the employees themselves but also extend to their immediate family members, ensuring that employees and their families receive proper medical care. In terms of leave, our flexible leave policy covers not only basic annual leave but also marriage leave, sick leave, maternity leave, paternity leave, bereavement leave, examination leave, birthday leave, and other employee-friendly leave arrangements, enabling our employees to achieve a healthy balance between work and life. Furthermore, we provide year-end bonuses, performance bonuses, and other incentive mechanisms, as well as various forms of allowances and fringe benefits, including festive gifts and further education subsidies.

Our remuneration system adopts a reasonable remuneration structure, which is built on the principles of fairness and transparency. When determining employee remuneration, we take various factors into account, including job responsibilities, job complexity, individual professional qualifications and work experience, performance, and current market levels. Under our effective performance assessment mechanism, which includes regular performance review meetings with employees, we are able to conduct objective assessment over their work performance and development potential, and accordingly provide commensurate salary adjustments, promotion opportunities, and development plans.

Culture of Inclusiveness and Diversity

We highly appreciate diversity and inclusiveness at the workplace, and are committed to creating a working environment where each employee can fully unleash their potential. We believe that a diversified team will present richer perspectives and innovative thoughts, facilitating our continued development. In terms of recruitment, performance assessment, promotion opportunities, career development and other aspects, we consistently apply abilities and performance as the only assessment criteria to ensure that all employees receive equal and fair treatment and gain access to equal development opportunities. To implement the Equal Opportunity Policy, we have established a comprehensive anti-discrimination mechanism, whereby strictly prohibiting any form of discrimination, harassment, or unequal treatment based on gender, age, race, sexual orientation, nationality, religious beliefs, disability, or other personal characteristics.

Strict Labour Standards

We are in strict compliance with local labour laws and regulations to ensure that all recruitment procedures are completely legal and compliant. In addition to compliance, we have established a comprehensive recruitment management system, including formulating “Policy on Prevention of Child Labour or Forced Labour” and establishing detailed identity verification and background check mechanisms to eliminate any form of child labour or forced labour. During the recruitment process, we carefully verify applicants’ identity documents, educational credentials, and work experience to ensure their age and qualifications meet statutory requirements.

All employment relationships are entered into following voluntary and equal negotiations between both parties, as a result of which we enter into formal labour contracts with each employee, clearly stipulating job responsibilities, working hours, salary, and other important terms. Meanwhile, we also fully respect employees’ freedom of career choice by providing complete and reasonable job termination formalities, including standard resignation procedures, proper notice periods, and settlement of relevant benefits. We conduct regular internal audits to ensure the effective implementation of labour policies, and identify and rectify any potential violations in a timely manner.

Open Communication Mechanism

Our diverse communication channels, including physical and electronic platforms, are established to ensure that employees can easily and promptly express their opinions and suggestions. Employees may submit complaints or feedback through written forms, emails, or other methods. To protect employee rights and interests, we have implemented strict confidentiality protocols, ensuring that all complaints are handled by designated personnel to guarantee absolute confidentiality, as well as fairness, justice, and transparency in the investigation process. Upon handling complaints, we promptly inform the involved employee of the results, and implement corresponding improvement measures, where necessary.

As of the end of the Year, the Group had a total of 448 employees in Hong Kong, Chinese Mainland, and Paris, France, accounting for 29%, 50% and 21%, respectively. In addition, the Group employs 20 and 1,651 others workers in Hong Kong and Chinese Mainland to facilitate our business operations. This diversified team provides strong momentum for the Company’s continued development.

Occupational Safety and Health

The Group has always considered the health and safety of employees as one of its top priorities. We fully recognize that a safe and healthy working environment not only enhances work efficiency and productivity of our employees but also ignites their enthusiasm for work and team morale. To this end, we have established comprehensive policies such as the “Occupational Safety and Health Policy” and the “Policies on Concerning the Physical and Mental Health of Employees”. Clear and specific safety guidelines and operating procedures have been tailored for employees in different departments and positions, effectively identifying and mitigating various occupational risks.

In addition to making effective plans at the systemic level, we have invested ample human and materials resources at the implementation level to ensure that all policies are thoroughly executed. Based on actual operating conditions and employee feedback, we annually conduct a comprehensive review and assessment of our existing policies, with update and optimization, wherever required. This ensures that our safety management system continues to improve, effectively safeguarding the occupational safety and health of employees.

Safe working environment

Our comprehensive workplace safety management system is established for the purposes of conducting a variety of regular safety assessments. In terms of infrastructure, we perform thorough inspections of fire protection systems on a regular basis, including functionality tests of devices such as smoke detectors, fire extinguishers and fire alarms. First aid equipment maintenance will also proceed according to a strict schedule to ensure that all items in first aid kits are within their validity periods and available in sufficient quantities. We place particular emphasis on the accessibility of passageways within buildings, and therefore conduct regular inspection to clear any potential obstacles, keeping escape routes completely unobstructed.

As for the quality of the working environment, we have invested resources in improving office conditions. Our regular cleaning and maintenance of air conditioning systems will help ensure good indoor ventilation and freshness. In terms of office equipment, we provide high-quality chairs, computer stands, foot rests, wrist rests, and screen filters for employees to help them prevent muscle strain or other occupational diseases that may result from their prolonged postures for long periods.

Occupational safety and health education

We stress the importance of occupational safety education for our employees, and therefore organize regular and diverse safety training activities. These training courses cover a wide range of issues, including but not limited to basic health and safety knowledge in the workplace, training on professional first aid skills, fire safety and fire extinguisher manual and guide, office ergonomics, and training on correct working postures. Our training is comprised of theoretical and practical approaches and provided in various forms, including professional lectures, on-site drills, and case analyses, to ensure that employees will attain a comprehensive understanding of the relevant knowledge and skills.

