



Tian Ge Interactive Holdings Limited
天鵠互動控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 1980

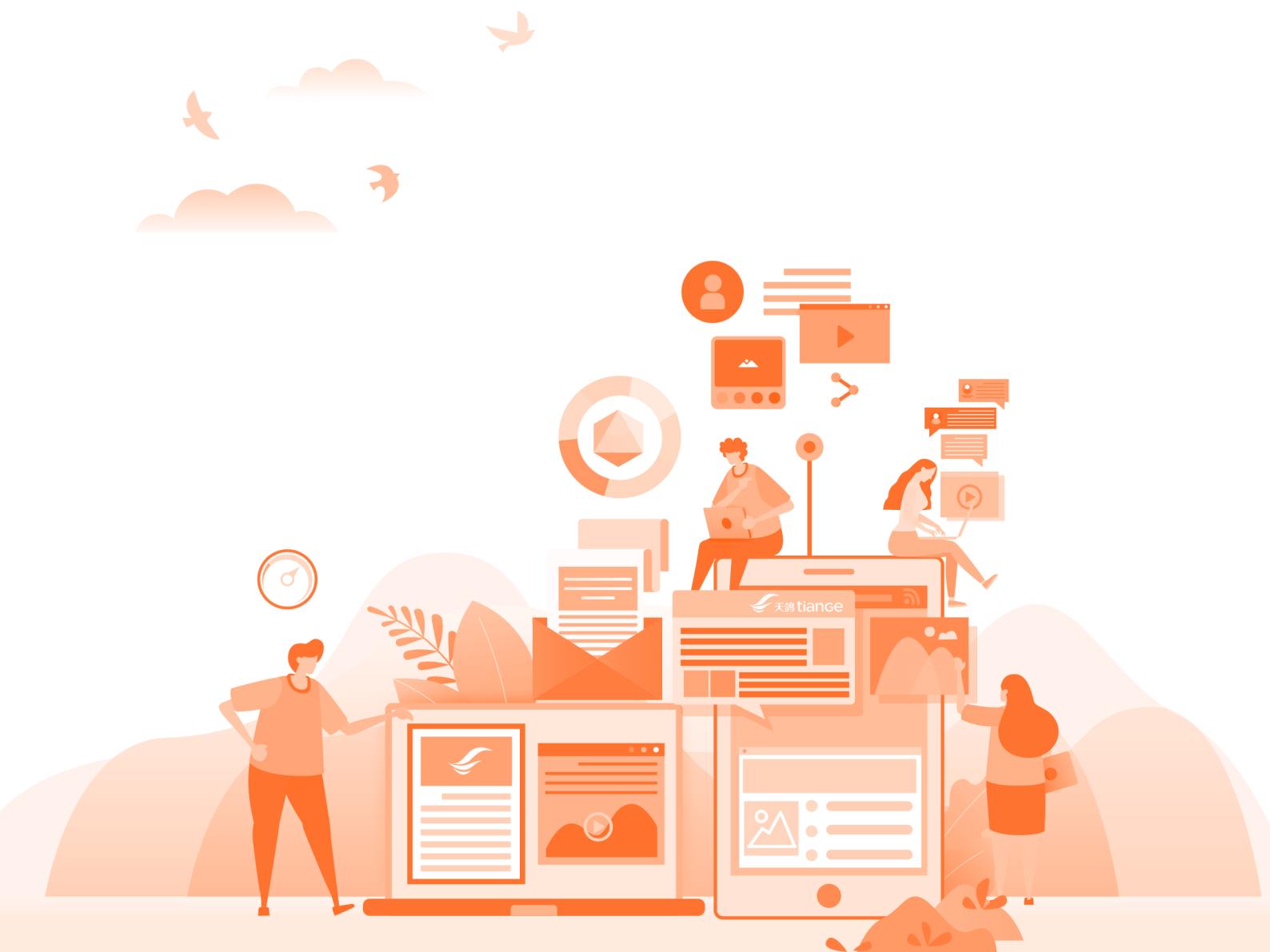


ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

2021

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ABOUT THIS REPORT

Purpose

Tian Ge Interactive Holdings Limited (the “Company” or “Tian Ge”) and its subsidiaries (collectively, the “Group” or “we”) are pleased to present our sixth Environmental, Social and Governance (“ESG”) Report (the “Report”).

Reporting Period and Scope

In this Report, we provide an overview of our ESG performance during the reporting period of 1 January 2021 to 31 December 2021 (the “Reporting Period”). Unless otherwise stated, information on our ESG performance covers the core business in live streaming in our (i) Hong Kong Tsuen Wan Office and Hong Kong International Commerce Centre Office (“Hong Kong ICC Office”), (ii) Hangzhou Office, (iii) Jinhua Office and (iv) Beijing Office in the People’s Republic of China (the “PRC”). The offices in Hong Kong are added to the reporting scope this year to provide a more comprehensive sustainability disclosures of the Group. Wuta Camera (無他相機) mobile application and Shanghai Office are excluded from the reporting scope as the disposal transaction of the former was completed while the operation of the latter was discontinued in second quarter of the Reporting Period.

Reporting Standards

This Report has been prepared in accordance with the mandatory disclosure requirements and “comply or explain” provisions of the latest ESG Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “HKEX ESG Reporting Guide”).

Reporting Principles

In preparation of this Report, we have integrated the following Reporting Principles set out in the HKEX ESG Reporting Guide.

Principle	Our Approach
Materiality	We identify, prioritise and take key stakeholders’ views into account through stakeholder engagement and materiality assessment. A description of the materiality assessment process can be found in “Materiality Assessment” section.
Quantitative	We disclose the information, key performance indicators (“KPI”) and other data in a quantitative way, where applicable, in this Report.
Balance	We illustrate the ESG performance including our achievements, challenges and opportunities for our principal business activities in this Report.
Consistency	We remain the reporting and calculation methodologies the same as that of the previous year. Year-on-year comparison for KPI is also disclosed in this Report for a meaningful comparison.

Established in Hangzhou in 2008, the Group is a premier live streaming platform operator in the PRC. With a mission to bring optimism and joy to the masses through social video interaction, we provide mobile and PC users with “many-to-many” and “one-to-many” live social video communities through social interactive entertainment platforms including 9158 Live Streaming, Sina Show, Miao Broadcasting (喵播), Feng Broadcasting (瘋播) and Bunny Live. We continued to advance our development strategy in “Mobile + PC” dual live streaming to enhance user experience and interactions with us through developing and optimising our core platforms. To leverage our industry leading position, we focus on overseas expansion and drive innovations by launching new live streaming mobile applications, such as “Mlive”, the overseas version of Tian Ge’s flagship product “Miao Broadcasting”.

Vision:

Tian Ge is here to make the world smile every day.

Mission:

Our mission is to bring optimism and joy to the masses by building technologies and platforms that enable live social video interaction.

- Showcasing youth power through every video window.
- Breaking geographic boundaries and sharing the world’s sparkle and vitality through the global network.
- Establishing harmonious online ecosystems with an ever-changing horizon.
- Meeting and exceeding each and every customer’s needs.
- Maintaining a consistent focus on corporate responsibility by introducing programs and activities that create a better and healthier society.

Core Values:

- Integrity and Honesty
- Optimism and Dedication
- Open Communication and Innovation

CONTACT US

Stakeholders’ feedback and comments are important to us in refining and improving our future sustainability strategy. You are welcomed to provide your suggestions or share your opinions with us at IR@tiange.com.

OUR APPROACH TO SUSTAINABILITY

We believe in our vision “to make the world smile every day” on our sustainability journey in order to bring unique value to our employees, suppliers, customers, shareholders and communities. We strive to mitigate climate change and minimise our environmental footprint by reducing waste and greenhouse gas (“GHG”) emissions as well as increasing energy and water efficiency. We also hope to deliver excellent services to our customers, maintain superior financial performance and sustain a strong position as a trusted, quality streaming platforms in the PRC.

