Hong Kong Johnson Holdings Co., Ltd.
香港莊臣控股有限公司
(A company incorporated in the Cayman Islands with limited liability)
Stock Code : 1955



2024/25
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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ABOUT JOHNSON HOLDINGS

Hong Kong Johnson Holdings Co., Ltd. (the "**Company**" or "**Johnson Holdings**", together with its subsidiaries (Johnson Cleaning Services Company Limited ("**JCSCL**"), Johnson Environmental Company Limited ("**JECL**"), Johnson Professional Services Company Limited ("**JPSCL**"), Wyson Security Services Limited ("**WSSL**"), collectively referred to as the "**Group**", "**our**" or "**we**"), is a leading environmental hygiene service provider which scope of service covers the whole Hong Kong, with cleaning services offered include buildings and campus cleaning, parks and recreation centres cleaning, street cleaning, disinfection coating services, pest management services, garbage logistics services and security services. With high-quality service and a proactive and innovative attitude, we have won the trust of a wide range of customers, including the Hong Kong SAR Government, public institutions, private enterprises and the general public.

Looking forward to the future, the Group will take improving service quality as the mission and building a green environmental sanitation enterprise as the goal. While continuously enhancing the core cleaning business, we will accelerate the development of new businesses such as security, garbage logistics and professional pest management, and optimise the overall business structure of the Group. In terms of operation and management, the Group will introduce more talents to enhance corporate governance and internal control levels, continuously strengthen on-site management and frontline service quality, promote digital construction, research and explore artificial intelligence applications, strictly control costs, and improve operational efficiency, thereby driving the overall profit growth of the Group. On the other hand, the Group will continue to take provision of cleanliness services as the core of its business, vigorously develop new businesses such as security, garbage logistics and professional pest management at the same time, and actively seek new opportunities in business fields.

CORPORATE VALUES

Sustainable development is one of the key elements in the development of Johnson Holdings. Under the ambition and mission of "Dedicate to Shape an Intelligent Green Future", the Company adheres to the motto of "Being Faithful in the Word and Keeping Promise", striving to create greater returns for shareholders and take up its responsibilities to employees, customers, shareholders, the society and the environment. We offer comprehensive solutions that are safe, high-quality and sustainable, and also provide a healthy and green living environment for society, enabling us to create shared value and bring long-term benefits to shareholders and society. As the cornerstone of the Company's mission, values and strategy, corporate culture has always been centered around high ethical standards and sustainable development, driving the enhancement of the Group's value and maximizing shareholder returns.

Entrepreneurship	Active and Sustainable Development Operation	Innovation
To be of one mind	To be people-oriented	Keeping pace with the times
To be honest and responsible	Customer focus	Creative thinking
Mutual respect	Caring for employees	Learning from multiple sources
Mutual trust	Strengthening training	Improving quality
Inclusion	Enhancing management system	
Close communication	Resource sharing	
	Social responsibility	

ABOUT JOHNSON HOLDINGS

AWARDS AND RECOGNITIONS

As a leading company providing environmental hygiene services, Johnson Holdings has not only been awarded the Hong Kong Top Brand Mark, but its subsidiary JCSCL is also a member of the Environmental Contractors Management Association, Hong Kong Cleaning Association, Hong Kong Pest Management Association and The Federation of Environmental and Hygienic Services, while JECL is the member of Hong Kong Waste Disposal Industry Association. Also, JECL, WSSL and JCSCL have all obtained ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System certificates. In terms of society, JCSCL has been awarded the "10 Years Plus Caring Company" logo by the Hong Kong Council of Social Service, recognizing our efforts over the past decade in building a harmonious society and undertaking corporate social responsibility towards the environment, community, and employees.

Memberships and Awards


香港清潔商會
HONG KONG CLEANING ASSOCIATION
成立於一九七八年
Founded 1978
會員證書
MEMBER CERTIFICATE
茲證明
莊臣有限公司
為2024年度香港清潔商會會員
This is to certify that
Johnson Cleaning Services Co Ltd
is a member of The Hong Kong Cleaning Association For The year 2024

JCSCL obtained the member certificate of Hong Kong Cleaning Association


香港名牌標識計劃
Hong Kong Top Brand Mark Scheme
LICENCE
香港莊臣控股有限公司 之「莊臣」
"Johnson" of Hong Kong Johnson Holdings Co Ltd
香港名牌標識 (TOP標)
Hong Kong Top Brand Mark (Top Mark)

Johnson Holdings obtained the certificate of Hong Kong Top Brand Mark


中港澳環衛總商會
The Federation of Environmental And Hygienic Services
成立於二零零八年
Founded 2008
會員證書
MEMBER CERTIFICATE
茲證明
莊臣有限公司
為中港澳環衛總商會 2024-2025 年度會員
This is to certify that
Johnson Cleaning Services Co Ltd
is a member of The Federation of Environmental And Hygienic Services for the Fiscal Year 2024-2025

JCSCL obtained the member certificate of the Federation of Environmental and Hygienic Services


ECMA 環保工程商會
Environmental Contractors Management Association Limited
Certificate of Membership 會員證書
This is to certify that 茲證明
Johnson Cleaning Services Company Limited
莊臣有限公司
is an Active Member of the Association 為本會基本會員

JCSCL obtained the member certificate of 2024 Environmental Contractors Management Association

ABOUT JOHNSON HOLDINGS



JCSCL obtained the member certificate of Hong Kong Pest Management Association



JECL obtained the member certificate of Hong Kong Waste Disposal Industry Association



JCSCL obtained the certificate of "10 Years Plus Caring Company"



JCSCL obtained the member certificate of 2025 Environmental Contractors Management Association

System Certifications



JECL obtained ISO 14001: 2015 Environmental Management System Certificate

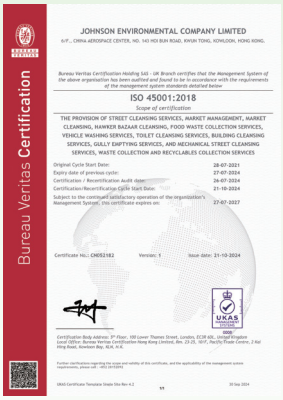


JCSCL obtained ISO 14001: 2015 Environmental Management System Certificate



WSSL obtained ISO 14001: 2015 Environmental Management System Certificate

ABOUT JOHNSON HOLDINGS


JOHNSON ENVIRONMENTAL COMPANY LIMITED

ISO 45001:2018

Scope of certification

THE PROVISION OF STREET CLEANSING SERVICES, MARKET MANAGEMENT, MARKET CLEANSING, HAWKER BAZAAR CLEANSING, FOOD WASTE COLLECTION SERVICES, VEHICLE WASHING SERVICES, TOILET CLEANSING SERVICES, BUILDING CLEANSING SERVICES, GULLY EMPTYING SERVICES, AND MECHANICAL STREET CLEANSING SERVICES, WASTE COLLECTION AND RECYCLABLES COLLECTION SERVICES

JECL obtained ISO 45001: 2018 Occupational Health and Safety Management System Certificate


Certificate of Registration

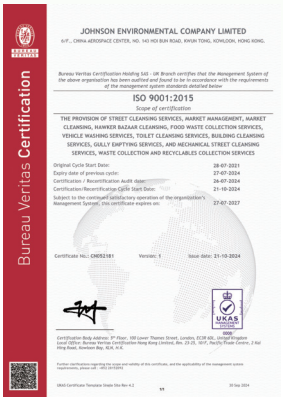
OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM - ISO 45001:2018

JCSCL obtained ISO 45001: 2018 Occupational Health and Safety Management System Certificate


Certificate of Registration

OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM - ISO 45001:2018

WSSL obtained ISO 45001: 2018 Occupational Health and Safety Management System Certificate


JOHNSON ENVIRONMENTAL COMPANY LIMITED

ISO 9001:2015

Scope of certification

THE PROVISION OF STREET CLEANSING SERVICES, MARKET MANAGEMENT, MARKET CLEANSING, HAWKER BAZAAR CLEANSING, FOOD WASTE COLLECTION SERVICES, VEHICLE WASHING SERVICES, TOILET CLEANSING SERVICES, BUILDING CLEANSING SERVICES, GULLY EMPTYING SERVICES, AND MECHANICAL STREET CLEANSING SERVICES, WASTE COLLECTION AND RECYCLABLES COLLECTION SERVICES

JECL obtained ISO 9001: 2015 Quality Management System Certificate


Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

JCSCL obtained ISO 9001: 2015 Quality Management System Certificate


Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

WSSL obtained ISO 9001: 2015 Quality Management System Certificate


Certificate of Registration

INTEGRATED MANAGEMENT SYSTEM

JCSCL obtained IMS Integrated Management System Certificate

ABOUT THE REPORT

INTRODUCTION TO THE REPORT

To enable stakeholders to understand our strategies and performance in sustainable development, the Environmental, Social and Governance ("**ESG**") report (the "**Report**") aims to disclose the Group's 2024/25 ESG performance.

BASIS OF THE REPORT

The Report has been prepared in accordance with the mandatory disclosure requirements, the "Comply or Explain" provisions and environmental and social key performance indicators ("**KPIs**") of the ESG Reporting Guide (the "**Guide**") set out in Appendix C2 of the Rules Governing the Listing of Securities ("**Listing Rules**") on The Stock Exchange of Hong Kong Limited ("**HKEX**").

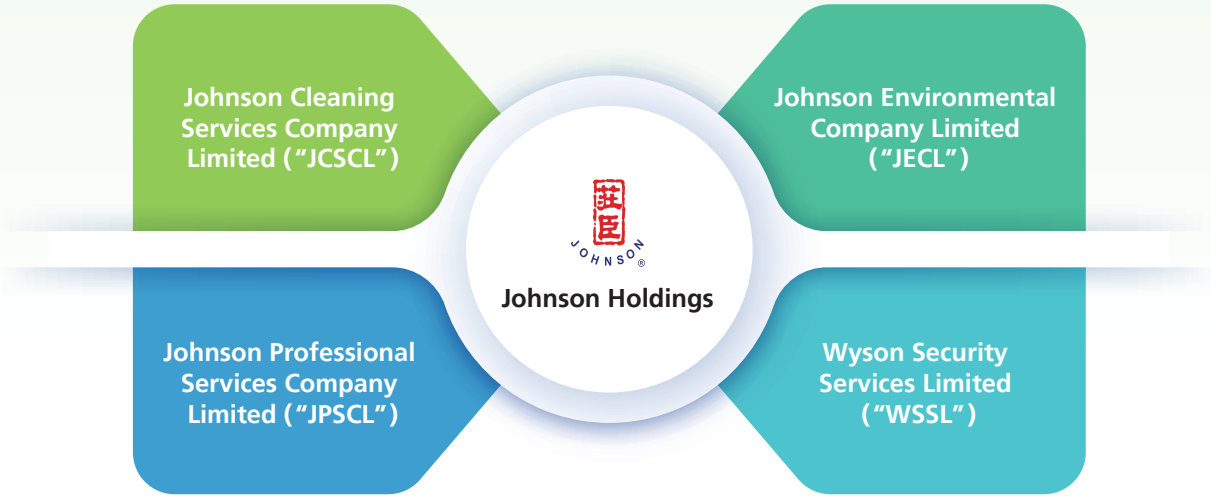
The Report has been prepared in accordance with the reporting principles outlined in the Guide, as described below:

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

ABOUT THE REPORT

SCOPE OF THE REPORT

Unless otherwise specified, the Report covers the period from 1 April 2024 to 31 March 2025 (the "**Reporting Period**"), mainly discloses the ESG measures and performance within our operational boundaries, which mainly include the provision of environmental hygiene services and agency services of innovative environmental hygiene technology products, the garbage logistics business and security services in Hong Kong.



