

# HM INTERNATIONAL HOLDINGS LIMITED

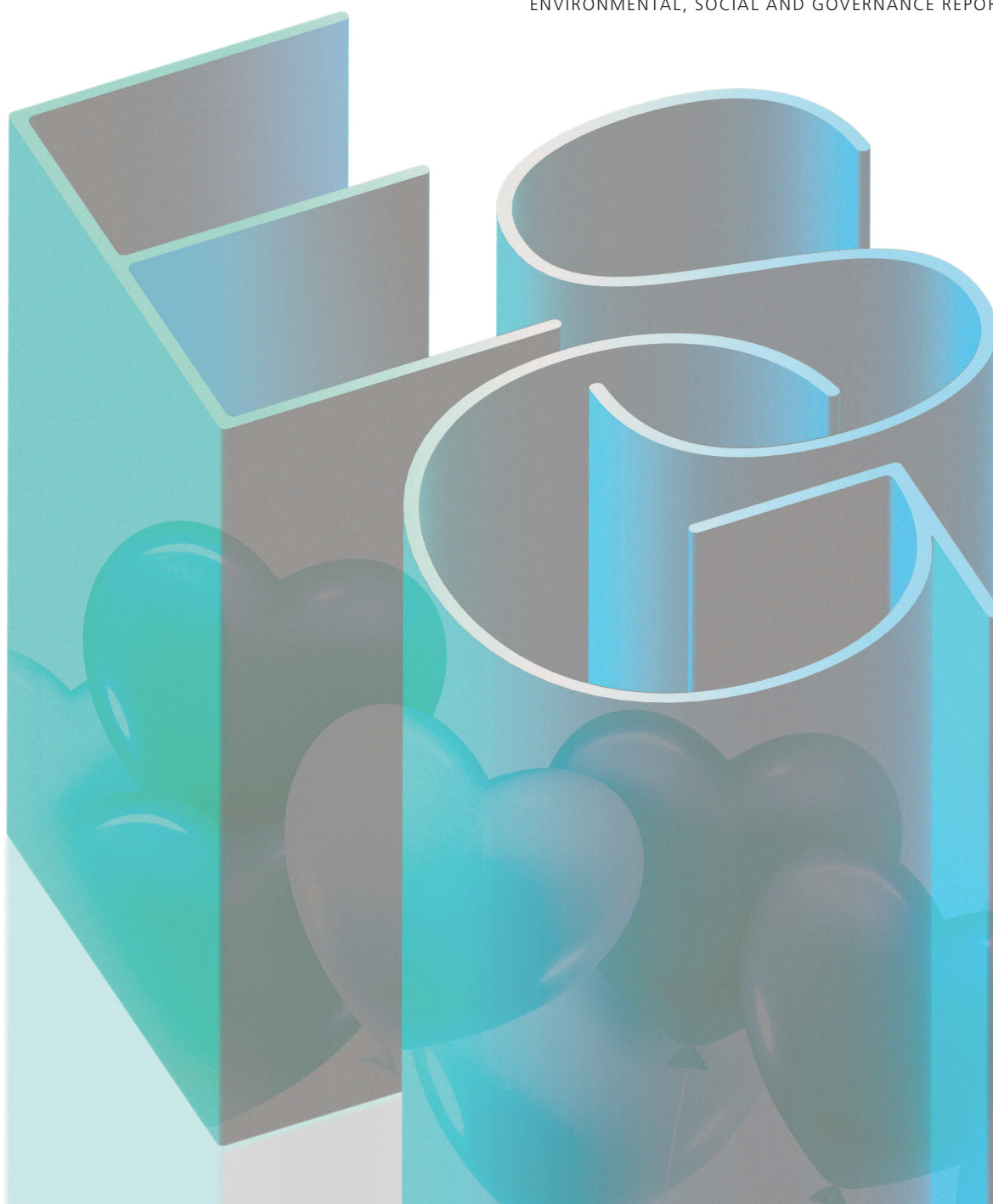
(Incorporated in the Cayman Islands with limited liability)

Stock Code: 8416



## 2021

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

*For the year ended 31 December 2021*

## ABOUT THE COMPANY

Being one of the major financial printing service providers in Hong Kong, HM International Holdings Limited (the "Company") and its subsidiaries (together the "Group") offer integrated printing services, including comprehensive one-stop Business Process Outsourcing ("BPO") solutions that cover financial printing projects, marketing collateral printing projects and value-added digital services, such as website design, video production, e-book and app production and electronic marketing presentation material production.

Upholding the mission to deliver quality services with the "CARE" attitude: C – Confidentiality; A – Accuracy; R – Reliability; and E – Ease of Mind, the Group has been focusing on strengthening on three major areas, Creativity, Service and Technology, to differentiate its services among the competition.

The Group aims to fulfil the needs of its diversified clientele including corporations which are listed or seeking to be listed on the Stock Exchange of Hong Kong Limited (the "SEHK"), multinational financial institutions such as fund houses and insurance companies, education organisations, and private companies in hospitality, marketing and advertising and legal sectors.

The Company has been listed on GEM of the SEHK since January 2017.

## ABOUT THIS REPORT

This report is prepared by the Group in accordance with the requirements set forth in the Environmental, Social and Governance ("ESG") Reporting Guide ("Guide"), Appendix 20 of the Rules Governing the Listing of Securities on GEM of the SEHK, and was approved by the board of directors of the Group (the "Board"). It presents and aims to provide a balanced representation of our major ESG policies, initiatives and performances of the Group in the four main areas – employment and labour practices, operating practices, community participation and environmental protection – for the year ended 31 December 2021 (the "Reporting Period"). The governance structure and practices of the Group have been set out in the Corporate Governance Report on pages 33 to 44 of the 2021 Annual Report.

### Scope of the Report

As a start, the scope of the Report covers only HM International Holdings and its wholly owned subsidiaries. The Group may examine and extend the scope of the Report in future to cover its subsidiaries and joint ventures over which it currently possesses either a majority or joint control on their operating policies. The policy of the Group is usually leaving the independency to the subsidiaries itself however they are all encouraged to join us to promote the ESG concept. This report focuses on the operation of the Group's integrated printing services in its office in Hong Kong during the Reporting Period. We define the reporting scope as the core and material business units within our Group. Unless otherwise specified, the reporting scope of this Report only covers our operations in Hong Kong. The reporting principles of "Materiality", "Quantitative", "Balance" and "Consistency" as set out in the Guide is served as the basis of the contents of this Report and the presentation of information. In order to compare the Group's yearly performances, the structures of this report is aligned as closely as possible to that of the previous years.

This report provides information related to the business activities of the offices and sites controlled by the Group in Hong Kong. Data from our customers or suppliers are not included as such data is difficult to verify with available resources.