SUSTAINABILITY GOVERNANCE AND BOARD’S OVERSIGHT

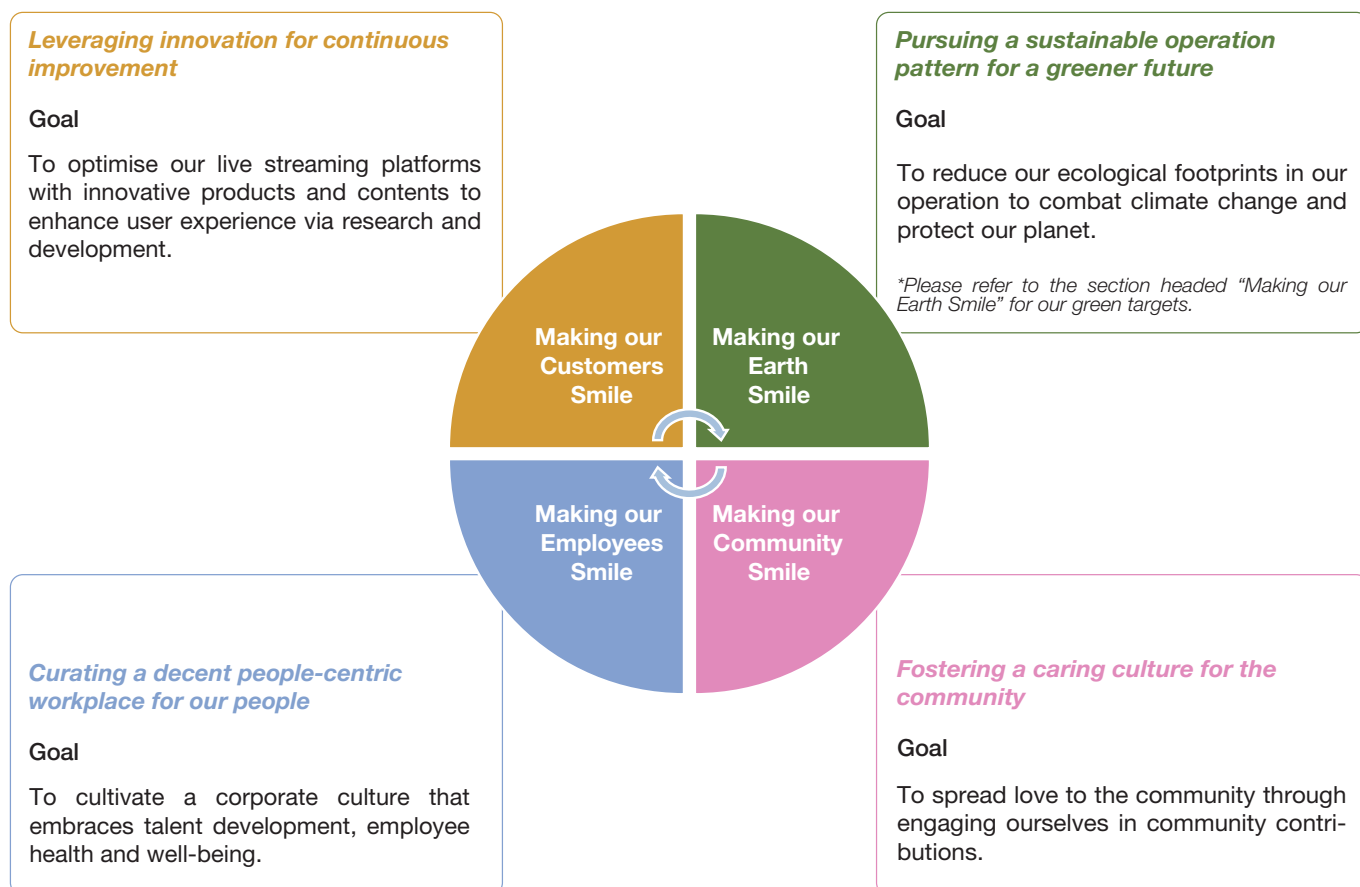
The Board of Directors (the “Board”) has the overall responsibility for the Group’s ESG strategy and reporting. The Board provides oversight of ESG issues with an emphasis on the Group’s long-term development and positioning. Delegated by the Board, our senior management drives the planning and implementation of the Group’s ESG-related matters during the Reporting Period. Our senior management oversees ESG management approach and advises the Board on matters including the below on a regular basis:

- development and review of the sustainability strategies, priorities, goals and targets of the Group;
- identification, review and management of material ESG-related risks and opportunities (including but not limited to climate-related risks and ESG risks along supply chain);
- ESG-related training on the ESG trends, updates, and ESG risk management approach for enhancing the ESG risk management mechanism;
- reviewing and monitoring the implementation of ESG-related policies and practices to ensure compliance with laws and regulations;
- monitoring and reviewing the Group’s ESG performance and progress against any targets and goals;
- reviewing and monitoring the Group’s stakeholder engagement channels to ensure effective communication with key stakeholders; and
- preparing an annual ESG report on its activities for the Board’s approval.

The material ESG-related risks are identified, evaluated, prioritised, and managed by our senior management. Our senior management submits an ESG risk assessment report to the Board periodically to identify the likelihood and significance of potential risks to the Group and the Board retains ultimate responsibility for oversight of the Group’s risk management activities. ESG-related controls have been formulated and implemented to mitigate significant ESG risks at corresponding business levels. The Board regularly reviews the effectiveness of the control measures and makes relevant suggestions, when necessary. Further details of our corporate governance and risk management approach are provided in the section headed “Corporate Governance Report” in our annual report.

ESG MANAGEMENT APPROACH AND STRATEGY

The Board approves the ESG Framework including sustainability pillars, as well as the goals and targets* for each of the sustainability pillars. Our ESG Framework focuses on integrating sustainability into our daily operations and business activities based on four pillars, namely (1) Making our Customers Smile; (2) Making our Employees Smile; (3) Making our Earth Smile; and (4) Making our Community Smile as set out below.



OUR APPROACH TO SUSTAINABILITY

STAKEHOLDER ENGAGEMENT

The Group is committed to maintaining good relationship and active communication with our stakeholders. Our key stakeholder groups include shareholders, investors, employees, the government, business partners, end-users, community members, suppliers, peer companies as well as media partner and social media. By understanding their expectations and concerns, the Group will incorporate them in our business planning and corporate strategic decisions, so as to improve our business resilience.

We engage with stakeholders through the following channels on a continuous basis.

Stakeholder Groups	Ways We Engage	
Shareholders & Investors	<ul style="list-style-type: none"> • General meeting • Investor meeting • Press release • Telephone interview 	<ul style="list-style-type: none"> • Company website • Announcement • Social media
Employees	<ul style="list-style-type: none"> • Staff mailbox • Instant Messenger 	<ul style="list-style-type: none"> • Intranet interview • Training Meeting
Government	<ul style="list-style-type: none"> • Consultation • Interview 	<ul style="list-style-type: none"> • Conference • Site Visit
Business Partners (including distributors, sales agents, hosts and room managers)	<ul style="list-style-type: none"> • Training • Site visit • Instant Messenger 	<ul style="list-style-type: none"> • Cooperation meeting • Consultation • Interview
Media Partner & Social Media	<ul style="list-style-type: none"> • Conference • Interview • Instant Messenger 	<ul style="list-style-type: none"> • Cooperation meeting • Consultation • Company Website
Peer Companies	<ul style="list-style-type: none"> • Professional consultation • Research report • Training • Intranet interview • Instant Messenger 	<ul style="list-style-type: none"> • Company Website • Meeting • Interview • Announcement • Industry Sharing
End-Users	<ul style="list-style-type: none"> • Visit and offline events • Intranet • Interview 	<ul style="list-style-type: none"> • Meeting • Social media official accounts
Suppliers	<ul style="list-style-type: none"> • Site visit • Interview 	<ul style="list-style-type: none"> • Instant Messenger • Cooperation Meeting
Community	<ul style="list-style-type: none"> • Visit and offline events • Social activity • Social media official account • Campus recruitment 	<ul style="list-style-type: none"> • Press release • Company website • Consultation • Meeting • Interview

Materiality Assessment

A systematic three-step approach, including issue identification, issue prioritisation and materiality analysis and reporting, is adopted to identify ESG material issues considered to be the most important to both the Group and its stakeholders. During the Reporting Period, we conducted a stakeholder engagement survey to understand the ESG topics that our stakeholders believed to be material to the Group's business. By listening to our stakeholders' concerns and opinions, it also allows us to better develop and advance our sustainability strategy.