Besides regular training sessions, we have also prepared detailed safety manuals, where employees are provided with clear safety guidelines and operating procedures. We maintain regularly updated training contents and safety manuals to align them with the latest safety standards and regulations. Furthermore, we are committed to our continuous education and training programs that are aimed at fostering a safer and healthier working environment by enhancing employees' safety awareness, and strengthening their capability to respond to various emergencies.

Crisis management

Given the unique nature of our property and hotel businesses, we have developed a comprehensive and detailed "Sites Crisis Team Manual" to provide clear guidelines for handling various types of emergencies that may arise. The manual covers multiple critical areas, including but not limited to: procedures for handling personal accidents, medical emergency response protocols, plans for responding to sudden illnesses, measures for preventing and addressing natural disasters, and methods for dealing with other safety-related incidents. Each procedure has been meticulously planned and validated to ensure effective execution in real-world scenarios.

In addition, we regularly organize crisis management drills to familiarize employees with emergency response protocols. These drills include fire evacuation, first aid procedures, communication during emergencies, and other key components, all designed to enhance employees' ability to respond effectively in crisis situations. Through regular training sessions and practical drills, we ensure that all employees can respond swiftly and accurately in emergency situations, safeguarding personal safety while maintaining normal business operations. This crisis management system not only provides employees with protection and security but also lays a solid foundation for the Company's stable and sustainable development.

Five steps to crisis management



1. Feedback and reporting

In the event of a crisis, employees report the situation to relevant parties and organizations such as the crisis management team, regional managers, and the international rescue center.



2. Evaluation

The crisis management team will conduct an assessment on the on-site situation and decide on emergency measures. When the assessment is completed, they will notify key persons in charge of handling the incident, and provide the latest report on the situation and the upcoming action plan. To ensure the safety of all people, they will be responsible for guiding the on-site personnel to evacuate safely and orderly when necessary.



3. Handover

To ensure that the incident is properly handled, the on-site crisis management team shall hand over the command to the relevant person in charge and the command center as soon as possible.



4. Implementation and reporting

The relevant person in charge and the command center will communicate with the hotel crisis management team about their decisions and action plans, the team of which is composed of different employees, who perform their respective duties and coordinate with each other. Thereby, we are able to ensure that all the handling steps can be properly implemented as soon as possible, so as to effectively resolve any crisis that may arise.



5. Resolving

We carry out continuous crisis management and prevent the further spread of the crisis until the relevant crisis is completely solved. After the crisis is over, we conduct post-emergency assessment and analyze the causes of the crisis and the response to the crisis, so as to improve the future crisis management strategy.

During the Year, the Group recorded a total of 5 work-related injury cases, which resulted in a total of 221 working days lost, with no reported cases of work-related fatalities. Overall, work-related injuries have decreased as compared to the previous year. The Group will continue to enhance employees' awareness of workplace safety and remain committed to maintaining workplace safety by continuous review and enhancement of existing safety measures. To further strengthen occupational safety awareness, we provide regular professional safety training sessions to employees and ensure the strict implementation of safety regulations through rigorous supervision mechanisms. We believe that through persistent efforts, we can create a safer and healthier work environment for our employees.

Training and Development

The Group recognizes the importance of talent cultivation for our continuous growth and is committed to enhancing professional capabilities and occupational skills of our employees. To achieve this, we have established a comprehensive talent development system that provides employees with ample and diverse training opportunities. The Hong Kong Headquarter and the Property and Hotel segment have well-established training systems, including guiding documents such as the “Employee Training Policy” and the “Employee Training and Development Policy”. The Human Resources Department conducts regular surveys to understand employees’ training needs and expectations, and formulates practical training plans based on the analysis results.

We place great emphasis on orientation training for new employees while providing ongoing learning opportunities for incumbent employees. Under a systematic training system, we assist employees in acquiring the knowledge and skills required for their positions, which help them enhance their work efficiency and professional competitiveness, while achieving personal development goals. We believe that investing in employees’ continuous learning and development can bring long-term benefits to the Company.

Employees trained

337 in total

Average training hours

Total 24.4 hours per employee

Orientation Trainings for New Employees

We provide new employees with an employee handbook and a comprehensive training program that covers areas such as company culture, business model, working procedures and position requirements. We also provide training on relevant knowledge and skills required by new employees to ensure they can quickly integrate into the team and master the required job skills.

Annual Trainings

We conduct regular assessment of employee performance and develop appropriate customized training plans based on their career development requirements. Through our systematic internal training courses and development opportunities, we assist employees in enhancing their professional skills and achieving career goals.

External Trainings

The Group actively supports employees in participating in external professional development and training activities related to their positions, including professional courses, seminars, and workshops. Employees can apply to their department heads for attending relevant training sessions, so as to broaden their visions and enhance their professional skills.

Professional Skill Trainings

Financial Services segment

We provide comprehensive professional training for employees in the Financial Services Department, including enhancing customer service skills, developing multilingual communication abilities, and updating courses on the latest laws and regulations. Licensed financial professionals can also participate in targeted professional training covering core areas such as financial product knowledge, accounting standards, and financial management.

Property and Hotel segment

To ensure excellent service quality, we offer tailored and diverse training programs for employees in the Property and Hotel segment. The courses include efficient management skills, quality customer service, crisis management, financial operations, professional skill enhancement, as well as practical language training to comprehensively enhance employees’ overall competitiveness.