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### Materiality of the Report

We believe setting the context for materiality assessment is essential. Materiality should be determined by both internal and external factors. In order to help identifying material issues and concerns, we engage stakeholders through different channels to better understand their views. Following elements are considered after consultation including business strategy, legal and regulatory obligations, industry norms, stakeholders' concerns and community and societal expectations etc. We follow Global Reporting Initiatives ("GRI") on the definition for purposes of ESG reporting which is "The information in a report should cover topics and indicators that reflect the significant economic, environmental, and social impacts of the organization, or that would substantively influence the assessments and decisions of stakeholders." Materiality varies based on different industries and companies, following the discussion with our senior management and operational staff, we assessed ESG issues relevant to the Group by considering their importance to our stakeholders as well as the Group, we therefore outlined the prioritisation on the aspects required by SEHK. These KPIs contain information deemed material to our Group or industry and may be in the high rank for reporting. Combining the results of discussion, we identified three material aspects, Employment, Product Responsibility and Use of Resources, to be the focuses of this report.

### Opinion and Feedback

This report is available online on our Company's website at [www.hetermedia.com](http://www.hetermedia.com) and the "Latest Listed Company Information" page of the GEM website at [www.hkgem.com](http://www.hkgem.com). This report will only be disseminated via electronic means.

We value feedback from our stakeholders. To enable us to address stakeholders' concerns and ensure continuous improvement of our reporting process, you are most welcome to share your feedback on our sustainability performance or reporting methods via email at [corpcomm@hetermedia.com](mailto:corpcomm@hetermedia.com).

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### MANAGEMENT STATEMENT



“Unprecedented” is probably the word we heard the most in 2021, we have experienced another difficult and challenging year. The global pandemic continues to wreak havoc on the economy and our daily life in Hong Kong as elsewhere. The continued period of disruption has underlined the need to develop and implement strategies to ensure that our business, our industry and our community emerge stronger and more resilient. COVID-19 has upended the way we live and work, impacted how business operate and drove a rapid digital adoption across the community. The Group was put in the hot seat against this unprecedented backdrop as almost all aspects of human interaction have moved online amid lockdowns and social distancing. The Group has demonstrated extraordinary resilience by turning into profit despite the extremely arduous circumstances in 2021.

The pandemic crisis highlights the links between environmental changes and emergence of infectious diseases. With 11 months warmer than usual, 2021 was the warmest year on record in Hong Kong. The global mean sea level reached a new record high in 2021. Various extreme weather events in 2021, including heatwaves, extreme cold events, severe drought, extreme rainfall triggered severe flooding, tropical cyclones and destructive wildfires etc. has ravaged different parts of the world. All the above have displayed a severe situation that we are facing.

In response to the Paris Agreement, Hong Kong Government has announced “Hong Kong’s Climate Action Plan 2030+” in 2017. To echo with that, we have expanded our ESG initiatives as one of its priority measures. We have adopted the multiple sections of the international recognized sustainability measures – Sustainable Development Goals (“SDGs”). Our office is decorated with the 17 SDGs messages to promote and bring the awareness to our stakeholders. One of our board members is currently a member of Institute of Environmental Management and Assessment (IEMA)<sup>1</sup>, it reveals the commitment from the Board and the Group. We continue our efforts to foster a diverse and inclusive community. Last year, we appointed a female executive as board member to encourage a more gender-diverse and fair environment. We continuously planning on integrating the ESG strategy into our business. In 2021, we have formed a Management Committee and Sustainability Enforcement Committee which comprised the senior management and department heads. The dedicated committees maintain a dialogue with the traditional business functions, advance the plan and ensure an effective execution to carry out the risk management. The Board has the overall responsibility for its ESG strategy and reporting.

<sup>1</sup> The Institute of Environmental Management and Assessment (IEMA) is the largest professional body for environmental practitioners in the United Kingdom and worldwide, with nearly 15,000 members.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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During the year, we continued to make ESG fundamental to our business and core operations. One of our focus is to reduce the carbon emissions, as that is where we can have the most positive impact. We purposely reduced the number of vehicles and it led to a dramatic reduction on the air pollutants of NOx, SOx and RSP emission during 2021. We believe that companies with a strong commitment to improving their sustainability development performance will be better equipped to combat the climatic, social and economic stresses and volatility. The pandemic has highlighted the importance of organisational resilience. Keeping our employees safe and healthy has been a key priority since the appearance of COVID-19. We implemented workforce separation aligned with social distancing and business continuity measures and enhanced safety and health protocol in our workplace. Leveraging technology and virtual collaborative tools is crucial to achieving successful employee engagement during the extended periods of remote working.

WE AIM TO INTEGRATE THE CORE ESG PRIORITIES WITHIN OUR BUSINESSES WITH A STRONG FOCUS ON INNOVATION, DIGITALISATION AND GOOD SUPPLY CHAIN GOVERNANCE.

Going forward, we will further expand the scope to include the subsidiary that we majority hold. We will optimize the Anti-Bribery and Corruption Policy, mandates that our Board members, management, employees and third parties who represent us, such as suppliers, contractors and business partners, observe our approach to bribery and corruption. Together with the Whistleblowing System to strengthen our internal control environment. We aim to integrate the core ESG priorities within our businesses with a strong focus on innovation, digitalisation and good supply chain governance. ESG principles are being considered in business and investment decisions as well as supply chain relationships, and we will continue to develop more robust frameworks. We believe it is how we can strengthen financial resilience for the business in the long term.

COVID-19 continues to be a challenge to the Group and we all have to grapple with it in the coming year. As a small and medium-sized enterprise, it is never easy to maintain the balance between the costs and application of the ESG strategy. We believe effective communication with the stakeholders and the commitment on the corporate social responsibility will help us emerge stronger. While we still have a long way to go, with the shared vision and the determination, we have confidence together we can build a more sustainable future that will be for the benefit of all.

