




ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2018



China Overseas Grand Oceans Group Limited
Stock Code : 0081.HK

Contents

About the Group..... 1

About This Report 2

Chairman’s Statement..... 4

Corporate Sustainability Governance..... 5

Stakeholder Engagement..... 7

Environmental Protection 8

Responsible Operation.....12

Community Co-creation17

Employee Cares18

Key Performance Indicator Summary.....22

ESG Reporting Guide Content Index28

About the Group

China Overseas Grand Oceans Group Limited (referred to as “COGOGL” or the “Company”) and its subsidiaries (together the “Group” or “we”) are principally engaged in property investment and development, property leasing and investment holdings. Based on the belief that “together, we advance”, the Group is committed to high corporate governance standard and top project quality and has established a value chain system covering the entire process of real estate development such as property investment, planning and design, building and construction, marketing planning and after-sales services.



Scale of Business

Scope of business	Contract sales	Land bank
<ul style="list-style-type: none">•The Group's business activities are concentrated in certain areas in China, including Beijing, Shanghai (leasing), and Shenzhen, along with 25 prefecture-level cities•During the year we expanded our business to three cities with high growth potentials, which are Liuzhou (Guangxi Province), Baotou (Inner Mongolia) and Jining (Shandong Province)	<ul style="list-style-type: none">•This year the contracted property sales of the participating projects amounted to HK\$50.54 billion, an increase of 36.3% compared to the previous year, involving a total saleable area of 3,998,500 square meters, an increase of 17.2% compared to the previous year	<ul style="list-style-type: none">•The land bank held by the Group and the Group's associates and joint ventures amounted to a gross floor area of nearly 21,340,000 square meters (of which 252,900 square meters were held by the joint ventures)•Successfully acquired 25 plots of land in 14 cities, adding to a gross floor area of 5,022,700 square meters

For details, please refer to the Company's Annual Report 2018.

Development Strategy

The Group has always been committed to professional and scalable development. At present, the Group positions its property development for the middle to high-end boutique markets. The Group closely monitors market conditions to identify suitable land plots with best investment value and growth potentials for development; and continues to improve the quality of properties and enhance customer service level to deliver greater value to customers.

About This Report

This is the third Environmental, Social and Governance Report (the “report”) published by COGOGL. By reporting the policies, measures and performances of the Group in environmental, social and governance (“ESG”) aspects, it allows all stakeholders to better understand the progress and direction of the Group towards sustainability. The report has been compiled in both Chinese and English, and has been uploaded onto the website of the Stock Exchange of Hong Kong Limited (“SEHK”) and that of the Group www.cogogl.com.hk.

Reporting Boundary

As the Group is a real estate developer, the report covers ESG performances of its property investment and development business between 1 January 2018 and 31 December 2018 (the “year”).

To report its work and performance in ESG aspects to stakeholders more comprehensively, the Group has actively improved its internal data collection system. The reporting boundary of this report covers the Company’s headquarters in Shenzhen, Hong Kong office and 16 regional company offices (“headquarters and offices”), which is the same as that of the ESG Report 2017. At the same time, as a result of data integrity improvement in this year, the Group expanded the scope of key performance indicators (“KPIs”) calculation by including the environmental and social performance of the expanded areas of Shenzhen headquarters¹, Hong Kong office and three offices of the Liuzhou project company. While the report does not cover all of the Group’s operation, such as the operation of leasehold property and investment holding business, the Group is improving its internal data collection process and will continue to expand the scope of reporting.

Reporting Standard

This report is prepared based on the ‘comply or explain’ provisions in the ESG Reporting Guide (the “Guide”) under Appendix 27 of the Rules Governing the Listing of Securities of the SEHK. The Group adheres to the four stipulated principles, namely materiality, quantitative, balance and consistency in preparing the report. To provide stakeholders with a more comprehensive understanding of the Group’s ESG performance, the report not only discloses environmental KPIs included in the ‘comply and explain’ provisions, but also reports selected social KPIs under the ‘recommended disclosures’ of the Guide.

Confirmation and Approval

The information documented in this report is sourced from the official documents and statistical data of the Group. The report has been reviewed and approved by the Company’s board of directors (the “Board”) and executive committee (the “Executive Committee”).

¹ The Shenzhen headquarters were expanded in the year given the business growth.

Opinion and Feedback

The Group values stakeholders' opinion. If you have any questions or suggestions regarding the content or format of the report, please contact the Group through the following channels:

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Chairman's Statement

The Group values sustainable development and is committed to improving its performance in all ESG aspects. The Group is committed to assisting urban communities to take urgent action to address climate change and its impact, improving the living environment and meeting the expectations of the community.

COGOGL believes that the establishment of a systematic governance mechanism is indispensable to ESG. Therefore, in order to manage the environmental and social impacts of the Group more systematically, the Company has established an ESG structure, where the Executive Committee is authorised by the Board to set goals and direct the various departments to implement appropriate policies and measures. In order to enhance the efficiency and governance of relevant work, the Group will continue to review the terms of reference of the Executive Committee and set out the authority, scope of work and resources of the Executive Committee regarding ESG-related matters to implement relevant measures and monitor the progress more effectively.

As the society pays more attention to sustainable development, the global demand for environmentally friendly and energy efficient buildings continues to rise. The Group will continue to build and operate green real estate projects, and consider the entire life cycle of buildings to manage the environmental impact of all projects to create a livable society. This year, amongst the Group's new property development projects, 62.5% have obtained green building design certifications, while over 90% have reached green building design standards.

The Group works with a number of contractors and suppliers in the real estate development business and therefore attaches great importance to risk management in the supply chain. The Group maintains good communication with its business partners and establishes a sound management system to manage bidding procedures, project quality, environmental and construction safety standards to establish a stable supply chain and avoid negative impacts on relevant communities and the environment.

The understanding and expectation of society on different environmental and social issues is closely related to how the Group achieves long-term sustainability and comprehensive risk management. Therefore, the Group has attached importance to stakeholder engagement and commissioned a sustainability consultant to conduct management interview during the year to understand ideas and insights on the Group's ESG work. Stakeholder engagement is of key importance to the Group's sustainability path. We will consider expanding engagement programme with stakeholders in future to further incorporate their inputs into the decision-making process.

Yan Jianguo
Chairman and Non-executive Director

Corporate Sustainability Governance

The Board of the Company is committed to upholding high standards of corporate governance and believes that sound corporate governance can effectively lead the Group to establish and achieve long-term strategies and goals, and lead the Group to grasp and cope with the opportunities and risks brought by sustainable development. Currently, there are four Board committees responsible for implementing internal controls.