OUR APPROACH TO SUSTAINABILITY

Materiality Matrix

A materiality matrix was developed to prioritise 31 relevant ESG issues identified by the Group. The position of the ESG issues in the matrix below illustrates their degree of importance to stakeholders relative to the significance of their impact on the Group's business.



Material topics considered

Work Environment		Environmental Protection and Green Operation		Operational Standards		Business Operation		Community Contribution	
1	Diversity and Anti-discrimination	7	Greenhouse Gas Emissions	14	Suppliers' Evaluation and Management	19	Platform Development Ability	30	Participation in Volunteering Activities
2	Employment Relationship	8	Air Emissions	15	Suppliers' Environmental and Social Performance Assessment	20	Platform Stability	31	Donations
3	Occupational Safety and Health	9	Energy and Water Conservation	16	Anti-fraud and Anti-corruption Policy	21	Legal Compliance		
4	Training and Development	10	Use of Resources	17	Anti-money Laundering Policy	22	Cyber Security		
5	Child and Forced Labour	11	Waste Treatment	18	Emergency Response Plan	23	Selection of Business Partners		
6	Employee Welfare	12	Green Procurement			24	Cash Flow Stability		
		13	Policy for Tackling Climate Change			25	Customer Privacy		
						26	Health and Safety for Livestreaming Platform		
						27	Complaints Handling		
						28	Customer Satisfaction		
						29	Intellectual Property		

Material Topics

A total of 11 issues in the top-right corner of the matrix were identified as the most material for the Group to address and report on:

Material Topics		Report Sections
Work Environment		
3	Occupational Safety and Health	Occupational Health and Safety
4	Training and Development	Development and Training
Environmental Protection and Green Operation		
10	Use of Resources	Making our Earth Smile
12	Green Procurement	Supply Chain Management
Operational Standards		
15	Suppliers' Environmental and Social Performance Assessment	Supply Chain Management
16	Anti-fraud and Anti-corruption Policy	Integrity
Business Operation		
20	Platform Stability	Information Security and Customer Privacy Protection
21	Legal Compliance	Making our Customers Smile
28	Customer Satisfaction	Customer Services
29	Intellectual Property	Intellectual Property Protection
Community Contribution		
30	Participation in Volunteering Activities	Making our Community Smile

OUR APPROACH TO SUSTAINABILITY

Responding to Our Stakeholders

Feedback from stakeholders and our corresponding responses are summarised below:

Stakeholders' opinions

Stakeholders expect Tian Ge to care more about its social responsibility and environmental and climate risks.

Stakeholders hope that paperless office practices can be promoted in Tian Ge's operations.

Our responses

We provide a safe working environment and encourage our employees to take part in volunteer services. To strengthen our climate resilience, we have conducted an ESG-related risk assessment to identify potential climate-related risks and regularly review the effectiveness of existing mitigation measures.

Please refer to the **Making our Community Smile** and **Climate Change** sections for more details.

The Group has adopted online human resource management system and switched to paperless operation for most of the administrative tasks. We will continue to explore paperless alternatives in our office operations.

Please refer to the **Making our Earth Smile** section for more details.

LEVERAGING INNOVATION FOR CONTINUOUS IMPROVEMENT

Goal:

To optimise our live streaming platforms with innovative products and contents to enhance user experience via research and development.

Material topics covered in this chapter:

- Green Procurement
- Suppliers' Environmental and Social Performance Assessment
- Platform Stability
- Legal Compliance
- Customer Satisfaction
- Intellectual Property

INFORMATION SECURITY AND CUSTOMER PRIVACY PROTECTION

The outbreak of the novel coronavirus ("COVID-19") has given rise to global acceleration in the uptake of digital platforms and services. As our dependence on internet continues to increase, the scope and severity of cybersecurity challenges and vulnerabilities may continue to intensify. In order to protect our customers' personal information, Tian Ge strictly complies with the Regulations of the PRC on the Protecting the Safety of Computer Information Systems 《中華人民共和國計算機信息系統安全保護條例》, the Provisions on Technological Measures for Internet Security Protection 《互聯網安全保護技術措施規定》, the Regulation on Internet Information Service of the PRC 《互聯網信息服務管理辦法》, the Measures for the Administration of Communication Network Security Protection 《通信網絡安全防護管理辦法》, the Civil Code of the PRC 《中華人民共和國民法典》, the Personal Information Protection Law of the PRC 《中華人民共和國個人信息保護法》, and the Personal Data (Privacy) Ordinance (Cap. 486) of the Laws of Hong Kong.

In order to safeguard our customers' personal information and our system from loss, unauthorised access or modification, we have developed our own set of management policies, as stated below:

- | | |
|---|--|
| Information Security Management Strategy
《天格科技信息安全事件管理策略》 | <ul style="list-style-type: none"> • Clearly describes different information security issues in terms of their level of severity, and formulates a set of mitigation measures to cope with each issue |
| Information Security Management System Policy
《天格科技信息安全管理制度》 | <ul style="list-style-type: none"> • States a set of fundamental principles to frame our corporate behaviours and practices in response to emerging issues • Emergency response arrangements are reviewed periodically to keep up with changes to the evolving security threats, vulnerabilities and business impacts • The system factors in the latest measures and working procedures deal with incidents that threaten information security |
| Information Security Management Approach
《天格科技信息安全方針》 | <ul style="list-style-type: none"> • Illustrates the management target and approach to ensure that information security management at all business sites is operating at highest level • For instance, only permitted staff is eligible for access to customers' personal data |

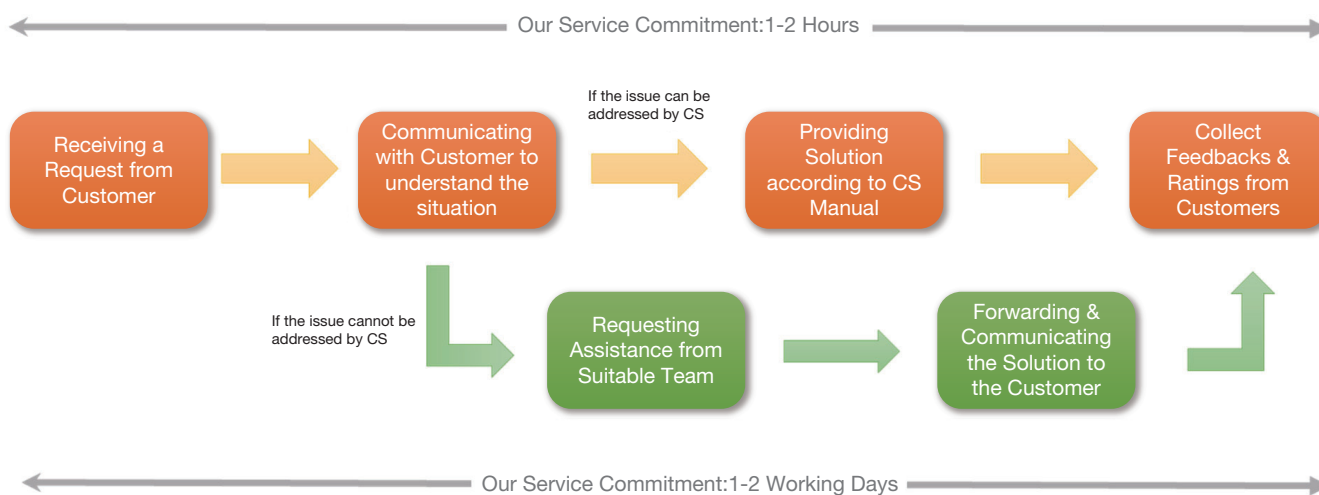
MAKING OUR CUSTOMERS SMILE

Moreover, Tian Ge has established comprehensive security controls as well as network and information policy, including the Information System Failure Contingency Plan 《信息系統服務器故障應急處理預案》, the Information Security Management Protocol 《信息安全管理制度》, the Network Security Management Policy 《網絡設備安全管理規定》, and the Network Security Standard 《網絡設備安全配置規範》 to ensure that our products are not exposed to the risk of privacy infringement or leakage of user data.