REPORTING LANGUAGE

This Report is published in both Chinese and English versions, and in case of any discrepancies, the Chinese version shall prevail.

CONFIRMATION AND APPROVAL

This Report was reviewed and approved by the Board of Directors (the "**Board**") on 26 June 2025. In addition to this Report, the Company has publicly released a series of ESG strategies and policies. For the specific content of the above strategies, please visit the Group's official website at https://johnsonholdings.com/sustainability-approach-and-strategy/. If you have any comments or suggestions, please feel free to send your written enquiries or feedback to the Company. The contact details can also be found on the website of the Company.

BOARD STATEMENT

As a leading provider of environmental sanitation services in Hong Kong, the Group has always actively fulfilled its environmental, social and governance responsibilities. We believe that a sound environmental, social and governance management system is of great significance for the Group to achieve sustainable development.

The Board is the highest decision-making body responsible for the overall ESG governance, responsible for reviewing and approving ESG policies, strategies, and priorities, including climate-related issues, monitoring ESG and climate-related issues that may affect the Company's business operations and internal control systems. The Board has established the Sustainable Development Leading Group (the "**Leading Group**"), and the Sustainable Development Working Group (the "**Working Group**") to jointly fulfill responsibilities related to the environment, society and governance.

The Group regularly assesses the materiality of environmental, social and governance issues, which shall be reviewed by the Board, with the relevant process and results detailed in the section – "Materiality Assessment" of the Report. ESG and climate-related risk management has been integrated into the daily risk management system to effectively identify and prevent major risks during operations. The Leading Group is responsible for reviewing these risks and regularly reporting to the Board. This year, the Group has established environmental targets related to our business, which have been reviewed and discussed by the Board, and the progress of last year's targets has also been reviewed.

The Group appointed an independent professional consultant to assist us in preparing report and to provide us with ESG related consulting services. To implement the new development concept, improve environmental and social responsibility, and corporate governance, the Board will continue to improve our ESG performance and actively develop corresponding action plans to advance ESG management.

SUSTAINABILITY SYSTEMS AND POLICIES

SUSTAINABILITY GOVERNANCE

Board Diversity

The Board is dedicated to creating long-term sustainable growth for shareholders and delivering long-term values to all stakeholders. The Company recognizes and embraces the benefits of having a diverse Board, and all appointments are based on the principle of merit. During the Reporting Period, the Board consists of 5 female members and 7 male members, with female directors accounting for approximately 41.67%. In addition, there are 5 independent directors, accounting for 41.67%.

Governance Structure

We firmly believe that sustainable development is a key driver for long-term success and are committed to integrating sustainability factors into corporate governance and decision-making processes. We have established a three-level governance framework for environment, society and governance and climate change, consisting of the Board, the Leading Group and the Working Group.

The Board, as the highest decision-making level, as supported by the Audit Committee of the Board, has the overall responsibility for the Group's ESG governance and oversight of ESG issues, as well as regular review of management approach or strategies of material ESG risks. The Board is also responsible for monitoring and ensuring the implementation of an effective ESG risk management and internal control system.

The Leading Group is responsible for formulating ESG direction, targets, policies and measures, leading and supervising the division of labor of the Working Group, monitoring the implementation of ESG matters performed by the Working Group, as well as reporting ESG matters to the Board. This year, the Leading Group held a meeting every quarter to actively promote JCSCL's sustainable development practices.

At the implementation level, the Working Group is composed of department heads from Human Resources, Administration, IT & Innovation Department, and Business Operations departments, through working together to ensure that applicable ESG requirements and policies are followed. The Working Group is also responsible for implementing daily environmental, social, and governance tasks, promoting the sustainable development of the Group, and collecting relevant ESG data.

SUSTAINABILITY SYSTEMS AND POLICIES

Sustainable Risk Management

The Board	Maintains an effective ESG and climate-related risk management system
	Monitors the ESG and climate-related risk management system
	Reviews the completeness of ESG and climate-related risk management system in strategic and compliance aspects
	Reviews the operation strategy of the Group for assessment of the emergence of new risks
	Discusses the ESG and climate-related risk management outcomes with management regularly
Management Team	Monitors and reviews the effectiveness of the ESG and climate-related risk management system
	Ensures the sufficiency of resources and training on ESG and climate-related risk management
	Conducts research on ESG and climate-related risk management outcomes
	Coordinates with external auditors on relevant matters, where necessary
Assigned Risk Owners	Monitor the risk management process of the assigned risks
	Assess the materiality of the assigned ESG and climate-related risks and implement relevant measures to control the risks
	Review the existing ESG and climate-related risk items and risk management measures and update the risk profile where necessary

Risk management on ESG and climate change issues has been the core component of our wider risk management system as we see the growing importance of ESG and climate change issues and the emergence of the associated risks and opportunities. Investors and other stakeholders have been focusing more on our holistic performance, long-term sustainability, social impact and climate change, and expect us to effectively identify and respond to sustainability risks.

SUSTAINABILITY SYSTEMS AND POLICIES

Major Sustainable Risks and our Responses

After reviewing our operations in 2024/25, we identified the major sustainable risks relevant to us, and accordingly made targeted measures.

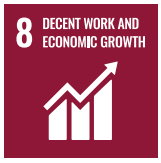
Major ESG Risks	Our Responses
Customer Satisfactions	
As a leading cleaning service provider, the quality of our services is under the deep concern of the public. Failing to deliver quality service consistently or respond to customers' feedback and complaints effectively would blight our ability to make continuous improvement and market competitiveness.	Through regular inspections and employee training to improve service quality continually, and maintaining close communication with our clients, we actively respond to their opinions and demands, thereby optimising our service performance as well as improving corporate image as a responsible service provider.
Supply Chain Management	
Our operations rely on a vast network of local suppliers. Poor supply chain management would result in logistical disruption, decline in product quality and subpar services, affecting operational efficiency and customer satisfaction.	We implement strict supplier management and assessment standards to ensure that we work with premium and qualified partners to improve supply chain reliability. Please refer to the "Supply Chain Management" section of this Report for details.
Occupational Safety and Health ("OSH")	
Our frontline employees deliver a wide range of works in many different locations. They are sometimes exposed to dangerous working environment and are prone to accidents and injuries.	We have conducted regular OSH training and workplace inspections, and formulated emergency response plans and communicated safety guidelines to the employees to reduce the risk of accidents. Please refer to the "Safe and Healthy Workplace" section of this Report for details.
Negative Environmental Impact	
Wastewater, chemical detergents, as well discharge of exhaust gases produced by our large fleet of service vehicles are unavoidable by-products of our services. Without proper management and control, it would negatively impact the environment.	We actively manage the environmental impact of our operations. Through implementing measures, including waste management, upgrading efficient vehicles and optimising route-planning, and more, we manage to reduce carbon footprint and environmental burden. Please refer to the "Eco-conscious Operations" section of this Report for details.

SUSTAINABILITY SYSTEMS AND POLICIES

Compliance and Anti-Corruption	
Cleaning services involve contracts with clients, suppliers and government agencies. Insufficient internal controls or improper employees' behavior (such as bribery or improper bidding) may violate relevant anti-corruption regulations such as the Prevention of Bribery Ordinance.	We strengthen internal audit and anti-corruption training, improve contract management processes, ensure compliance with Hong Kong regulations and maintain business transparency.

Extremely Hot Weather	
Most of our frontline employees are engaged in outdoor work (such as cleaning or security), and hot weather may increase their risk of heat stroke and harm their health.	We have issued OSH guidelines for preventing heat stroke to ensure that employees have reasonable work arrangements, rest time and drinking water to minimize the risk of heat stroke.

SUSTAINABILITY POLICIES AND GOALS

United Nations' Sustainable Development Goals	Our Strategies	Our Commitment	Corresponding Sections
 	Caring	• Complying with relevant laws and regulations regarding gender equality • Providing a non-discriminatory, equal opportunity, and safe working environment to ensure that our employees are not discriminated against or exploited in any job opportunities based on factors such as age, gender, disability, race, ethnicity, background, religious beliefs, or economic status	"Responsible Employment"
	Safe and Healthy Workplace, Employee Care	• Providing safety equipment to ensure that our employees can work in a safe and healthy environment • Promoting diversity and inclusivity, providing training and development opportunities, and enhancing teambuilding spirit with the goal of promoting employee growth • Strengthening safety training for employees to prevent work-related accidents and promote their physical and mental health • Creating an ideal working environment for our employees • Committed to safeguarding the labour rights of our employees, ensuring that there is no child labour or forced labour in our workplace • Encouraging all employees to exercise regularly	"Safe and Healthy Workplace"

SUSTAINABILITY SYSTEMS AND POLICIES

United Nations' Sustainable Development Goals	Our Strategies	Our Commitment	Corresponding Sections
 	Preserving the Planet	• Committed to reducing our impact on the environment and developing long-term environmental goals • Actively controlling vehicle fuel consumption to reduce carbon emissions • Promoting green procurement policies by using nontoxic and environmentally friendly cleaning products in our working procedures • Committed to developing climate change policy, assessing and disclosing the impact of climate risks	"Eco-Conscious Operations"
	Intelligent Technology and Pioneering Service(s)	• Keeping abreast of the latest innovative technologies to enhance our competitiveness and support our industry operations • Putting customers first and fully catering to their needs • Developing new service solutions • Continuously optimizing our internal systems to improve service quality • Providing access to the latest information and technological systems to enhance work efficiency	"Excellent and Responsible Service"

STAKEHOLDER ENGAGEMENT

Johnson Holdings values the close connection with key stakeholders, and is aware that it is crucial to understand their perspectives and expectations to improve our ESG performance. By gathering stakeholders' opinions and focusing on their priority issues, we can improve ESG management strategies and continuously improve our performance, and meanwhile identify our strengths and weaknesses to refine relevant policies and approaches.