ESG Risk Management Structure

The Board is the highest decision-making and management authority of the Company. The Executive Committee is authorised by the Board to handle the day-to-day operations of the Group, including all matters in relation to the Company’s corporate governance. The Executive Committee consists of the Chairman of the Board, Chief Executive Officer and all Executive Directors of the Company and is responsible for setting goals and guiding various departments in the implementation of appropriate policies and measures.

In order to further improve its ESG structure and to clarify the relevant work of the Executive Committee, the Group will continue to review its terms of reference and set out the authority, scope of work and resources of the Executive Committee in relation to ESG matters.

ESG Risk Management and Internal Control

Risk management is an important part of the daily management process and sound corporate governance. The Group has established a risk management and internal control system. The Board is fully responsible for the supervision and management of risk management and internal control systems and reviewing their effectiveness. The Audit Committee under the Board regularly reviews and evaluates control measures of corporate risks and management risks, and reports to the Board on the results of the review, management of business risks and improvement recommendations for the Board to review and determine the effectiveness of the internal control system. To assist the Audit Committee in its risk assessment, the Company has established the Intendance and Audit Department for internal review. This department regularly reports to the Audit Committee and the Board on risk management and internal controls.

During the year, with the assistance of an external professional consultant, the Group further identified the following environmental and social risks, and integrated its response measures and control processes into corporate planning and management.

Key risks	Impact	Control measures and performance
Compliance with environmental laws and regulations	During the course of property development, emissions and noised are produced, which have certain impacts to the surrounding environment. Under the policy context of tightening national and local legal standards, the Group must monitor its environmental performance to effectively manage its environmental impacts.	The Group is committed to complying with the relevant national laws and regulations and formulating various internal policies. During the planning stage, all of the Group's projects are subject to local environmental impact assessments prior to implementation to determine the environmental impact of the planning and construction projects and to develop mitigation measures.

		With regard to the construction process, the Group engaged third-party supervision units to supervise its real estate projects in Mainland China. Based on the requirements of the Interim Methods for Endorsement of Environmental Protection for Completed Construction Projects and the Technical Guidelines of Environmental Protection Inspections for Completed Construction Projects – Pollution Impacts Category, all completed projects of the Group passed environmental protection inspection.
Occupational safety	As a real estate developer, the Group understands that its responsibility to provide a safe working environment is not limited to its directly employed staff, and it is equally important to ensure the construction safety of the contractors. The accidents at work or occupational diseases not only cause physical harm to staff, but also impose negative impacts on business operations. The lack of comprehensive occupational safety protection for employees can affect the development and retaining of human resources.	The Group has established the Construction Safety Management System to reinforce on-site safety construction management by formulating standardised procedures and various safety measures to protect workers' safety during construction. In the offices, the Group continues to adopt the 5S Office Management Specifications and implements a proprietary Self-Checking Standards of Office Environment Management, to stipulate various requirements for conducting internal assessments, as well as to regularly provide occupational safety and health education for staff.
Product quality	Real estate developers face the quality risks of the general construction contractor. If the construction process is improper or the site management is overlooked, it will lead to housing quality issues and affect customers' health and safety.	The Group implements the Construction Quality Management Methods, which serves to monitor the project quality of all construction projects in formulating specified work plans and implement goals. To ensure the management methods can be effectively implemented, the Group's Engineering and Costs Department prepares monthly and quarterly process quality assessments for quality management of different regions and projects. The Project Development Department also has to evaluate the quality of contractors and cooperation of contractors and report to the regional Engineering and Costs Department every six months.

The Group is aware that the current risk management and internal control systems do not fully cover the sustainability issues related to its operations. In future, the Group plans to conduct an annual ESG risk review to identify relevant risks to ensure that they are incorporated into the risk management and internal control systems.

Stakeholder Engagement

The Group understands the importance of engaging the stakeholders², and believes that their views will guide the Group to formulate its sustainability strategy. This year, the Group continued collecting views of stakeholders, so as to continuously progress and balance the expectations of different parties. The Group conducts stakeholder engagement through multiple channels, such as hosting seminars, meetings and sharing sessions in regular operation.

Employees and directors	Customers	Business partners	Community
<ul style="list-style-type: none"> •Maintain two-way communication through different channels, such as satisfaction surveys, employee seminars, and sharing sessions 	<ul style="list-style-type: none"> •In order to understand the needs and opinions of the customers, home visits, assemblies and other activities were conducted •The sales center of each project use the 'China Overseas e-Family' system for reporting to and following-up with customers 	<ul style="list-style-type: none"> •Establish specifications and requirements, and conduct monthly and quarterly process quality assessments for quality management of different regions and projects to ensure the quality of buildings 	<ul style="list-style-type: none"> •Encourage employees and customers to participate in community care and recreation activities •In accordance with community needs, community investment measures, such as disaster prevention infrastructure, are also included in project construction

Major Environmental and Social Issues

The Group appointed an independent consultant to assist in the preparation of this report, during which the consultant assisted the Group's management to review the ESG issues listed in the SEHK's Guide. Material issues were identified according to their importance to stakeholders and the Group's social and environmental impact. Based on the results of the review, the management considered that the material issues this year remained the same, which are:



COGOGL understands the importance of communicating with stakeholders, and has established effective and accurate communication channels and provided timely responses. In future, the Group will continue to strengthen its interaction with stakeholders and explore more diversified channels (such as conducting stakeholder surveys) to increase opportunities to reach out to them and build up mutually beneficial relationships.

² Stakeholders refer to groups or individuals materially influencing or affected by the Group's business and can be divided to internal and external stakeholders. The Group's internal stakeholders include: the Group's directors, senior management and general staff; external stakeholders include: the Company's shareholders, customers, business partners, investors, regulators and community groups.

Environmental Protection

Environmental sustainability is one of the key concerns of the Group in fulfilling its corporate social responsibility. The Group has formulated and implemented the Environmental Policy to introduce environmentally sustainable concepts to its business operations, improve the environmental performance of all aspects of its business, and avoid and reduce the environmental risks and impacts of its business operations.

Use of Resources

The Group is committed to reducing waste of resources in its day-to-day operations. The Environmental Policy outlines the conservation measures and principles of various resources and encourages employees in different regions to use natural resources effectively. The Group's Employee Handbook also states the environmental responsibilities of the Group for Hong Kong employees, and requires employees to abide by and implement the Group's environmental policies and measures.