CUSTOMERS

Upholding the core value of “Customer First” as a leader in the industry, First Shanghai strives to create outstanding products and professional services. We have established a comprehensive quality management system that includes complete internal regulations, rigorous supervision mechanisms, and standardized operational procedures to ensure consistent service standards. Such carefully designed management system not only enables us to respond accurately to customer needs but also provides the most solid guarantee for their rights and interests.

PRODUCT AND SERVICE RESPONSIBILITY

Financial Services segment

The Group has formulated a policy on product risk disclosure based on the code of conduct and guidelines on advertising issued by the SFC. The “Compliance Manual” and the “Operation Manual” of the Hong Kong Headquarter set out the requirements related to our financial services and products, including risk disclosure, due diligence, customer assessment, etc. Our employees are required to explain to our customers the risks of investing in financial products and assess the suitability of our customers to assist them in making appropriate investment decisions. The Group has established a dedicated due diligence mechanism for financial products to ensure that our financial products and services meet the needs of our customers while also complying with all regulatory standards and regulations. In addition, we will assess the ESG risks of our investment projects in accordance with the “ESG Investment Management Measures”. By combining ESG information with traditional financial data, with reference to relevant standard ESG ratings and based on our assessment results, we make investment decisions that are most aligned with our objectives and policies.

Property and Hotel segment

Food safety management

Our Wuxi Property Investment Office and Wuxi Hotel have consistently maintained the highest standards in food safety management, by adopting the internationally recognized Hazard Analysis and Critical Control Points (HACCP) system as the benchmark. By strictly implementing the “Product Supervision and Management Policy” and the “HACCP Food Safety Procedures Manual”, we have established a comprehensive and systematic food safety control system, which covers guidelines on the processing steps which are required to be followed for various categories of food, the cleaning and maintenance of facilities and equipment, personal hygiene of our employees, food recall procedures, takeaway catering services, etc. This system will ensure that every stage, from the procurement of raw materials, storage, and processing, to the final product, is subject to strict monitoring. Our management system places particular emphasis on the quality control of raw materials, implementing a rigorous supplier assessment and selection mechanism to ensure that all ingredients meet safety and quality standards.

To ensure the effective operation of our food safety management system, we have established a multi-layered monitoring mechanism. First, we arrange for professionals to conduct regular food safety inspections, including raw material testing, processing environment monitoring, and finished product sampling. Second, our relevant food safety training provided for all related employees covers food hygiene knowledge, safe operating procedures, and emergency response handling, and other areas, which ensure a high level of service quality. As for any potential safety risks identified at any stage, we will be in a position to immediately implement effective corrective and preventive measures in accordance with our rapid response mechanism in place, which keeps customer health and safety uncompromised.

At the same time, our emphasis on our collaboration with suppliers requires us to establish a comprehensive communication mechanism and food traceability system, which tracks the entire process of all ingredients, from their sources to finished products, and ensures that each stage is traceable and controllable. We hold regular quality review meetings with suppliers to explore room for improvement, as part of our efforts to constantly enhance our food safety management standards. With these comprehensive measures in place, we are committed to providing customers with a safer and higher-quality dining experience.

Facilities operation and safety

In terms of the management of facilities, the Wuxi Hotel and L'Isle Adam, Paris implement a comprehensive regular inspection and maintenance plan in compliance with our rigorous facility management system. Our professional engineering team is responsible for ensuring all equipment and facilities remain in optimal condition by conducting daily equipment inspections, weekly comprehensive checks, and a thorough monthly evaluation of facilities. Particularly for critical facilities, such as elevators, fire protection systems, and water and power supply systems, we enforce stricter inspection standards and maintenance procedures.

Our comprehensive weather monitoring and response mechanism is established for outdoor venues and facilities, including hotels and golf courses. Depending on weather conditions, we flexibly schedule the opening and services of outdoor facilities, including swimming pools, terraces, and outdoor dining areas. In the event of adverse weather warnings, we will notify guests in advance and take corresponding preventive measures. Furthermore, we maintain regularly updated facility service guidelines, and provide clear safety notices at various locations to ensure that guests receive adequate safety protection while accessing our facilities.

Crisis response mechanism

Our comprehensive and systematic crisis management system has been established to cover response plans for various potential risks, including the "Crisis Management Manual" prepared for our Wuxi Hotel. We provide regular professional crisis handling training for employees, as well as on-site drills and assessments to ensure that each employee is proficient in emergency response procedures. Our multifaceted training sessions cover fire emergency response, medical first aid, natural disaster response, public security incident handling, etc, with training plans specifically tailored to different departments characteristics. As a result of these ongoing training sessions and drills, our employees are able to remain calm and professional to take swift and appropriate measures when facing emergencies, to provide a safe and reliable service environment for our customers. At the same time, we regularly review and update our crisis management plans to meet the latest safety standards and practical needs.

Customer Engagement and Service Quality Management

We consider building long-lasting relationships with customers as part of our core values. To this end, we maintain close contact with our customers through diverse communication channels, including phone hotlines, emails, and face-to-face meetings. Our regular customer satisfaction surveys enable us to constantly optimize service quality and effectively respond to customer needs. Our Financial Services segment has a dedicated Customer Service Department, which is responsible for addressing customers' questions and related matters so as to ensure timely responses to various customer inquiries. The Wuxi Hotel strives to provide distinguished guests with an exceptional experience under its strict service standards.

To further enhance service quality, our comprehensive complaint platform has been established to not only receive feedback from external stakeholders but also welcome suggestions from internal employees on product and service safety, intellectual property rights, data protection, and other issues. All feedback and suggestions will be followed up by the competent department for investigation, with corresponding improvement plans developed.

