

World-link LOGISTICS

WORLD-LINK LOGISTICS (ASIA) HOLDING LIMITED

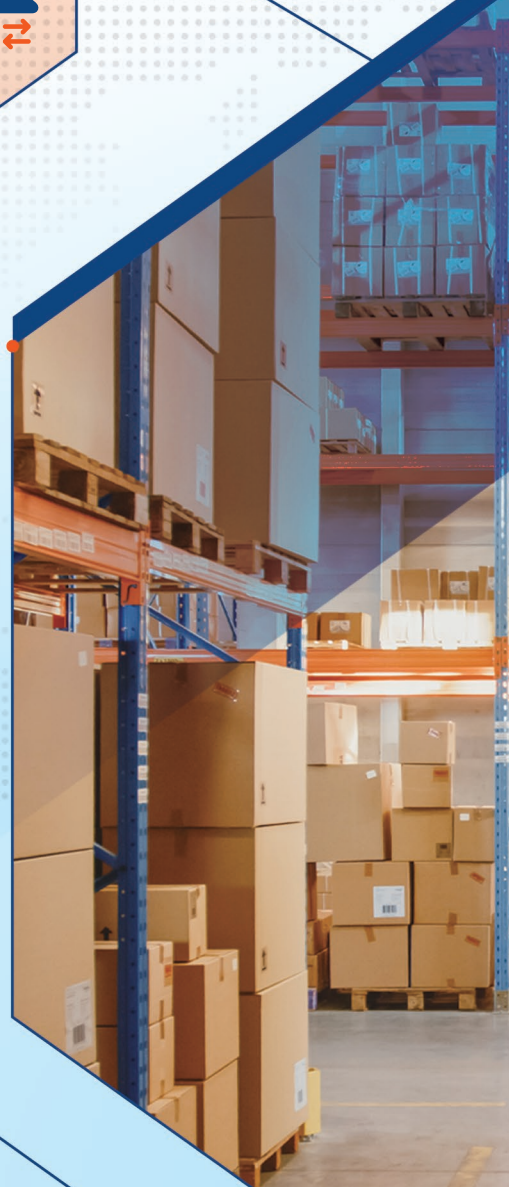
環宇物流(亞洲)控股有限公司

(incorporated in the Cayman Islands with limited liability)

Stock Code: 6083

2023

Environmental,
Social and
Governance Report



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Message From the Chairman

I am pleased to present the Environmental, Social and Governance (“ESG”) Report (“ESG Report”) of World-Link Logistics (Asia) Holding Limited (the “Company”), together with its subsidiaries (the “Group” or “we”) for the year ended 31 December 2023 (the “Reporting Period” or “2023”), which contains our achievements in 2023 and our commitment for improvement of sustainability performance.

In addition to upholding the principle of “Service-driven, Customer-oriented and Quality-first”, we incorporate the concept of sustainability into our business operation and development. We are committed to providing each customer with quality services and generating maximum value for customers through standardised work procedures, and provision of customised comprehensive logistics solutions and exclusive supporting services to our customers.

The Group has acquired a Macau company and acquired a non-wholly owned subsidiary in Hong Kong to move from a third party logistics (“3PL”) service provider into a fourth party logistics (“4PL”) service provider with distribution business. In 2023, the Group established a wholly owned subsidiary in Hong Kong engaged in full service distribution business.

Although the core business of the Group has a limited impact on the environment, the Group strives to reduce its impact on the environment to enhance its sustainable business growth. The Group believes setting ESG-related targets can enhance the Group’s commitment to sustainable development and allow the Group’s stakeholders to better understand the ESG performance of the Group. The Group has set its ESG targets on topics that are material to the Group in compliance with the latest laws and regulations. The Group has been adopting measures to reduce its environmental impacts on different areas, and the progress of target implementation and the performance of targets are reviewed regularly by the board of directors (“Board”).

The Group believes that talents are the cornerstone of the corporation. We are committed to creating a safe and fair workplace, so that staff are motivated to thrive with the Group. We also adhere to the “people-oriented” human resource management strategy and value the opportunities for our employees to reach full potential via trainings and development. As a responsible corporation, we also highly value business ethics and integrity, strive our best to comply with laws and regulations, and prevent corruption in our operations. To improve efficiency in the use of resources, the Group has introduced high-performance equipment to streamline the operational procedures, thereby reducing resource consumption.

In the future, we will continue to implement and enhance the management and performance of our ESG practices, while expanding our businesses and making contributions to the employees, shareholders, environment and the community.

WORLD-LINK LOGISTICS (ASIA) HOLDING LIMITED

Yeung Kwong Fat

Chairman and Chief Executive Officer

Environmental, Social and Governance Report

Introduction, ESG Policies

As one of the well-established logistics services providers in Hong Kong, we believe sustainability is the key to achieving continuous success, and we have integrated it into our business strategies. This ESG Report summarises the ESG initiatives, plans and performances of the Group and demonstrates its commitment to sustainable development.

ESG governance structure

The Board assumes full responsibility for overseeing the Group's corporate governance as well as the overall ESG management approaches, strategies, priorities and targets. In order to better manage the Group's ESG performance, related issues and potential risks, the Board discusses, evaluates and determines ESG-related risks and opportunities of the Group at least annually, as well as reviews its performance against ESG-related targets. The Group has set up an ESG working taskforce (the "Taskforce"), composed of staff from relevant departments, in which, full-time staff has been assigned to collect ESG data and to compile this ESG Report. The Taskforce would at least annually report to the Board, assist in the assessment and identification of risk management of the Group on ESG aspects and whether its internal control system is appropriate and effective. The Taskforce reviews the ESG performance of the Group, keeps track and reviews the progress made against the Group's ESG related targets. The Board sets the tone at the top for its ESG strategies, and is responsible for ensuring effective risk management and internal controls.

Scope of Reporting

This ESG Report generally covers the business and operating activities in Hong Kong and Macau, i.e., one office and two warehouses in Hong Kong, one office and one warehouse in Macau, which are the main source of the Group's revenue (the "Reporting Scope"), accounting for approximately 60.4% of the revenue. There is a total area of approximately 358,000 square feet located in the Allied Cargo Centre and the Leader Industrial Centre at Tsuen Wan, Hong Kong and a total area of approximately 8,000 square feet located in Industrial Nam Leng at Macau. The ESG key performance indicators ("KPIs") data are also obtained from these operations. The Group will extend the scope of disclosures when and where applicable.

Reporting Framework

This ESG Report has been prepared in compliance with all applicable provisions set out in the "Environmental, Social and Governance Reporting Guide" (the "ESG Reporting Guide") contained in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("HKEX").