The Group advocates the 5S Office Management Specifications by formulating and implementing the Self-Checking Standards of Office Environment Management to enhance resources saving at work. To reduce material usage and electricity consumption, employees should regularly check waste paper recycling and electronic equipment use. In order to continuously monitor the effectiveness of the measures, in addition to encouraging employees to conduct self-check at least once a day, the Group also conducts internal assessments on a regular basis, where the Administration Department checks on each department and announces the results to recognise and reward the best-performing departments in terms of use of office resources and to summarise rooms for improvement.

The Group pays constant attention to the use of resources in its business. The resources used by the Group at its headquarters and offices include natural gas, petrol, electricity, water and paper. Conservation measures implemented by the Group at all levels of operation are listed below:

Resources saving measures		
Monitoring of resources consumption		
<ul style="list-style-type: none"> Establish a data collection system to monitor the consumption of various resources, including energy, water and raw materials In case of significant increase in resource use, conduct investigation immediately and take appropriate follow-up actions 		
Energy	Water	Paper
<ul style="list-style-type: none"> Adjust electronic equipment to energy-saving mode and turn off redundant lighting Monitor and control energy use 	<ul style="list-style-type: none"> Use water-saving faucet Monitor and control use of water resources Conduct regular water pipe testing and maintenance to avoid leaks in faucets and gaskets, as well as other water supply system issues 	<ul style="list-style-type: none"> Encourage electronic office and reduce paper use, such as the implementation of electronic signatures Encourage double-sided printing or reusing one-sided paper for printing, and reusing envelopes

		<ul style="list-style-type: none"> • To monitor the amount of paper consumed by each department, each department regularly submits photocopying paper purchase applications • Encourage the replacement of traditional printed brochures in multimedia or print on environmentally friendly paper
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During the year, the Group consumed 312,204 cubic meters (“m³”) of water resources and 13,341 megawatt hours (“MWh”) of energy (including gasoline, natural gas and purchased electricity) at its headquarters and offices. This year, the water consumption intensity (by number of employees) and energy intensity (by area) of the headquarters and offices reduced by 15% and 56% respectively. Operations at the headquarters and offices mainly used municipal water and there was no issue in sourcing water fit for purpose. In addition, the paper consumption this year was 36,706 kilogram (“kg”), a 23% reduction compared to the annual paper consumption in 2017.

For a summary of data on the use of resources can be referred to in the Key Performance Indicators Summary section.

Emissions

The Group ascribes importance to reducing the emissions generated during its operation. To this end, the Group has formulated the Environmental Policy to formulate various policies to reduce the emissions of air pollutants, greenhouse gas (“GHG”), waste and wastewater during our business operation.

GHG Emissions and Air Emissions

This year, the Group continued to commission a professional consultant to conduct a carbon assessment to quantify the GHG emissions in its operations. The quantification process was conducted in accordance with the guidelines compiled by the Environmental Protection Department and Electrical and Mechanical Services Department of Hong Kong³, and references the guidelines published by National Development and Reform Commission of the People’s Republic of China⁴, international standard ISO14064-1 and the GHG Protocol. The assessment showed that, the total GHG emissions of the headquarters and offices were 5,386 tonnes of carbon dioxide equivalent, of which Scope 1 direct GHG emissions were produced from consumption of natural gas and gasoline, accounting for 43% of the total emissions; Scope 2 energy indirect GHG emissions were produced from electricity consumption, accounting for 41% of total emissions.

This year the expanded reporting scope involves use of vehicle gasoline, use of natural gas in heating boiler and air business travel, leading to increase in GHG emissions in all scopes. The total GHG emissions of this year increased by 35% compared to 2017. Due to reduction in energy use and expansion of area covered in the reporting scope, and that the expanded office area did

³ Guidelines to Account for and Report on GHG Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong

⁴ Guidelines for Accounting and Reporting GHG Emissions – China Public Building Operation Units (Enterprises) (Trial)

not involve emissions of natural gas combustion from gas-fueled boiler, the GHG intensity of headquarters and offices reduced by approximately 42% compared to 2017.

Apart from GHG, natural gas combustion in gas-fired boiler and gasoline combustion in vehicles also generated air emissions, which were mainly nitrogen oxides (700 kg), sulfur oxides (51 kg) and respirable suspended particulates (58 kg). These substances caused impact to the environment and the health of residents in the periphery. To reduce the emissions of GHG and air emissions, the Group continues to promote electronic communication to bring down the need for employees in using vehicles and air business travel.

Waste Management

The Group attaches importance to the generation and proper disposal of waste and stipulates waste handling principles in the Environmental Policy. The Group promotes paperless office and recycling and reuse. Sorting and recycling guidelines are also provided to employees. Its non-hazardous waste was mostly domestic waste which was collected by the property management companies of the office buildings and transported to landfill or incinerated.

In general, it is possible that office operations generate a small amount of hazardous waste, such as waste batteries, waste mercury tubes and energy saving bulbs, and waste displays monitors. The Group's headquarters and offices minimise and regularly review the generation of hazardous waste according to the Environmental Policy.

This year, the Group's headquarters and offices recorded 2.8 tonnes of non-hazardous waste, with a similar intensity compared to last year. While a tiny portion of hazardous waste was produced by the Group's office operation, measurement and disclosure were not carried out this year. The Group will establish a clearer data collection system to carry out specific quantification and reporting of the generation of hazardous waste in the reporting boundary.

Wastewater

Domestic wastewater is produced in the operation of the Group's headquarters and offices, which mainly includes wastewater discharged from the washroom and pantry. The Group advocates the use of environmentally-friendly cleaning products to reduce the harmful substances in wastewater. All domestic wastewater was discharged through municipal pipe networks to sewage treatment plants.

The Group will continue to assess, record and annually disclose its GHG emissions and other environmental data and evaluate the effectiveness of current measures, to further formulate environmental targets and working plan.

For a summary of emissions data, please refer to the section of Key Performance Indicator Summary.

The Environment and Natural Resources

The report covers mainly office operations, and its environmental impact mainly includes the mode of use of resources and waste management processes. The Group also understands that its business extends to the different stages of real estate development, from planning, design, material purchase, construction, operation, decoration and demolition, all of which create impact of different levels on the environment and natural resources.

Through its Environmental Policy, the Group implements green construction and green building, and undertakes to protect the ecosystems, develop green real estate, and promote a green value chain.