During the Year, the Group received a total of 108 complaints from customers, which are mainly related to hotel guests' complaints on waiting time and meal quality. All customer feedback received for the Year has been fully recorded and processed in accordance with due procedures, with relevant improvement measures implemented. We appreciate every piece of feedback as a valuable opportunity for service enhancement that allows us to remain committed to offering higher-quality products and services.

Responsible Marketing and Brand Management

We recognize the importance of responsible marketing in safeguarding consumer rights and interests and maintaining brand reputation. All external communications shall be based on the principles of truthfulness, accuracy, and clarity, and any false or misleading information is strictly prohibited. Our Hong Kong Headquarter and the Wuxi Hotel have established stringent “Compliance Manuals” and “Advertising Review Guidelines” respectively. To ensure the authenticity of relevant descriptions in promotional materials, the Group arranges relevant departments to conduct regular review on the compliance of advertisements or promotional materials, ensuring that all materials are scrutinized before their publication. If any illegal or non-compliant advertisements or promotional materials are found during the review, we will immediately take rectification measures, including ceasing use of such promotional materials and publishing a public statement stating our stances and solutions of such case.

In respect of product label management, we adopt a zero-tolerance approach to non-compliance, immediately halting relevant procurement and reassessing our partnership. For specific marketing regulations related to financial services, please refer to the “Product and Service Responsibility” section.

Data Privacy and Network Security

As a company handling massive customer data, we place utmost importance on information security. In full recognition of the significance of customer privacy protection, we implement stringent protective measures at every stage of data collection, storage, use, and processing. Our collection of customer data is in strict compliance with the “informed consent” principle, which ensures that customers are fully aware of the purpose and scope of data use. During data processing, our industry-leading encryption technologies and security protocols are in place, and regular system security assessments are carried out to safeguard data integrity and confidentiality. All customer data, after serving the purposes, is properly handled and destroyed in accordance with our strict internal regulations.

In terms of network security, our comprehensive protection strategy is adopted, where all software is purchased from official channels and regularly updated, electronic devices are installed with the latest firewall systems and antivirus software for real-time monitoring and threat detection. Our server rooms at hotels are equipped with advanced physical protection measures, including access control systems, surveillance cameras, and fire protection equipment, as well as uninterruptible power supply systems and data backup facilities installed. These multiple layers of protection work together to form a complete security network, effectively safeguarding the security of customer data and business operations. Furthermore, our regular system vulnerability scans and penetration tests will promptly identify and rectify potential security risks.

In terms of training, our combination of theoretical explanations and practical drills, such as case studies and role-playing, will help employees deepen their understanding of the importance of various security measures. In addition, we regularly organize information security awareness tests and emergency drills, as our ongoing efforts to enhance employees’ security awareness and response capabilities. All new employees are required to complete basic information security training, while those handling sensitive data are required to receive more in-depth professional training.

Protection of Intellectual Property Rights

We strictly adhere to intellectual property protection regulations, by establishing a comprehensive intellectual property management system. In our daily operations, we not only focus on protecting the intellectual property of self-developed products but also pay special attention to the compliant use of third-party intellectual property. Any use of third-party intellectual property must go through a rigorous review process, including evaluation by the relevant departments, review by supervisors, and explicit authorization from holders of such intellectual property rights. Our IT department conducts regular checks on all software in use to ensure that all software is legally licensed, while use of pirated or unauthorized software products is strictly prohibited. We absolutely do not permit use of any intellectual property-protected products through illegal means, including unauthorized reproduction, distribution, sale, or lease.

As we firmly believe, respecting intellectual property is more than a legal obligation for corporates, as such practice also has laid an essential foundation for maintaining fair market competition and promoting innovative development. By continuing to put measures in place for improving intellectual property protection, we are committed to building a corporate culture that respects innovation and protects intellectual achievements, which will in return lay a solid foundation for our sustainable development.

COMMUNITY

First Shanghai recognizes the gravity of corporate social responsibility, and therefore harbors our core philosophy of “benefiting from the society, giving back to the society” by actively engaging in community development. By building closer community connections and leveraging our influence, the Group strives to promote community progress, as part of our efforts to improve the quality of life for residents and foster social inclusion.

To ensure the effectiveness of our community investment efforts, our comprehensive “Community Charity Policy” is formulated to provide clear guidelines for each Place of Business. We pay particular attention to the unique demands of each community and specifically respond to local community needs through diversified investment projects, including environmental conservation, educational development, and community support. We believe that deeply understanding and actively responding to community expectations is the only way to achieve mutual development for both the corporates and the community.

Donations

HK\$52,100 in total

Volunteer activities

A total of 18 employees participated in volunteer activities, contributing 236 hours in aggregate

The Group continues to support environmental protection organizations and charitable organizations, by making donations and providing volunteer services which support local environmental conservation and community development programs, so as to mitigate the impacts brought by social and economic activities on the environment and communities.

Volunteer Services

- The Group continued to organize a honey collecting activity with Domaine Des Trois Gouttes. Our employees actively participated in this activity to share beekeepers’ workloads during the busiest period, and at the same time deepened the understanding of the importance of environmental protection.
- The Group continued to organize volunteer activities with Le Clos du Nid, an organization supporting people with physical or mental disabilities, to keep vegetable farm of the Group’s hotel and help to plant various vegetables and spices, which approached “farm to table”.
- Invite employees to join volunteer activities about tree survey at Mai Po Nature Reserve, and assist in the assessment of tree health condition within the reserve and contribute to the tree preservation in Hong Kong.