To ensure effective communication, we utilise various channels which are outlined in the table below, to interact with key stakeholder as well as those groups who are significantly affected by our operations and collect their feedback. These would help us make informed decisions and promote the continuous progress of our ESG performance.

Stakeholder Groups	Concerned Issues	Communication Channels
Investors and shareholders	• Business performance • Business integrity • Compliance status • ESG management • Risk management • Stable returns	• Company's website • Group disclosures including financial statements • Annual general meeting
Customers	• Health and safety • Quality of services and products • Privacy protection	• Direct customer engagements • Company's website • Group disclosures including financial statements • Complaint channels
Suppliers	• Supply chain management • Procurement standard • Business integrity • Mutual benefit and win-win	• Supplier preliminary assessment • Annual supplier assessment
Employees	• Health and safety • Training and development • Career advancement • Labour rights • Remuneration system	• Orientation • Training sessions • Regular meetings • Performance appraisals • Staff events
Community and the general public	• Community investment • Support local economic development • Information transparency and disclosure	• Company's website • Group publications • Community activities • Day-to-day contacts with the general public during the provision of services
Government	• Business ethics and compliance • Increase in employment opportunities	• Day-to-day reporting and disclosure • Exchange meeting

MATERIALITY ASSESSMENT

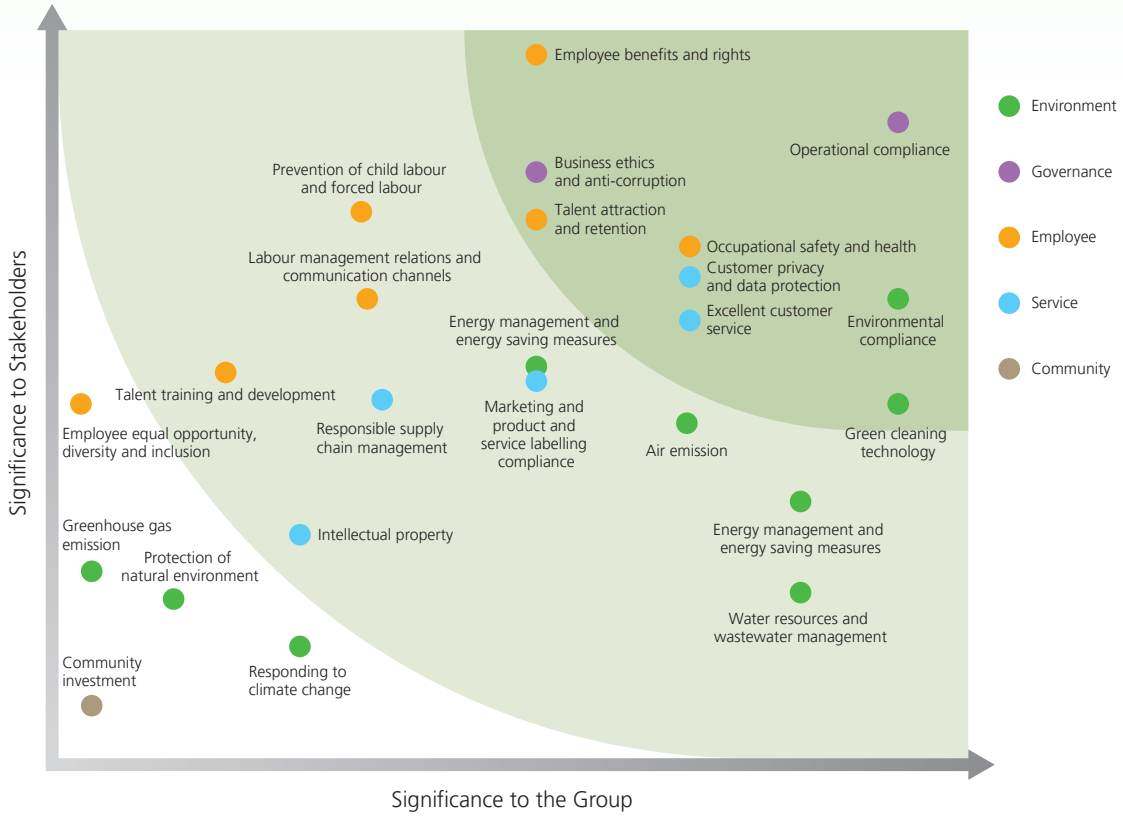
In order to accurately identify the key areas of focus for the Group in ESG practices and meet the demands of stakeholder groups, we collect the views and expectations of various stakeholders through questionnaire surveys. Key stakeholder groups, such as customers, suppliers, employees and senior management are covered in the survey which analyses the relevance and importance of 24 ESG topics to the Group's business operations and the stakeholders' concerns respectively.

Identification: To create and categorise a list of potential ESG topics and identify key stakeholder groups.

Engagement: To invite internal and external stakeholders to complete an online survey.

Analysis and Evaluation: To evaluate and prioritise the most material ESG topics.

Review: The results are reviewed by the Group to determine the priority of the ESG topics for the Report's disclosure and future improvement.



MATERIALITY ASSESSMENT

Materiality assessments help us identify environmental, social, and governance risks and opportunities in business operations, optimize business strategies and focus on key issues. In the meantime, the assessments allow us to understand the stakeholders' expectations and concerns that require our first responses. The 8 most important ESG issues to our stakeholders include employee benefits and rights, business ethics and anti-corruption, occupational safety and health, customer privacy and data protection, excellent customer service, operational compliance, environmental compliance and green cleaning technology. Our responses are detailed below.

Key Issues	Our Responses	Sections
Employee benefits and rights	We are committed to providing our employees with fair and equitable salaries, benefits, and welfare, and have established policies that regulate employees' working hours and holidays. We also offer salary insurance and medical insurance benefits to different employees.	Protection of Employee Rights Compensation and Benefits
Business ethics and anti-corruption	We have a resolute tolerance to any business misconduct that could damage our reputation and are committed to upholding the highest ethical standards in all our business operations.	Business Ethics
Occupational safety and health	We have developed a series of occupational safety and health policies and guidelines, including conducting risk assessments, providing employees with occupational safety and health work instructions, and offering training.	Safe and Healthy Workplace
Customer privacy and data protection	We attach great importance to the confidentiality and security of customer information and have formulated the Information Technology System Management System to uphold the highest privacy standards in the process of data collection, use and storage.	Data Privacy
Excellent customer service	We attach great importance to the opinions of private and public sector customers and have formulated the Customer Complaints Handling Procedures to actively identify and improve service deficiencies and ensure that satisfactory responses are provided to customers in a timely manner.	Customer Service and Complaint-handling

MATERIALITY ASSESSMENT

Key Issues	Our Responses	Sections
Operational compliance	We ensure that we fully comply with relevant laws and regulations when conducting our business. We have not found any major violations of laws and regulations, nor have we had any related lawsuits against the Group or its employees during the Reporting Period.	Applicable Laws and Regulations
Environmental compliance	We are committed to minimizing the impact on the environment at all levels of our operations and strictly comply with a number of local laws and regulations on environmental protection.	Applicable Laws and Regulations Eco-Conscious Operations
Green cleaning technology	We have adopted a fleet management system and the latest pest management equipment to minimize the environmental impact of our operations.	Eco-Conscious Operations

ECO-CONSCIOUS OPERATIONS

The Group places great importance on environmental responsibility, committed to minimizing our impact on the environment at all operational levels and strictly adhering to various local environmental protection laws and regulations. During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to air and greenhouse gas ("GHG") emissions, discharges into water and land, generation of hazardous and non-hazardous waste, and we were not aware of any issue in sourcing water that is fit for purpose.

Our environmental management system has been certified to ISO 14001:2015, which provides a framework for identifying and addressing environmental risks and opportunities, so as to promote improvement in environmental performance, waste reduction and conservation of natural resources. Through this certification, we have implemented measures such as waste management, upgrade of efficient vehicles and optimization of route planning to significantly reduce our carbon footprint. This section outlines our environmental initiatives and progress, and describes our commitment to future sustainable practices.

GREEN FLEET

The main sources of mobile fuel combustion and air emissions are from the operations of our refuse collection vehicles fleet, emissions from which have exacerbated climate change. The Group is committed to building a green fleet and promoting sustainable development by reducing carbon footprint and environmental impact through a number of measures.

We monitor and report on our GHG emissions annually to understand the emission situation clearly. To optimize fleet management, we have developed an intelligent system that tracks vehicle dynamics in real time, plans optimal routes, and flexibly deploys vehicles to effectively reduce fuel consumption and air emissions. We have significantly reduced carbon emissions and created a cleaner environment by optimizing routes of refuse collection vehicles and improving their driving efficiency to shorten the distance traveled by the vehicles.

To further reduce emissions, we plan to conduct further replacement to efficient vehicles, gradually introducing electric vehicles and low-emission models that meet EU Stage VI standards to replace traditional high-pollution vehicles. During the Reporting Period, we introduced a sand sweeper equipped with an inhalable PM10 filtration system, which is specially designed for street cleaning and can effectively capture fine particles, significantly reducing air emissions and dust pollution during the cleaning process. Additionally, we ask drivers to adopt responsible driving habits, such as avoiding engine idling, and to use their vehicles more efficiently by optimizing work schedules. We believe these green fleet initiatives will continue to reduce the environmental impact of our operations and help achieve a more sustainable future.

ECO-CONSCIOUS OPERATIONS

ENERGY AND RESOURCE CONSUMPTION

While vehicle fuel consumption accounts for a large proportion of the Group's energy usage, we actively promote energy-saving and water-saving measures to reduce the consumption of other resources. To this end, we have developed the Energy and Resource Usage Guidelines and the Energy Conservation Directives, which clearly state our commitment to sustainable practices, covering the efficient use of electricity, water, and materials. By way of training and quarterly newsletter, we raise our employees' awareness on environmental protection and encourage them to participate in energy conservation and emission reduction activities.

Specific measures include using energy-efficient lighting and electrical appliances, turning off idle equipment, setting the air conditioner at 25.5°C to avoid overcooling, and regularly cleaning the air conditioner filter to increase efficiency. We promote double-sided printing and electronic documents to reduce paper usage, encourage the recycling of water resources (such as for floor washing), and require employees to check water pipes for leaks. In addition, we reduce the use of disposable supplies and promote reusable materials. We will continue to optimize resource management and contribute to a sustainable future.

Thanks to the vehicle intelligent system, we have achieved flexible route planning and effectively reduced fuel consumption. During the Reporting Period, fuel consumption decreased by approximately 7.54% compared to last year. Compared to last year, although electricity consumption increased slightly, our total energy consumption has still decreased by approximately 7.45%. We will continue to optimize our electricity consumption measures, improve electricity efficiency, and reduce the use of purchased electricity.