Protect the ecosystem	Develop green real estate	Promote green value chains
<ul style="list-style-type: none"> • Environmental impact assessment is conducted for all completed and developing projects. The assessment report has been approved by the relevant local government authorities • Consider the impact on local ecosystems in all decision-making processes and implement on-site environmental management measures to avoid and control any negative impacts on the ecology 	<p>Consider green building certification in all operations to enhance the environmental performance of its projects. This year, 62.5% of new property development projects of 16 regional companies have reached green building design certification, and more than 90% of new property development projects have reached green building design standards</p>	<ul style="list-style-type: none"> • Establish a green procurement policy that prioritises products, services, materials and designs that promote environmental sustainability in the procurement process • Consider environmental performance when selecting contractors, subcontractors and suppliers

The Group abides by national and local laws and regulations in relation to pollution and emissions, such as the Environmental Protection Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China and the Atmospheric Pollution Prevention and Control Law of the People's Republic of China, which are applicable in Mainland China, and the Air Pollution Control Ordinance, the Water Pollution Control Ordinance and the Waste Disposal Ordinance, which are applicable in Hong Kong, and other applicable laws and regulations. This year, there were no cases of non-compliance in relation to emissions or the environment and natural resources in the Group's headquarters and offices.

Responsible Operation

The Group is committed to improving the supply chain and quality management to provide customers with a comfortable and safe living environment, and to continuously improve the quality of sales services and protect the interests of customers. In its day-to-day operations, the Group also attaches importance to cultivating integrity by establishing a system to prevent any form of corruption and ensure that the supply chain is free of corruption and fair.

Supply Chain Management

The Group's major supply chain business partners are construction suppliers and contractors. Through constant communication with business partners in each operating segment, a stable supply chain is created.

This year, the Group established a supply and sales network with 5,126 suppliers located across different cities, most of which are construction suppliers. Contractors are mainly responsible for the construction of the Group's property development projects.

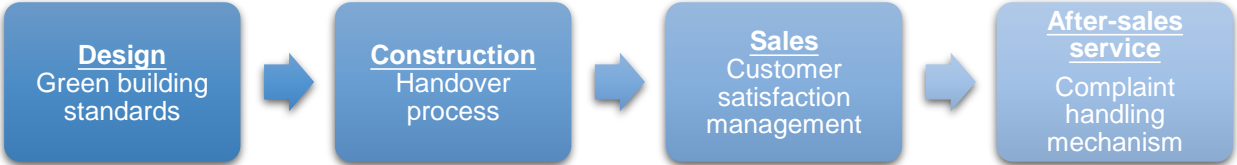
In addition to supervising the contractor's construction quality, the Group implements a series of monitoring measures to manage the environmental and social risks of the supply chain:

Overall management	<p>To enhance supply chain management and the tendering process, the Group in the year disaggregated the COGOGL Project Cost Management Methods into the System of General Regulations, the Project Cost Management Methods, the Contract Management Methods and the Material Management Methods. The relevant authority and content was adjusted according to the latest real estate development and operation coordination mechanism and organisational structure of the Group.</p> <p>Through the above policies, the Group implements project cost management and dynamic monitoring throughout the entire process of bidding and subcontracting to ensure that the project cost meets the quality requirements and identify any risk of over-expenditure.</p>
Environmental risk	<p>The Environmental Policy stipulates that environmental protection performance should be considered in the selection of contractors, subcontractors and suppliers. The Group required relevant environmental and safety standard certifications from suppliers, such as compliance with the Limit of Harmful Substances of Exterior Wall Coatings, the Technical Requirements of Environmental Labelling Product Certification, the Code for Indoor Environmental Pollution Control of Civil Building Engineering and the Limits of Radionuclides in Building Materials, etc, to manage the environmental impact of the supply chain.</p>
Social risk	<p>The Group formulated the COGOGL Tendering Management Methods to select, monitor and assess suppliers and contractors; it also stipulates that the Group's tendering process should abide by the principles of transparency and fairness, full competition, integrity, reputation, and confidentiality. Successful bidders should demonstrate reputation in the industry, and have no record of major quality or safety incidents in the last three years, and be free from any major economic disputes, in order to establish a stable supply chain.</p>

	The Group implemented the Construction Safety Management System to enhance on-site safety construction management to ensure the safety of workers.
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Product Responsibility

The Group attaches great importance to the quality of buildings and services. It has policies and control measures at different stages and aspects of operation to safeguard the interests of customers and enhance their satisfaction.



Building quality and customer safety

Quality control in the design and construction phases is important to building quality and customer safety. The Group monitors the quality of all construction projects and sets specific work plans and implementation targets. In order to strengthen the quality of the supervision of contractor's project, this year, the Group amended the Construction Quality Management System to further standardise the compilation of technical requirements and request the Project Department to set out detailed requirements of progress, quality, construction safety and on-site coordination to the contractor.

Planning design	<p><u>Project design should meet the local green building standards</u> Controls the average concentration of indoor PM2.5, indoor formaldehyde concentration, total hardness and colony count of drinking water, and provides sufficient fitness venues and outdoor social venues to create a comfortable and diverse living environment.</p>
Handover	<p><u>Before project completion</u> The Group implemented the Guidelines for Construction Quality Inspection and Handover to inspect the quality of the finished projects. The handover team must inspect the quality of construction on-site and provide and sign their comments on the construction handover. The inspection includes sampling investigation of parts of the sub-contracted projects and an inspection of construction appearance quality. The project completion date can only be determined after the project handover inspection is passed.</p> <p><u>Property handover</u> The Guidelines for Construction Quality Inspection and Handover also stipulates the inspection requirements and process in property handover. When the project is completed, the property handover team will conduct an onsite handover inspection and transfer of property information according to the Property Handover Inspection Standards by the Construction Department and the reasonable requests of home owners.</p> <p>If the above completed project quality inspection and property handover inspection are not passed, the handover team should negotiate a solution and coordinate corrective measures. Handover inspection will be conducted once again.</p>

The Group abides by the laws and regulations in relation to the health and safety of products and services, such as the Regulation on the Quality Management of Construction Projects of the People's Republic of China and other applicable laws and regulations. During this year, the Group found no cases of non-compliance of laws and regulations in relation to the health and safety of products and services at the headquarters and offices.

Protection of customer information

The Group undertakes to protect customer's personal data and privacy. The duty of confidentiality and relevant requirements are set out in the Employee Handbook in Hong Kong and the Employees' Code of Conducts in Mainland China. Employees must abide by the Company's code of ethics and the regulations related to confidentiality by protecting all confidential and privileged information provided by customers. In the stage of property sales, all projects of the Group fully adopt the 'China Overseas e-Family' system to maintain client filings and follow-up in the sales process, while customer information management is carried out through the MingYuan software system to protect customer information through advanced database management technology and strict access control. With the exception of necessary materials, the Group will not store client's personal or family information and will protect the privacy of the clients as far as possible.