### **Chan Wai Lin**

*Chief Executive Officer, Executive Director and Compliance Officer*

**HM International Holdings Limited**

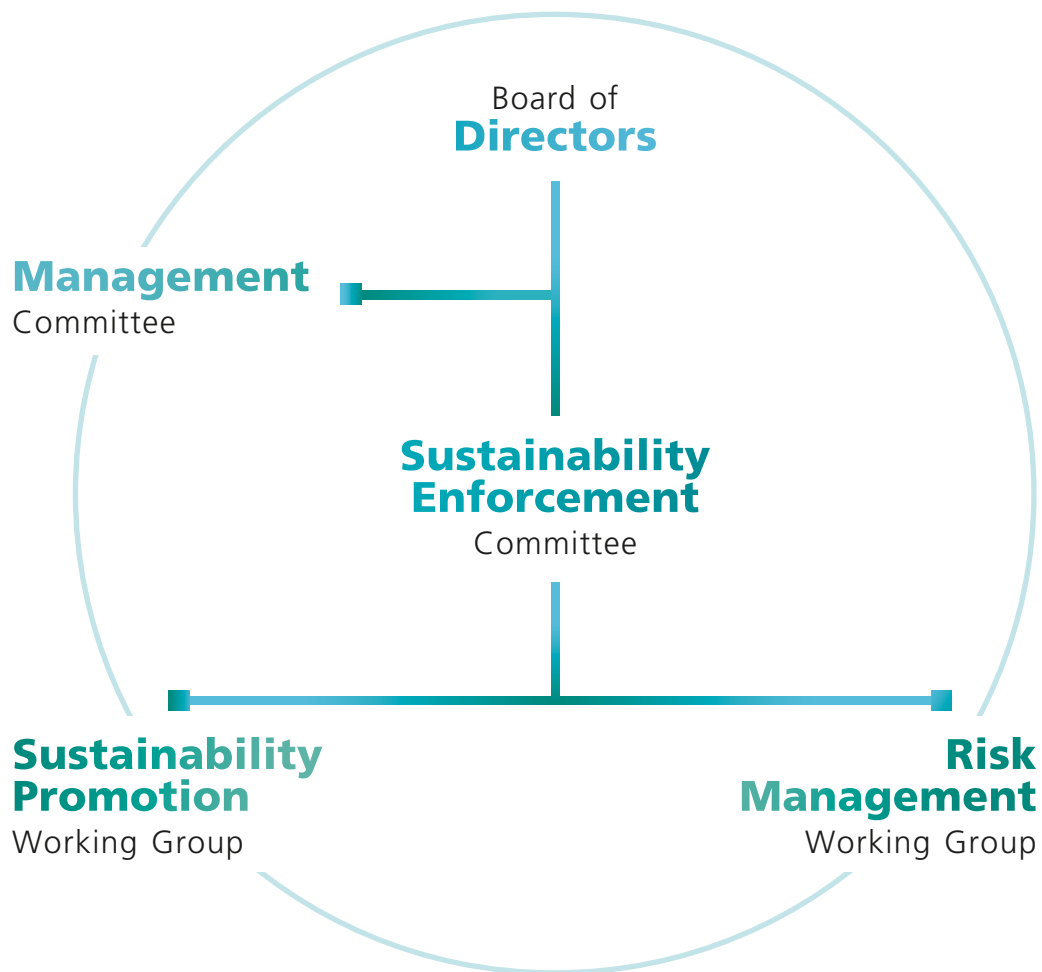
# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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## ESG GOVERNANCE

### Governance Structure

Being a party acceded to the Paris Agreement, Hong Kong Government has set out the decarbonisation target of reducing Hong Kong's carbon intensity by 65% to 70% by 2030. In the meantime, with effect from July 2020, SEHK's ESG Reporting Guide has been amended to incorporate elements of the Task Force on Climate-related Financial Disclosure ("TCFD") recommendations. The Company recognises the scale of ESG issues on its business operations and considers this to be an important management issue. In 2021, The Company has established a standalone committee comprising senior management and department heads on the governance of ESG issues to formulate plan and implement effectively to the Company, with the C-level management to chair the committee.



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### Roles and Responsibility

#### *The Board of Directors*

- Principally approving and monitoring of the policies and mechanisms to manage ESG issues and the adequacy of resources
- Review and endorse all sustainability policies, disclosures and goals
- Ensure appropriate risk mitigation measures are in place

#### *Management Committee*

- Formulates and advances plans for Company with the assistance of the Sustainability Enforcement Committee
- Integrates the ESG goals into businesses, identifies and manages the ESG risks
- Coordinates different departments to implement the ESG strategies and necessary actions
- Oversees the policies and mechanisms is implemented in an efficient and effective manner
- Provides ESG updates regularly to the Board

#### *Sustainability Enforcement Committee*

##### 1. Sustainability Promotion Working Group

- Formulates and advances plans focused on the achievement of the SDGs
- Formulates and advances plans for disclosure of the ESG information
- Arranges training and sharing sessions to promote the sustainability

##### 2. Risk Management Working Group

- Identifies significant risks and the impact for the Company, formulates and advances plans for countermeasures to ensure resilient move




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## SUSTAINABLE DEVELOPMENT GOALS (SDGs)

As a company with corporate social responsibility, we understand we should be socially accountable to ourselves, our stakeholders, and the public. To adhere to compliance standards is fundamental and we should aim to achieve a higher level. An international well-recognized measures Sustainable Development Goals (SDGs) were adopted in 2021 to promote the ESG concept to our stakeholders. The 17 SDGs are intertwined and we specifically focused on the following goals in the Company’s sustainability agenda.



SDGs	Description	Our Position and Efforts
	<p><b>Goal 1:</b> <b>No Poverty</b></p> <p>End poverty in all its forms everywhere</p>	<p>We concern the proportion of the population living below the poverty line and out of which, particularly the grassroots elderly, single-living elderly and homelessness.</p> <ul style="list-style-type: none"> <li>• We joined Gingko House (銀杏館) the “Love Project” to distribute the lunch boxes to those very deserving under-privileged groups in Hong Kong.</li> <li>• We donated the gift bags to Po Leung Kuk Elderly Centre in Mid-Autumn Festival to share the joy.</li> </ul>

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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SDGs	Description	Our Position and Efforts
 <p><b>3</b> GOOD HEALTH AND WELL-BEING</p>	<p><b>Goal 3:</b> <b>Good Health and Well-Being</b></p> <p>Ensure healthy lives and promote well-being for all at all ages</p>	<p>We strive to ensure good physical and mental health for our people in the workplace and in our community.</p> <ul style="list-style-type: none"> <li>• We promote the remote working mode and flexible working hours to our employees to maintain a work-life balance. Specially during the period of COVID-19, we encouraged most of our employees work from home to avoid the spread.</li> <li>• We have joined the “Pink Revolution” organised by Hong Kong Cancer Fund ever since 2019. We funded the “Pink Recovery Pack” for breast cancer patients who have just undergone surgery. We arranged a pink office party for the employees to raise their awareness on the breast cancer. Through “Dress Pink Day” and “Shop for Pink” to simply select a pink item, our staff can also donate all or part of the proceeds to Pink Revolution.</li> <li>• We organised an Eco-tour to New Life Farm (新生精神康復會) to enhance the understanding and acceptance of people in recovery of mental illness through various activities and interaction. The tour allowed our employees to relax away from the hustle and bustle of city life. Through the farming experience, workshops and handcrafts class, the tour also introduces the concept of organic farming and ecological protection to our employees.</li> <li>• Studies shows that pets come with some powerful health benefits. Caring for a dog, cat, or other animal can reduce stress, anxiety, and depression, ease loneliness, encourage exercise and playfulness, and even improve the cardiovascular health. Since 2019, we have supported “SPCA Aniform Day” by inviting our staff to wear the animal print clothing and/or accessories as a pledge for an animal-friendly community.</li> </ul>
 <p><b>5</b> GENDER EQUALITY</p>	<p><b>Goal 5:</b> <b>Gender equality</b></p> <p>Achieve gender equality and empower all women and girls</p>	<p>We treat everyone the same regardless of their background, religions, races and gender etc. The promotion within the company completely based on the performance of the individual but nothing else.</p> <ul style="list-style-type: none"> <li>• The Company comprises less than 50% male full-time employees and in middle-management.</li> <li>• We introduced a female board member in 2021 to promote the diversity in the Board.</li> </ul>

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### STAKEHOLDER ENGAGEMENT

Based on our experience and communication we have with our clients, external organisations and our employees, the Group consolidated seven different groups of stakeholders that are relevant to our business. These include our employees, shareholders and investors, industry associations, suppliers and service vendors, our clients, the community and Government and regulatory authorities.