During the preparation for this ESG Report, the Group has applied the reporting principles in the ESG Reporting Guide as follows:

Materiality: Materiality assessment was conducted to identify material ESG issues, thereby adopting the confirmed material ESG issues as the focus for the preparation of the ESG Report. The materiality of ESG issues was reviewed and confirmed by the Board and the Taskforce. For further details, please refer to the sections headed "Stakeholder Engagement" and "Materiality Assessment".

Quantitative: The standards, methodologies and applicable assumptions used in the calculation of KPIs data were supplemented by explanatory notes.

Consistency: Unless otherwise stated, the preparation approach of this ESG Report is consistent with the previous years including the year ended 31 December 2022 ("2022") for comparison. During the Reporting Period, the reporting scope of this Report has changed as mentioned in the section headed "Scope of Reporting". If there are any other changes in the scope of disclosure and calculation methodologies that may affect comparison with previous reports, explanations will be provided for the corresponding data.

Stakeholder Engagement

The stakeholder¹ engagement plays a crucial role in our business administration, which helps us to identify any potential risks and opportunities. Communicating and understanding the insights of stakeholders allow the Group's business practices to be in line with their needs and expectations, and enable proper handling of feedbacks from different stakeholders. Regular communication with key stakeholders within or outside the Group has been conducted through various channels, which provide the opportunity for stakeholders to understand our development and operational approach on one hand, and on the other hand for us to heed their opinions, so as to prioritise different issues by the importance and to formulate corresponding policies.

Relevant Stakeholders	Communication Channels	Expectations
Investors and shareholders	<ul style="list-style-type: none"> • Annual general meeting and other shareholder meetings • Financial reports • Announcements and circulars • Company website 	<ul style="list-style-type: none"> • Disclose the latest information in due course • Risk management • Corporate governance
Government and regulatory institutes	<ul style="list-style-type: none"> • Regular performance reports 	<ul style="list-style-type: none"> • Comply with relevant laws and regulations • Business ethics • Sustainable economic development
Suppliers and contractors	<ul style="list-style-type: none"> • Supplier management meetings and events 	<ul style="list-style-type: none"> • Fair competition • Cooperation with mutual benefits • Anti-corruption
Employees	<ul style="list-style-type: none"> • Regular performance reviews • Trainings, seminars and briefing sections 	<ul style="list-style-type: none"> • Health and safety • Career development and training • Remuneration and benefits • Equal opportunities
Customers and business partners	<ul style="list-style-type: none"> • Customer service team • Customer service manager 	<ul style="list-style-type: none"> • Quality service • Safe delivery • Privacy protection and customer information
Media, non-governmental organisations and the public	<ul style="list-style-type: none"> • External marketing campaign • ESG reports 	<ul style="list-style-type: none"> • Give back to society • Compliant operation

Note:

1. Stakeholders, also refers to as "interested parties", "equity holders" or "parties involved", means any groups or individuals who have significant impact on or under significant impact of the business of the Group.

Environmental, Social and Governance Report

Materiality Assessment

With reference to the Group’s business development strategies and industry practices, the Group identified and determined a list of material ESG issues. We have compiled a survey in accordance with the identified material ESG issues to collect information from relevant departments, business units and stakeholders of the Group. The following matrix is a summary of the Group’s material ESG issues:

Material ESG Issues	Importance to the Group		
	Low	Medium	High
Greenhouse Gas (“GHG”) Emissions	x		
Waste Management		x	
Energy Efficiency	x		
Water Consumption	x		
Climate Change Mitigation and Adaptation	x		
	Low	Medium	High
Employment	x		
Health and Safety		x	
Development and Training	x		
Prevention of Child Labour and Forced Labour		x	
Supply Chain Management			x
Product Responsibility			x
Customer Privacy Protection			x
Anti-corruption	x		
Community Investment	x		

At 2023, the Group confirmed that it has established appropriate and effective management policies and internal control systems for ESG issues and confirmed that the contents of this ESG Report have complied with the requirements of the ESG Reporting Guide.

Contact US

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of this ESG Report or our performances in sustainable development by the following means:

Address: 3/F, Allied Cargo Centre, 150-164 Texaco Road, Tsuen Wan, Hong Kong
 Email: info@world-link.com.hk

A. Environmental

To fulfil the Group’s commitment to corporate social responsibility and allow the Group’s stakeholders to better understand the Group’s progress in improving ESG performance, the Group has set environmental targets to align with the national vision of carbon neutrality and enhance corporate reputation. To achieve these targets, the Group actively implements the principles of sustainable development and adopts relevant measures at operational levels.

Aspect	Target	Progress
Carbon emission	In the next four years, the Group will reduce GHG emission intensity (kg CO ₂ e/square feet) gradually compared with 2021 baseline (approximately 2.21 kg CO ₂ e/square feet)	In-progress
Waste reduction	In the next four years, the Group will reduce the non-hazardous waste intensity (kg/square feet) gradually compared with 2021 baseline (approximately 0.022 kg/square feet)	In-progress
Energy conservation	In the next four years, the Group will reduce the energy consumption intensity (kWh/square feet) gradually compared with 2021 baseline (approximately 5.83 kWh/square feet)	In-progress
Water saving	In the next four years, the Group will reduce the water consumption intensity (cubic meters/square feet) gradually compared with 2021 baseline (approximately 0.032 cubic meters/square feet)	In-progress

Environmental, Social and Governance Report

A. Environmental (Continued)

A1. Emissions

Given the close relationship between GHG emissions, climate change and global warming, entities from all countries have set measures and goals for carbon reduction. We also recognise our responsibilities towards the potential direct and indirect negative environmental impacts associated with our business operations.

By integrating environmental protection into our business strategy, we embrace our responsibilities to create an environmentally sustainable business. This is achieved through implementing measures that promote energy conservation, waste reduction and any other green initiatives across the life cycle of our products and services. We are also committed to educating our employees to raise their awareness of environmental consideration and complying with the relevant environmental laws and regulations.

As a corporation providing logistics services, the Group's daily operation has limited impacts on the environment while its emissions are limited to exhaust gas, GHG, domestic wastewater, and hazardous and non-hazardous wastes, which mainly come from the use of resources in our warehouses and the cold chain segment in Hong Kong. Nevertheless, the Group still focuses on nurturing and strengthening employees' awareness of environmental protection in their daily work processes, and actively implements the Group's environmental protection measures, with an aim to lower the emission of GHG and reduce the generation of non-hazardous wastes.

In order to enhance our environmental governance practices and mitigate the adverse environmental impacts produced by the Group's operations, we have adopted and implemented an "Environmental and Natural Resources Policy" and have communicated such policy to our employees. Within our policy framework, we continually look for different opportunities to pursue environmentally friendly initiatives and enhance our environmental performance by reducing consumption of energy and use of other resources.

In the long run, the Group will continuously enhance its energy saving management to minimise the usage of lightings, air-conditioning and electronic appliances and to track its energy consumption regularly.