The Group abides by the laws and regulations in relation to customer privacy, such as the Personal Data (Privacy) Ordinance in Hong Kong, the Criminal Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and other applicable laws and regulations. This year, the Group found no cases of non-compliance with laws and regulation in relation to customer privacy at the headquarters and offices.

Advertising and labelling

As a real estate developer, the Group is obliged to ensure the truthfulness of the content of the project advertisement and sales description. To regulate the management of product advertisement and sales description, the Group formulated the Whole-Process Customer Risk Management Measures which is applicable to all projects and regional companies in Mainland China, to ensure that our sales description and marketing information fully comply with the laws and regulations in relation to advertising and labelling. The Group specifies the maintenance period, the definition of the responsible party for maintenance and the scope of maintenance in Commodity Properties Sales Contracts, Residential Property User Manual and Residential Property Warranty Certificate.

The Group abides by laws and regulations in relation to advertising and labelling of product and services, such as the Product Quality Law of the People's Republic of China, the Advertising Law of the People's Republic of China, the Trademark Law of the People's Republic of China and other applicable laws and regulations. This year, the Group found no cases of non-compliance in relation to advertising and labelling of product and services at the headquarters and offices.

Intellectual property rights

The Group respects others' intellectual property rights, and formulates the relevant regulations in the Employee Handbook in Hong Kong and the Employees' Code of Conducts in Mainland China. We cannot adopt the idea, product or merchandise of others without official authorisation.

Customer satisfaction

We maintain open and direct communication with our customers and have established a series of policies to enhance the quality of our services and customer satisfaction.

Move-in Management Methods	Formulate a move-in procedure to ensure a smooth move-in process to increase customer satisfaction
Guidelines for Property Service Assessment Management and Customer Satisfaction Guidelines	To further understand customers and collect their opinion to improve the quality of product and services and customer loyalty, the Group requires all projects to conduct an assessment of property service in the Guidelines for Property Service Assessment Management, on factors including: overall customer satisfaction ⁵ , customer property service satisfaction, property service quality and real estate satisfaction
Guidelines for Quality Improvement	To further improve and enhance the service, facilities and hardware quality of residential projects, and to provide a convenient and comfortable living environment, to establish relevant guidelines to enhance customer satisfaction and loyalty
Guidelines for Customer Care (China Overseas Club)	Provide guidance to the Group's customer care and enhance customer satisfaction. Regional companies can plan customer care activities according to the guidelines
Guidelines for Customer Review	Conduct visits to collect customer feedback and understand customer needs to improve service
Customer Complaint and Claims Management Methods	Regulates the process and manage the scope of duties of customer complaints and claims management to quickly and effectively handle customer complaints and claims and improve customer satisfaction. Regional companies should establish a fixed and smooth reporting channel

This year, the Group received a total of 42 complaints, most of which involved advertising or sales description of projects, impacts of construction and municipal facilities. All complaints were followed up and handled during the prescribed period.

Main types of complaints	Customer feedback	Handling
Advertising or sales description	Mainly on advertising description, especially the fulfilment of supporting facilities promised in the sales pledge (such as school district planning or road construction, etc.)	Assessments have been made based on individual events. Adjustments have been made to advertising or sales strategies
Impacts of construction	Mainly on the impact of construction of projects under development, including demand on the quality of the project, nearby access, noise, etc.	Individual incidents were reported to the relevant unit to make appropriate response or carry out maintenance
Municipal facilities	Mainly on urban or municipal issues, such as regional heating	Communicated with the municipal departments and handled the problems

⁵ The Group has formulated the Customer Satisfaction Guidelines to provide guidelines for conducting third-party customer satisfaction survey.

Anti-corruption

The Group upholds the operation principles of ‘honouring the contract, ensuring the quality, thin profits, and caring about righteousness’, and prohibits any form of corrupt conduct in relation to bribery, extortion, fraud and money laundering in its day-to-day operation. To this end, the Group formulated and implemented a series of policies and internal and external control measures to establish an operation framework of integrity.

Internal control	Management pledge	The Group’s management, department heads and management of the regional companies sign the Statement of Integrity Commitment according to the Group’s policies, and undertake to abide by the code of the Communist Party, the relevant laws and regulations and the systems of the Company to take the lead in upholding integrity and self-discipline
	Employees’ Code of Conducts	The Group’s Employee Handbook in Hong Kong and the Employees’ Code of Conducts in Mainland China both stipulate the employees’ disciplinary codes to prohibit the employees from requesting or receiving any benefits or committing frauds
	Education guideline	The Group’s Human Resources Department has also formulated a Guideline for Integrity Risk Prevention Education to raise employees’ awareness of integrity and self-discipline
External control	Signing the Integrity Agreement with cooperation partners	The Tender Management Methods stipulates that in signing contracts, the successful tenderer should sign the Integrity Agreement; suppliers are prohibited from offering sponsors, rebates, gifts, securities and valuables or banquet or entertainment in any form
	Policy communication	Announce the Open Letter to Cooperation Partners to publicise the Group’s relevant requirements and systems to ensure the acknowledgement of more partners
	Daily supervision	The Administration Department of all regional companies is responsible for daily supervision of the tender administering officers. Any violation of the relevant regulations must be reported immediately. The Group will remove suppliers who are in breach of the Integrity Agreement from the List of Cooperation Partners

To regulate the process of complaint management, the Group formulated and implemented the Complaint Management Methods to strengthen the supervision of employee duties and reduce the risk of corruption. When a complaint is received, the Intendance and Audit Department will conduct a preliminary check of the complaint. Individual investigation will be conducted according to the nature of the issue and the target of complaint. Alternatively, the investigation will be carried out independently, or jointly with relevant departments, or the matter will be passed to the relevant department.

The Group abides by the relevant laws and regulations, such as the Prevention of Bribery Ordinance of Hong Kong, the Anti-Unfair Competition Law of the People’s Republic of China, the Anti-Money Laundering Law of the People’s Republic of China and other applicable laws and regulations. This year, the Group found no cases of non-compliance with laws and regulations in relation to corruption, nor any legal cases regarding corrupt practices brought against the Group or its employees at the headquarters and offices.

Community Co-creation

The Group always attaches great importance to social responsibility undertakings by paying attention to the needs of the local communities and investing resources in the real estate industry to organise community activities and construct community facilities for the homeowners and the community to co-create an inclusive community. The Group's Environmental Policy stipulates regulations on promoting a green value chain, which requires the Group to regularly organise environmental education and promotion, and to reserve part of the charitable donations for supporting community activities related to environmental protection.