ECO-CONSCIOUS OPERATIONS

Electricity usage:

- Adjust the temperature of air conditioners to 25.5°C
- Clean air conditioning exhaust ducts and dust filters regularly
- Turn off idle lights and electrical appliances
- Select energy efficient light bulbs as far as practicable

Water usage:

- Reuse water for cleaning
- Turn off and tighten faucets to prevent dripping and running water
- Check and fix leaking pipes and tabs regularly

Paper usage:

- Save documents in electronic form as far as practicable
- Print on both sides of the paper
- Reuse waste paper for other purposes, such as note taking

Other materials and resources:

- Consume plastic bags and other supplies based on the actual needs
- Reuse and recycle as far as feasible
- Use the tools and appliances properly to prolong their lifespan

WASTE MANAGEMENT

To effectively manage the considerable amount of waste generated daily, we have established a range of waste recycling systems, such as the Waste Recycling Program of JPSCL. We have also set up collection points where non-hazardous waste is separated into recyclable and non-recyclable categories and placed in clearly labelled bins. Hazardous waste such as UV lamps, pesticide bottles and detergent bottles are collected separately to specialised collectors for proper treatment. During the Reporting Period, wastes were primarily stemmed from disposable supplies used in our service locations, such as tissue papers, plastic bags and pest control related materials. Through green procurement, we give priority to suppliers of environmentally friendly products with independent lab test reporting or certification to ensure product sustainability and promote waste reduction.

In addition, we have set up the recycling corner at our office which facilitates our employees to recycle daily office waste and recyclables, which will then be sent to either a recyclable collection point of Green Community or a recycler for handling. Through this initiative, we have been able to significantly decrease the amount of waste we send to landfills. We also actively explore opportunities for source reduction and recycling, continuously optimize recycling efforts, and strive to minimize environmental impact.

ECO-CONSCIOUS OPERATIONS

Our waste management strategies include:

- Meet or exceed waste-related legislative requirements and incorporate industry best practices into business operations and services.
- Assess the impact of waste disposed of from the Group's commercial activities, business operations and production processes.
- Ensure that hazardous and potentially hazardous wastes are managed in an appropriate, responsible and transparent manner.
- Ensure that transparent waste data is available to set, monitor and regularly review waste management targets.
- Minimize the environmental impact of waste generated by the Group during its operations and production processes through reduction, substitution, reuse, recycling and regeneration.
- Work with stakeholders to explore circular economy opportunities and promote responsible waste management.

OUR ENVIRONMENTAL TARGETS

Aspects	Targets[1]
GHG Emissions	1) Reduce GHG emission intensity by 15% by 31 December 2030 2) Reduce GHG emission intensity by 25% by 31 December 2035 3) Reduce GHG emission intensity by 50% by 31 December 2050
Air Emissions	1) Conduct a feasibility study on establishing an electric refuse collection vehicles fleet by 31 December 2025 2) Introduce electric refuse collection vehicles into the service fleet by 31 December 2030 3) Proportion of electric vehicles reaching 25% of the fleet size by 31 December 2035 4) Proportion of electric vehicles reaching 50% of the fleet size by 31 December 2050
Energy Consumption	1) Use 30% of energy-efficient equipment in JCSCL's office by 31 December 2025 2) Proportion of fossil fuel-based vehicles not more than 75% of the fleet size by 31 December 2035 3) Proportion of fossil fuel-based vehicles not more than 50% of the fleet size by 31 December 2050
Waste	1) Recycle 60% of non-hazardous office waste by 31 December 2030

We are diligently working towards achieving key environmental goals, with particular emphasis on two critical targets set for 31 December 2025. This includes initiating a feasibility study for the establishment of an electric refuse collection vehicle fleet, targeted for completion by 31 December 2025, to support a lower-carbon future. Additionally, despite a modest rise in electricity consumption during the Reporting Period, our total energy use has decreased by approximately 7.45% compared to the previous year, and we are focused on integrating at least 30% energy-efficient equipment in our office by 31 December 2025 to further reduce our energy footprint.

[1] All reduction targets are set against the 2021/22 base year.

ECO-CONSCIOUS OPERATIONS

CONSTRUCTION OF SUSTAINABLE CULTURE

The Group is committed to fostering a sustainable culture and integrating sustainable development into its core values through internal education, employee engagement and stakeholder collaboration. Our Environmental Protection Policy clearly states our commitment to comply with environmental laws and regulations, promote resource conservation and pollution prevention, and communicate our environmental responsibilities and commitments to all stakeholders.

During Earth Hour in 2025, we publicized it to all employees through emails and posters, encouraging them to participate, and called on business partners to support this initiative to raise their awareness about climate change and understand the importance of protecting the planet. We turned off all non-essential lights, air conditioners and equipment in our office during the designated period of time, and received a certificate of appreciation from WWF in recognition of our positive contribution to sustainable development. In the future, we plan to work with stakeholder groups for a more sustainable future by carrying out more community and employee activities.



SAFEGUARDING HUMAN HEALTH AND BIODIVERSITY

We are committed to safeguarding human health and biodiversity, and reducing environmental and ecological impacts through sustainable pest management and chemical waste treatment practices. Our strategy not only ensures the health and safety of service locations, but also promotes the long-term health of ecosystems.

As for pest management, we prioritize exploration of humane and environmentally friendly solutions and reduce our reliance on traditional chemical pesticides. We use physical control solutions and select certified low-toxic or biodegradable pest control products. These measures effectively control pests while protecting non-target species and ecological diversity, thereby ensuring that employees and customers are protected from the impact of harmful chemicals.

Chemical waste (such as cleaning agent residues and pest management chemicals) will be collected by category to specialised collectors for proper treatment. We also prioritize chemicals with less impact on human health and the environment through green procurement, and regularly train employees to properly handle chemicals to reduce the risk of accidental leaks.

ECO-CONSCIOUS OPERATIONS

Case: Ekomille, a fully automatic and environmental-friendly mousetrap system

JPSCL introduced Ekomille, a fully automatic and environmental-friendly mousetrap system, to replace traditional poison baits and sticky mouse traps for humane, safe and sustainable pest management. Traditional methods require frequent monitoring, replacement and cleaning, which is labor-intensive and prone to chemical pollution and health risks. Ekomille does not require the use of toxic chemicals and effectively controls rodents through automatic trapping technology, which protect human health and the environment while reducing the impact on biodiversity.

The advantages of Ekomille include:

- *Capable of capturing rats and house mice multiple times in a row*
- *Flexible placement without the connection of power cords*
- *Safe and reliable without the use of harmful chemicals*
- *Mouse carcasses are kept inside the device to maintain a hygienic environment without releasing the foul odour of rotting mouse carcasses*
- *Safe for children, workplaces, public areas and pets*
- *Designed to protect non-target species and support biodiversity conservation*



Fully automatic environmental-friendly mousetrap system – Ekomille

RESPONDING TO CLIMATE CHANGE

We understand that climate change poses significant risks to our operations, as well as the communities and environments in which we operate. We also understand the importance of mitigating the impacts of climate change. As such, we are committed to building resilience to climate change impacts into our operations, and embedding climate change management into the Group's business development processes, with a view to effectively adapting to and mitigating the multiple impacts of climate change. During the Reporting Period, the Group carried out its work on climate change response based on the framework of the Task Force on Climate-related Financial Disclosure (TCFD) from four aspects, namely, governance, strategy, risk management, and metrics and targets.

ECO-CONSCIOUS OPERATIONS

Governance

The Group has established a comprehensive environmental, social and governance and climate change management system with clear roles and responsibilities, with the Board taking overall control, the management serving as the main force, and cross-departmental collaboration to address climate change in an all-around manner. For details, please refer to the "Sustainability Governance" section of this Report.

Strategies

Climate change poses extensive operational risks to the Group, with potential impacts on our business and the environment. Understanding and managing these risks is critical. At the same time, we recognize the opportunities inherent in these challenges. By proactively addressing climate-related risks, we aim to build a sustainable future for our business and stakeholders. Below summarizes the climate-related risks and opportunities that the Group has identified, as well as their corresponding impact level.

Climate-related risks				
Category	**Description**	**Time Range**	**Potential Financial Impact**	**Countermeasures**
Acute physical risk	Extreme weather events such as typhoons, floods and rainstorms may damage tangible assets such as vehicles and properties	Short term[2]	• Costs required to repair or replace damaged property • Increased workload, changes in employee schedules, decreased productivity, and higher costs as a result of extreme weather	• Pay attention to weather warnings and evacuate equipment in advance before extreme weather arrives • Reinforce relevant facilities to reduce the risk of damage to equipment and facilities • Provide reasonable and effective work arrangements in extreme weather
	Extreme weather events pose health and safety risks (such as heat stroke), disrupt operations, reduce productivity, increase commuting time and delay service delivery	Short term	• Impact on supply chain and business operations, which leads to reduced productivity and a consequent increase in loss of revenue and costs • Increase in employee medical insurance costs	• Establish an emergency communication mechanism to strengthen safety guidance and training for employees • Conduct regular safety training and provide personal protective equipment

[2] 2025-2027

ECO-CONSCIOUS OPERATIONS

Climate-related risks				
Category	**Description**	**Time Range**	**Potential Financial Impact**	**Countermeasures**
Chronic physical risk	As temperatures rise gradually, the odour and mosquito problems at recycling points may intensify, further endangering the occupational health of employees	Long term[3]	• Increase in employee medical expenses and protective equipment costs • Increase in employee cooling costs	• Adjust working hours during high temperature periods to avoid a period of time that has adverse effects on the human body
	Reduced rainfall affects water supply. Water and raw material shortages caused by climate change may affect long-term production	Mid term[4]	• Increased expenses for purchasing additional water and alternative supplies	• Pay close attention to climate change and precipitation conditions, and make purchase plans in advance
Policy and regulatory risk	Increased climate-related disclosure requirements, as well as stricter environmental policies and regulations	Mid term	• Increased costs for compliance and ESG data disclosure	• Closely connect with regulatory authorities and keep up with policy and regulatory trends • Establish a robust data collection system
Reputational risk	Ignorance of climate change compliance and the environmental damage that business causes	Mid term	• Decreased revenue due to loss of business from existing and potential customers	• Conduct business in a responsible manner • Communicate closely with stakeholders to understand their expectations and concerns
Market risk	The market requires improvements in operational sustainability, such as sustainable practices, electric vehicles, increased recycling and green products	Long term	• Increased costs due to purchase of new, more efficient equipment	• Understand market sentiment and make transformation plans in advance

[3] 2030 and beyond

[4] 2027-2030

ECO-CONSCIOUS OPERATIONS

Climate-related Opportunities	Description	Time Range	Potential Impact
Service demand	Increased market demand for environmental protection and green services	Long term	• Increased customer attention and demand for environmental services from various industries
Energy efficiency	Driven by the global trend towards net-zero emissions and regional policies such as Hong Kong's 2050 carbon neutrality target and China's "dual carbon" plan, the use of fossil fuels has decreased, while the use of clean energy such as wind and solar has increased.	Long term	• Increased resilience to carbon price and fossil fuel volatility • Reduced transportation fuel expenditures

Risk Management

Climate-related risks have been incorporated into our risk management strategies. We have taken active measures to identify, assess, monitor and respond to potential risks of climate change in all aspects. For further details, please refer to the "Sustainable Risk Management" section of this Report.