Donations

- The Group has been actively participate in environmental protection and sustainable development and has been a corporate member of World Wide Fund for Nature (WWF)-Hong Kong since 2013. During the Year, other than the contribution of HK\$50,000 as a membership fee, the Group also supported the annual ‘Walk for Nature’ event through donations and employee participation, contributing to environmental conservation.

First Shanghai is a conglomerate with financial services, property and hotel and other businesses as its core businesses, and strives to provide our clients with premium products and services. By unwaveringly persisting in the ethics of professionalism, and strictly complying with the laws and regulations of the respective regions in which the Group operates, as well as our internal regulations and systems, we ensure our business operation conforms to the highest standards. Adopting sincere management approach under our rigorous internal monitoring mechanisms, we continue to enhance service quality, thereby earning the trust and support of our clients.

OUR POLICIES



Compliant operation, corruption-free operation

- "Prevention of Bribery and Anti-Money Laundering Policy"
- "Prevention of Fraud and Blackmail Policy"
- "Compliance Manual"



Supply chain management

- "Supply Chain Management Policy"
- "Supply Chain Policy relating to Environmental Risk Management"
- "Responsible Procurement Policy"

COMPLIANCE MANAGEMENT

Compliance management represents the cornerstone of corporate sustainability. The Group fully understands that non-compliance could be significantly detrimental to the business, reputation, and financial standing, and therefore we have established a comprehensive compliance system, including robust internal policies, clear operational guidelines, and rigorous monitoring procedures. Our "Compliance Manual" provides clear guidance to employees for ensuring that daily operations are in compliance with regulatory requirements and business ethics standards. All departments are required to strictly adhere to compliance policies, and regularly review and update relevant systems, in order to adapt to the ever-changing regulatory environment.

During the Year, the Group did not experience any significant non-compliance of laws and regulations related to the ESG aspects, nor did it receive any corruption litigation, proving the effectiveness of our efforts in compliance management.

The following laws and regulations have been identified as having a material impact to the Group:

Aspect	Laws and regulations that have a material impact on the Group	
Emissions	Hong Kong	"Air Pollution Control Ordinance"
	Chinese Mainland	"Environmental Protection Law of the People's Republic of China"
	France	"LAW no. 2018-1021 of November 23, 2018 "ELAN" (Evolution du logement, de l'Aménagement et du numérique), and related decree called "Décret tertiaire" "Article L229-25 of Code de l'environnement"

Aspect	Laws and regulations that have a material impact on the Group	
Employment and labour practices	Hong Kong	"Employment Ordinance" "Minimum Wage Ordinance" "Employees' Compensation Ordinance" "Employment of Children Regulations" "Mandatory Provident Fund Schemes Ordinance"
	Chinese Mainland	"Social Insurance Law of the People's Republic of China" "Employment Promotion Law of the People's Republic of China" "Labour Contract Law of the People's Republic of China"
	France	"French Labour Code" "Golf Collective Bargaining Agreement"
Occupational health and safety	Hong Kong	"Occupational Safety and Health Ordinance"
	Chinese Mainland	"Production Safety Law of the People's Republic of China"
	France	"French Labour Code" "French Social Security Code"
Product responsibility	Hong Kong	"Trade Descriptions Ordinance" "Prevention of Copyright Piracy Ordinance" "Personal Data (Privacy) Ordinance" "Securities and Futures Ordinance" "Code of Conduct for Persons registered with the Securities and Futures Commission"
	Chinese Mainland	"Protection of Consumer Rights and Interests of the People's Republic of China"
	France	"French Civil Code" "European regulation no. 178/2002 of January 28, 2002 on the requirements of food law, the European Food Safety" "Authority and food safety procedures" "French Consumer Code" "European regulation of April 29, 2004 on the hygiene of foodstuffs" "Rural and Maritime Fishing Code: article L233-4" "Decree no. 2016-1331 of October 6, 2016 on companies' obligations with regard to locker rooms and catering in the workplace" "Decree of December 21, 2009 on sanitary rules in the retail, storage and transport of products of animal origin and foodstuffs containing them" "Order of October 8, 2013 on sanitary rules applicable to the retail, storage and transport of food products and foodstuffs"

Aspect	Laws and regulations that have a material impact on the Group	
Anti-corruption	Hong Kong	"Prevention of Bribery Ordinance" "Anti-Money Laundering and Counter-Terrorist Financing Ordinance"
	Chinese Mainland	"Anti-Money Laundering Law of the People's Republic of China" "Anti-Unfair Competition Law of the People's Republic of China" "Criminal Law of the People's Republic of China"
	France	"LAW no. 2016-1691 of December 9, 2016 on transparency, the fight against corruption and the modernization of economic life (known as the "Law Sapin II")"

CORRUPTION-FREE OPERATION

The Group upholds an operating philosophy of honesty and integrity, thereby adopting a zero-tolerance attitude towards any form of misconduct. We strictly prohibit all behaviours of bribery, fraud, extortion, and money laundering, with comprehensive preventive measures in place. To ensure the integrity of our business operations, we have established a robust policy framework, including the "Prevention of Bribery and Anti-Money Laundering Policy", the "Prevention of Fraud and Blackmail Policy", and detailed business ethics guidelines in the "Compliance Manual". These policies not only clarify the code of conduct for all directors and employees, but also establish rigorous internal control mechanisms. We require all employees to uphold ethical practices in their daily work with the highest standards of business ethics, and conduct regular compliance reviews to ensure effective implementation of such policies. In addition, we enhance employees' knowledge of anti-corruption and anti-money laundering regulations through regular training and educational activities, fostering a corporate culture based on honesty and good faith.