Area of contribution						
Community Care	Care for children	Sports and health	Education and training	Environmental charity	Elderly care	Hiking
Volunteer hours		Amount of investment (RMB 10,000)				
2018	2017	2018	2017			
25,197	112,280	1,634	283.78			

This year, we invested more monetary resources in the community, reaching RMB 16.34 million. A total of 25,000 hours of community activities were recorded with over 4,000 participations.

The Group encourages employees, customers and the public to participate in different types of activities. This year, it paid more attention to community needs and organised a series of home visits to understand the need of home owners and listen to their views, when the Group visited a total of 20,000 home owners. Upholding the ideal of “charities in combination of health”, the Group advocates a healthy lifestyle, such as organising hiking activities and basketball competitions for home owners to build a healthier and more energetic community. Apart from home owners, the Group also organised different types of charitable activities for different groups of the community, including: community health checkups and clinics, tree planting activities, poverty alleviation activities, birthday celebrations for the elderly who live alone, and helping farmers build the brand of ‘Xiurong millet’.

Winter heating campaign
Some parts of Mainland China are very cold during winter, while some projects in Yinchuan, Lanzhou, Hohhot, Jilin, Weifang, Zibo and other areas suffer from inefficient heating. In order to care for the community and solve the problem of inefficient heating for home owners, the Group launched a three-month winter heating campaign for 16 regions in December this year. Actions included the development of an action plan to ensure heating, the installation of flannel cover in community public facilities, and distribution of free warm stickers at community exits.

With regard to project construction, the Group adopted various community investment initiatives to build a comfortable and accessible community environment. For example, the Guidelines for Quality Improvement provides reference measures for community improvement, such as increasing playground and elderly facilities, or providing subsidies to convenience stores, fast food shops and dry cleaning shops when people first moved into the community.

Employee Cares

Employment System

The Group values the establishment of a sound employment system. Currently, the Group's management systems such as the Employee Handbook in Hong Kong, the Employee Relations Management Methods which was established this year and the Employee Salary Management Methods (Trial) serve to regulate the Group's management of aspects such as compensation and dismissal, recruitment and promotion, working hours, rest periods and other benefits and welfare. The Policy on Prevention of Discrimination and Harassments is stipulated in Hong Kong to eliminate conduct of discrimination and harassment due to gender, marital status, pregnancy, disability, family status, and race, to ensure equal opportunities of employees in recruitment, entry, promotion and training.

The Group also provides employees with extra welfare, such as wedding vouchers, birthday and festive gifts, congratulations gifts for academic achievements of employees' children, etc. This year, new welfare was added, such as improving the health benefits of some employees who are in need of health checkups and providing supplementary medical insurance plans for employees.

The Group values communication with employees and encourages employees to maintain two-way communication with their supervisors, such as through employee seminars, sharing sessions and interviews. During the year, the Group commissioned a third-party organisation to conduct an employee engagement survey⁶, by measuring six engagement drivers (including employee establishments, opportunities, work, life, quality policy and execution, and comprehensive remuneration). The overall score was 88%, which was higher than the market average score.

The Human Resources Department and the senior management are responsible for the distribution of bonuses and promotion, which are based on the results of the Group's annual assessment. Employees can log on to the online performance appraisal platform to complete various assessments. After the assessment, the Human Resources Department will calculate the assessment results according to different assessment items and fill out the Promotion Assessment Approval Form to report to the relevant departments and management for approval.

The Group formulated and implemented the Complaint Management Methods this year to regulate the process of complaint management. If employees believe that they are subject to unfair treatment, they can file complaints via telephone, email, letters or interviews. The Intendance and Audit Department will refer the issue of complaint to the relevant functions and management department or business unit of the Company.

Total workforce		Ratio of new hires to total workforce		Turnover rate	
Hong Kong	Mainland China	Hong Kong	Mainland China	Hong Kong	Mainland China
11	2,156	27.27%	24.12%	9.09%	10.16%

⁶ The survey measures employee engagement according to three key behaviours, including: if employees are happy to promote the Company; if they intend to stay in the Company; and if they are motivated to strive to help the organisation succeed.

The Group abides by laws and regulations in relation to employment, such as the Employment Ordinance, the Employees' Compensation Ordinance, the Sex Discrimination Ordinance, the Disability Discrimination Ordinance, the Family Status Discrimination Ordinance, the Personal Data (Privacy) Ordinance, the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and other applicable laws and regulations. During the year, the Group found no cases of grievance in relation to discrimination and harassment and employment, nor cases of non-compliance with laws and regulations in relation to employment at the headquarters and offices.

The Group has in place the Board Diversity Policy. In the coming year, the Group will formulate a diversity policy applicable to all employees to build an inclusive working environment. It will also formulate equal opportunities and anti-discrimination policies applicable to Mainland China to establish a systematic work management system.

Health and Safety

The Group values the health and safety of employees in the workplace. It has formulated internal policies and regulations to protect employees' physical and mental health and prevent occupational hazards.

A clean and comfortable working environment is important for the health and safety of employees. At offices, the Group continues to adopt the 5S Office Management Specifications and implement the Self-Checking Standards of Office Environment Management, formulates different requirements and conduct internal assessment to keep the offices tidy together. In addition, the Group also regularly provides employees with occupational safety and health education. During the year, 100% of employees participated in the training, with over 8,000 participations and a total of 18,663 hours of training.

The physical and mental health of staff is equally important. Apart from the regular recreational and networking activities, the Group continues to pilot and upgrade the "employee health management" measures, including daily health management, employee body check management, regular assessment of employee body check providers, business insurance plans, psychological counselling, psychology seminars and medical service networks.

While this report focuses on the operation of the office, as a responsible real-estate developer, the Group also maintains strict safety management during the construction phase of the property development and works with construction contractors to improve safety performance. The Group established the Construction Safety Management System to enhance on-site construction safety management. Project safety management systems were established in each region according to the system. Standard procedures and safety measures are stipulated to improve the site environment to protect employees and workers in the course of their work. We also regulate safety management through provisions like Supervision Regulations and Construction Safety Management Measures and conduct safety patrols, joint safety checks and monthly safety meeting.

The Group abides by the laws and regulations in relation to occupational safety and health, such as the Occupational Safety and Health Ordinance of Hong Kong, the Production Safety Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, the Fire Control Law of the People's Republic of China and other applicable laws and regulations. During the year, there were no cases of work-related injury or fatality, nor cases of non-compliance with laws and regulations in relation to health and safety at the headquarters and offices.