The Group tries its utmost best to communicate with its key internal and external stakeholders through various communication channels. Stakeholder participation allows the Group to ensure our business and sustainability strategies align with the stakeholders' perspectives and expectations.

These continuous communication channels and measures also stimulate the Group to keep up with the pace of change, identify and prioritise any emerging ESG risks, and turn them into opportunities.

The following table illustrates our key internal and external stakeholders with their expectations, communication channels and the measures we carry out to facilitate the communication.

Stakeholder	Expectation	Communication Channel	Measures
<b>Employees</b>	<ul style="list-style-type: none"> <li>Workplace health and safety</li> <li>Diversity and inclusion</li> <li>Training and Career development</li> <li>Employment stability and benefits</li> <li>Labour relations</li> </ul>	<ul style="list-style-type: none"> <li>Intranet, emails and notices</li> <li>Training seminars and sharing sessions</li> <li>Employee surveys</li> <li>Quarterly talk</li> </ul>	<ul style="list-style-type: none"> <li>Provide new staff orientation sessions and welcome events</li> <li>Organise regular training and team building activities</li> <li>Provide a comfortable and safe working environment</li> <li>Listen to employees' comments and opinions proactively</li> </ul>
<b>Shareholders and investors</b>	<ul style="list-style-type: none"> <li>Investment return</li> <li>Transparent and timely updated information</li> <li>Risk Management</li> <li>Sustainability issues</li> </ul>	<ul style="list-style-type: none"> <li>Annual general meetings and extraordinary general meetings</li> <li>Financial reports, circulars and announcements</li> <li>Company website</li> <li>Emails</li> </ul>	<ul style="list-style-type: none"> <li>Issue notices of meetings, financial reports, circulars and announcements</li> <li>Update the information on the Company website from time to time</li> </ul>
<b>Industry associations</b>	<ul style="list-style-type: none"> <li>Experience sharing</li> <li>Fair competition</li> </ul>	<ul style="list-style-type: none"> <li>Industry conferences and meetings</li> </ul>	<ul style="list-style-type: none"> <li>Cooperate with industry partners to achieve better performance</li> <li>Attend open seminars in the industry</li> </ul>

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Stakeholder	Expectation	Communication Channel	Measures
<b>Suppliers and service vendors</b>	<ul style="list-style-type: none"> <li>• Fair trade</li> <li>• Long-term relationship with the Company</li> <li>• Transparent information</li> </ul>	<ul style="list-style-type: none"> <li>• Business meetings and verbal communication</li> <li>• Supplier assessments and reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance communication with suppliers and service vendors</li> </ul>
<b>Clients</b>	<ul style="list-style-type: none"> <li>• High-quality products and services</li> <li>• Close relationship with the Company</li> <li>• Transparent information</li> <li>• Business integrity and ethics</li> </ul>	<ul style="list-style-type: none"> <li>• Company website</li> <li>• Financial reports, circulars and announcements</li> <li>• Business meetings and verbal communication</li> <li>• Product and service brochures</li> <li>• Client satisfaction survey</li> <li>• Various social media</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthen quality control management</li> <li>• Obtain feedback from our clients proactively</li> </ul>
<b>The community</b>	<ul style="list-style-type: none"> <li>• Business integrity and ethics</li> <li>• Local recruitment and economy revitalization</li> <li>• Environmental protection</li> <li>• Financial contribution and volunteer work</li> </ul>	<ul style="list-style-type: none"> <li>• Financial reports, circulars and announcements</li> <li>• Company website</li> <li>• Various social media</li> </ul>	<ul style="list-style-type: none"> <li>• Organise and support charitable activities</li> </ul>
<b>Government and regulatory authorities</b>	<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Health and Safety</li> <li>• Indirect economic effect</li> <li>• Social Responsibility for local</li> <li>• Communities and Environment</li> </ul>	<ul style="list-style-type: none"> <li>• Webinar</li> <li>• Conference</li> <li>• Press Release</li> <li>• Email</li> </ul>	<ul style="list-style-type: none"> <li>• Regular reporting</li> <li>• Complying with local laws and regulations</li> <li>• Collaboration with different parties to follow the established policies and standards</li> </ul>

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### EMPLOYMENT AND LABOUR PRACTICES

#### Employment

Employees are the foundation of the Group and the dedication and commitment of each of our employees are vital. We equally value our part-time and full-time employees as we believe part-time employees offer flexibility and their contribution to the Company is no difference than others especially in a volatile business environment. As a responsible employer, we have in place a set of employment policies that ensures fair remuneration for all part-time and full-time employees. Policies relating to our employment system, including compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare are set out in the Staff Handbook.

Our Group has been awarded with the Certificate of the Good Employer Charter organised by the Labour Department as a recognition of being an employee-oriented employer, and also the Manpower Developer Award (2020-2022) organised by Employees Retraining Board (“ERB”) to recognise our outstanding achievements in manpower training and development. We pledge to continue offering care for our employees, enhancing work-family balance, providing employee benefits above the statutory requirements and encouraging communication amongst employees.

Our BPO services are often complex and time-critical, and to meet the clients’ needs the Group operates around the clock throughout the year including public holidays. Yet to ensure our employees can achieve and maintain a healthy balance between work and family commitments, we have implemented family-friendly practices such as offering flexible working hours or work-from-home permit to those who consulted with their supervisors.



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We believe creating a culture of diversity and inclusion helps our employees to unleash their potentials. We value staff diversity in our workplace, and therefore we provide equal opportunities for all applicants and employees regardless of race, colour, national origin, religion, gender, marital status, age, sexual orientation, and disability. We are committed to treating all employees with fairness and respect. Employees are hired based on their abilities and merits, and are promoted based on their performance. These commitments are stated in our Inclusive Working Environment Policy. Our Code of Conduct also requires employees to maintain a proper demeanour and conduct to eliminate discrimination and harassment in our workplace. Employees who are being discriminated or harassed should report to the Group directly. Disciplinary actions will be applied to employees who have committed any act of discrimination or harassment.