To enhance employees' awareness of the risk of data disclosure and protecting customer privacy, all of our staff are required to sign a confidentiality agreement upon or within one month from commencement of work. The agreement clearly states that employees must not disclose customer data and personal data. Employees violating such agreement will be subject to disciplinary actions, up to and including termination. When users visit our application(s), a pop-up dialogue will also seek for users' permission to collect personal information and to learn more about our privacy policy and user agreement.

CUSTOMER SERVICES

To align with Tian Ge's mission "Meeting and Exceeding Each and Every Customer's Demands", we have a designated team of well-trained customer service specialists to provide a 24/7 customer service support and handle complaints in a professional and courteous manner. We strive to enhance our user experience by exploring advanced broadcasting technology and optimising our platforms through innovations. For a better user experience, we have established a set of complaint handling procedures to provide clear instructions to our staffs. The following diagram summarises the standard complaint handling process:



The Group has set out the timeframe within which a complaint needs to be resolved. For general cases which can be handled solely by the customer service department, our average processing time is 1-2 hours. For special cases that require technical support from other departments, we promise to provide response and solutions within 1-2 working days for the sake of delivering value-added services to our customers with the highest level of quality. Due to our business nature, we do not have products sold or shipped subject to recalls for safety and health reasons.

We offer various platforms, such as Weibo, WeChat, hotline and live chat on our live streaming platforms, for our stakeholders to contact our customer service specialists. Customers are also welcomed to give their feedback or suggestions through the stated online channels anytime. During the Reporting Period, we encountered 10 material complaints¹ which have been settled satisfactorily.

HEALTHY LIVE STREAMING

Apart from providing an enjoyable user experience, the Group also spends great efforts in creating a healthy live-streaming platform. We strive to protect the youth from all possible threats of online sexual exploitation and abuse by continuously strengthening our auto-filtering system. Since 2012, we have successfully completed a patent application for the Method for Automatic Filtering Disqualified Image based on Multilayer Characteristics 《基於多層特徵的不良圖像自動過濾方法》 and adopted such technology to all of our platforms, which increases the efficiency and reliability of our monitoring of inappropriate content during live-streaming. This technology is able to automatically analyse screenshot images of videos or livestreams, and filter out inappropriate content by detecting skin colour and human body parts. Once sensitive information is detected on our platforms, our content monitoring team will be notified and the user's account will be warned for rule violation. Serious breaches of rules, such as posting explicit content including pornography, will be subject to termination of user's account (including IP address blocking).

Moreover, we have created a healthy live-streaming platform for underaged users to ensure they can gain access to our services with restricted content and browse time. Our underaged users are always welcomed to report any issues and voice out their opinions through sending emails to our dedicated mailbox for them. The contact details can be easily found on the main page and banners of the user account.

We have set up a three-tiered content monitoring system with an aim to build a healthy live-streaming platform:

Before Broadcast	<p>When creating a new account, applicants are required to provide printed name showed on the identity cards and registered mobile number under the Real-name Registration System 《實名登記制度》.</p> <p>Before using any of our platforms, every user ought to abide by the terms of use to ensure that they agree with and clearly understand our terms and regulations including the “Social Platform Content Monitoring and Punishment Agreement”.</p> <p>All registered users will be notified that certain types of messages and contents are strictly prohibited and considered as inappropriate on our live streaming platforms, including illegal, unethical, harming, threatening messages and messages that infringe intellectual property.</p>
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¹ Material complaints are defined as those that would result in long-term significant impact on our customers, or a failure to deliver agreed-upon service requirements.

MAKING OUR CUSTOMERS SMILE

During Broadcast	<p>Our content monitoring system, room managers and technological specialists are responsible for monitoring and spotting any non-compliant content in the live streaming rooms.</p> <p>Screenshots of each broadcasting room will also be taken every 3 minutes and will undergo an automatic detection process through our self-developed filtering system. Inappropriate content will be passed to our content monitoring team for further handling.</p> <p>Any host or audience who has broadcast restricted content will be warned and penalised once the non-compliance case is confirmed. We apply penalties based on the level of severity of the non-compliance case, including but not limited to closure of chat rooms, suspension of the user account and permanent deactivation of the user account.</p>
After Broadcast	<p>Record of cases of non-compliance will be retained for at least two years.</p> <p>We have made an agreement with the police to report illegal cases. Special attention will be given to severe violations such as drug use and obscenity, while a summary of violations of our terms of services will be reported to relevant local authority on a weekly basis. Administrative accounts of our platforms can also be accessed by the police if necessary.</p>

INTELLECTUAL PROPERTY PROTECTION

In order to promote technological innovation and protect various research and development from infringement, Tian Ge has established a standard working procedure for Certificate for the Registration of Computer Software Copyright (《計算器軟體著作權登記證書》). From 2015-2019, our achievement in innovation and sound management system was once recognised by the State as one of the Key Software Enterprises, which allowed us to enjoy tax benefits under the Announcement of the State Administration of Taxation on Issues concerning the Implementation of Preferential Income Tax Policies for Software Enterprises (《國家稅務總局關於執行軟體企業所得稅優惠政策有關問題的公告》) during the years.

On top of that, the Group operates in strict accordance with the Copyright Law of the PRC (《中華人民共和國著作權法》), the Regulation on the Protection of the Right to Communicate Works to the Public Over Information Networks (《信息網絡傳播權保護條例》), the Measures for the Administrative Protection of Internet Copyright (《互聯網著作權行政保護辦法》), the Provisions on the Administration of Internet Audio-Visual Program Service (《互聯網視聽節目服務管理規定》), the Patents Ordinance (Cap. 514) of the Laws of Hong Kong, etc. During the Reporting Period, a total of 7 copyrights have been newly registered.

Our well-known broadcasting platform, 9158, has declared to its hosts and users that if any case of infringement of intellectual property is discovered, our team reserves the rights to remove the infringing work without prior notice. Anyone who suspects that his or her intellectual property is being infringed by our hosts or users when using our service, can report to us with supporting evidence. Our team will then carry out investigation and when the issue is confirmed, we will delete the infringing work by request without any notice.

ADVERTISING

The Group strictly complies with applicable laws and regulations which are related to the Advertisements Law of the PRC (《中華人民共和國廣告法》), the Interim Measures for the Administration of Internet Advertising (《互聯網廣告管理暫行辦法》), the Trade Descriptions Ordinance (Cap. 362) of Hong Kong, etc. We hold the primary responsibility for determining whether specific advertising content is false or misleading. Our content management team will screen the content of every advertisement to protect customer rights, while all broadcast materials and contents including advertisements uploaded are responsible by broadcasters.

SUPPLY CHAIN MANAGEMENT

Tian Ge continues to exercise due diligence to ensure we engage with suppliers and business partners who value environmental protection, social responsibility and ethical behaviour. We also require them to strictly comply with applicable laws and regulations, including the Labour Law of the PRC 《中華人民共和國勞動法》, complied with applicable environmental laws and established anti-corruption policies including the Anti-Unfair Competition Law of the PRC 《中華人民共和國反不正當競爭法》, the Criminal Law of the PRC 《中華人民共和國刑法》, etc. We had three major suppliers, of which all were located in the PRC during the Reporting Period.

The Group advocates for sustainable procurement in our operations. When selecting potential suppliers, we focus on suppliers' environmental and social performance and prioritise partnering with local suppliers to reduce carbon footprint in transport, in addition to the price and quality, so that the procurement is in line with our ESG standards. We encourage suppliers to make continuous improvement by providing evaluation and feedback on a monthly basis, hoping to enhance the ESG performance along supply chain. During the Reporting Period, the Group required all of our suppliers to implement practices relating to engaging suppliers.