During the Reporting Period, the Group was not aware of any material non-compliance with the relevant environmental laws and regulations, including but not limited to the "Waste Disposal Ordinance" of Hong Kong, "Motor Vehicle Idling (Fixed Penalty) Ordinance" of Hong Kong and "Environmental Law" of Macau.

Exhaust gas emissions

In line with the development approach for the global development of a low-carbon economy, we have formulated an "Emissions Policy" to address our main sources of emissions, i.e. emissions from company vehicles and forklift trucks. Currently, most forklifts in our warehouses are electric-driven, which allows the minimisation of air pollutant discharge.

There is an increase in the Group's exhaust gas emissions, as there has been an increase in vehicle usage due to the relaxation of travel restrictions after the pandemic. The Group's exhaust gas emissions are as follows:

Types of exhaust gas	Unit	2023	2022
Sulphur Oxides (SO _x)	kg	0.46	0.42
Nitrogen Oxides (NO _x)	kg	310.87	291.83
Particulate Matter (PM)	kg	30.42	28.55

A. Environmental (Continued)

A1. Emissions (Continued)

Exhaust gas emissions (Continued)

Details of measures we have adopted are as follows:

- Control the selection of vehicles;
- Phase out diesel vehicles and replace them with less polluted vehicles, whenever possible;
- Strengthen the regular examination of exhaust gases from business vehicles;
- Monitor vehicles with heavy emissions; and
- Promote the importance of vehicle maintenance and environmentally friendly driving habits.

GHG emissions

The principal GHG emissions of the Group are generated from petrol and diesel consumed by company vehicles (Scope 1) and purchased electricity (Scope 2). The Group will continue to evaluate, record and disclose its data of GHG emissions on an annual basis.

There is an increase in the Group's total GHG emission intensity by about 3.0% from approximately 2.31 kgCO₂e/square feet in 2022 to approximately 2.38 kgCO₂e/square feet in 2023. The Group will continue to monitor its GHG emissions and implement relevant measures, reduce its GHG emissions intensity progressively and aim to achieve the target of reducing carbon emissions in the next four years. The Group's GHG emissions and its intensity are as follows:

Indicator ²	Unit	2023	2022
Direct GHG emissions (Scope 1) – petrol and diesel consumption	tCO ₂ e	77.17	71.57
Energy indirect GHG emissions (Scope 2) – purchased electricity	tCO ₂ e	792.85	766.60
Total GHG emissions (Scope 1 and 2)	tCO ₂ e	870.02	838.17
Intensity ³	kgCO ₂ e/ square feet	2.38	2.31

Notes:

2. GHG emission data is presented in terms of carbon dioxide equivalent and is based on, including but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "Greenhouse Gas Inventory Guidance Direct Emissions from Mobile Combustion Sources" issued by the United States Environmental Protection Agency, latest released emission factors of the "2022 Sustainability Report" published by the CLP Power Hong Kong Limited, the "Sustainability Report 2022" of Companhia de Electricidade de Macau, "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by HKEX, "Global Warming Potential Values" from the IPCC Fifth Assessment Report, 2014 (AR5).
3. As at 31 December 2023, the Group's total floor area was approximately 365,914 (2022: 363,000) square feet. The data is also used for calculating other intensity data.

Environmental, Social and Governance Report

A. Environmental (Continued)

A1. Emissions (Continued)

GHG emissions (Continued)

The measures we have adopted in minimising GHG emissions from transportation are mainly covered in the section "Exhaust gas emissions". The Group did not have any business air travels during the Reporting Period as the Group encouraged staff to utilise teleconferences and video conferences, therefore, there was no other indirect GHG emissions (Scope 3) in 2023. In the future, we will continue to reduce air and carbon emissions related to transportation needs for meetings by adopting other measures such as encouraging our staff to utilise teleconferences and video conferences.

The Group actively adopts electricity conservation and energy saving measures as well as other initiatives to reduce GHG emissions, which include:

- Actively adopt measures for environmental protection, energy conservation, and water saving. Relevant measures are described in the sections "Energy efficiency" and "Water consumption"; and
- Actively adopt waste sorting and recycling. Relevant measures are described in the section "Waste management".

Sewage discharge

We do not consume significant volume of water in our business activities, and therefore our business activities did not generate material portion of sewage discharge. The majority of the water supply and discharge facilities are provided and managed by the property management company.

Waste management

Hazardous wastes handling method

Due to its business nature, the Group does not directly generate significant amount of hazardous waste during daily operation. We have established clear guidelines governing the management and disposal of hazardous wastes. Whenever hazardous wastes are produced, they will be temporarily stored and treated separately from the general or other non-hazardous wastes to prevent contamination.

During the Reporting Period, the majority of the hazardous wastes handled by the Group were customers expired products. The Group has appointed a qualified chemical waste collector to handle such wastes to comply with relevant laws and regulations. The Group assisted in handling of a total of approximately 221.00 CBM of customers expired products, the intensity of which is approximately 0.0006 CBM/square feet.

A. Environmental (Continued)

A1. Emissions (Continued)

Waste management (Continued)

Non-hazardous wastes handling method

Realising the rising importance of proper waste disposal, the Group sets out procedures for waste disposal. We have revised our "Environmental and Natural Resources Policy" and related measures to focus on waste reduction with the principle of 4Rs, namely "Reduce, Reuse, Recycle and Replace", to promote better utilisation of environmental resources. We are committed to promoting an environmentally friendly mindset among our employees.

There is an increase in the Group's non-hazardous waste intensity by about 10.3% from approximately 0.58 kg/square feet in 2022 to approximately 0.64 kg/square feet in 2023 due to the difference in product mix. The Group is dedicated to continuously seeking any opportunities to further reduce non-hazardous waste generated by the Group. The Group will continue to monitor the amount of non-hazardous waste it generated and implement relevant measures, reduce its non-hazardous waste intensity progressively and aim to achieve the target of waste reduction in the next four years. The Group's major non-hazardous wastes disposal performance and its intensity are as follows:

Non-hazardous wastes category	Unit	2023	2022
General waste	tonnes	232.00	208.00
Paper	tonnes	3.47	3.14
Total non-hazardous waste	tonnes	235.47	211.14
Intensity	kg/square feet	0.64	0.58

With the aim of minimising the adverse environmental impacts from non-hazardous wastes generated from our business operations, the Group has implemented measures to handle such wastes and launched different reduction initiatives.

Our employees share the responsibilities for waste management in our business operations with reference to the established environmental policies and waste management approaches, including but not limited to the following:

- Utilise electronic communication such as e-cards for festival greetings and e-brochures for distribution to customers;
- Promote upcycling, recycling and the use of recycled paper or other environmentally friendly materials;
- Install waste sorting and recycling facilities at source to raise the rate of waste recovery; and
- Reduce the number of printed versions of interim and annual reports.