During the Reporting Period, there were no cases of non-compliance with laws and regulations related to employment and labour practices.

### Social performance – Employment indicators

#### Number of full-time employees

Gender	Employee category	2021				2020			
		Age group				Age group			
		<30	30-40	41-50	>50	<30	30-40	41-50	>50
Male	Top Management	0	0	1	1	0	0	1	1
	Senior Management	0	0	0	1	0	0	0	0
	Middle Management	0	1	3	1	0	1	3	1
	General Staff	9	16	9	2	11	19	9	2
Female	Top Management	0	0	0	0	0	0	0	0
	Senior Management	0	0	1	1	0	0	1	2
	Middle Management	0	2	4	0	0	4	3	0
	General Staff	14	18	6	6	18	17	5	6
<b>Total workforce</b>		96				104			
<b>Male to female ratio</b>		0.85:1				0.86:1			
<b>Change</b>		-7.69%							

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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### Employee turnover

Gender	Employee category	2021				2020			
		Age group				Age group			
		<30	30-40	41-50	>50	<30	30-40	41-50	>50
Male	Top Management	0	0	0	0	0	0	0	1
	Senior Management	0	0	0	0	0	0	0	0
	Middle Management	0	0	0	0	0	1	0	0
	General Staff	2	6	0	0	10	8	0	2
Female	Top Management	0	0	0	0	0	0	0	0
	Senior Management	0	0	0	1	0	0	0	0
	Middle Management	0	1	1	0	0	2	1	0
	General Staff	6	5	0	0	12	9	2	0
<b>Total employee turnover</b>		22				48			
<b>Employee turnover rate<sup>2</sup></b>		1.85%				3.65%			
<b>Change</b>		-54.17%							

As at 31 December 2021, the Group had a total of 96 employees (2020: 104 employees). As a responsible employer, we tried our best to keep our staff and maintain the same level costs and benefits during 2021 such a difficult business environment.

### Development and Training

We believe by providing training programmes to our employees, we can promote improvement in their performance and nurture their career growth. The Group has prepared a training and development guideline for the management to establish training plans in a systematic manner. According to the guideline, we will conduct assessment to identify the training needs of our staff every year. The training programmes would eventually be developed based on the identified needs and will be organised both internally and externally. 2021 continued to be a challenging year to provide training to our staff, however we managed to provide 19 internal and external training programmes which comprised a variety of topics including professional and technical knowledge, corporate culture and communication skills.

Our employees are highly valued, and we show this by elevating their skills not only for our business growth, but also for their career growth. Apart from the continuous and effective trainings that promote knowledge acquisition and knowledge transfer, suitable performance evaluations are adopted to monitor the development of all employees. Regular transparent evaluations are conducted to review the employees' performance, attitude and abilities.

<sup>2</sup> Employee turnover rate is calculated based on the average of monthly full-time employees' departure during the Reporting Period, divided by the average of the employee numbers at the beginning and end of year.

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### Social performance – Development and training indicators

#### Employee Training Information

Year	Employee category	Number of employees trained			Percentage (%) of employee trained by gender	Number of hours trained		
		Male	Female	Total		Male	Female	Total
2021	Top Management	1	0	1	Male: 31.82% Female: 48.08%	4	0	4
	Senior Management	0	2	2		0	118	118
	Middle Management	5	4	9		65	81	146
	General Staff	8	19	27		160	266	426
	<b>Total</b>	14	25	<b>39</b>		229	565	694
2020	Top management	1	0	1	Male: 66.67% Female: 89.29%	9.5	0	9.5
	Senior management	0	3	3		0	179	179
	Middle management	5	7	12		43	120.5	163.5
	General staff	26	40	66		152	289	441
	<b>Total</b>	32	50	<b>82</b>		204.5	588.5	793

Compare to 2020, the total number of training hours has decreased by 12.48% in 2021. Investment in our people remains the core value of the Group, with the policy set by the Company to restrict staff from going in office, we however managed to train 39 staff in 2021. The Group continues to pay special attention to employee engagement and talent retention. By doing so we not only strengthen employee's professional skills but also promote team-building and communication through training games and activities.

#### Health and Safety

Creating a healthy and safe working environment is our commitment to all employees, particularly when it comes to protecting employees from work injury and occupational diseases. To accomplish this objective, our Occupational Health and Safety Policy states the joint responsibility of the Group and our employees.

We enable our employees to have a flexible work arrangement long before the COVID-19 to maintain a work-life balance. It allows us to respond with more agility during the pandemic. But not every employee can handle all of their tasks from home. We have some guidelines and preventative measures in place to mitigate the chance of COVID spread and limit the COVID exposure among our staff. By doing this, we make working in office as safe as possible for the employees. We provide masks to our employees, refill the hand sanitizer dispensers regularly and provide single-use paper towels in the workplace. We have instructed our cleaning staff to regularly disinfect surfaces such as door handles, counters or common area. Since 2020, we have the professional hygiene management company to do a Professional Sani-Mist Germicidal Treatment for the office at least once a month to eliminate bacteria, viruses and odour sources through deep cleaning and sanitation.



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We are proud of our zero-injury record in 2021 and our employees who made and will continue to make safety a daily priority. The wellbeing of our staff is imperative to us and therefore we respond actively to government appeals and have restrictions to put in place to limit physical access to the premises. We also had implemented alternate working arrangements to reduce the on-site presence. In the meantime, we remain having facilities and activities in place that encourage calories burning and nutrients intake. Dart board, table tennis table and synthetic bowling greens are installed in the office and we have arranged more physical activities to promote healthy lifestyle.

To go beyond the standard set out in the regulations and to maintain a safe and healthy workplace, we are keen on listening to our staff who are encouraged to talk to the occupational safety and health representatives regarding any potential hazards at workplace. To take this even further, the Group introduced an “ESG Corner” on its intranet, where tips on workplace health and safety are shared with our employees, and by having quiz games, we opened up another channel to collect feedback from our employees. Most of our employees in 2021 were arranged to work on a hybrid working mode. Nevertheless, throughout the year the Group continued to promote and remind them the importance of Occupational Safety and Health both when they are in the workplace and when they work remotely.

During the Reporting Period, there were no cases of non-compliance with laws and regulations related to health and safety.

### Social performance – Health and safety indicators

#### Number of work-related fatality and/or injury

	2021	2020	2019
Number of work-related fatalities	0	0	0
Number of work-related injury	0	0	0
Lost day due to work-related injury	0	0	0

### Labour Standard

Child and forced labour do not only put our reputation at risk, but more importantly, it is associated with possible infringement of basic human rights.