Risk identification: Deeply understand the trend of global climate change and accurately locate risk points such as extreme weather events, resource scarcity, and ecological damage that may be encountered based on business characteristics.

Risk assessment: Conduct qualitative assessment on various risks based on the impact of risks on the Group's strategic achievement and business development in conjunction with the possibility of risk occurrence.

Risk monitoring: Dynamically track climate change-related risks through regular internal monitoring and assessment.

Risk response: Formulate a detailed climate risk response strategy, clearly define the responsibilities of each level, and provide supporting specific action plans to jointly resist the challenges caused by climate change.

Metrics and Targets

To support Hong Kong Climate Action Blueprint 2050, the Group has set a series of climate-related targets covering carbon emission, energy consumption and waste. For details, please refer to the "Our Environmental Targets" section of this Report. During the Reporting Period, we made progress in all aspects. The total GHG emissions amounted to 4,419.85 tonnes of CO_2 equivalent, a decrease of 12.87% compared to the previous year. Our primary source of emissions is Scope 1 emissions from our own vehicle fleet, accounting for 98.83% of the total emissions. The Group's Scope 3 emissions are primarily GHG emissions generated by the Water Supplies Department's electricity use for potable water treatment. Looking ahead, we will actively explore lower-carbon fleet management measures, optimise energy efficiency, and strive to expand the data coverage of Scope 3 emissions, working together with the value chain towards sustainable development.

RESPONSIBLE EMPLOYMENT

The Group is committed to creating a diverse, inclusive and supportive workplace culture by recruiting talents of different ages, backgrounds and experiences, and bringing together diverse skills and perspectives to enrich human resources and enhance team innovation. By promoting diversity and inclusiveness, we cultivate a dedicated and efficient workforce to better meet customer needs and drive the corporate to succeed.

PROTECTION OF EMPLOYEE RIGHTS

Recruitment and Dismissal

As part of the recruitment process, we strictly implement standardized recruitment procedures to ensure fairness, transparency and compliance in recruitment. All recruitment needs must be filled in the Recruitment Requirement Form and be submitted by the department head to the Human Resources Department for approval. The number of recruits must not exceed the prescribed quota to ensure that human resources expenditure is in line with our budget and operating plans. In addition, we ensure that priority is given to hire suitable local workers to fill job vacancies. If we really are unable to hire suitable local employees, we will hire workers through the "Supplementary Labor Optimization Program".

We conduct a comprehensive background check on all new candidates, including but not limited to identity, education level, work experience, professional skills, qualifications, and labor qualifications for foreign nationals. We also check whether the candidate holds a valid license to drive or operate machinery for a specific position. The Human Resources Department will conduct a verification based on the Employee Background Check Form and ensure that the candidate meets the job requirements and Hong Kong laws. Employees involved in government service contracts must additionally meet the Employee Qualification Requirements Applicable to Government Standards.

On the day of orientation, employees will receive an Employee Handbook, which contains "Employee Rights and Responsibilities", "Work-related Injury Guidelines", "Code of Conduct", including the employee anti-corruption guide. Employees must be familiar with and comply with the provisions of the Employee Handbook. If an employee violates the code of conduct or Group policy in the Employee Handbook, we will take appropriate measures based on the severity of violation. A verbal warning will be issued for the first minor violation which will be recorded in the Warning Record Form; a Written Warning Notice will be issued for repeated violations or more serious behavior. If there are multiple violations of the code of conduct, serious misconduct, or failure to pass the probationary period assessment, we will consider terminating the employment relationship. All termination procedures strictly comply with Hong Kong laws and regulations and the terms of employment contracts.

Prevention of Child Labour and Forced Labour

The Group respects the rights of children and labours and has taken a series of measures to ensure that there is no child labour and forced labour in our workplace. We require all job applicants to be of legal working age and strictly check the candidate's identity documents during the recruitment to verify their age and legal eligibility to work in Hong Kong. When employing young people, we strictly abide by the detailed requirements of regulations such as the upper limit of working hours and working days, and the prohibition of young people from being employed in dangerous industries.

RESPONSIBLE EMPLOYMENT

During the Reporting Period, we have set up a "patrol team" to strengthen the inspection of workplaces in various districts, exert its monitoring and risk control capabilities, and promptly discover and rectify the employments of irregular and illegal labour.

The Group does not allow any form of threats or coercion to employees. Overtime work can only be arranged with the voluntary consent of employees and approval of supervisors. If any underage or forced labour is found in our workplace, the Group will immediately terminate relevant employment relationship and take necessary measures to deal with it, and actively cooperate with relevant departments to ensure that such labours are properly placed. During the Reporting Period, the Group was not aware of any serious breach of Hong Kong laws and regulations regarding child labour and forced labour.

Equal Opportunity, Diversity, Anti-Discrimination

The Group is committed to creating a fair, diverse and inclusive work environment for all employees, ensuring fair treatment regardless of race, gender or disability.

As an equal opportunity employer, we strictly comply with all relevant laws and regulations related to equal employment opportunity. To uphold the values of diversity and inclusion, we have implemented relevant policies and measures within the Group. This includes actively seeking out and employing suitable applicants from minority and disadvantaged communities, including rehabilitated and ex-mentally ill patients. In addition, we have participated in the "Re-employment Allowance Pilot Scheme" and "Employment Programme for the Elderly and Middle-aged" organized by the Labour Department to encourage people aged 40 or above to return to the job market, and employed unemployed job seekers as full-time or part-time permanent workers and provided them with on-the-job training.

We truly believe that by fostering a workplace culture that respects diversity, we can enhance employee engagement, work efficiency, and innovation. This approach better meets customer needs and contributes to the overall success of the Group. We promise to treat all employees and job applicants fairly and equally, without any forms of discrimination, harassment, or unequal treatment based on age, ethnicity, disability, gender, marital status, pregnancy, religious background, and/or sexual orientation.

During the Reporting Period, the Group was not aware of any breach of laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare.

COMPENSATION AND BENEFITS

The Group provides competitive remuneration and benefits to its employees, which are adjusted regularly based on factors such as employee performance, Group performance and market trends. We also provide training subsidies for eligible employees who meet specific criteria. All our full-time employees are entitled to local statutory holidays, annual leave, maternity leave and paternity leave, and office employees are additionally entitled to birthday leave and marriage leave. Our medical allowance policy includes dental allowances, reflecting our concern for the health of employees.

RESPONSIBLE EMPLOYMENT

Working Hours and Rest Periods

Employee under a continuous contract can take 1 rest day for every 7 days of work and rest day cannot be accumulated. Overtime work on rest days must be taken on a voluntary basis and is subject to approval. All staff who works overtime on rest days will be fully compensated accordingly. Apart from the weekly rest days, employees are entitled to other leave benefits such as paid annual leave and statutory holidays.

According to government service contracts, there are strict restrictions on the maximum working hours for frontline employees who usually work with a 6-day work week. The daily working hours shall not exceed the upper limit stipulated in the contracts to ensure the health and work efficiency of employees. Office employees adopt a system of 5-day work week. If an employee needs to take leave due to work-related injuries or other special circumstances, the relevant procedures will be handled in accordance with the Work-related Injury Guidelines and Employee Handbook we have formulated, and ensure compliance with legal requirements.

Performance and Remuneration

Our basic salaries, which are determined based on the job responsibilities, scope of duties and market standards of the position, form the core of the remuneration structure. Permanent employees are entitled to an annual performance bonus, the amount of which is determined at the discretion based on individual performance and achievements. The human resources department regularly reviews and optimises the welfare policies to keep up with market trends and enhance employee satisfaction. The Group reviews the remuneration structure for all job levels annually, covering basic salaries, performance bonus and long-term rewards, taking into account individual performance, achievements and market competitiveness to ensure attractive remuneration for recruiting and retaining top talent.

To ensure that employees have a clear understanding of job expectations and performance standards, we conduct annual performance appraisals at the end of each year. Heads of department review staff performance during the appraisal process, providing constructive feedback on strengths and areas for improvement. The results of the appraisal are submitted to senior management for the purpose of determining promotions and salary adjustments. We believe that an objective and transparent appraisal process not only recognises the contributions of our employees, but also provides valuable opportunities for their career growth and development.

Employee Welfare

We believe in providing our employees with fair and equitable compensation, benefits, and welfare provisions. All eligible employees are covered by compensation insurance, which helps to ensure that they are protected against work-related injuries or illnesses. After completing six months of employment, our office staff are entitled to medical insurance coverage, which helps to cover the costs of medical treatment. In addition to these benefits, we also believe in supporting our employees during significant life events. For example, our female employees are entitled to a 14-week statutory maternity leave, which helps to ensure that they have adequate time to recover and bond with their new child. Likewise, our male employees are entitled to a 5-day statutory paternity leave, which allows them to take time off to support their partners and newborns. As a considerate employer, the Group organised a wide variety of employee activities during the year, including team dinners, birthday parties, etc., with the aim of enhancing internal communication and creating a workplace culture that values and supports our employees' overall well-being and quality of life.

RESPONSIBLE EMPLOYMENT

TRAINING AND DEVELOPMENT

The Group places a strong emphasis on the continuous growth and accomplishments of our employees through ongoing training and development. We offer a diverse array of programs to ensure that our team members have the knowledge and skills necessary to excel in their roles and contribute to our success.

To ensure that our employees are equipped with the necessary skills and knowledge to fulfill their responsibilities, the Group's annual training plans covers frontline employees, supervisors and new employees. During the Reporting Period, our training included a comprehensive range of courses on prevention of sprains, strain and proper posture, the use of personal protection equipment, infection prevention and hygiene management, working at heights and working safety above ground, electrical safety and equipment usage, heatstroke prevention and outdoor work safety, and manual handling safety. On the environmental front, our training also incorporates energy and resource utilisation, detergent safety and waste disposal control, air pollution and noise management rules. In addition, we emphasise anti-corruption and integrity to ensure that staff are familiar with the policies and legal requirements of the Company.