Our Suppliers' Code of Conduct is formulated to guide and support suppliers carrying out daily activities in a sustainable manner, covering focus areas on (1) lawful operations, (2) health and safety, (3) employee rights, (4) environmental protection, (5) green procurement and (6) business ethics. In particular, we have revised our Suppliers' Code of Conduct to take greater account of suppliers' environmental and social considerations when procuring products and services by setting out green procurement specifications, namely eco-friendly packaging and efficient use of resources, as set out below.

Suppliers' Code of Conduct	
1. Lawful Operations	We require our suppliers to fulfil their social responsibilities by complying with all applicable laws and regulations.
2. Health and Safety	We require our suppliers to maintain a safe and healthy workplace by establishing relevant health and safety policies, providing safety training and ensuring easy access to drinking water, toilet and bathroom facilities.
3. Employee Rights	We require our suppliers to respect human and labour rights by prohibiting child and forced labour, promoting anti-discrimination, supporting the freedom of association and collective bargaining rights.
4. Environmental Protection	We require our suppliers to protect the environment by implementing energy-saving and resource-conserving measures and handling and storing all types of waste properly.
5. Green Procurement	We require our suppliers to prioritise the purchase of green and safe products and services with improved recyclability, reduced packaging materials, higher energy and water efficiencies, greater durability and minimal environmental impacts during the entire life cycle.
6. Business Ethics	We require our suppliers to perform high ethical conduct by respecting intellectual property rights and upholding anti-corruption practices.

MAKING OUR CUSTOMERS SMILE

We have carried out an ESG-related risk assessment of our major suppliers to identify potential ESG risks along our supply chain during the Reporting Period. The Board and senior management closely monitor the ESG risks along the supply chain and review the effectiveness of the control measures on a regular basis. We will continue to look for areas for improvement to further strengthen our supplier management approach. According to our findings, none of these suppliers were considered “high risk” in the assessment. We mainly engage internationally renowned companies, which uphold and demonstrate high standard of integrity in terms of environmental and social responsibilities covering environmentally preferable products and services, as our IT product suppliers. For instance, they will:

- design lightweight packaging to minimise packaging waste
- adopt the use of recycled and renewable materials to eliminate the impact of packaging waste on the environment
- replace traditional plastic packaging with paper and fibre alternatives
- enhance the durability and repairability of devices to lengthen product life cycle
- constantly look for ways to upgrade the design of products and packaging to further reduce environmental impacts

During the Reporting Period, we were not aware of any violation of relevant laws and regulations relating to health and safety, advertising and privacy matters relating to products and services provided.

CURATING A DECENT PEOPLE-CENTRIC WORKPLACE FOR OUR PEOPLE

Goal:

To cultivate a corporate culture that embraces talent development, employee health and well-being.

Material topics covered in this chapter:

- Occupational Safety and Health
- Training and Development
- Anti-fraud and Anti-corruption Policy

TALENT ACQUISITION

Talents are our valuable capital and important driver in the Group's sustainable development. We strive to build a harmonious and safe working environment with competitive remuneration packages to attract and retain our pool of talent.

The Group attracts talents through multiple channels including but not limited to job fairs, online recruitment, media advertisement and employee referral etc. We also make use of our official WeChat account for posting recruitment opportunities to reach out to potential candidates. To embed our core values of integrity into the recruitment process, we have formulated a thorough Recruitment Policy and measures as summarised below:

1. Check against identity documents from applicants
2. Invite shortlisted candidates to perform written assessment and interview to assess their technical and professional expertise for a particular position
3. Perform background check with successful candidates
4. Sign contract with successful candidates

While selecting suitable candidates, we uphold the principles of anti-discrimination and fairness, by taking into consideration their skills, abilities, experiences as well as qualifications – regardless of personal characteristics such as their age, gender, nationality, race and disability. We also promote diversity and equality at the workplace where fair working conditions are provided. Our staff are encouraged to raise concerns and report to senior management in case of any suspected case of discriminatory behaviour.

MAKING OUR EMPLOYEES SMILE

In addition, we have zero tolerance for child and forced labour and pledge to comply with all applicable labour-related laws and regulations, including but not limited to the Labour Law of the PRC 《中華人民共和國勞動法》, the Labour Contract Law of the PRC 《中華人民共和國勞動合同法》, the Employment Ordinance (Cap. 57) of the Laws of Hong Kong, etc. We require applicants to present with their identity documents during recruitment process and also ensure that employees are offered rest days as stipulated in our employee handbook, to prevent child labour and forced labour. If we discover any employment of child or forced labour, we will take prompt actions, followed by immediate dismissal in protection of their rights. In order to protect the rights of the Group and our employees, standard working hours, overtime policy, rest periods, leave and dismissal arrangement, compensation, recruitment and promotion are clearly stated in our employee handbook and contract. Also, employees are entitled to paid annual leave, paternity leave, sick leave, marriage leave, compassionate leave, etc. Subject to our operational needs, employee can be paid for authorised and agreed overtime work. Flexible work arrangements, such as the five-day work week and flexible working hours, are launched to provide more flexibility and better work-life balance.

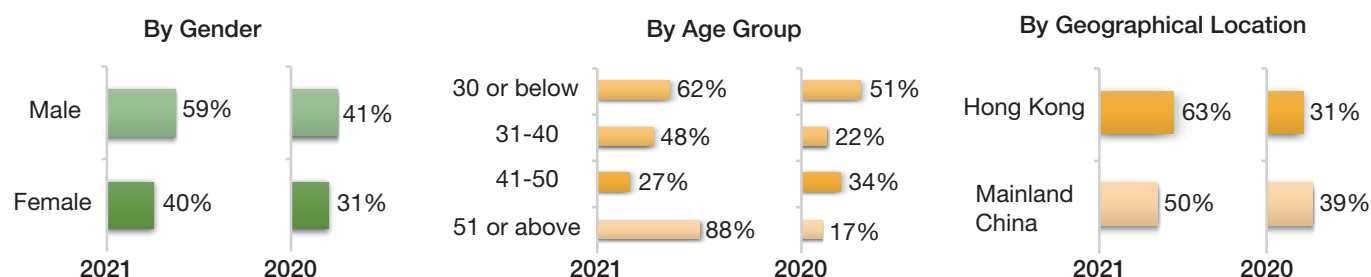
STAFF OVERVIEW

	2021	2020
Total Staff	336	487
By Gender		
Male	215	313
Female	121	174
By Employment Type		
Full-time	336	485
Part-time	0	2
By Employment Category		
Senior Management	43	51
Middle Management	39	63
General and Technical Staff	254	373
By Age Group		
30 or below	132	238
31-40	164	205
41-50	34	38
51 or above	6	6
By Geographical Location		
Hong Kong	31	45
Mainland China	303	440
Other Regions	2	2

Note: Included the Group's overall employee data.

TURNOVER RATE

	2021	2020
Total Turnover Rate (%)	52	37



REMUNERATION AND BENEFITS

We regard each of our employee as our most valuable assets. Hence, we provide competitive remuneration and benefits, which go beyond the requirement stated in the Labour Contract Law of the PRC 《中華人民共和國勞動合同法》 and the Employment Ordinance (Cap. 57) of the Laws of Hong Kong, etc. Our employment package mainly includes basic salary, special bonuses, and allowances. Other types of special bonuses, such as performance bonus, project bonus and internal referral bonus, are provided to employees based on their individual performances and the contribution to the Group. Our fringe benefits are summarised below:

- Birthday coupons
- Book purchase subsidies
- Marriage benefits
- Free overtime meals
- Lunch allowances
- Monthly attendance bonus
- Maternity allowances
- Transportation subsidies
- Festival bonuses
- Annual travel
- Overtime allowances

Strictly adhering to the Social Insurance Law of the PRC 《中華人民共和國社會保險法》 and the Mandatory Provident Fund Schemes Ordinance (Cap. 485) of the Laws of Hong Kong, etc., we provide our PRC staff with pension insurance, medical insurance, unemployment insurance, maternity insurance, work injury insurance and housing provident fund (五險一金), and contribute mandatory provident fund for our employees in Hong Kong.