Employees' waste management awareness has been raised with the implementation of the related initiatives.

A. Environmental (Continued)

A2. Use of Resources

The Group upholds and promotes the principle of effective use of resources, and evaluates the potential environmental impacts by real-time monitoring our business operations. Through the 4Rs principles, namely, "Reduce, Reuse, Recycle and Replace", we promote green office and operation environment to minimise the adverse environmental impacts. The employees of the Group have followed these principles, and have reduced the consumption of electricity, paper and water resources. For example, the Group's employees have implemented a paperless office by sending documents in electronic form whenever possible, in order to reduce the amount of paper consumption.

The Group has established an "Environmental and Natural Resources Policy" to give its employees a general direction on the efficient use of resources. We will continue to introduce resource efficiency and eco-friendly measures to the Group's operations, and are committed to optimising the use of resources in all of its business operations.

During our operations, fuel, electricity and water are frequently consumed. We have recorded in detail and conducted statistical analysis on the use of these resources. Making reference to these data, we plan to improve the established policies for use of resources and the goal for electricity and water savings so as to optimise the efficiency of use of resources in our daily operation.

Energy efficiency

The Group always aims at minimising the adverse environmental impacts in our operations by identifying and adopting appropriate production processes in each stage with technology. The policies and measures on energy conservation are parts of our approaches in resource utilisation. All employees must implement the adopted measures, including the utilisation of high-performance equipment and streamlining of operational procedures. We regularly review our energy objectives and targets to enhance the Group's energy performance continuously.

Under our "Environmental and Natural Resources Policy", we regularly monitor and review our environmental performances on electricity and water usage as well as other materials consumption. Unexpected high consumption of electricity will be investigated in order to find out the root cause and take preventive measures. The Group has adopted the following measures to reduce emissions:

- Streamline the operational procedures;
- Utilise higher energy-efficiency equipment in our operations;
- Switch off lightings and electrical appliances when not in use; and
- Replace energy-inefficient light bulbs with energy efficient Light Emitting Diode ("LED") lightings in the warehouses.

As a result, the employees' awareness of energy conservation has been increased through these energy-saving measures.

A. Environmental (Continued)

A2. Use of Resources (Continued)

Energy efficiency (Continued)

There is an increase in the Group's total energy consumption intensity by about 2.9 % from approximately 6.12 kWh/square feet in 2022 to approximately 6.30 kWh/square feet in 2023. The Group will continue to monitor its energy consumption and implement relevant measures, reduce its energy consumption intensity progressively and aim to achieve the target of energy conservation in the next four years. The energy consumption of the Group and its intensity are as follows:

Type of energy ⁴	Unit	2023	2022
Direct energy consumption	kWh	304,017.07	280,894.42
– Diesel	kWh	227,425.01	200,776.74
– Petrol	kWh	76,592.06	80,117.68
Indirect energy consumption	kWh	2,000,334.00	1,941,332.00
– Electricity	kWh	2,000,334.00	1,941,332.00
Total energy consumption	kWh	2,304,351.07	2,222,226.42
Intensity	kWh/square feet	6.30	6.12

Note:

- The unit conversion method of energy consumption data is based on the "Energy Statistics Manual" issued by the International Energy Agency.

Water consumption

Water consumption of the Group is mainly for daily business operation, cleaning and sanitation. We encourage all employees to develop the habit of water conservation. High efficiency equipment and streamlined procedures have been introduced to our operations to reduce water consumption and to increase the efficiency in use of resources. We have strengthened our water-saving promotion, posted water saving notice "Treasure every drop", and guided the employees to use water reasonably.

The water consumption intensity has decreased by about 59.1% from approximately 0.044 cubic meters/square feet in 2022 to approximately 0.018 cubic meters/square feet in 2023. This is due to the decrease in the number of repacking jobs in 2023. The Group will continue to monitor its water consumption and implement relevant measures, reduce its water consumption intensity progressively and aim to achieve the target of saving water in the next four years. The water consumption of the Group and its intensity are as follows:

Water Consumption	Unit	2023	2022
Water consumption	cubic meters	6,478.00	16,052.00
Intensity	cubic meters/square feet	0.018	0.044

Due to the Group's operational location, there is no material issue in sourcing water that is fit for its purpose.

Use of packaging materials

Due to the Group's business nature, it is unavoidable to consume packaging materials. The Group realises the potential adverse environmental impacts brought by the packaging materials consumed and thus strived to make the best use of the packaging materials consumed and minimise the potential impacts brought by its consumption. The use of packaging materials of the Group has decreased from approximately 5,140.00 CBM in 2022 to approximately 1,935.00 CBM in 2023. The decrease in volume is due to the variation in product mix.

A. Environmental (Continued)

A3. The Environment and Natural Resources

As an ongoing commitment to good corporate social responsibility, we recognise our responsibilities in minimising the negative environmental impacts from our business operations, in order to achieve sustainable development for generating long-term values for our stakeholders and the community as a whole.

The Group works tirelessly to mitigate the adverse environmental impacts of our activities through adopting industry best practices targeted at reducing natural resources consumption and implementing effective emission management. We regularly assess the environmental risks of our businesses, and adopt preventive measures as necessary to reduce the risks and ensure the compliance with relevant laws and regulations.

Our "Environmental and Natural Resources Policy" incorporates the guidelines and general directions of the Group's approaches to environmental and natural resources management.

Environmental education

Other than the measures mentioned in the previous sections, we have also implemented the following initiatives to minimise our impacts on the environment and natural resources:

- Regularly publicise environmental protection messages and green tips to our staff on the message board, staff newsletters or emails;
- Encourage our staff to participate in campaigns and activities relating to the promotion of green environment; and
- Post green messages on the message board to show appreciation of our colleagues' continued support in energy conservation.

Indoor air quality

Indoor air quality at our workplace is regularly monitored and measured. By adopting air purifying equipment in the workplace as well as conducting regular cleaning of the air conditioning system, these measures resulted in good indoor air quality and help to filter pollutants and dust particles.

A4. Climate Change

Climate change mitigation and adaptation

Climate change poses escalating risks and challenges to the global economy, and such risks may negatively impact the Group's business. As a result, the Group has formulated Climate Change Policy to identify climate change related risks and opportunities and thus make corresponding mitigation plans. By reference to risk classification of the Task Force on Climate-Related Financial Disclosures as set up by the Financial Stability Board, the Group's identified climate-related risks and the corresponding management measures are as follows:

In terms of physical risks, the increasing frequency and severity of extreme weather events such as extreme cold or extreme heat, storms, rainstorms and typhoons, could lead to an increased risk of power shortages, interrupt the supply chain and damage the Group's assets, disrupting the operation of the Group's businesses and resulting in reduced revenue, as well as increasing the cost of repairing or restoring damaged sites. These events could also disrupt the work of employees and even cause casualties. As a countermeasure, the Group maintains a comprehensive insurance coverage on assets that are prone to damage by extreme weather conditions. In addition, the Group monitors weather conditions and has developed the practice of communicating the arrangements under bad weather conditions to employees in advance.