The Group's existing employees attend training at least once a year to strengthen their skills and keep up with industry standards. Through systematic training plans, the Company not only enhances the professional competence and safety awareness of its staff, but also facilitates their career development. Details of the training, including attendance, are recorded in the Training Record and properly kept by the relevant departments. New employees are required to attend an orientation training within the first week of their employment, which covers the Company's history, vision, organizational structure, major business operations and occupational safety briefing, helping employees quickly integrate into the Company's culture and adapt to the working environment.

SAFE AND HEALTHY WORKPLACE

As a labour-intensive business with a workforce primarily composed of elderly employees, the Group recognises the heightened importance of managing OSH matters at every stage of our operations. Providing a safe and healthy work environment for all employees is our top priority. We firmly believe that every employee should work in an environment that poses no harm or danger to their health and safety. Our commitment to creating a safe and healthy working environment is reflected in our various policies, measures and training programs. Through comprehensive hazard identification and risk management, we strive to ensure the occupational health and safety of all employees in each workplace. To this end, we established a set of OSH policies and guidelines as below.

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

RESPONSIBLE EMPLOYMENT

Safety Management

To provide a safe and healthy working environment, the Group has formulated various OSH policies, including but not limited to the Occupational Safety and Health Guidelines and Occupational Health and Safety Policy. For operational activities, JECL has implemented measures such as the Code of Safe Use of Chemicals, Guidelines for the Prevention of Biological Hazards and Safety Practices, and Safe Handling and Transportation of Materials to ensure that all safety details are protected; Wyson Security has fully protected the work safety of employees through policies such as the Emergency Handling Guidelines and Security Guard Work Instructions. Our management team, along with the quality control and OSH department, are committed to regularly reviewing and updating OSH policies to ensure their effectiveness and compliance with the latest regulatory requirements. We have implemented an OSH Management System that is accredited by ISO 45001:2018 to systematically identify, evaluate and monitor workplace hazards and risks, and continuously improve health and safety performance. The administrative supervisor pays close attention to the latest certification standards, regularly update safety management manuals and guidelines, and ensure that safety practices meet international standards. In addition, we have increased the frequency and depth of safety inspections and reviewed the compliance of labour regulations.

In response to various OSH risks and hazards, the Group has compiled an Occupational Safety and Health Hazard List to identify risk factors from various work activities and rank them according to the level of danger, and to communicate appropriate operational control procedures to personnel engaged in work that may lead to such risks. We also conduct regular inspections to identify and correct behaviors that do not comply with OSH policies and measures, and prevent them from happening again. We will properly record the inspection results for review by the quality control and OSH department and the administrative supervisor. Suggestions for improvement will be made based on the inspection records.

RESPONSIBLE EMPLOYMENT

Case: Prevention of Sunstroke

Due to the nature of our business, we are aware of the higher risk associated with heat stroke to our employees, particularly in indoor and outdoor environments where there is inadequate ventilation. We have drawn up and implemented guidelines on the prevention of heat stroke, which cover all employees engaged in outdoor work and are in line with the Guidance Notes on Prevention of Heat Stroke at Work issued by the Labour Department. Specific measures include:

Working by turns: If it is necessary to work in extremely hot weather, outdoor work should be alternated among workers as far as possible

Drink water regularly: Drink cool water regularly to replenish the water lost due to sweating

Appropriate clothing: Wear breathable and light-colored clothes to help sweat evaporate and reduce heat absorption

Work arrangement: If possible, try to arrange the work when the sunshine is weak and the temperature is low

Regular breaks: If possible, take breaks in a cool, well-ventilated place

Do not drink alcohol: Alcoholic beverages can affect work safety and increase the risk of dehydration



輪流工作：如必須在酷熱天氣下工作，工人間應盡量輪替戶外工作

RESPONSIBLE EMPLOYMENT

On-boarding and Ongoing Safety Training

We have developed an Employee Occupational Safety and Health Orientation Guide. All new hires receive thorough briefings on our OSH policies and working guidelines to familiarise themselves with safety procedures, chemical safety, and the proper use of safety gear, machinery, and tools. We have developed an annual safety training plan that prioritizes OSH issues. Our existing employees are required to attend OSH training sessions as well, including workplace safety, fire safety, and chemical and waste handling, as well as review and update of other safety protocols. Additionally, we take proactive measures to educate our employees about OSH issues by providing video clips and briefings before each project begins. We also share information on major accidents that occur in our industry and discuss appropriate handling methods to prevent similar incidents from happening. Our goal is to foster a healthy and responsible corporate culture. Therefore, we also distribute OSH newsletters quarterly, either via electronic communication or physical copies. We encourage employees to apply the safety knowledge they have learned because every employee should prioritise their well-being and the safety of their colleagues.

Chemical Safety

In our operations, the use of chemicals such as detergents is an indispensable part. However, improper handling of these chemicals can pose potential health and safety hazards. To minimise these risks, we have implemented strict guidelines, such as the Code for the Safe Use of Chemicals and the Emergency Procedures for Spills/Leaks of Chemicals, to regulate the storage, use, and handling of chemicals in our operations and pest control work.

In order to ensure the safe use of chemicals, employees must strictly follow the chemical labels and instructions, only dilute with water, and do not mix other chemicals. Chemicals shall not be contained in eating and drinking utensils. Containers shall be well sealed and stored in a safe place. To ensure the safe handling of chemicals and pesticides, employees must equip themselves with all necessary protective gear before handling any chemicals, and we conduct regular inspections of the equipment to ensure that it remains in good condition and that employees can perform their work safely. After the work is completed, employees should thoroughly clean their hands, protective equipment and tools to prevent chemical residues. Employees should be familiar with the characteristics, uses, protective measures and emergency response procedures of chemicals. Only specially trained employees are allowed to operate and handle these substances to ensure safe operation. We also prohibit the use of chemicals in poorly ventilated environments and prioritize safe storage and use practices to reduce the risk of leakage. Through these measures, we are committed to maintaining workplace safety and employee health.

DRIVER AND DRIVING SAFETY

In order to ensure the safety of drivers and vehicles in operation, we have formulated strict vehicle management and driving regulations, which are applicable to all drivers using the Company's vehicles and special equipment. Before driving every day, the driver must carry out routine vehicle inspection to confirm that the water tank, lubricating oil, brake system, tire pressure and door locking are normal, and the mechanical parts of the garbage compression truck are also required to ensure that there is no fault. Drivers should also check the condition of their vehicles and confirm route planning to avoid peak hours or dangerous road sections. During driving, drivers should remain focused and refrain from using mobile phones or engaging in other distractions.

RESPONSIBLE EMPLOYMENT

Drivers transporting chemicals or waste must ensure cargo is securely fastened and properly labelled to prevent leaks or spills. In emergencies, such as traffic accidents or chemical spills, drivers must immediately park in a safe location, activate warning lights, and contact their supervisor or emergency services. The Company provides drivers with personal protective equipment, including reflective vests and chemical-resistant gloves, to ensure safety during cargo handling or accident response.

Emergency Preparedness

To prevent emergencies, our management and safety personnel will refer to relevant instructions and take appropriate actions. At the same time, they ensure that suitable and adequate emergency equipment is available in both office and operational locations for immediate use when needed. By formulating Contingency Measures, Wyson Security fully ensures that security employees can make quick and reasonable response measures when faced with extreme events such as elevator failures, fires, injuries, etc.

If a work-related accident unfortunately occurs, the affected employee must immediately cease all work, report the incident to their supervisor in accordance with the Work Injury Reporting Procedure, and promptly seek medical attention. The Company will comply with relevant regulations by promptly reporting the incident to the Labour Department, arranging professional rehabilitation services, closely monitoring the employee's recovery progress, and providing free medical care and additional treatment for injured employees. To prevent similar incidents, the Company holds regular safety meetings to review work-related injuries, follow up on remedial measures, and analyze incident data to identify potential risk factors, continuously improving safety management. For other emergencies, the Company has established comprehensive reporting and emergency response mechanisms to ensure swift action, safeguarding employee safety and smooth business operations.

OSH Targets

Cleaning Business

JCSCL has set the following targets to promote the employees' awareness on OSH issues in the following year.

OSH Targets	Measures
Provide OSH training for all new employees	✓ On-site Officer(s) or Safety officer(s) to deliver OSH topic(s) in orientation training for all employees
Provide monthly OSH training	✓ Arrange different OSH training topics, including working safety, fire safety and chemical(s) handling
Distribute quarterly OSH newsletter	✓ Distribute through electronic communication means or physical copies

RESPONSIBLE EMPLOYMENT

Garbage Logistics Business

At the end of each financial year, JECL sets OSH targets for the following year and conducts a review of these targets. In 2024/25, it has decided to continue its commitment to OSH excellence by maintaining the same targets set for the previous year.

OSH Targets	Measures
Reduce the occurrence of work related fatalities to no more than 3 cases	✓ Strictly adhere to ISO 45001:2018 management system ✓ Monitor and analysis accident statistics to identify common causes of accident ✓ Report and discuss all work-related accidents ✓ Analyse the accident rate to gain insights
No OSH-related charges brought by the Labour Department	✓ Increase the frequency and depth of safety inspection ✓ Review the compliance status of labour legislations and regulations
Provide at least 2 sessions of OSH training to all employees	✓ Arrange different OSH training topics, including ergonomics, fire safety and chemicals handling

Pest Control and Disinfection Business

OSH targets	Measure
Every new employee will receive induction OSH training	✓ Supervisors will provide OSH training to all new employees
Regularly inspect existing employees' occupational safety measures at work	✓ Carry out regular inspections every week and every month, including but not limited to work procedures, personal protective equipment, tool use, etc.
Regular OSH training and dissemination of OSH information	✓ Arrange different OSH training topics ✓ Send messages to remind colleagues based on different weather conditions or special incidents

The Group is pleased to report that our garbage logistics business successfully met all occupational safety and health targets during the Reporting Period, with no work-related fatalities recorded, fully achieving established safety standards. Recognizing the critical importance of providing a safe and healthy work environment for employees, all staff have completed at least two OSH training sessions, demonstrating the Company's steadfast commitment to safety.

Looking ahead, we will continuously review and enhance our annual OSH targets to ensure compliance with relevant Hong Kong regulations and industry standards. Additionally, we plan to extend these safety targets across other business areas of the Group, further advancing responsible and sustainable business operations.

EXCELLENT AND RESPONSIBLE SERVICE

SUPPLY CHAIN MANAGEMENT

As a leading hygiene service provider in Hong Kong, we place great emphasis on fostering lasting and sustainable relationships, particularly with suppliers and partners, as a means of improving operational efficiency and the quality of our customer service. We have established a Procurement to Payment Management System that not only emphasises the reliability and quality of products when selecting suppliers but also considers environmental and social standards. We believe that engaging with suppliers who share our values and mission to address environmental and social concerns is essential to ensure that our supply chain is responsible and sustainable. By prioritising responsible supply chain management, we aim to not only provide high-quality services to our customers but also contribute to a more sustainable and ethical future for our industry.