To construct a decent people-centric workplace, we believe that staff engagement is one of the most effective and important elements. We encourage our employees to strike a balance between their professional and personal lives. We organise different staff activities from time to time, such as picnic and meal gatherings, in order to create an enthusiastic and harmonious working environment. Besides, we encourage our employees to share their ideas of leisure activities through our WeChat official account. During the Reporting Period, we organised a team sports event to allow employees develop collaboration and trust with each other through participating in this healthy and leisure activity.



During the Reporting Period, we were not aware of any non-compliance with relevant laws and regulations concerning compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, other benefits and welfare as well as child labour and forced labour.

OCCUPATIONAL HEALTH AND SAFETY

We make every effort to safeguard the health and safety of our staff. We have formulated a multi-pronged approach in support of employees' health and safety, while staying aligned with the requirements set out in applicable laws and regulations including but not limited to the Labour Contract Law of the PRC 《中華人民共和國勞動合同法》, the Fire Protection Law of the PRC 《中華人民共和國消防法》, the Occupational Safety and Health Ordinance (Cap. 509) of the Laws of Hong Kong, etc. The following measures are implemented to ensure the occupational health and safety of our people:

- It is mandatory for all new employees to undertake a pre-employment medical examination, so that potential health problems can be detected earlier and improve their health and well-being
- We arrange annual medical check-up, weekly-medical consultation sessions and quarterly medical seminars for employees to address the importance of keeping track of health status
- To promote a healthy and stress-free work environment, fitness equipment such as gym facilities are provided in the office where staff members are free to enjoy the office gym facilities at their leisure time
- We conduct fire drills, maintenance and inspection of fire protection system on a regular basis, including first-aid kits, fire sprinkler system, fire alarm system and emergency exit

During the Reporting Period, there were no lost days due to work injury and absence of any work-related casualties. Also, there were no work-related fatalities in the past three years and we were not aware of any non-compliance with laws and regulations with regard to providing a safe working environment and protecting employees from occupational hazards.

Response to COVID-19

In view of the spread of COVID-19, we are highly concerned about the wellbeing and safety of every employee and strive to minimise the risk of virus spread in the workplace. Hence, we closely follow the instructions and guidance issued by the government and provide relevant information, such as guidelines on health, travel and hygiene, to our employees from time to time.

We have also implemented the following pandemic prevention measures in our workplace:

- *Hygienic practices to minimise infection risks*

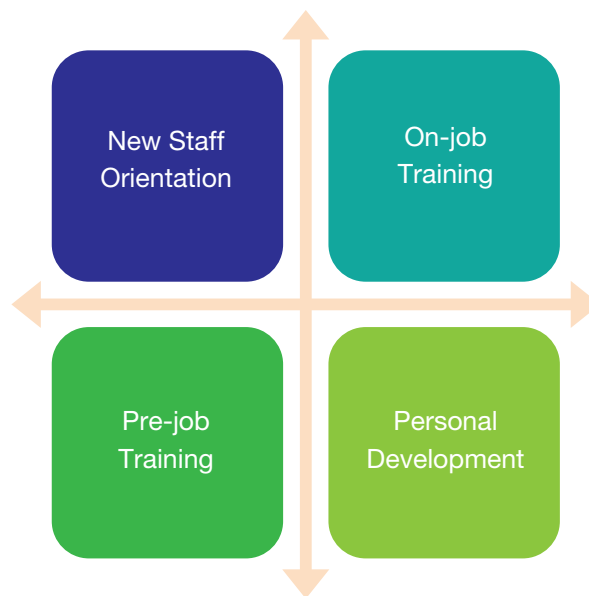
1. Provide employees with personal protective equipment, such as face masks
2. Ensure sufficient supply of hand-sanitisers and disinfectant swabs at the workplace
3. Conduct temperature check on all employees and guests at entrance
4. Increase cleaning frequencies within office areas
5. Advise employees to wear a face mask at all times and increase handwashing frequency
6. Reinforce social distancing, by introduction of one-metre social distancing measures, wherever possible

- *Comprehensive quarantine policy and enforcement*

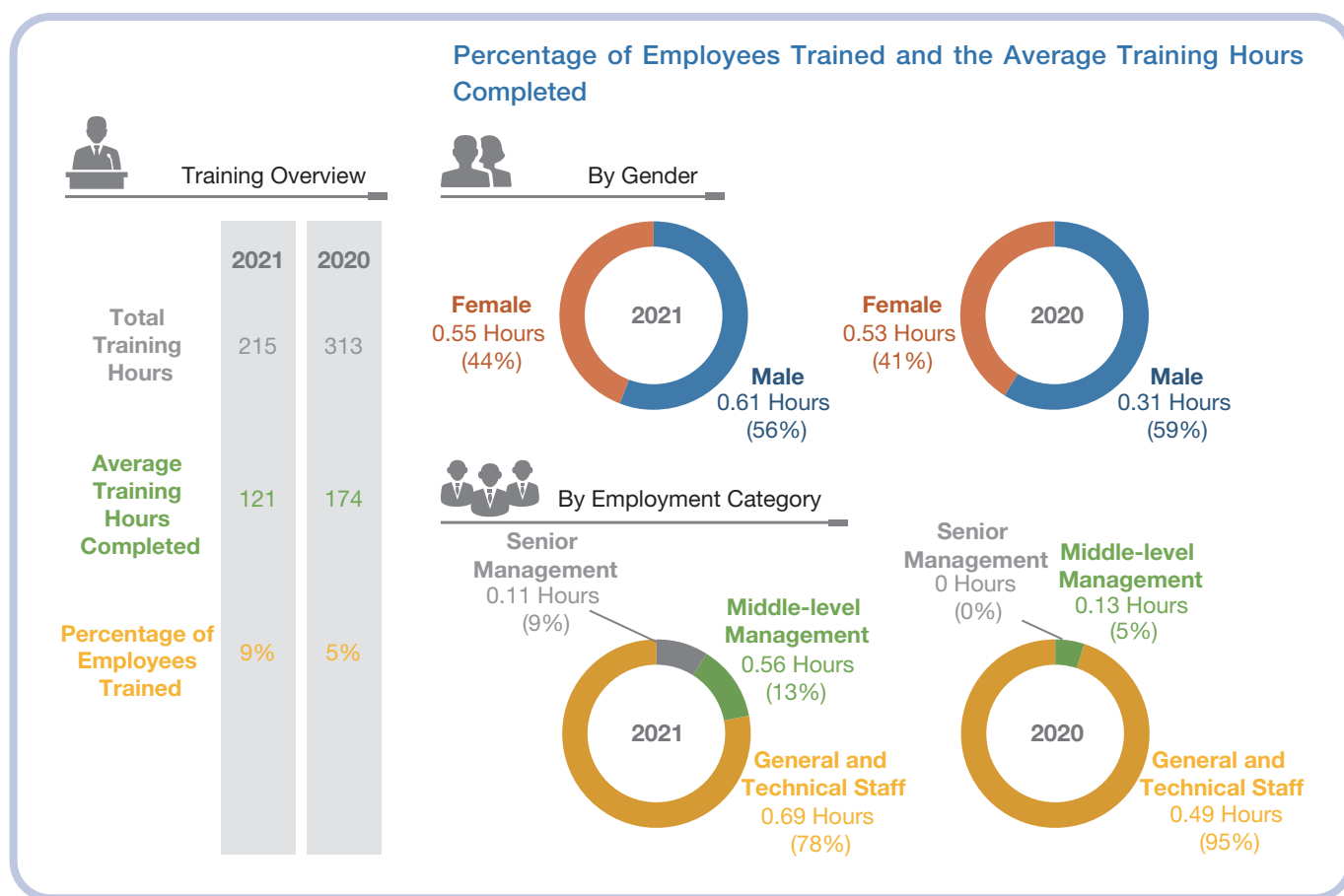
During this difficult time, our first priority has been to protect the health and safety of our employees. We have taken immediate actions in suspension of all non-essential business travels to minimise infection risks among employees. Employees are mandated to report any personal travel to their supervisors and seek for approval before departure. Employees engaging in personal travel to low-and-medium risk provinces are required to present a negative COVID-19 test result prior to resuming work, while those who have travelled to high-risk areas are required to undergo an extra 7-day home quarantine and 7-day health monitoring before their tests.