Whistleblowing mechanism

Our well-established anonymous whistle-blowing system allows stakeholders to safely report suspected misconduct. All reports are treated with strict confidentiality and are investigated by the management and the compliance department. Where violations are verified, we will take appropriate disciplinary actions or refer to law enforcement agencies for further handling.

Awareness Training

We understand the importance of continuous training in maintaining corporate integrity, and therefore actively implement a all-rounded training program. In addition to business ethics and integrity training courses regularly provided to all employees, we pay special attention to the professional requirements of different departments. Employees of the Financial Services segment are required to participate in professional training on anti-money laundering and counter-terrorist financing periodically to ensure they keep abreast of the latest regulatory requirements and compliance knowledge. These training sessions cover key issues such as case studies, interpretation of the latest regulations, and risk identification techniques.

During the Year, the Group provided an average of 2 hours and 2.3 hours of anti-corruption training to each of its 6 directors and 115 employees respectively.

SUPPLY CHAIN MANAGEMENT

Supplier assessment

Our supplier management system is built on the foundation of the “Supply Chain Management Policy” and the “Responsible Procurement Policy”. With such policies and system, we ensure fairness and transparency throughout the procurement process. We apply strict assessment criteria on supplier selection, which takes into account not only the quality of their products and services but also their performance in environmental protection, social responsibility, and business ethics. We require all suppliers to meet the highest professional and ethical standards, including compliance with relevant laws and regulations, environmental protection, workplace safety, protection of employees’ rights and benefits, and other aspects. Under this comprehensive supplier management mechanism, we are committed to building a sustainable supply chain network that ensures the delivery of high-quality and reliable products and services to our customers.

Supplier selection

- Performance in compliance and business ethics: including compliance, procurement practices, fair trade, human rights, animal welfare and commitments to environmental protection and other aspects
- Environmental protection commitment and practice: source locally to the greatest extent to reduce emissions from transportation and avoid over-packaging for protecting goods in long-distance transit
- Sustainable development strategy and social responsibility performance: take into consideration their past operating records and their commitment to environment and society in the operating policies when selecting hotel managers

Supplier assessment

- Suppliers are selected based on strict evaluation criteria
- Qualified suppliers are included in the approved supplier list
- We will manage the suppliers on the list and regularly review their performance to ensure that their operations, products or services meet the requirements stipulated by both parties

The Group not only values the business performance of suppliers but also emphasizes their commitments to environmental and social responsibilities. Our comprehensive supply chain risk management policies, including the “Supply Chain Policy Related to Environmental Risk Management” and the “Supply Chain Policy Related to Social Risk Management”, are specifically introduced to assess suppliers’ performance in environmental protection and social responsibility. By integrating Environmental, Social, and Governance (ESG) factors into the selection and management of suppliers, we ensure the sustainable development of the supply chain.

We expect our suppliers to offer quality products and services which meet the environmental and social standards of the Group:

Environmental standards

- Improving the environmental performance of our business operations, including reducing emissions and waste generation, and enhancing resource efficiency
- Saving energy and reducing environmental pollution
- Meeting the environmental standards and requirements

Social standards

- Confidentiality agreements are in place to ensure the privacy and security of information
- Complying with applicable laws and regulations related to ESG
- Adopting an internationally recognized ESG management system
- Devoting to a commitment to sustainable development

During the Year, the Group has cooperated with 703 suppliers in total, of which 50 product and service providers were based in Hong Kong, 250 in Chinese Mainland and 403 in Europe and North America. All engagements were in compliance with our internal policies and procedures.

Sustainable procurement

To promote environmental protection and sustainable development, the Group has consistently maintained an environmentally responsible attitude in the procurement process, prioritising the purchase of energy-efficient, low-carbon, and environmentally friendly products and services. We focus not only on the quality of the products themselves but also on the environmental impact throughout their entire lifecycle. When assessing suppliers, we place particular emphasis on their investment in environmental innovation and sustainable development. The following environmental protection characteristics are our special focus on selecting products and services:

- Energy-efficient products: Priority is given to equipment and products certified energy-efficient, ensuring maximum energy savings during operation
- Environmental technology and clean energy applications: We support products that adopt innovative environmental technologies and suppliers that use renewable or clean energy, promoting the development and application of green technologies
- Recyclable, durable, and reduced packaging products: Products made from recyclable materials, with longer lifespans and eco-friendly packaging designs, are selected to reduce waste generation
- Low volatile organic compound emissions: We strictly control the levels of hazardous substances in procured products, particularly the emissions of volatile organic compounds, to protect indoor air quality and employee health
- Environmentally friendly products with innocuous treatment: We give priority to products that use innocuous treatment technologies in the production process and ensure safe disposal at the end of their lifecycle

To ensure the sustainability of the supply chain, we have established a comprehensive supplier assessment mechanism to conduct regular and comprehensive assessment over suppliers' environmental and social performance. The assessment covers, including but not limited to, their environmental certifications, energy efficiency, waste management, and carbon emission control. By deeply integrating sustainability concepts into the supply chain management, we are committed to orienting the entire supply chain toward a more environmental and sustainable development while achieving business objectives, fully fulfilling our corporate social responsibility.