Development and Training

The Group values employee training in professional skills and is committed to helping employees improve the skills necessary for their professional development. The Group regulates the employee training system and procedures in the Employee Handbook in Hong Kong and the Training Management Methods in Mainland China to standardise management and training vision.

The Group implemented the 'Endless Ocean Training System' at the headquarters and offices to design different training systems for employees of different ranks. The Human Resources Department of the headquarters continuously updates and improves the training system, while the business departments of the headquarters and offices conduct training according to the training system.

Endless Ocean Training System			
Training series	Training direction	Training object	Training content
4 Leading <i>Leading the organisation</i>	Improve leadership and organisational management competence	Head of regional company or department heads at headquarters and above	<ul style="list-style-type: none"> Enhance strategic thinking and awareness, ability to change, innovation capabilities, corporate management and human resource management capabilities, expand industry vision and cross-border management thinking for department heads employed for more than one year Enhance comprehensive co-ordination, operation and management capabilities for recently promoted or hired heads in relation to their positions
3 Racing <i>Leading the department</i>	Update knowledge, expand horizons, and enhance leadership	Project director and project manager	<ul style="list-style-type: none"> Comprehensive problem solving capabilities for specific key tasks or issues Enhance comprehensive business capabilities and project management capabilities
2 Continuance <i>Leading others</i>	Gain insight into business and improve team management capabilities	Above assistant manager level	<ul style="list-style-type: none"> Role recognition, personality traits and management Comprehensive improvement of management skills such as leadership, team management, conflict management, empowerment and incentives, project management, performance management, etc.

1 Setting sail <i>Leading oneself</i>	Understand the corporate culture and philosophy, enhance professional skills and personal development capabilities	Senior supervisor and below	<ul style="list-style-type: none"> • Personal professional soft skills improvement, such as communication skills, time management, executional ability, thinking skills, problem analysis and resolution, etc. • Improve personal professional competence and quality, such as cross-functional communication and collaboration skills, structural thinking skills, program management, etc.
		All new employees	<ul style="list-style-type: none"> • Understand the corporate culture and philosophy, and integrate into the team • Basic job requirements, basic professional knowledge, and company's policies and procedures related to the position, etc.

After the training, the department that has organised the training will evaluate the effectiveness of the training to determine whether the expected outcomes are met. The relevant training results will also be recorded in the employee training file for future reference. The Group also provides subsidy for external training. Employees should first submit the Employee External Training Application Form before participating in external training. Upon approval they will be eligible for subsidised training. At the same time, after the end of the training, sharing should be conducted with other employees in the form of sharing sessions.

Labour Standards

The Group prohibits the use of child labour or forced labour in the work place and regulates the related conduct with the Employee Handbook in Hong Kong and the Employee Relations Management Methods in Mainland China. When new hires report to work, the Human Resources Department should check their original identity documents. Persons below the statutory working age will not be eligible for employment. In addition, the Group provides employees with overtime work leave and compensation. The Employee Relations Management Methods in Mainland China stipulates that each employee should not work overtime for more than 36 hours per month, or three hours per day. If overtime work is required, an application should be submitted to the senior management. Employees can arrange leave or economic compensation according to the related arrangements. At the same time, the Group offers employees the rights to resign at will.

The Group abides by laws and regulations in relation to labour standards, such as the Employment Ordinance of Hong Kong, the Labour Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors, and other applicable laws and regulations. This year, the Group did not find any cases of non-compliance with laws and regulations in relation to child labour and forced labour.

For a summary of employee data, please refer to the section of Key Performance Indicator Summary.

Key Performance Indicator Summary

Environmental Performance

Environmental key performance indicators	2018	2017	Unit
Air emissions			
Nitrogen oxides ⁷	700	-	kg
Sulphur oxides ⁸	51	13	kg
Respiratory suspended particulates ⁹	58	10	kg
GHG Emissions			
Scope 1 Direct emissions ¹⁰	2,293	1,157	tonnes of carbon dioxide equivalent
Scope 2 Energy indirect emissions ^{11 12}	2,189	2,351	tonnes of carbon dioxide equivalent
Scope 3 Other indirect emissions ¹³	904	472	tonnes of carbon dioxide equivalent
GHG emissions	5,386	3,980	tonnes of carbon dioxide equivalent
GHG intensity (by area)	1.5	2.6	tonnes of carbon dioxide equivalent /square meter
Hazardous waste			
Total generation of hazardous waste	N/A ¹⁴	N/A	N/A
Non-hazardous waste			
Total generation of non-hazardous waste ¹⁵	2.8	1.3	tonne
Non-hazardous waste intensity (by employees)	0.0013	0.0007	tonne / employee
Non-hazardous waste intensity (by area)	0.001	0.001	tonne / square meter
Consumption of energy¹²			
Direct energy			
Gasoline	5,706	1,583	MWh

⁷ Emissions of nitrogen oxides in 2018 included emissions of company vehicles and gas-combusting installation.

⁸ Emissions of sulphur oxides in 2018 included emissions of company vehicles and gas-combusting installation. Emissions of sulphur oxides in 2017 only included emissions of company vehicles.

⁹ Emissions of respiratory suspended particulates in 2018 included emissions of company vehicles and gas-combusting installation. Emissions of respiratory suspended particulates in 2017 only included emissions of gas-combusting installation.

¹⁰ Scope 1 GHG emissions only included GHG emissions from natural gas combustion of gas-fired boilers and combustion of gasoline in vehicles.

¹¹ Scope 2 GHG emissions only included GHG emissions from purchased electricity.

¹² Hong Kong office was a shared office. Its purchased electricity, waste paper disposal, use of freshwater and wastewater discharge were calculated by 30% of the total amount of the shared office.

¹³ Scope 3 GHG emissions only included air business travel and paper disposal in Hong Kong office, use of freshwater and wastewater treatment. In air business travel, an assumption was made that 50% are short-haul flights, 30% are medium-haul flights and 20% are long-haul flights.

¹⁴ While a tiny portion of hazardous waste was produced by the Group's office operation, measurement and disclosure were not carried out this year. The Group will review the reporting scope and data collection process to disclose the relevant data.

¹⁵ Generation of non-hazardous waste only includes Shenzhen headquarters and 16 regional offices.