The Group has established policies to provide guidance on prohibiting any form of child or forced labour in our operations. As stated in our Hiring Procedure, the use of child labour is prohibited according to the Employment of Children Regulations made under the Employment Ordinance or other relevant employment laws. Reimbursements, cash compensation and compensatory leaves are provided to eligible employees who agree to engage in overtime work during work days and rest days.

During the Reporting Period, there were no cases of non-compliance with laws and regulations related to child and forced labour.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

*For the year ended 31 December 2021*

### OPERATING PRACTICES

#### Supply Chain Management

As a business involving the use of natural resources, the Group pays greater attention to minimising the environmental and social impacts of our business along with our suppliers and service vendors. We are including ESG factors in all aspects of supply chain management, from assessment to annual performance review. We prefer selecting those who have environmental commitments and we look for indicators such as the ISO 14001 certification. We prioritise suppliers with excellent ESG performance, and products that have Forest Stewardship Council certification. These measures ensure that we use products that are low polluting, recyclable, and resource-saving; reducing our environmental impact and promoting sustainable development. We also consider factors such as compliance with environmental legal requirements in our supplier and service vendor assessment, selection and evaluation process.

The Group understands supply chains can increase the reputational risks to an organisation, for that reason a Green Procurement Guideline is in place and an assessment of suppliers' social performance is required when sourcing. All potential suppliers will be assessed based on different aspects such as reputation, experience, financial performance etc. On-site visit will be conducted for further evaluation. They are also required to sign the Non-Disclosable Agreement ("NDA") and Supplier Information Security Requirement Acknowledgement to register on our confirmed supplier list. The Group has taken measures to enhance the sourcing workflow and raise our employees' awareness by ensuring environmental and social impacts are also taken into account when assessing the cost-effectiveness in our purchasing decision-making process. Supplier Code of Conduct, which is published under Section "Stakeholder Communications" on our Investors Page on the Company website, has stated the baseline and our suppliers are encouraged to strive to exceed the industry sustainability standards. Supplier's Performance Evaluation will be conducted on a semi-annual basis to ensure the quality of our services and they are invited to complete a questionnaire on an annual basis to review their security level. Suppliers are stipulated to do incident reporting with the respective handling mechanism on any defect.

The Group places more reliance on suppliers and service vendors as the Group's businesses evolve. When more and more sensitive data is being processed and stored with third parties, the Group has extended to its suppliers and service vendors the commitment and responsibility they have to the clients in maintaining the confidentiality, integrity and availability of such data, which is the rationale of the Group's vendor risk management policy. Vendor-related or project-based risks are assessed and categorised in high, medium or low criticality, subject to factors such as sensitivity of vendor-controlled data and access type, while appropriate controls are implemented to limit any threat or damage that may cause to the Group.

#### Product Responsibility

The Group has become the participating member to Green Event Pledge organised by Environmental Protection Department (the "EPD") since 2019. We committed to make reference to the "Green Event Guidebook" published by EPD when organising or providing services to events, integrate the green concepts into events of different nature to enhance the environmental performance.

As a BPO service provider, having an effective approach in risk management is critical in safeguarding our clients. The Group has in place a set of privacy and security policies to make sure all employees are provided with sufficient guidelines to strictly comply with all relevant regulations and laws.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

For the year ended 31 December 2021

We care deeply about our clients' trust and satisfaction. With this in mind, the importance of confidentiality needs no further emphasis given the nature of the information we handle. We have always maintained a firm stance on protecting confidentiality by adhering to the strictest standards. Our Access Control Policy outlines our controlling measures on information access, while the Code of Conduct states clearly that all employees should treat all non-public information about the Group, any clients, and any suppliers and service vendors as confidential information. Employees who have access to confidential information are not permitted to use or share such information to any third parties except for the conduct within the Group's business.

The Group has attained an accredited certification for ISO 27001 Information Security Management System in 2018, to demonstrate a clear commitment to third parties and stakeholders in relation to information security management. The Group has also implemented a series of IT/ISO 27001 related policies and procedures to ensure consistency and data protection in the delivery of our services to the clients.

Looking forward, we are reviewing the mechanism and considering to prepare policies or guidelines related to product responsibility. In particular, we are going to formalise procedures for risk assessment and management policy to enhance our corporate governance, as well as updating our internal control guidelines and methods of redress, which will be opened to external stakeholders in the future.

During the Reporting Period, there were no cases of non-compliance with laws and regulations related to product and service responsibility.



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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### Anti-corruption

The Group is aware of the impact of its activities and its relationships with other members in the community. In line with our Code of Conduct, our employees should be vigilant to any acts involving fraud, deception, theft, forgery, bribery or corruption. Unless consent is given, our employees should not offer, solicit or accept anything of material value to or from their colleagues, clients, suppliers and service vendors or other business partners of the Group.

We put special emphasis on preventing insider trading. The Code of Conduct requires our employees to keep all information of any listed companies strictly confidential, especially when the disclosure of such information would cause sharp fluctuation of share prices. Employees are also prohibited from trading the securities of these companies directly or indirectly.

The Group regularly communicates with our staff on the importance of integrity and arranges anti-corruption training sessions for all employees to arouse their awareness on business ethical standards and to ensure a full understanding on its expectations. Bribery and corruption are viewed as unethical and unacceptable in the Group. They are inconsistent with our values and will not be tolerated in the Group. In support of this position and to emphasise the importance, we intend to further refine the anti-bribery and anti-corruption policy in 2022 to make it more comprehensive and provide clear guidelines on situations like kickbacks and gift receiving, to ensure we uphold the highest standards of professional integrity. We have also established a confidential whistle-blowing system as a channel for our staff to report any illegal behaviours. The whistle-blowing system will be reviewed continually to provide guidance in reporting and handling procedures. A more elaborated reporting channels and mechanism was launched in 2018 for different stakeholders to address their relevant concerns. If any person of the Group is suspected to have involved in illegal or dishonest acts, anyone can provide relevant information through reporting channels such as their line manager, department head, Chief Executive Officer, and the Chairman of the Audit Committee, depending on the seriousness and sensitivity of the issues involved and who is suspected of the wrongdoing. We are committed to achieving the highest possible ethical standards in all of its practices.

Whistle-blowing policy is also published under Section "Stakeholder Communications" on our Investors Page on the Company website, it is dedicated to external stakeholders to report any suspected misconduct, malpractice or illegal acts. Further details on the Whistle-blowing Policy and the reporting form can now be downloaded from the Company website.