DEVELOPMENT AND TRAINING

We nurture our talents by providing ample resources and diversified learning opportunities to enhance our employees' work satisfaction and morale. Thus, we have implemented our holistic Training Management Policy. Comprehensive training plan is developed on an annual basis accordingly and can be categorised into four aspects:



Employees are also encouraged to participate in external training activities to meet their individual learning needs, so as to enhance their knowledge and skills and to gain more opportunities to network with other professionals. Employees who successfully obtain nationally-recognised qualifications and certifications will receive monetary rewards.



To create a rewarding and attractive workplace, the Group remunerates our employees based on their performances. We have established a fair and transparent performance appraisal system to monitor and evaluate employee performance in terms of job nature and requirements on a monthly, quarterly or annual basis. To promote fairness, the appraisers are required to evaluate the employees' performances objectively on a quantitative scale based on a set of key performance indicators. The performance-based appraisal system does not only serve as a basis for non-discriminatory promotion, pay and bonus. It also provides a communication platform between employees and the management to identify shortcomings and look for areas for improvement in employees' personal and career development.

INTEGRITY

Integrity and honesty are fundamental cornerstones of the Group's core values. We strictly adhere to all laws and regulations including but not limited to the Anti-Unfair Competition Law of the PRC 《中華人民共和國反不正當競爭法》, the Criminal Law of the PRC 《中華人民共和國刑法》, the Prevention of Bribery Ordinance (Cap. 201) of the Laws of Hong Kong, etc.

To promote integrity as our core value, we have established an internal control system to ensure employees across all levels maintain the highest standards in business ethics and integrity in all business operations of the Group. An anti-corruption policy is in place, which effectively enhances continuous monitoring of any case of corruption, bribery, money laundering or other related malpractice.

We have successfully joined the China Enterprise Anti-Fraud Alliance (also known as “CEAFA”, “中國企業反舞弊聯盟”) as one of the participating companies. CEAFA is a national anti-fraud organisation established by leading Chinese companies, Guangdong Enterprise Institute for Internal Controls and Sun Yat-Sen University Internal Control Research Centre for Enterprises. Being part of the Alliance, we strive to strengthen our commitment to fight against corruption and align with CEAFA’s objective to build a business environment with integrity and strengthened business internal control.

Our employees are encouraged to report or raise concerns against cases of misconduct and malpractice, as stipulated in our whistleblowing policy, through a range of reporting channels such as hotline, email and post. The whistleblowing system allows such report to be made anonymously, if the employees do not feel comfortable, in relation to actual or suspected case of corruption or related malpractice. In response to the reported cases, we have a dedicated conduct monitoring team for handling the reports and investigating all credible allegation of such misconduct thoroughly. The findings are submitted to the Board and relevant parties for their endorsement.

To raise employees’ awareness and understanding of anti-corruption at the workplace, we provided the Board and employees with anti-corruption training during the Reporting Period. The training provided guidance on understanding the importance and requirements of building a fair business environment. The training has also described ways of how to avoid conflict of interest at the workplace, so as to build up the capability of managing and resolving such issues of our people.

During the Reporting Period, we were not aware of any non-compliance with relevant laws and regulations with respect to corruption, bribery, extortion, fraud and money laundering, and there were no concluded legal cases regarding corrupt practices brought against the Group.

PURSUING A SUSTAINABLE OPERATION PATTERN FOR A GREENER FUTURE

Goal:

To reduce our ecological footprints in our operation to combat climate change and protect our planet.

Material topics covered in this chapter:

- Use of Resources

Tian Ge actively implements the concept of sustainable development to minimise our carbon footprint and promote a low-carbon economy in response to climate change. We strictly abide by the Environmental Protection Law of the PRC 《中華人民共和國環境保護法》 and other relevant environmental laws and regulations in which our core business locates. We have also developed our own Environmental Policy that provides clear guidelines on how to conserve natural resources effectively in our daily operations.

Due to our business nature, our operational activities do not involve any raw material processing and packaging material production, hence, our business does not have a significant impact on the environment and natural resources.

During the Reporting Period, we were not aware of any non-compliance with relevant laws and regulations concerning air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

CLIMATE CHANGE

Being one of the biggest challenges facing our planet today, climate change contributes to sea level rise, temperature increase and more frequent extreme weather events. In view of this, we strive to minimise our impacts by improving energy efficiency and reducing carbon emission. We have also conducted an ESG risk assessment to identify potential climate risks that pose threats to our business. Furthermore, we regularly evaluate the effectiveness of existing mitigation measures and possible areas of improvement, further strengthening our business resilience towards climate change.

The Group expects that there will be more stringent climate-related legislations and regulations. Therefore, we regularly review our climate-related policies and measures to ensure that we stay up to date with the latest government policies, regulatory updates and market trends. Meanwhile, we also inform relevant departments about the regulatory updates relevant to climate change, where necessary, to be prepared to comply with new policies.

Extreme weather events could have severe negative impacts on employees' health and safety and our business continuity. As such, we closely monitor local weather conditions and provide flexible work arrangements with precautionary measures in place, to protect our people and make our operations more resilient in the face of climate change. In an effort to combat climate change, the Group has set the below environmental targets during the Reporting Period:

Our Green Targets



Emissions

To reduce our air emissions and greenhouse gas emissions by improving energy efficiency and incorporating energy-saving measures.



Waste

To minimise our waste generation by applying 4R principles, avoiding unnecessary consumption.



Energy

To reduce our energy consumption by implementing energy conservation measures.



Water

To improve water efficiency by implementing water conservation measures.

GHG EMISSIONS AND ENERGY REDUCTION

In the Group's operation, our energy consumption mainly comes from the consumption of purchased electricity for offices, and the consumption of fuel (including unleaded petrol, liquefied petroleum gas ("LPG") and diesel) for vehicles. As a responsible operator, we strive to reduce our energy consumption by the use of various energy-saving technologies, such as reflective panels at windows and remote controllers for electrical appliances, purchasing appliances with high energy efficiency as well as educating our staff on energy-saving measures.

We are committed to reducing our greenhouse gas emissions by improving energy efficiency and incorporating energy-saving measures in our business operation, with details stated below:

- Employees are reminded of powering down the idle electrical appliances
- We encourage employees to take public transport or join carpooling to reduce carbon emissions
- Inspection is conducted to ensure air-conditioners are turned off during non-working hours
- We promote green procurement and opt for the electrical appliances with Grade One Energy Label, as the highest energy efficiency level, during procurement process
- To better control our energy use, all electrical appliances are monitored by the Smart Energy Saving Application (the "Mobile Application"). The Mobile Application allows our administration team to control the time limit of electrical appliance and switch off all sockets and appliances remotely when they are not in use, so as to avoid energy wastage

MAKING OUR EARTH SMILE

- Reflective panels are installed at the windows around the office to avoid direct insolation heating up the office and reduce the energy consumed for air-conditioning
- Our Hangzhou office has planted greenery of 500-meter square at the rooftop of the building to lower the room temperature

Due to the business nature of our live-streaming platform, the daily operations of the Group have relatively little impact on the environment and natural resources.

WASTE REDUCTION

We strive to minimise our waste generation by incorporating the 4-R principles – Replace, Reduce, Reuse, Recycle in our daily operation. To ensure proper waste management, general refuse is collected in our offices and then handled by a designated sanitation station for centralised disposal. In addition, the following waste reduction measures are adopted:

- Replace: We have switched to paperless operation for most of the administrative tasks such as leave application and performance appraisal, by adopting online human resource management system
- Reduce: All of our employees are required to print double-sided as a means of reducing paper waste, a good office supplies management is also maintained to reduce wastage
- Reuse: We promote the reuse of single-sided printed paper and folders
- Recycle: Electrical refuse is separated from other non-recyclables and sent to qualified third-party organisation for recycling

WATER CONSERVATION

We are devoted to improving water efficiency by adopting different water-saving technologies and educating our staff on conserving water resources. In achieving this goal, drip irrigation, time control and partial spraying for irrigation are used in the green areas in Hangzhou office to improve water efficiency of office operation. We also educate our employees on water conservation through placing signs and posters next to water taps, so as to promote water efficient culture in our daily operations.