Supplier Selection and Evaluation

We have established a Qualified Suppliers List to ensure that we only collaborate with suppliers who meet our high standards of quality, reliability, and sustainability. Potential suppliers will be assessed based on their operational conditions, product qualities, licenses, and prices. For service providers, we also conduct background checks on their past performance in other projects. We conduct standardized assessments on new suppliers through the New Supplier Evaluation Form and New Supplier Information Record Form. This preliminary information is then reviewed and approved by our procurement manager or human resources manager and submitted to the CEO for final approval before the supplier is added to the Qualified Suppliers List.

To maintain the excellent quality of our supply chain, we conduct annual evaluations of the suppliers on our Qualified Suppliers List by using the Supplier Periodic Review Form. During the evaluation, we assess whether the products are environmentally friendly, produced in a sustainable manner and safe to use, as well as considering the quality, after-sales service, on-time delivery and price. Suppliers who fail to meet these requirements will be removed from our Qualified Suppliers List. By having a robust supplier selection and evaluation process, we aim to ensure that our supply chain is responsible, sustainably developed, and able to consistently meet the needs of our customers. During the Reporting Period, all our suppliers have been assessed appropriately.

Green Procurement

The Group understands the importance of minimising its environmental impact, to reduce our carbon footprint, we have integrated environmental considerations into our procurement process, and strive to source all of our procurement needs locally. During the Reporting Period, we procured various green products for the provision of our services, including biodegradable tissue paper and garbage bags. To ensure that these products are of high quality, safe to use, and environmentally friendly, we select them based on test reports produced by independent and certified laboratories. We also consider the environmental impact of each product, including factors such as biodegradability, recyclability, and energy efficiency. Moving forward, we will continue to seek out opportunities to reduce our environmental impact and promote sustainability in all aspects of our business.

EXCELLENT AND RESPONSIBLE SERVICE

RELIABLE SERVICES

As a company that has been serving the people and organisations of Hong Kong for over 40 years, we deeply understand the importance of building and maintaining customer trust. We are always committed to providing the highest quality service throughout the entire project cycle to meet our customers' needs. We believe that achieving this requires a collaborative effort with our customers, and we work closely with them to ensure that we understand their needs and expectations. During the Reporting Period, the Group was not aware of any violations of laws and regulations that would have a significant impact on the advertising, labelling or health and safety aspects of the services we provide.

Quality Services

To ensure the highest standards of service quality, we implement a rigorous service management system. Upon receiving a tender invitation, we thoroughly assess project requirements and resource allocation, with project managers overseeing service delivery to ensure efficient execution by on-site staff and providing tailored cleaning solutions based on client needs and site conditions, guaranteeing timely and high-quality outcomes.

Our commitment to quality is reflected in our ISO 9001:2015 accreditation, which demonstrates our ability to address challenges, consistently deliver high-quality services, and maintain exceptional corporate governance standards. Prior to project completion, project managers engage with clients to confirm that service quality meets expectations and issue a completion notice to formally close the project. We actively encourage client feedback and thoroughly review each comment to continuously improve our service processes. By maintaining a focus on quality throughout the project cycle, JECL is dedicated to building long-term partnerships with clients based on trust, reliability, and exceptional service, ensuring every engagement meets client needs and supports sustainable business development.

Customer Service and Complaint-handling

To continuously enhance service quality, we place great importance on feedback from private and public sector clients, actively identifying and addressing service shortcomings. Our Customer Complaint Handling Procedure stipulates that all written complaints are received by the tender and contract management department, recorded in the complaint registration system, and forwarded to the operations department for follow-up, ensuring timely and satisfactory responses to clients.

The tender and contract management department analyzes data based on service types, customer groups, and the nature of the complaints, enabling management to review and formulate targeted improvement measures. We proactively address client concerns, striving to exceed expectations and continuously enhance service processes. This approach not only reinforces our position as a leading hygiene service provider in Hong Kong but also promotes sustainable development and responsible practices within the industry. During the Reporting Period, we received 60 complaints related to products and services, all of which have been duly resolved.

EXCELLENT AND RESPONSIBLE SERVICE

Data Privacy

We place the highest priority on the confidentiality and security of client data, strictly adhering to relevant laws and regulations while maintaining the highest privacy standards in the collection, use, and storage of data. We have established the Information Technology System Management Policy, which encompasses system authorization, data access, maintenance, and security guidelines.

We ensure that all client data is securely stored in encrypted systems and servers, accessible only to authorized personnel through unique accounts, with account sharing or disclosure and transfer of data to third parties strictly prohibited. All employees, including current and former staff, must sign confidentiality agreements to prevent data breaches and undergo regular training to comply with security protocols.

We regularly update and inspect our information technology systems, documenting and securely archiving the results to ensure safe and stable operations. System service providers are required to sign confidentiality agreements that clearly define the scope of services and confidentiality obligations, undergo periodic performance evaluations, and delete all related data upon contract termination. To further mitigate risks, department heads may, with approval, remotely access data and must immediately update account passwords to prevent unauthorized access. Additionally, we enforce strict server room management, restricting entry to authorized personnel only, and implement robust cybersecurity measures, including firewalls, antivirus protection, and a comprehensive security incident response plan to address potential risks promptly.

For security guarding services, when handling visitor registration, we protect the privacy of owners and visitors by properly managing the visitor register, ensuring the safe storage and destruction of data. The register shall not be publicly displayed and shall be properly stored immediately after registration.

Intellectual Property

To protect the Group's IP (including trademarks and patents), we have implemented effective measures for monitoring and maintenance to prevent any unauthorised use. We are also prepared to take legal action when necessary to safeguard our rights. We conduct regular management training to enhance employees' awareness and expertise in intellectual property protection, ensuring they fully understand its value and importance to the Group's competitive advantage. Through ongoing education and skill development, we ensure that our employees understand the value of our IP and are equipped with the necessary knowledge and skills to protect it, minimizing the risk of IP infringement. We will continue to spare no effort in protecting the IP rights of the Group and upholding our commitment to excellence in all aspects of our business.

During the Reporting Period, the Group was not aware of any non-compliance with applicable laws and regulations relating to IP regarding our products and services.

EXCELLENT AND RESPONSIBLE SERVICE

BUSINESS ETHICS

Integrity is the cornerstone of maintaining Group's long-standing trusting relationships with customers and business partners. We do not tolerate any form of business misconduct that could harm our reputation, committing to uphold the highest ethical standards across all operations. By fostering a culture of integrity, we collaborate with stakeholders to build trust and promote a more responsible and sustainable industry. During the Reporting Period, the Group identified no significant incidents of non-compliance with laws related to bribery, extortion, fraud, and money laundering, nor were there any corruption-related legal proceedings against the Group or its employees.

Anti-corruption

Our employees are required to comply with the Company's Employee Handbook and Anti-corruption Policy to regulate their business conduct and behaviours. The Anti-corruption Policy explicitly prohibits any form of bribery and corruption, including offering or accepting money, gifts, entertainment, or other improper benefits. A dedicated chapter within the Employee Handbook has clearly stipulated our rules regarding employees' conducts, detailing the kinds of actions we deemed unacceptable. Employees at all levels are also required to complete a Conflict of Interest Declaration Form to declare any potential conflict of interests and refrain from exercising the power granted by the Group to make any personal gain. Employees can utilise the staff complaint channel to report any suspected incidents of corruptions, and the relevant departments and management personnel will promptly investigate the matters.

To promote ethical behavior within the Group and prevent corruption, we have implemented a series of anti-corruption training initiatives. These include conducting online training sessions, sharing real-life corruption cases with employees through internal channels, and distributing ICAC promotional leaflets and posters at various premises. These initiatives aim to promote ethical conduct and prevent corrupt behaviour within the Group. During the Reporting Period, we have arranged "Integrity Management (Corruption Prevention) Seminar" to enhance the understanding of frontline managers and employees at all levels regarding the importance of integrity and anti-corruption legislation, with a total of 128 hours of various anti-corruption training provided.

EXCELLENT AND RESPONSIBLE SERVICE



"Integrity Management (Corruption Prevention) Seminar"

Whistleblowing Mechanism

The Group is committed to upholding high ethical standards and a culture of integrity, encouraging employees and those with business dealings with the Group to report any misconduct or fraudulent activities related to its affairs, including but not limited to criminal offenses, regulatory breaches, internal control or accounting irregularities, health and safety hazards, discriminatory practices, unethical behavior damaging the Group's reputation, or deliberate concealment of such matters. We have established a Whistleblowing Policy to provide clear guidelines for reporting, applicable to all employees and relevant stakeholders.

To protect whistleblowers, the Group is committed to strictly maintaining the confidentiality of their identities, except where disclosure is required by law or regulatory authorities. Whistleblowers may submit reports confidentially through the Whistleblowing Form or in writing. Reports involving senior management or significant matters should be directed to the Audit Committee. The Group strictly prohibits any form of intimidation, retaliation, or discrimination against whistleblowers, with violators subject to disciplinary action.

Each whistleblowing report is escalated to the Audit Committee, which determines, based on the case's severity, whether to engage external professionals for investigation or refer it to regulatory or law enforcement authorities. Whistleblowers are informed of the investigation outcomes and any actions taken, such as disciplinary measures or corrective actions, though legal restrictions may limit the provision of detailed reports. To ensure impartial investigations, whistleblowers must maintain confidentiality regarding the reported matters and the identities of involved parties. Malicious or baseless false reports will be subject to disciplinary action.

EXCELLENT AND RESPONSIBLE SERVICE

The Company Secretariat maintains all whistleblowing reports and investigation records for at least seven years, with the Audit Committee regularly reviewing the policy's effectiveness and proposing amendments to the Board. The Whistleblowing Policy and related forms are accessible on the Company's website, ensuring transparency and accessibility. These measures aim to foster an ethical environment, protect whistleblowers' rights, and uphold the Group's integrity and reputation. During the Reporting Period, the Group received no reports of misconduct or fraudulent activities related to its affairs.

COMMUNITY CONTRIBUTION

As a responsible corporate citizen, the Group is committed to making a positive contribution to the communities in which we operate. Leveraging our expertise in environmental hygiene services, we recognize the critical role that maintaining high standards of cleanliness and hygiene in public spaces plays in community health and well-being. We take pride in utilizing our professional strengths to enhance the environmental quality of communities. Looking ahead, we will continue to explore opportunities, focusing on applying our core expertise to create lasting positive impacts and promote sustainable development in the community.