During the Reporting Period, there were no concluded legal cases and cases of non-compliance with laws and regulations related to anti-corruption.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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### COMMUNITY PARTICIPATION

#### Community Investment

The Group's Social Responsibility Team was established in 2007, and ever since we have been taking part in various charity events, projects and donation drives. In 2021, we have recruited 113 volunteers and have participated in an eco-tour to New Life Psychiatric Rehabilitation Association to share the idea of merging Ecological Conservation and Community Integration. Due to the restriction of the physical access to the premises requested by most of the associations, there was difficulty to serve our community on-site. We encouraged our employees to giving back to the society, items purchased to contribute for various charitable activities and direct donation is around HK\$10,655.23 and HK\$53,360 respectively.

Dress Pink Day to support  
Hong Kong Cancer Fund



WE CARE THE COMMUNITY IN WHICH WE WORK AND LIVE, PEOPLE-ORIENTED LEADERSHIP STYLE HAS CREATED A CULTURE OF TRUST, CARING AND COHESIVENESS WITHIN THE GROUP.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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As a caring enterprise, the Group is keen on understanding the needs and fulfilling the expectations of our stakeholders and the communities which we operate in. The enactment of Community Investment Guideline indicates our commitment to foster positive relationships in the communities.

In recognition of our continuous efforts, we have been awarded with the Caring Company Logo from the Hong Kong Council of Social Service for thirteen consecutive years.



HM gift bag to Po Leung Kuk Elderly House on Mid-Autumn Festival

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Donation of love soup and rice meal box to Gingko House





## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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### ENVIRONMENTAL PROTECTION

The nature of our business carried out by the Group does not involve direct destructive effects on the environment. Yet, the Group has been and still is devoted to conserving and protecting the environment, for which, several activities and measurements are undertaken. Moreover, the Group understands its role as a responsible enterprise and aims at minimising the impact of its operation on the environment while facilitating its financial growth by establishing the Environmental and Social Policy and adopting the measures therein.

#### Emissions

During the Reporting Period, we have quantified the greenhouse gas emissions from our operations with a carbon assessment. The Guidelines compiled by the EPD and the Electrical and Mechanical Services Department of Hong Kong, and international standards such as ISO 14064-1 and Greenhouse Gas Protocol were referred to during the quantification of greenhouse gas emissions. The assessment process allowed us to understand the use of resources better, develop specific action plans to enhance efficiency and formulate carbon reduction targets.

Greenhouse gas emission is mainly generated from fossil fuel combustion that the Group consumes directly and indirectly in its daily operation. Direct emissions include unintentional greenhouse gas released from printing machines. Indirect greenhouse gas emissions are mainly attributed to the consumption of electricity from using the lighting system, air-conditioning and office equipment.

Business travel, especially by air, is one of the contributors to the Group's greenhouse gas emissions. We encourage employees to make use of virtual meetings and virtual training courses to avoid overseas business travel whenever practicable. We also encourage employees to schedule visits or offsite meetings within one trip to reduce the frequency of travel.

In order to reduce the number of non-hazardous waste, the Group engages a professional vendor to handle recycling of sensitive paper documents. Paper wastes, plastic bottles and aluminium cans would be collected separately by putting them in the designated color recycle bins at offices. Reusing of stationery such as paper clips, folders, binders, envelopes, refillable ball pens, etc. are recommended to fully utilise the office materials.



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

*For the year ended 31 December 2021*

### Use of Resources

It is the Group's duty to use resources efficiently and responsibly. We have adopted a series of measures which allows us to effectively manage our use of resources.

Paper is a major resource the Group uses, therefore the majority of A4 office papers in our daily operation is FSC™-certified, the mark of responsible forestry in production. We also minimise our paper consumption by replacing printed notices and memorandums with uploaded versions published on the Group's intranet and encouraging paperless meetings. Ever since the digital document management process launched in the operations department in November 2019, the demand on the paper has dropped drastically. Our paper order has significantly decreased from 9,275kg in 2019 to 950kg in 2020, it however has increased to 2,850kg in 2021 due to a couple of in-house projects. Nevertheless, the overall ordering has decreased dramatically and the idea of less paper usage to save the planet has been cultivated. Benefits of transforming into a paperless office is more than cost effective, it has also created an efficient workflow as well as the data security enhancement and promotion on environmental friendliness. With most of our employees working from home, paperless workflow has allowed us to maintain the same service level in the last two years during the coronavirus pandemic. Externally, the Group continues to apply the green and digitisation approach in the marketing programmes. We have E-card/eDM/online media placement and advertisement to replace the traditional printing products; produced an online product catalogue for sales toolkit. We have also leveraged different social media channels for branding campaign and deploying an online platform for event promotion and registration.

The Group encourages water conservation at the workplace to nurture a water saving culture among the employees by reminding employees to turn off water taps when they are not in use. Any leakage or dripping found in our office areas should also be reported promptly to prevent unnecessary water consumption.

The Group has established guidelines to advise employees to use energy efficiently. Office copy machines will be automatically switched to energy saving mode when left idle for a set period of time. Electric appliances will also be automatically switched off when they are not in use.

The Group is dedicated to using resources efficiently and has certain energy and resource saving initiatives in place to help reducing its consumption of resources.

Although the Group has put waste recycling and donation into practice to minimise any environmental impact, we understand that waste reduction is more beneficial and cost-effective than recycling. We encourage our employees to reuse office stationeries and advocate the use of reusable containers and utensils in the office.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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### Environment and Natural Resources

We understand that in order to generate long-term values for stakeholders and local communities, it is important to minimise the negative environmental impact of our business operations.

Due to our business nature, apart from emissions and use of resources, our operation does not have other significant impact on the environment. The Group is certified with the FSC™ Chain of Custody Certification, which outlines the requirements for tracking certified materials from the forest to the final product to ensure the wood contained in the product or product line originates from certified forests.

The Group has established a whistle-blowing system for employees to raise concern on any behaviour that is detrimental to the environment. During the Reporting Period, there were no cases of non-compliance with laws and regulations related to emissions and environmental protection.

### Environmental performance

Air emission	Air Pollutant Emission (kg)		Change
	2021	2020	
Nitrogen oxides (NOx)	0.84	2.28	-63.16%
Sulphur oxides (SOx)	0.02	0.06	-66.67%
Respiratory suspended particles (RSP)	0.06	0.17	-64.71%

In response to the major decarbonisation strategies in “Hong Kong’s Climate Action Plan 2030+”, the Company has reduced the number of vehicles and during the Reporting Period, the air pollutants of NOx, SOx and RSP have dramatically decreased by 63.16%, 66.67% and 64.71%.