During the Reporting Period, since we consumed water from municipal sources, we did not experience any issues in sourcing water.

ENVIRONMENTAL KEY PERFORMANCE INDICATORS (“KPI”)²

Our Environmental Footprint ³			
KPIs	Unit of Measure	2021	2020
Air Emissions ⁴			
Nitrogen oxides (NO _x)	kg	1,299.15	14.26
Sulphur oxides (SO _x)	kg	1.00	0.44
Particulate matter (PM)	kg	153.81	1.05
GHG Emissions ⁵			
Total	tCO ₂ -eq	542.98	657.48
Scope 1: Direct emissions	tCO ₂ -eq	155.07	79.08
Scope 2: Energy indirect emissions	tCO ₂ -eq	387.91	578.40
Intensity	tCO ₂ -eq/ employee	1.51	1.35
Non-Hazardous Waste Generated ⁶			
Total	tonnes	80.56	101.53
Waste disposed	tonnes	76.05	89.33
Waste collected for recycling	tonnes	4.51	12.06
Intensity	tonnes/ employee	0.22	0.21
Energy Consumption ⁷			
Total	MWh	1,244.62	971.82
Purchased electricity	MWh	640.80	701.09
Non-Renewable fuel	MWh	603.82	270.73
Intensity	MWh/ employee	3.46	2.00
Water Consumption ⁸			
Total	m ³	595.00	971.00
Intensity	m ³ / employee	4.84	8.75

² Reporting scope was adjusted during the Reporting Period so the data for the two years cannot be directly compared.

³ Number of employees in the core businesses in live-streaming in Hong Kong Tsuen Wan office, Hong Kong ICC office, Hangzhou office, Jinhua office and Beijing office in the PRC are used for the intensity metric in this chapter, unless otherwise specified.

⁴ There was a significant increase in air emissions because sea transport in our newly added business segment was included during the Reporting Period.

⁵ According to the revised edition of the GHG Protocol: Corporate Accounting and Reporting Standard published by the World Business Council For Sustainable Development and the World Resources Institute, Scope 1 direct emissions include GHG emissions directly generated by businesses owned or controlled by the Group, and Scope 2 indirect emissions include “indirect energy” GHG emissions from the consumption of electricity (purchased or acquired), heat energy, refrigeration and steam within the Group.

⁶ Due to our business nature, we were not aware of any significant generation of hazardous waste and did not consume any packaging material during the Reporting Period.

⁷ Our Hong Kong Tsuen Wan Office was sub-leased to a third-party starting from March 2021 and we therefore did not include its data of electricity consumption from the start of sub-lease date. The increase in both total energy consumption and non-renewable fuel consumption was mainly attributed by the sea transport in our newly added business segment during the Reporting Period.

⁸ Data of water consumption in our Hong Kong Tsuen Wan Office, Hong Kong ICC Office and Hangzhou office was excluded as sub-meter for individual occupant was not provided by the respective building management. The above data only covered water consumption in our Jinhua and Beijing office during the Reporting Period.

FOSTERING A CARING CULTURE FOR THE COMMUNITY

Goal:

To spread love to the community through engaging ourselves in community contributions.

Material topics covered in this chapter:

- Participation in Volunteering Activities

The Group lives up to our vision of making the world smile every day, and is dedicated to fulfill its corporate social responsibility for our communities. Over the years, we have involved in various social welfare activities and put great efforts, including time and resources, in making positive contribution to our communities. We hope to make our customers feel proud when using our services.

In the face of the challenge of COVID-19 pandemic, we remained committed to do our utmost to protect health and livelihoods for our local community during the Reporting Period. We acted on the recommendations of the government, by issuing guidelines and caring advice, to keep our employees safe and alleviate medical burden in support of the local healthcare workers.

In addition, we encourage our employees to make an influence in the community and take part in local volunteer services, such as blood donation for the people in need. Looking ahead, we will continue to understand our community needs and explore opportunities in making our community filled with care and smile.

Subject Areas, Aspects, General Disclosure and KPIs		Chapter/Disclosure	Page
A. Environmental			
Aspect A1: Emissions			
General Disclosure Information on: (a) the policies; and (a) 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.		Making Our Earth Smile	24-27
KPI A1.1	The types of emissions and respective emissions data.	GHG Emissions and Energy Reduction Environmental Key Performance Indicators	25-26 27
KPI A1.2	Direct and energy indirect greenhouse gas emissions and where appropriate, intensity.	Environmental Key Performance Indicators	27
KPI A1.3	Total hazardous waste produced and where appropriate, intensity.	We did not generate any significant amount of hazardous waste.	
KPI A1.4	Total non-hazardous waste produced and where appropriate, intensity.	Environmental Key Performance Indicators	27
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Climate Change GHG Emissions and Energy Reduction	24-25 25-26
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Climate Change Waste Reduction	24-25 26

Aspect A2: Use of Resources			
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		Making Our Earth Smile	24-27
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Environmental Key Performance Indicators	27
KPI A2.2	Water consumption in total and intensity.	Environmental Key Performance Indicators	27
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Climate Change GHG Emissions and Energy Reduction	24-25 25-26
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) and steps taken to achieve them.	Climate Change Water Conservation	24-25 26
KPI A2.5	Total packaging material used for finished products, and if applicable, with reference to per unit produced.	As a social video platform operator, packaging material used for finished products is not applicable to the Group’s business.	
Aspect A3: The Environment and Natural Resources			
General Disclosure Policies on minimising the issuer’s significant impact on the environment and natural resources.		Due to our business nature, we did not have significant impact on the environment and natural resources.	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		
Aspect A4: Climate Change			
General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		Climate Change	24-25
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Climate Change	24-25

B. Social			
<i>Employment and Labour Practices</i>			
Aspect B1: Employment			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		Making Our Employees Smile	17-23
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Staff Overview	18
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Staff Overview	18
Aspect B2: Health and Safety			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer. relating to providing a safe working environment and protecting employees from occupational hazards.		Making Our Employees Smile	17-23
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Occupational Health and Safety	20
KPI B2.2	Lost days due to work injury.	Occupational Health and Safety	20
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Occupational Health and Safety	20-21

Aspect B3: Development and Training			
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		Development and Training	21-22
KPI B3.1	The percentage of employees trained by gender and employee category.	Development and Training	22
KPI B3.2	The average training hours completed per employee by gender and employee category.	Development and Training	22
Aspect B4: Labour Standards			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		Talent Acquisition	17-18
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Talent Acquisition	17-18
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Talent Acquisition	17-18
<i>Operating Practices</i>			
Aspect B5: Supply Chain Management			
General Disclosure Policies on managing environmental and social risks of the supply chain.		Supply Chain Management	15-16
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management	15
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management	15
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management	16
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management	15

Aspect B6: Product Responsibility			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		Making Our Customers Smile As the Group is not involved in product manufacturing and sales, laws and regulations relating to product labelling are not applicable.	11-16
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Due to our business nature, we did not have products sold or shipped subject to recalls for safety and health reasons.	
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Customer Services	13
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Protection	14
KPI B6.4	Description of quality assurance process and recall procedures.	Healthy Live Streaming; As the Group is not involved in product manufacturing and sales, recall procedures are not applicable.	13-14
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Information Security and Customer Privacy Protection	11-12

Aspect B7: Anti-corruption			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		Integrity	22-23
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Integrity	23
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Integrity	23
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Integrity	23
Community			
Aspect B8: Community Investment			
General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		Making Our Community Smile	28
KPI B8.1	Focus areas of contribution.	Making Our Community Smile	28
KPI B8.2	Resources contributed to the focus area.	Making Our Community Smile	28