Environmental key performance indicators	2018	2017	Unit
Natural gas	4,206	3,777	MWh
Indirect energy			
Purchased electricity	3,429	3,634	MWh
Total energy consumption	13,341	8,994	MWh
Energy intensity (by area)	3.8	5.8	MWh/ square meter
Water consumption¹²			
Total water consumption	312,204	312,817	m ³
Water intensity (by number of employees)	144.1	168.6	m ³ /employee
Paper consumption¹²			
Total paper consumption	36,706	47,625	kg
Packaging material used in finished products			
Consumption	Operations in the reporting scope did not consume significant amount of packaging materials		

Social Performance

Hong Kong

Distribution of employees			Total workforce	Male to female employee ratio
Gender	Male	6	11	1.20:1
	Female	5		
Position	Senior management	1		
	Middle management	3		
	General staff	7		
Age	Under 30	1		
	30 - 50	7		
	Above 50	3		
Academic qualifications	Degree and/or above	7		
	Below degree level	4		

Employee turnover distribution (percentage)			Total employee turnover (percentage)
Gender	Male	0 (0%)	1 (9.09%)
	Female	1 (20%)	
Age	Under 30	0 (0%)	
	30 - 50	0 (0%)	
	Above 50	1 (33.33%)	

Distribution of new hires (percentage)			Total new hires (percentage)
Gender	Male	1 (16.67%)	3 (27.27%)
	Female	2 (40.00%)	
Age	Under 30	1 (100%)	
	30 - 50	1 (14.29%)	
	Above 50	1 (33.33%)	

Mainland

Distribution of employees			Total workforce		Male to female employee ratio	
			2018	2017	2018	2017
Gender	Male	1,329	2,156	1,855	1.61:1	2.39:1
	Female	827				
Position	Senior management	20				
	Middle management	71				
	General staff	2,065				
Age	Under 30	1,088				
	30 - 50	1,044				
	Above 50	24				
Academic qualifications	Degree and/or above	1,619				
	Below degree level	537				

Distribution of employee turnover (percentage)			Total employee turnover (percentage)	
			2018	2017
Gender	Male	157 (11.81%)	219 (10.16%)	208 (11.21%)
	Female	62 (7.50%)		
Age	Under 30	92 (8.46%)		
	30 - 50	127 (12.16%)		
	Above 50	0 (0.00%)		

Distribution of new hires (percentage)			Total new hires (percentage)	
			2018	2017
Gender	Male	377 (28.37%)	520 (24.12%)	375 (20.22%)
	Female	143 (17.29%)		
Age	Under 30	239 (21.97%)		
	30 - 50	281 (26.92%)		
	Above 50	0 (0.00%)		

Occupational safety and health performance	2018	2017
Work-related injury	0	0
Work-related fatalities	0	0
Number of employees who suffered work-related injury	0	0
Lost days due to work-related injury	0	0
Occupational safety and health education	2018	2017
Participation in training	8,262	9,311
Total training hours	18,663	18,718
Percentage of employees participating in safety training	100%	100%

Employees receiving training (percentage)			Total employees receiving training (percentage)	
			2018	2017
Gender	Male	1,329 (100%)	2,156 (100%)	1,855 (100%)
	Female	827 (100%)		
Position	Senior management	20 (100%)		
	Middle management	71 (100%)		
	General staff	2,065 (100%)		

Employee average training hours ¹⁶			Total employee average training hours	
			2018	2017
Gender	Male	15.05	14.88	18.50
	Female	14.59		
Position	Senior management	20.55		
	Middle management	20.13		
	General staff	14.64		

Percentage of employees receiving regular performance and occupational development review	
2018	2017
100%	100%

Location of suppliers	2018	2017
Hohhot City and Baotou City	198	80
Jilin	280	100
Yinchuan	212	149
Hefei, Shaoxing and Huangshan	525	241
Lanzhou, Xining and Weinan	481	189
Nanning, Guilin and Liuzhou	782	101
Zhangzhou and Jiujiang	321	215
Yangzhou	461	214
Nantong	179	159
Changzhou	354	117
Yancheng	357	118
Shantou	229	27
Weifang and Zibo	251	N/A
Huizhou	282	N/A
Xuzhou and Jining	214	N/A
Total	5,126	1,710
Percentage of suppliers implementing the relevant practices (%)	100%	100%

¹⁶ Excluding occupational safety and health education.

Community Investment			
Area of contribution	Participation in volunteering	Number of volunteer hours	Amount of investment (RMB 10,000)
Community Care	2,462	10,062	953.64
Sports and health	389	2,791	118.64
Hiking	116	1,259	45.48
Education and training	185	1,328	102.28
Care for children	541	3,056	142.53
Environmental charity	472	5,322	80.77
Elderly care	232	1,380	62.18
Others	455	2,424	128
2018 total	4,852	27,621	1,634
2017 total	41,896	112,280	283.78

ESG Reporting Guide Content Index

Material Aspect	Content	Page Index / Remarks
A. Environmental		
A1 Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	8-11
A1.1	The types of emissions and respective emissions data.	10, 22
A1.2	GHG emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	9, 22
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10, 22
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	10, 22
A1.5	Description of measures to mitigate emissions and results achieved.	8-10, 22
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	10, 22
A2 Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	8-9
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	9, 22-23
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	9, 23
A2.3	Description of energy use efficiency initiatives and results achieved.	8-9, 22-23
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	8-9, 23
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The headquarters and offices of the Group did not use a material amount of packaging material.
A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	10-11
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	10-11

B. Social		
B1 Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	18-19
B1.1	Total workforce by gender, employment type, age group and geographical region.	18, 23 - 24
B1.2	Employee turnover rate by gender, age group and geographical region.	18, 23 - 24
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.	19-20
B2.1	Number and rate of work-related fatalities.	20, 25
B2.2	Lost days due to work injury.	25
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	19
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	20-21
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	25
B3.2	The average training hours completed per employee by gender and employee category.	26
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.	21
B4.1	Description of measures to review employment practices to avoid child and forced labour.	21
B4.2	Description of steps taken to eliminate such practices when discovered.	21
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	12-13
B5.1	Number of suppliers by geographical region.	12, 26
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	12-13

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.	13-15
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The operations of the headquarters and offices of the Group did not involve product recall.
B6.2	Number of products and service related complaints received and how they are dealt with.	15
B6.3	Description of practices relating to observing and protecting intellectual property rights.	14
B6.4	Description of quality assurance process and recall procedures.	13, 15; The operations of the headquarters and offices of the Group did not involve product recall.
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	14
B7 Anticorruption		
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.	16
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.	16
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	16
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.	17
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	17, 27
B8.2	Resources contributed (e.g. money or time) to the focus area.	17, 27