A. Environmental (Continued)

A4. Climate Change (Continued)

Climate change mitigation and adaptation (Continued)

In terms of transition risks, HKEX has required listed companies to enhance climate-related disclosures in their ESG reports, which may result in increased compliance costs. Failure to meet the climate change compliance requirements may expose the Group to risks of claims and lawsuits, which may also cause a negative impact on its reputation. The Group will regularly monitor existing and emerging climate-related trends, policies and regulations to avoid reputational risks due to delayed response. In addition, in order to reduce the Group's environmental impact and to comply with the requirements of HKEX, the Group has set targets to reduce energy consumption and GHG emissions. The Group will continue to assess the effectiveness of the Group's actions to address climate change and enhance its resilience against climate-related risks.

B. Social

B1. Employment

Employees are the core of our business and our brand. The Group has devoted itself to providing employees with a work environment which enables full capitalisation of their talents, creating value, enhancing self-quality and attaining comprehensive development. The "Employee Handbook" enables our staff to understand their rights and responsibilities, including the working hours, remunerations, allowances, bonuses, leaves and other benefits etc. We have also established a "Human Resources Policy", which is in line with our people-oriented management, to communicate values and expectations of the Group and document best practices that are appropriate to us. We review, and if necessary revise, the above documentations and our employment practices at least annually to ensure continuous improvements of our employment standards.

During the Reporting Period, the Group was not aware of any material non-compliance with employment-related laws and regulations including but not limited to the "Employment Ordinance" of Hong Kong and "Labour Relations Law" of Macau, that would have a significant impact on the Group.

As at 31 December 2023, the Group had 206 full-time employees (2022: 196 full-time employees). Among them, 186 full-time employees (2022: 190 full-time employees) fell under the Reporting Scope of the ESG Report. During 2023, 73 employees resigned from the Group, with an average turnover rate of 36.87%. More data on employee compositions and employee turnover details are available in the section "ESG Data Summary".

Recruitment and remuneration

We apply robust and transparent recruitment processes based on merit selection against the job criteria. Recruitment of individuals is based on their suitability for the position and potential to fulfil the Group's current and future needs. Applicants have to undergo a series of selection procedures and assessment methods at various levels to secure the hiring of the right person.

Our basis for remuneration and promotion are job-related skills, qualifications and performances, ensuring that we evaluate employees and applicants in a fair way. Remuneration packages include annual leave, medical scheme, maternity leave, paternity leave, group insurance, mandatory provident fund, and other benefits. We also remunerate employees comparable to the industrial standards and local labour market.

B. Social (continued)

B1. Employment (continued)

Compensation and dismissal

In accordance with the provisions of individual employment contracts and the requirements of the Employment Ordinance, parties who decide to terminate the employment contract should notify the counterparty. Otherwise, either party that intends to terminate the employment contract without giving the required notice in advance period is subject to compensation of money in lieu of notice.

Unreasonable dismissal under any circumstances is forbidden in the Group. Dismissal process will only be proceeded with a reasonable basis and sufficient communication on the problems is ensured prior to the official dismissal.

Promotion and career development

The promotion of the Group's employees is subjected to review regularly. All employees are required to participate in the appraisal process. This is not only for salary adjustment, but also to provide support and assistance to employees in areas of unsatisfactory performance. The Group has established objective performance indicators for annual performance evaluation. Based on the evaluation result, we will offer rewards to employees to encourage continuous improvement.

Communication channels

We recognise the importance of open communication and joint consultation between management and staff. We encourage exchange of information, ideas and views about matters of mutual interest and concern through both formal and informal channels. We regularly update notices on our notice boards in the workplace to ensure our employees are being informed of the latest information. Employees are welcome to express any comments and feedbacks to the Human Resources and Administration Department ("HRA") or department head.

Diversity, equal opportunity and anti-discrimination

The Group has zero tolerance for sexual harassment and discriminatory behaviour. We are dedicated to providing equal opportunity in all aspects of our employment and to maintaining a workplace that is free from discrimination, physical or verbal harassment against any individuals on the basis of race, religion, colour, gender, physical or mental disability, age, place of origin, marital status, and sexual orientation.

We strive to ensure that complaints, grievances and concerns, including whistleblowing, are dealt with promptly and are treated in the strictest confidence. The HRA will conduct investigations once a complaint has been received, and will make decision upon the approval from the Board to make sure that the complainant get replies as soon as possible.

B. Social (continued)

B2. Health and Safety

The Group places high emphasis on the safety and health of our staff. Setting our target such as “zero-work injury”, we are committed to maintaining a healthy and safe workplace so as to prevent work injuries and occupational diseases. The formulation of guidelines for a clear operational workflow that specify operational risk factors and key notes on safety shows our emphasis on the safety risk preventions for hazardous job positions. The relevant operational guidelines include the “Operation Safety on Forklifts Guidelines”, “Safe Stack of Cargo Guidelines” and “Operation Safety on Physical Handling Guidelines”. A “Health and Safety Policy” has been established for the prevention and remediation of work-related accidents, and the detection of potential safety hazards in the workplace. We review, and if necessary, revise these policies and our health and safety practices at least annually to ensure continuous improvements of our health and safety standards. Data on health and safety is available in the section “ESG Data Summary”.

During the Reporting Period, the Group was not aware of any material non-compliance with health and safety-related laws and regulations including but not limited to “Occupational Safety and Health Ordinance” of Hong Kong and “General Regulations on Health and Safety on Industrial Work Environment” of Macau, that would have a significant impact on the Group.

Safety measures

The HRA is responsible for monitoring and reviewing the safety and security measures periodically, and performing regular checking in both the offices and the warehouses to ensure that the furniture, fixtures and fittings are maintained in good conditions.

Proper lighting and ventilation help to safeguard the health and safety of our employees. Moreover, first aid boxes are available at easily accessible locations in the offices, the warehouses and other operation sites. The HRA is responsible to ensure the supplies inside the first aid boxes are not outdated and remain functional.

Occupational safety and health training programs

The Group follows the occupational health and safety guidelines recommended by the Labour Department and the Occupational Safety and Health Council, and encourages the employees to attend relevant workshops or training courses.

Our year-round Safety and Health Training Program covers safety and health trainings for different areas, which can be broken down into “General Knowledge of Safety and Health” and “General Knowledge of Professional Skills”. The HRA also takes the responsibility of the promotions and monitoring of occupational health and safety trainings. Review on the training is carried out regularly to ensure its effectiveness.