OVERVIEW OF KEY PERFORMANCE INDICATORS

ENVIRONMENTAL PERFORMANCE

		2024				2023
	Unit	Hong Kong	Wuxi	Paris	Total	Total
Air pollutant ³						
Nitrogen Oxides	kg	1.2	111.9	514.7	627.8	662.6
Sulphur Oxides	kg	0.1	0.7	0.3	1.1	1.3
Respiratory Suspended Particles	kg	0.1	0.2	22.9	23.2	23.9
Greenhouse gas ⁴						
Scope 1 ⁵	tonnes of CO ₂ e	5.6	210.4	151.0	367.0	333.3
Scope 2 ⁶	tonnes of CO ₂ e	151.9	5,774.8	181.0	6,107.7	6,028.9
Scope 3 ⁷	tonnes of CO ₂ e	10.3	10.0	0.8	21.1	23.8
Total GHG emissions	tonnes of CO ₂ e	167.8	5,995.2	332.8	6,495.8	6,386.0
GHG intensity (in area)	tonnes of CO ₂ e/m ²	0.1	0.8	0.0002	0.004	0.004
GHG intensity (in revenue)	tonnes of CO ₂ e/HK\$ million	N/A	N/A	N/A	16.6	20.4

³ The calculation of air pollutant emissions was mainly referenced to the Technical Guide for Preparation of Air Pollutant Emission Inventory for Road Vehicles (Trial Implementation)(《道路機動車大氣污染物排放清單編制技術指南(試行)》) and the Technical Guide for Preparation of Primary Source Emission Inventory for Respirable Particulate Matter (Trial Implementation)(《大氣可吸入顆粒物一次源排放清單編制技術指南(試行)》) and the Non-road Mobile Source Air Pollutant Emission Inventory Preparation Technical Guide (Trial Implementation) (《非道路移動源大氣污染物排放清單編制技術指南(試行)》) issued by the Ministry of Ecology and Environment of the People's Republic of China. Vehicle emissions and natural gas combustion were the main sources of the emissions.

⁴ The calculation of GHG emissions was mainly referenced to the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong launched by the Environmental Protection Department and the Electrical and Mechanical Services Department of Hong Kong and the Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Operators of Public Buildings (Trial Implementation)(《公共建築運營企業溫室氣體排放核算方法與報告指南(試行)》) issued by the National Development and Reform Commission of China.

⁵ Scope 1 represents direct GHG emissions, including mobile sources such as vehicles and refrigerant consumption from offices in Hong Kong and factories in Chinese Mainland.

⁶ Scope 2 represents energy indirect GHG emissions, including purchased electricity at all Places of Business.

⁷ Scope 3 represents other indirect GHG emissions, including waste paper, fresh water and sewage treatment at the place of business in Hong Kong, as well as business travel at all Places of Business.

	Unit	Hong Kong	2024 Wuxi	Paris	Total	2023 Total
Waste						
Total hazardous waste ⁸	tonnes	0.2	0	0	0.2	0.4
Hazardous waste intensity (in area)	tonnes/thousand sq.m.	0.1	0	0	0.0001	0.0002
Total non-hazardous waste	tonnes	5.0	242.6	96.7	344.3	308.9
Non-hazardous waste intensity (in area)	tonnes/thousand sq.m.	2.7	33.6	0.1	0.2	0.2
Energy						
Direct energy ⁹	MWh	20.6	720.5	313.1	1,054.2	1,196.4
Indirect energy ¹⁰	MWh	230.0	11,852.9	2,431.9	14,514.8	14,142.7
Total energy consumption	MWh	250.6	12,573.4	2,745.0	15,569.0	15,339.1
Energy intensity (in area)	MWh/m ²	0.1	1.7	0.002	0.01	0.01
Water resource						
Total water consumption	m ³	1,083.3	95,711.8	63,636.5	160,431.6	190,021.6
Water consumption intensity (in area)	m ³ /m ²	0.6	13.3	0.04	0.1	0.1

⁸ The Group only generated a small amount of hazardous waste in its operations.

⁹ Including petrol and natural gas.

¹⁰ Including purchased electricity and heat.

SOCIAL PERFORMANCE

		2024				2023
		Hong Kong	Wuxi	Paris	Total	Total
Number of employees ¹¹						
Gender	Male	65	85	57	207	236
	Female	66	137	38	241	203
Age	30 and below	19	62	35	116	124
	31-40	45	41	24	110	115
	41-50	31	51	23	105	97
	Above 50	36	68	13	117	103
Rank	Senior management	18	2	19	39	35
	Middle management	31	37	16	84	98
	General employees	82	183	60	325	306
Employment type	Full-time	131	203	91	425	414
	Part-time	0	19	4	23	25
Total		131	222	95	448	439
Number of other workers						
Gender	Male	14	529	0	543	591
	Female	6	1,122	0	1,128	1,048
Age	30 and below	0	0	0	0	150
	31-40	5	707	0	712	606
	41-50	2	854	0	856	717
	Above 50	13	90	0	103	166
Total		20	1,651	0	1,671	1,639
New employee rate ¹²						
Gender	Male	18%	40%	40%	33%	45%
	Female	27%	58%	34%	46%	59%
Age	30 and below	53%	121%	51%	89%	110%
	31-40	33%	22%	38%	30%	31%
	41-50	10%	20%	39%	21%	26%
	Above 50	6%	29%	0%	19%	28%
Total		23%	51%	38%	40%	51%

¹¹ Total number of employees at the end of the Reporting Period.

¹² New employee rate (in percentage) = number of new employee of the category/total workforce of the category at the end of the Reporting Period X 100%.