APPENDIX SUMMARY OF KEY PERFORMANCE INDICATORS

ENVIRONMENTAL

	Unit	2024/25	2023/24
Air pollution emissions[5]			
Nitrogen oxides ("**NOx**")	kg	22,657.10	23,430.98
Sulphur oxides ("**SOx**")	kg	26.42	30.48
Particulate matter ("**PM**")	kg	1,877,23	1,815.47
GHG emissions			
Scope 1 – Direct GHG emissions[6]	tCO_2e	4,368.19	5,024.27
Scope 2 – Indirect GHG emissions[7]	tCO_2e	51.61	48.58
Scope 3 – Other indirect emissions[8]	tCO_2e	0.05	0.05
Total GHG emission	tCO_2e	4,419.85	5,072.90
Total GHG emission density	tCO_2e per HK$ million revenue	2.41	3.24
Waste			
Hazardous waste			
Total amount of hazardous waste generated	tonne	0	0
Density of hazardous waste generated	tonne per HK$ million revenue	0	0
Non-hazardous waste			
Tissue paper	tonne	520.20	418.86
Plastic bag	tonne	21.21	19.38
Plastic gloves	tonne	13.51	12.53
Facemask	tonne	9.43	7.60
Wastepaper[9]	tonne	2.19	2.00
Waste metal[10]	tonne	0.04	0.03
Waste plastic bottle/plastic	tonne	0.26	0.17
Total amount of non-hazardous waste generated	tonne	566.85	460.57
Density of non-hazardous waste generated	tonne per HK$ million revenue	0.30	0.29[11]

5 Air emissions were generated entirely from the consumption of vehicle fuels.

6 Scope 1 represents direct GHG emissions generated from the use of unleaded petrol and diesel oil by company vehicles in Hong Kong.

7 Scope 2 represents indirect GHG emissions generated from the use of purchased electricity in office in Hong Kong.

8 Scope 3 represents other indirect GHG emissions due to electricity used for freshwater processing by the Water Supplies Department. Methane gas generated in paper disposal is no longer included as most of the paper are recycled during the Reporting Period. The calculation is made reference to GHG Conversion Factors for Company Reporting published by the UK Government and the published emission factors of the "How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs" published by HKEX.

9 Wastepaper is mainly composed by the cardboard and office papers recycled from the recycling corner.

10 Waste metal is mainly composed by the aluminium cans recycled from the recycling corner.

11 Restated the data.

APPENDIX SUMMARY OF KEY PERFORMANCE INDICATORS

	Unit	2024/25	2023/24
Energy Consumption			
Direct energy consumption			
Diesel	kWh	17,209,378.19	18,706,930.67
Petrol	kWh	349,756.42	284,831.87
Total direct energy consumption	kWh	17,559,134.61	18,991,762.54
Direct energy consumption density	kWh per HK$ million revenue	9,563.52	12,141.40
Indirect energy consumption			
Purchased electricity	kWh	132,330.00	124,556.00
Total indirect energy consumption	kWh	132,330.00	124,556.00
Indirect energy consumption intensity	kWh per HK$ million revenue	72.07	79.63
Total energy consumption	kWh	17,691,464.61	19,116,318.54
Total energy consumption intensity	kWh per HK$ million revenue	9,635.59	12,221.03
Resource Consumption			
Freshwater[12]	m^3	136.00	123.00
Water density	m^3 per office employee	1.45	1.16
Paper[13]	tonne	10.69	3.93
Paper density	tonne per office employee	0.11	0.04

[12] Only electricity consumed within the office is included.

[13] Only water consumed within the office is included.

APPENDIX SUMMARY OF KEY PERFORMANCE INDICATORS

SOCIAL

Employee		2024/25	2023/24
Total number of employees[14]	person	10,850	4,714
By gender			
Male	person	3,835	1,557
Female	person	7,015	3,157
By age group			
Below 30	person	181	59
30 to 50	person	1,733	632
51 or above	person	8,936	4,023
By position			
Senior management	person	13	13
Management/Supervisor	person	32	29
General staff	person	10,805	4,672
By category of employee			
Full-time	person	9,270	4,714
Part-time	person	1,580	0
By geographical region			
Hong Kong	person	10,850	4,714
Turnover rate			
Overall turnover rate[15]	%	2	11
By gender			
Male	%	2	19
Female	%	1	8
By age group			
Below 30	%	3	12
30 to 49	%	3	12
50 or above	%	1	11
By geographical region			
Hong Kong	%	2	11

[14] Due to the large number of successful project bids and a significant increase in business volume, the number of employees has grown substantially during the year.

[15] The turnover rate is calculated by dividing number of employees who left with the total number of employees on 31 March 2025.

APPENDIX SUMMARY OF KEY PERFORMANCE INDICATORS

Employee		2024/25	2023/24
Employee training			
Percentage of trained employees[16]	%	99.92	100
By gender			
Male	%	35.30	33.03
Female	%	64.70	66.97
By category of employee			
Senior management	%	0.12	0.27
Middle management	%	0.29	0.62
General staff	%	99.58	99.11
Average training hours per employee	hour	0.79	1.59
By gender			
Male	hour	0.67	1.46
Female	hour	0.81	1.66
By category of employee			
Senior management	hour	11.31	16.92
Management/Supervisor	hour	6.92	19.22
General staff	hour	0.73	1.44
Supply chain			
Total number of suppliers	number	84	78
By geographical region			
Hong Kong	number	84	78

Group Employees Health and Safety Data	2024/25	2023/24	2022/23
Number of work-related accidents	147	151	316
Number of work-related fatalities	0	0	1
Number of lost days due to work injury	9,339	14,630	28,031
Number of work-related accidents per HK$ million revenue	0.08	0.10	0.14

[16] During the Reporting Period, we updated the calculation method of the percentage of staff trained and restated the data in accordance with the "How to prepare an ESG Report Appendix 3: Reporting Guidance on Social KPIs" published by the Stock Exchange.

APPENDIX APPLICABLE LAWS AND REGULATIONS

Applicable Laws and Regulations	Section
Air Pollution Control Ordinance Motor Vehicle Idling (Fixed Penalty) Ordinance Public Health and Municipal Services Ordinance Dangerous Goods Ordinance Waste Disposal Ordinance Pesticides Ordinance	Eco-Conscious Operations
Anti-discrimination Ordinance Employment Ordinance Minimum Wage Ordinance Employees' Compensation Ordinance Occupational Safety and Health Ordinance Dangerous Goods Regulations	Responsible Employment
Consumer Goods Safety Ordinance Personal Data (Privacy) Ordinance Patents Ordinance Prevention of Bribery Ordinance Competition Ordinance	Excellent and Responsible Service

APPENDIX HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects of the ESG Guidelines Index Table	No. of KPI	Description of KPI	Location in the Report
A. Environmental			
A1: Emissions	General Disclosure	Information on: a. the policies; and b. compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non- hazardous waste.	Eco-Conscious Operations
	A1.1	The types of emissions and respective emissions data.	Summary of Key Performance Indicators
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Summary of Key Performance Indicators
	A1.3	Total hazardous waste produced (tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	No hazardous waste produced in the Reporting Period.
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Eco-Conscious Operations – Waste Management
	A1.5	Description of emissions target(s) set and steps taken to achieve them.	Eco-Conscious Operations – Our Environmental Targets
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Eco-Conscious Operations – Waste Management

APPENDIX HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects of the ESG Guidelines Index Table	No. of KPI	Description of KPI	Location in the Report
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Eco-Conscious Operations – Energy and Resource Consumption
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Eco-Conscious Operations – Energy and Resource Consumption
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Eco-Conscious Operations – Energy and Resource Consumption
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Eco-Conscious Operations – Our Environmental Targets
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Eco-Conscious Operations – Energy and Resource Consumption No target is set as water consumption is immaterial to the Group's operation.
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Company's business operations do not involve packaging materials
A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Eco-Conscious Operations – Safeguarding Human Health and Biodiversity
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Eco-Conscious Operations – Safeguarding Human Health and Biodiversity

APPENDIX HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects of the ESG Guidelines Index Table	No. of KPI	Description of KPI	Location in the Report
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.	Eco-Conscious Operations – Responding to Climate Change
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Eco-Conscious Operations – Responding to Climate Change
B. Social			
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.	Responsible Employment
	B1.1	Total workforce by gender, employment type (for example, full– or parttime), age group and geographical region.	Summary of Key Performance Indicators
	B1.2	Employee turnover rate by gender, age group and geographical region.	Summary of Key Performance Indicators
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.	Responsible Employment – Safe and Healthy Workplace
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Summary of Key Performance Indicators
	B2.2	Lost days due to work injury.	Summary of Key Performance Indicators

APPENDIX HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects of the ESG Guidelines Index Table	No. of KPI	Description of KPI	Location in the Report
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Responsible Employment – Safe and Healthy Workplace
B3: Development and Training	General Disclosure	Policies relating to enhancing employees' knowledge and skills in performing their job duties Plan. Describe the training activities.	Responsible Employment – Training and Development
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Summary of Key Performance Indicators
	B3.2	The average training hours completed per employee by gender and employee category.	Summary of Key Performance Indicators
B4: Labour Standards	General Disclosure	Information on a. the policies; and b. information on compliance with relevant laws and regulations that have a material impact on the issuer relating to preventing child and forced labour.	Responsible Employment – Protection of Employee Rights Protection
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	Responsible Employment – Protection of Employee Rights
	B4.2	Description of steps taken to eliminate such practices when discovered.	Responsible Employment – Protection of Employee

APPENDIX HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects of the ESG Guidelines Index Table	No. of KPI	Description of KPI	Location in the Report
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Excellent and Responsible Service – Supply Chain Management
	B5.1	Number of suppliers by geographical region.	Summary of Key Performance Indicators
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Excellent and Responsible Service – Supply Chain Management
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Excellent and Responsible Service – Supply Chain Management
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Excellent and Responsible Service – Supply Chain Management
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.	Excellent and Responsible Service – Reliable Services
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A, the business of the Company does not involve product manufacturing activities
	B6.2	Number of products and service related complaints received and how they are dealt with.	Responsible Service – Reliable Services
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Responsible Service – Reliable Services

APPENDIX HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspects of the ESG Guidelines Index Table	No. of KPI	Description of KPI	Location in the Report
	B6.4	Description of quality assurance process and recall procedures.	Responsible Service – Reliable Services
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Responsible Service – Reliable Services
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.	Responsible Service – Business Ethics
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Responsible Service – Business Ethics
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Responsible Service – Business Ethics
	B7.3	Description of anti-corruption training provided to directors and staff.	Responsible Service – Business Ethics
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Contribution
	B8.1	Focus on areas of contribution (e.g. education, environmental issues, labour needs, health, culture, sports).	Community Contribution
	B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Contribution