All employees are required to attend a training programme on “General Knowledge of Safety and Health” organised by the Group. Training topics included but not limited to workspace stretching exercises, physical processing procedures, preventions on slipping and falling, preventions of heat stroke working in hot environment, safety procedures for using ladder, simple processing procedures for accidents, and instructions on the use of fire extinguisher. Emergency and evacuation procedures have been laid down to respond timely and orderly to work related accidents.

“General Knowledge of Professional Skills” training is applicable to designated departments. Training topics included but not limited to forklift application and safety guidelines, safe stacking of goods, and prevention of injury upon tail lift usage.

B. Social (continued)

B2. Health and Safety (continued)

Occupational safety and health training programs (continued)

Moreover, the Group fosters employees involvement through the HRA to maintain a safe working environment. Employees are free to provide feedbacks on workplace safety and to report any potential hazards that may lead to injury or danger.

Due to the improved state of COVID-19, the Group has chosen to ease some protocols while still prioritizing the health and safety of our employees. We will remain vigilant and adapt as needed to safeguard the well-being of our employees.

B3. Development and Training

The Group regards its staff as the most important assets and resources. We recognise the valuable contribution of our talents for our continued success. We are committed to inspiring our human capital towards delivering excellence. This is achieved through the development of training strategy that focuses on creating values and serving the needs of our customers and society. During the Reporting Period, 100%⁹ of the Group's employees have received trainings. Data on development and training are available in the section "ESG Data Summary".

Training and development policies

The Group understands that training and development is indispensable for our staff to keep abreast of the latest trend in the logistics industry and the dynamic pace in the domestic market. In light of this, the Group provides regular trainings, development programmes and training sponsorship.

To ensure the effectiveness of our training programmes, the Group has laid down a "Development and Training Policy" to administer and control the training related procedures. A training plan is developed by the Quality Assurance Department based on the requirements of various departments and employees. We review, and if necessary, revise these policies and our training and staff development activities at least once a year to continuously improve the relevant provision. Training contents are regularly updated to ensure that the contents are relevant to stakeholders' changing needs such as laws and regulations, technological changes, market trends, product trends and customer behaviour changes.

Under the "Learning Management" section of the "Human Resources Policy", we aim to create a learning environment by providing subsidies for staff to enhance their skills. With the implementation of "Policy on Study and Training Allowance", the Group provides subsidies to employees to enrol for job-related training courses based on actual needs. During each financial year, each employee can receive a maximum of HK\$20,000 and HK\$5,000 as an allowance for professional qualification training and external training respectively.

Training programmes

The Quality Assurance Department and department managers are responsible for conducting training and development as well as keeping the records. Internal trainings include but not limited to company policies and operational procedures, such as warehouse security, temperature and environmental requirements for storage, health and safety trainings, mitigation of emergencies, waste disposal and loadings.

We also offer professional trainings for staff on technical skills in our "General Knowledge of Professional Skills" training. Employees have the chance to polish their professional skills on topics including but not limited to computer usage and professional phone answering skills.

B. Social (continued)

B4. Labour Standards

The Group strictly complies with the related laws and regulations in the prevention of child and forced labour. During the Reporting Period, the Group was not aware of any material non-compliance with child and forced labour-related laws and regulations, including but not limited to the “Employment Ordinance” of Hong Kong and “Labour Relations Law” of Macau that would have a significant impact on the Group.

Prevention of child labour and forced labour

Child and forced labour are strictly prohibited in the Group as defined by laws and regulations. The Group strictly complies with local laws and conducts recruitment based on the Hong Kong’s “Employment Ordinance” and Macau’s “Labour Relations Law”. We have laid down an “Employment Policy” and a “Prohibition of Child Labour Policy” in preventing child labour and ensuring freedom in occupation selection to prevent forced labour. We have also extended the application to our supply chain management. Personal data are collected during the recruitment process to assist in the selection of suitable candidates and to verify candidates’ personal data. The HRA also ensures identity documents are carefully checked.

For overtime work, the Group has set out in the “Employee Handbook” relevant regulations for claiming overtime allowance and compensation leave. In response to the needs of our customers, the Group offers Sunday delivery services and also provides logistics services on statutory holidays. The Group offers compensation leave for working on Sunday and during statutory holidays as set out in the “Employee Handbook” to protect employees’ rights. The Group has communicated with the employees in respect of the arrangements of working on Sunday and statutory holidays. Employees have agreed to such arrangements and understand their rights to refuse to work on Sunday and statutory holidays.

If any violations of the child or forced labour are involved, it will be dealt with in the light of the circumstances as clearly stated in the Group’s “Employee Handbook”.

B5. Supply Chain Management

The Group highly values our relationships with suppliers and regards them as important business partners. It is expected that a stable supply chain can be established in the long run through cooperation. During the Reporting Period, the Group had a total of 203 (2022: 204) suppliers, which includes 174 suppliers from Hong Kong and 29 suppliers from Macau. All suppliers are evaluated carefully and are subjected to regular monitoring and assessment. We have formulated related policies to manage our suppliers and policies are reviewed at least annually.

Environmental and social responsibility of suppliers

With increasing environmental concerns in society, the Group is aware of the importance of managing environmental and social risks of our supply chain. The Group has embedded environmental and social consideration in the procurement process and supplier communication. The Group will continue to monitor its supply chain regarding the environmental and social standards. Additionally, the Group endeavours to support local economies and prioritises the procurement from local and regional suppliers to lower the carbon footprint during transportation. The Group also gives priority to suppliers that use environmentally preferable products and services in the selection process, and strives to minimise potential environmental and social risks in the supply chain. Any material violation of laws and regulations may lead to the termination of supplier contracts.

B. Social (continued)

B5. Supply Chain Management (continued)

Environmental and social responsibility of suppliers (continued)

We have sent out letters to suppliers indicating that the Group reserves the rights not to do business with suppliers which employ child workers. Looking forward, the Group will continue to require business partners to attach more importance to sustainable development performances, so as to promote the sustainable development of the industry as a whole. The Group will regularly review the related measures to ensure its effectiveness.

During the Reporting Period, the Group was not aware of any key suppliers that had any actions or practices which have a significant negative impact on business ethics, environmental protection, human rights and labour practices.

Fair and open procurement

We have also formulated rules to ensure that the suppliers could participate in competitions in an open and fair way. The Group will not apply differentiated or discriminated treatment on suppliers. We will strictly monitor and prevent all kinds of business bribery. Employees or personnel having any interest relationships with the supplier should not be involved in the related business activity.

B6. Product Responsibility

The Group always upholds the principles of “Service-driven, Customer-oriented and Quality-first” and endeavours to create the maximum value for our customers. Therefore, we strive to optimise and improve the quality of our products and services according to the requirements of the customers.