		2024				2023
		Hong Kong	Wuxi	Paris	Total	Total
Employee turnover rate¹³						
Gender	Male	20%	47%	75%	46%	50%
	Female	17%	54%	97%	51%	61%
Age	30 and below	47%	124%	163%	123%	113%
	31-40	16%	15%	63%	25%	25%
	41-50	13%	25%	26%	22%	29%
	Above 50	11%	26%	15%	21%	43%
Total		18%	51%	84%	49%	55%
Health and safety¹⁴						
Number of work-related injuries		0	1	4	5	14
Lost days due to work-related injuries		0	15	206	221	516
Number of work-related fatalities		0	0	0	0	0
Work-related fatality rate		0	0	0	0	0
Number of employees trained¹⁵						
Gender	Male	55 (85%)	74 (87%)	34 (60%)	163 (79%)	174 (74%)
	Female	31 (47%)	124 (91%)	19 (50%)	174 (72%)	135 (67%)
Rank	Senior management	10 (56%)	1 (50%)	10 (53%)	21 (54%)	23 (66%)
	Middle management	18 (58%)	33 (89%)	9 (56%)	60 (71%)	78 (80%)
	General employees	58 (71%)	164 (90%)	34 (57%)	256 (79%)	208 (68%)
Total		86 (66%)	198 (89%)	53 (56%)	337 (75%)	309 (70%)
Average training hours (hour)¹⁶						
Gender	Male	9.1	41.8	6.6	21.8	23.5
	Female	4.8	43.4	4.3	26.7	24.1
Rank	Senior management	6.6	24.0	5.2	6.8	11.2
	Middle management	7.1	42.8	8.6	23.1	25.8
	General employees	7.0	43.0	5.0	26.9	24.5
Total		7.0	42.8	5.7	24.4	23.8

¹³ Employee turnover rate (in percentage) = number of turnover of the category/total employees of the category at the end of the Reporting Period X 100%.

¹⁴ Including employees of the Group and other workers.

¹⁵ Employee trained rate (in percentage) = number of employee trained in the category/total employees of the category at the end of the Reporting Period X 100%.

¹⁶ Average training hours = total hours of training received by employees of category/total employees of the category at the end of the Reporting Period.

OVERVIEW OF KEY PERFORMANCE INDICATORS

Supply chain management		2024	2023
Region	Hong Kong	50	50
	Chinese Mainland	250	278
	Europe and North America	403	395
Total		703	723
Percentage of suppliers implementing the relevant practices	Select suppliers	66.3%	63.1%
	Identify and manage environmental risks of the supply chain	60.5%	57.4%
	Identify and manage social risks of the supply chain	58.3%	57.4%
Suppliers obtaining various system certifications	ECOVADIS	0	3
	ISO 9000	3	4
	ISO 9001	22	21
	ISO 10002/14803	3	2
	ISO 14000	0	1
	ISO 14001	14	12
	ISO 14064	1	1
	ISO 20000	4	2
	ISO 22000	2	3
	ISO 22716	0	1
	ISO 26000	3	4
	ISO 27001	11	9
	ISO 27017/27018	1	1
	ISO 45001	3	1
	ISO 50001	0	2
	OHSAS 18001	6	5
	WEEE and RoHS requirements	5	5
	Energy label verification	5	2
Total		83	79
Product responsibility			
Percentage of products sold or shipped subject to recalls for safety and health reasons		0	0
Number of products and service related complaints		108	35
Anti-corruption			
Number of concluded corruption cases brought against the issuer or its employees		0	0

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Aspects, General Disclosures and KPIs

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Mandatory Disclosure Requirements

Governance Structure	<ul style="list-style-type: none"> (i) a disclosure of the board's oversight of ESG issues. (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). (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. 	6,7
Reporting Principles	<p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>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) should be disclosed.</p> <p>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>	4,8-10
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.	3

A1 Emissions

General Disclosure	<p>Information on:</p> <ul style="list-style-type: none"> (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. 	11,16-20,31
A1.1	The types of emissions and respective emission data.	17-18,36
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	17,36
A1.3	Hazardous waste produced in total and intensity.	19,37
A1.4	Non-hazardous waste produced in total and intensity.	19,37

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A1.5	Description of emission target(s) set and steps taken to achieve them.	16-17
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction targets set and steps taken to achieve them.	18-19

A2 Use of Resources

General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	11,16-20
A2.1	Direct and/or indirect energy consumption by type in total and intensity.	18,37
A2.2	Water consumption in total and intensity.	20,37
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	16-17
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.	19-20
A2.5	Total packaging material used for finished products and with reference to per unit produced.	This issue is not related to the operation of the Group

A3 The Environment and Natural Resources

General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resource.	20
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	20

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.	11-12
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.	12-15

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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.	21-23,32
B1.1	Total workforce by gender, employment type, age group and geographical region.	23,38
B1.2	Employee turnover rate by gender, age group and geographical region.	39

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.	23-25,32
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	5,39
B2.2	Lost days due to work-related injuries.	25,39
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	23-25

B3 Development and Training

General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	26
B3.1	The percentage of employees trained by gender and employee category.	26,39
B3.2	The average training hours completed per employee by gender and employee category.	26,39

**Aspects, General
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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 or forced labour.	21,23,32
B4.1	Description of measures to review employment practices to avoid child and forced labour.	23
B4.2	Description of steps taken to eliminate such practices when discovered.	23

B5 Supply Chain Management

General Disclosure	Policies on managing environmental and social risks of the supply chain.	31,34-35
B5.1	Number of suppliers by geographical region.	35,40
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented and how such practices are implemented and monitored.	34-35
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how such practices are implemented and monitored.	34-35
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how such practices are implemented and monitored.	34-35

B6 Product Responsibility

General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	21,27-30,32
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	40
B6.2	Number of products and service related complaints received and how they are dealt with.	28,40

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B6.3	Description of practices relating to observing and protecting intellectual property rights.	29-30
B6.4	Description of quality assurance process and recall procedures.	27-28
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	29

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.	31,33
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.	31,40
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	33
B7.3	Description of anti-corruption training provided to directors and staff.	33

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.	30
B8.1	Focus areas of contribution.	30
B8.2	Resources contributed to the focus area.	30