Greenhouse gas emissions	Greenhouse Gas Emission (tonnes)		Change
	2021	2020	
Greenhouse gas in total	73.43	103.45	-29.02%
Scope 1: Direct greenhouse gas emissions	4.44	11.21	-60.39%
Scope 2: Energy Indirect greenhouse gas emissions	66.97	84.89	-21.11%
Scope 3: Other Indirect greenhouse gas emissions	2.02	7.35	-72.52%
<b>Intensity of greenhouse gas (tonnes CO<sub>2</sub>-e per employee)</b>	<b>0.76</b>	<b>0.99</b>	<b>-23.23%</b>

During the Reporting Period, the total greenhouse gas emissions were 73.43 tonnes with an intensity of 0.76 tonnes of CO<sub>2</sub>-e per employee. This figure represents a significant decrease of 30.02 tonnes, or 29.02%, compared to the total greenhouse gas emissions in 2020. The drastic decrease was mainly due to the reduction on the paper usage and travel mileage since the COVID-19 pandemic.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Use of energy	Energy Consumption (MWh)		Change
	2021	2020	
Petrol	15.89	40.17	-60.44%
Purchased electricity	85	114.00	-25.44%
<b>Total</b>	<b>100.89</b>	<b>154.17</b>	<b>-34.56%</b>
<b>Intensity of energy (MWh per employee)</b>	<b>1.05</b>	<b>1.48</b>	<b>-29.05%</b>

During the Reporting Period, the total energy consumption used was 100.89 MWh with an intensity of 1.05 MWh per employee. This figure represents a further reduction of 53.28 MWh, or 34.56%, compared to the total energy consumption in 2020. This decrease was mainly due to a further reduction in the use of electricity and the promotion of an energy saving culture.

Data of water consumption is not available since the Group operates in leased office premises for which both water supply and consumption are solely controlled by the building management. The provision of water consumption data or sub-meter for individual occupants is not feasible.

Waste disposal	Waste Disposal (tonnes)		Change
	2021	2020	
Hazardous wastes	0	0	N/A
Non-hazardous wastes	9.51	1.87	408.56%
<b>Total</b>	<b>9.51</b>	<b>1.87</b>	<b>408.56%</b>
<b>Intensity of waste (tonnes per employee)</b>	<b>0.10</b>	<b>0.02</b>	<b>400%</b>

During the Reporting Period, the non-hazardous wastes produced were 9.51 tonnes with an intensity of 0.10 tonnes per employee. This figure represents a significant increase of 7.64 tonnes, or quadruple, compared to the total waste in 2020. The increase was mainly due to the debris waste generation caused from the strategy on cutting down to one office and the in-house projects.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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### ESG PERFORMANCE AT A GLANCE

#### Environmental Performance

Air emissions	Types of emissions	Amount emitted
	Nitrogen oxides (NOx) (in kilogram)	0.84
	Sulphur oxides (SOx) (in kilogram)	0.02
	Respiratory suspended particles (RSP) (in kilogram)	0.06

Greenhouse gas emissions	Types of emissions	Amount emitted
	Greenhouse gas in total (in tonnes)	73.43
	Scope 1: Direct greenhouse gas emissions (in tonnes)	4.44
	Scope 2: Energy Indirect greenhouse gas emissions (in tonnes)	66.97
	Scope 3: Other Indirect greenhouse gas emissions (in tonnes)	2.02
Intensity of greenhouse gas (tonnes CO2-e each employee)	0.76	

Waste disposal	Types of wastes	Waste produced
	Total hazardous (in tonnes)	9.51
	Non-hazardous (in tonnes)	9.51
	Intensity of non-hazardous (tonnes each employee)	0.10

Use of energy	Types of consumption	Waste produced
	Petrol (in MWh)	15.89
	Electricity (in MWh)	85
	Total energy consumption (in MWh)	100.89
Energy intensity (MWh each employee)	1.05	

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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### Social performance – Employment and Labour Practices

	Gender	Employee category	Age group				Total workforce	Male to female ratio
			Below 30	30 to 40	41 to 50	Above 50		
Number of full-time employees	Male	Top management	0	0	1	1	96	0.85:1
		Senior management	0	0	0	1		
		Middle management	0	1	3	1		
		General staff	9	16	9	2		
	Female	Top management	0	0	0	0		
		Senior management	0	0	1	1		
		Middle management	0	2	4	0		
		General staff	14	18	6	6		

	Gender	Employee category	Age group				Total employee turnover	Employee turnover rate
			Below 30	30 to 40	41 to 50	Above 50		
Employee turnover	Male	Top management	0	0	0	0	22	1.85%
		Senior management	0	0	0	0		
		Middle management	0	0	0	0		
		General staff	2	6	0	0		
	Female	Top management	0	0	0	0		
		Senior management	0	0	0	1		
		Middle management	0	1	1	0		
		General staff	6	5	0	0		

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Work-related fatality and / or injury	Gender	Number of work-related fatalities	Number of work-related injury	Lost day due to work-related injury
	Male	0	0	0
	Female	0	0	0

	Gender	Employee category				Total	Percentage (%) of employee trained by gender
		Top management	Senior management	Middle management	General staff		
Number of trained employees	Male	1	0	5	8	39	31.82%
	Female	0	2	4	19		48.08%
Total training hours	Male	4	0	65	160	694	/
	Female	0	118	81	266		



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### ESG REPORTING GUIDE CONTENT INDEX

Material Aspect	Content	Page Number / Remark
<b>A. Environmental</b>		
<b>A1 Emissions</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	24
A1.1	The types of emissions and respective emissions data	26
A1.2	Greenhouse gas emissions in total and intensity	26
A1.3	Total hazardous waste produced	27
A1.4	Total non-hazardous waste produced and intensity	27
A1.5	Description of measures to mitigate emissions and results achieved	24
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	24
<b>A2 Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	25
A2.1	Direct and indirect energy consumption by type in total and intensity	27
A2.2	Water consumption in total and intensity	There was no independent water meter installed in the office to record water consumption and the properties management is unable to provide relevant water bills. Hence, there was no data of water consumption.
A2.3	Description of energy use efficiency initiatives and results achieved	27



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Material Aspect	Content	Page Number / Remark
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Currently sourcing sufficient water from municipal water supplies.
A2.5	Total packaging material used for finished products	The Group did not use packaging material.
<b>A3 Environment and Natural Resources</b>		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	26
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	27
<b>B. Social</b>		
<b>B1 Employment</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	12
B1.1 (Partial)	Total workforce by gender and age group	13
B1.2 (Partial)	Employee turnover rate by gender and age group	14
<b>B2 Health and Safety</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	15
B2.1	Number and rate of work-related fatalities	16
B2.2	Lost days due to work-related injury	16
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	16

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Material Aspect	Content	Page Number / Remark
<b>B3 Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	14
B3.1	The percentage of employees trained by gender and employee category	15
B3.2	The average training hours completed per employee by gender and employee category	15
<b>B4 Labour Standards</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	16
<b>B5 Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain	17
<b>B6 Product Responsibility</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	17
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	18
<b>B7 Anti-corruption</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	19
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	19

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Material Aspect	Content	Page Number / Remark
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	19
<b>B8 Community Investment</b>		
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	20
B8.2	Resources contributed	20