The quality management system and food safety management system of the Group apply to all operation-related departments have attained ISO9001:2015 Quality Management Systems and ISO22000:2018 Food Safety Management System standards respectively. Regular internal audit on the effectiveness and level of compliance of quality and food safety management systems are carried out on an annual basis. Moreover, to ensure the stability adequacy and effectiveness of the quality and food safety management system, a management review meeting is conducted at least once a year.

During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations, including but not limited to the “Personal Data (Privacy) Ordinance” of Hong Kong, the “Supply of Services (Implied Terms) Ordinance” of Hong Kong, the “Trade Descriptions Ordinance” of Hong Kong, “Macau Advertising Law” and “General Contract Clauses” of Macau, that have a significant impact on the Group, concerning advertising, labelling and privacy matters relating to products and services provided.

Standard procedures for warehouse operation

The Group adopts an Enterprise Resource Planning System to assist its warehousing management and a detailed standard procedure has also been established for warehouse operation to regulate every stage of the operation (the “Standard Procedure”). The Group will measure and exercise control over temperature and humidity of its warehouses. It will conduct daily inspections and take records with the Standard Procedures and remedial actions will be taken when the parameters deviate from the prescribed ranges to prevent the stock from deterioration because of the humidity. Regular warehouse cleaning and pest control will also be carried out. Weekly cleaning is conducted in various areas of the warehouses. Besides, inspection on the general pest control facilities is conducted on daily basis and pest control is conducted monthly by professional parties to prevent pest in the warehouse.

B. Social (continued)

B6. Product Responsibility (continued)

Standard procedures for warehouse operation (continued)

The Group also values the security of its warehouses. It has set up a 24-hour CCTV and burglar alarm system and has arranged regular security patrols. Unauthorised person is strictly prohibited to enter the material and packaging areas. Staff must accompany customers who wish to check the related records in the authorised areas. Risk assessment and emergency response have been prepared by the Group to deal with unexpected incidents. The Group will conduct risk assessment on its operation and quality related aspects and formulate respective corrective and preventive action, control measures or remedial measures within the designated time in case of emergency and unexpected circumstances.

Our stock is administered and managed by adopting a well-planned procedure to ensure that the stock would be delivered in an organised manner. We will collect the goods with sealed trucks and transport them to our warehouses. We will confirm the receipts, carry out inspections and record the goods into our system. Standard shipment arrangements and requirements of placement of goods and delivery processes have been set up which will make sure our staff will follow up to protect the stocks which are being delivered to the customers. After the shipment, we will inform our customers as soon as possible and make written records within 24 hours. We will record related goods in our system and place labels to prevent misuse.

Once the goods are being found to be unsatisfactory, we will arrange immediate transportation for returning them to the warehouses and label the returned goods clearly to prevent misuse. We will then modify condition of the returned goods after reaching consensus with the customers.

If there are any complaints, we will react to our customers as soon as possible and keep record of the complaints. The Customer Service Department will then handle the complaint and review the complaint to see if there are any areas for improvement. During the Reporting Period, the Group did not receive any cases of product or services related complaints, nor was it subjected to any products recall due to health and safety reasons.

Customer privacy protection

The Group recognises the value and importance of customers' information. In the processes of providing products and services, we will strictly comply with the customers' information security management systems and standards. We are determined to strengthen the protection of customers' privacy while providing high quality services. Our employees are professionally trained to maintain the confidentiality of our customers' information. The Group adheres to the "Personal Data (Privacy) Ordinance" of Hong Kong and expressly reiterates confidentiality obligations in its "Code of Conduct". The Group has stipulated in the "Employee Handbook" the requirements in respect of handling of confidential information by staff as well as their responsibility of keeping confidentiality thereof. Upon joining the Group, employees are also required to sign an agreement for keeping confidentiality and protecting intellectual property rights. The related measures are reviewed regularly to ensure their effectiveness.

We have also implemented firewall, anti-virus and anti-spam softwares for our information technology systems which are updated constantly to prevent leakage of confidential information.

Since product advertising is not involved in the operation of the Group's logistics service business at present, we do not regard it as a material ESG issue to the Group.

B. Social (continued)

B7. Anti-corruption

The Group does not tolerate any corruptions, frauds and all other behaviours violating work ethics. The Group values and upholds integrity, honesty and fairness in running its business.

During the Reporting Period, the Group was not aware of any material non-compliance with the “Prevention of Bribery Ordinance” of Hong Kong, “Prevention and Suppression of Bribery in the Private Sector” of Macau, and laws and regulations on bribery, extortion, fraud and money laundering. During the Reporting Period, there were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

Internal control

The Group has in place the “Code of Conduct” which contains relevant regulations as set out under the “Prevention of Bribery Ordinance of Hong Kong”. The “Code of Conduct” defines appropriate methods in handling conflict of interests, acceptance of advantages, leakage of confidential information, embezzlement of the Group’s assets, fraudulent financial statements, etc. All employees should decline an offer of advantage if acceptance of it could affect their objectivity in conducting the Group’s business. The definition of “advantage” is also clarified in the “Code of Conduct”. Employees must report on any incidences that may have conflict of interest with the Group. Employees will be subjected to disciplinary actions if they are found violating the “Code of Conduct” after investigation. Disciplinary actions include verbal or written warnings, demotion and dismissal, and the case may be reported to law-enforcement authorities for possible prosecution. We have taken measures to ensure that the employees understand the requirements of the “Code of Conduct” through signage and daily communication.

The Group has implemented “Whistleblowing Policy” to provide communication channels for anti-corruption and non-compliance on “Code of Conduct” reporting. If the employee has a legitimate concern, they should report the relevant case with evidence and supporting documents. The Group is responsible for managing the relevant complaint in timely manner, conducting investigation and making the written records. The policy ensures the protection of whistleblowers, including the confidentiality of identity and personal information, against retaliation for reporting incidents in good faith. The Group will review the related measure regularly to ensure its effectiveness.

To further mitigate risks of business frauds, the audit committee of the Company (the “Audit Committee”) will conduct periodic evaluation of the Group’s internal control effectiveness, detecting potential deficiency, and identifying areas of improvement. The Board and the Audit Committee will supervise and review the implementation and effectiveness of the “Whistleblowing Policy” and the “Code of Conduct” on a regular basis. In addition, the Group provides anti-corruption training and reading materials at least annually to directors and employees. During the Reporting Period, the Group has provided its directors and employees with anti-corruption training and reading materials to familiarise them with their corresponding roles and responsibilities in anti-corruption and business ethics and to ensure compliance with applicable laws and regulations.

B. Social (continued)

B8. Community Investment

The Group is committed to inspiring and supporting the public by means of social participation and contribution, and to nurturing the corporate culture and practices of corporate citizen in the daily work life of the Group. Under our “Community Investment Policy”, we focus on social health. We aim to promote sustainability, and support the underprivileged on rehabilitation to improve their quality of life. We also focus on inspiring our employees towards social welfare concerns. We will embrace the human capital into the social management strategies to sustain our corporate social responsibility as a part of the Group’s strategic development.

We participated in various community activities, for example, donations and sponsorships, etc. We not only actively participate in community events to help the needy, but also regularly communicate with local charities to understand the community’s needs. We believe these activities help to connect us with the local community, and maintain a mutually beneficial relationship with society as a whole. We have also encouraged our employees to participate in community activities and suggest areas of contribution based on their personal experiences in the community. During the Reporting Period, the Group has donated foods and materials to charitable entities which include Tung Wah Group of Hospital, Caritas Hong Kong and Po Leung Kuk. The Group will continue to spare no effort in realising our own social value through various means to enhance social well-being and promote sustainable social development.

Environmental, Social and Governance Report

ESG Data Summary

Environmental	Unit	2023	2022	2021
Exhaust gas emissions				
SOx	kg	0.46	0.42	0.49
NOx	kg	310.87	291.83	345.04
PM	kg	30.42	28.55	33.82
GHG emissions				
Direct GHG emissions (Scope 1)	tCO ₂ e	77.17	71.57	83.10
Energy indirect GHG emissions (Scope 2)	tCO ₂ e	792.85	766.60	720.71
Other indirect GHG emissions (Scope 3)	tCO ₂ e	–	–	–
Total GHG emissions	tCO ₂ e	870.02	838.17	803.81
Intensity	kgCO ₂ e/square feet	2.38	2.31	2.21
Non-hazardous waste⁵				
Total non-hazardous waste	tonnes	235.47	211.14	387.13
Intensity	kg/square feet	0.64	0.58	1.07
Energy consumption				
Total energy consumption	kWh	2,304,351.07	2,222,226.42	2,114,701.17
Intensity	kWh/square feet	6.30	6.12	5.83
Water consumption				
Total water consumption	cubic metres	6,478.00	16,052.00	11,778.00
Intensity	cubic metres/ square feet	0.02	0.04	0.03
Use of packaging materials				
Packaging material	CBM	1,935.00	5,140.00	5,432.00

Note:

⁵ Due to improvements in the data calculation mechanism, the 2022 and 2021 non-hazardous waste data has been updated.

ESG Data Summary (continued)

Social ⁶	Unit	2023	2022	2021
Employees data (as at year ended)				
Female	person	103	100	107
Male	person	95	91	90
Full time	person	186	190	189
Part time	person	12	1	8
Under 30 years old	person	10	13	16
30-50 years old	person	104	93	86
Over 50 years old	person	84	85	95
Hong Kong	person	164	167	177
Macau	person	34	24	20
Number of resigned employees and turnover rate				
Female	person	31	47	51
	percentage ⁷	30.10	47.00	47.66
Male	person	42	31	29
	percentage ⁷	44.21	34.07	32.22
Under 30 years old	person	12	12	17
	percentage ⁷	120.00	92.31	106.25
30-50 years old	person	27	38	45
	percentage ⁷	25.96	40.86	52.33
Over 50 years old	person	34	28	18
	percentage ⁷	40.48	32.94	18.95
Hong Kong	person	61	59	76
	percentage ⁷	37.20	35.33	42.94
Macau	person	12	19	4
	percentage ⁷	35.29	79.17	20.00
Health and Safety				
No. of work-related fatalities	person	–	–	–
No. of work injury cases	cases	–	–	1
No. of working day lost due to work injury	days	–	–	26.0
Rate of work injury (per thousand employee)	–	–	–	0.001
Development and Training				
Average training hours ⁸ for female employees	hours	9	8	11
Average training hours ⁸ for male employees	hours	9	9	11
Average training hours ⁸ for management officers	hours	20	20	20
Average training hours ⁸ for managerial officers	hours	15	15	15
Average training hours ⁸ for general staff	hours	8	7	10
Average total training hours ⁸	hours	9	8	11
Percentage of female employees trained ⁹	percentage	100	87	90
Percentage of male employees trained ⁹	percentage	100	88	90
Percentage of management trained ⁹	percentage	100	80	80
Percentage of managerial officers trained ⁹	percentage	100	94	94
Percentage of general staff trained ⁹	percentage	100	87	92

Notes:

⁶ As at 31 December 2023, the total number of full-time and part-time employees of the Group within the Reporting Scope of the ESG Report was 198 (2022: 191). Social KPI of 2023 and 2022 was calculated based on this figure.

⁷ The percentage represents employee turnover rate. Employee turnover rate = total number of employees left (by category) during financial year/total number of employees (by category) as of the end of financial year*100%.

⁸ Average training hours = total training hours (by category) during financial year/total trained employees (by category) during financial year.

⁹ Percentage trained = total trained employees (by category) during financial year/total employees (by category) as at the end of financial year*100%.

Environmental, Social and Governance Report

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“Comply or explain” Provision

Aspects, General

Disclosures and KPIs

Description

Sections/Remarks

Aspect 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 GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Emissions
KPI A1.1	The types of emissions and respective emissions data.	Emissions – Exhaust gas emissions
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) GHG emissions (in tonnes) and intensity.	Emissions – GHG emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and intensity.	Emissions – Waste management
KPI A1.4	Total non-hazardous waste produced (in tonnes) and intensity.	Emissions – Waste management
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Environmental, Emissions – GHG emissions
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.	Environmental, Emissions – Waste management

Aspect A2: Use of Resources

General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Use of Resources – Energy efficiency
KPI A2.2	Water consumption in total and intensity.	Use of Resources – Water consumption
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental, Use of Resources – Energy efficiency
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental, Use of Resources – Water consumption
KPI A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced.	Use of Resources – Use of packaging materials

"Comply or explain" Provision (continued)

Aspects, General Disclosures and KPIs

Description

Sections/Remarks

Aspect A3: The Environment and Natural Resources

General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	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.	The Environment and Natural Resources – Environmental education, Indoor air quality

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
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

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.	Employment
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employment, ESG Data Summary
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employment, ESG Data Summary

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.	Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Health and Safety, ESG Data Summary
KPI B2.2	Lost days due to work injury.	ESG Data Summary
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Health and Safety

Environmental, Social and Governance Report

"Comply or explain" Provision (continued)

Aspects, General

Disclosures and KPIs

Description

Sections/Remarks

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
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Development and Training, ESG Data Summary
KPI B3.2	The average training hours completed per employee by gender and employee category.	ESG Data Summary

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.	Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Labour Standards
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standards

Aspect B5: Supply Chain Management

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

"Comply or explain" Provision (continued)

Aspects, General Disclosures and KPIs

Description

Sections/Remarks

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.	Product Responsibility
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Responsibility
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Product Responsibility
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility
KPI B6.4	Description of quality assurance process and recall procedures.	Product Responsibility
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Product Responsibility

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

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.	Community Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Investment