



百仕達控股有限公司*

SINOLINK WORLDWIDE HOLDINGS LIMITED

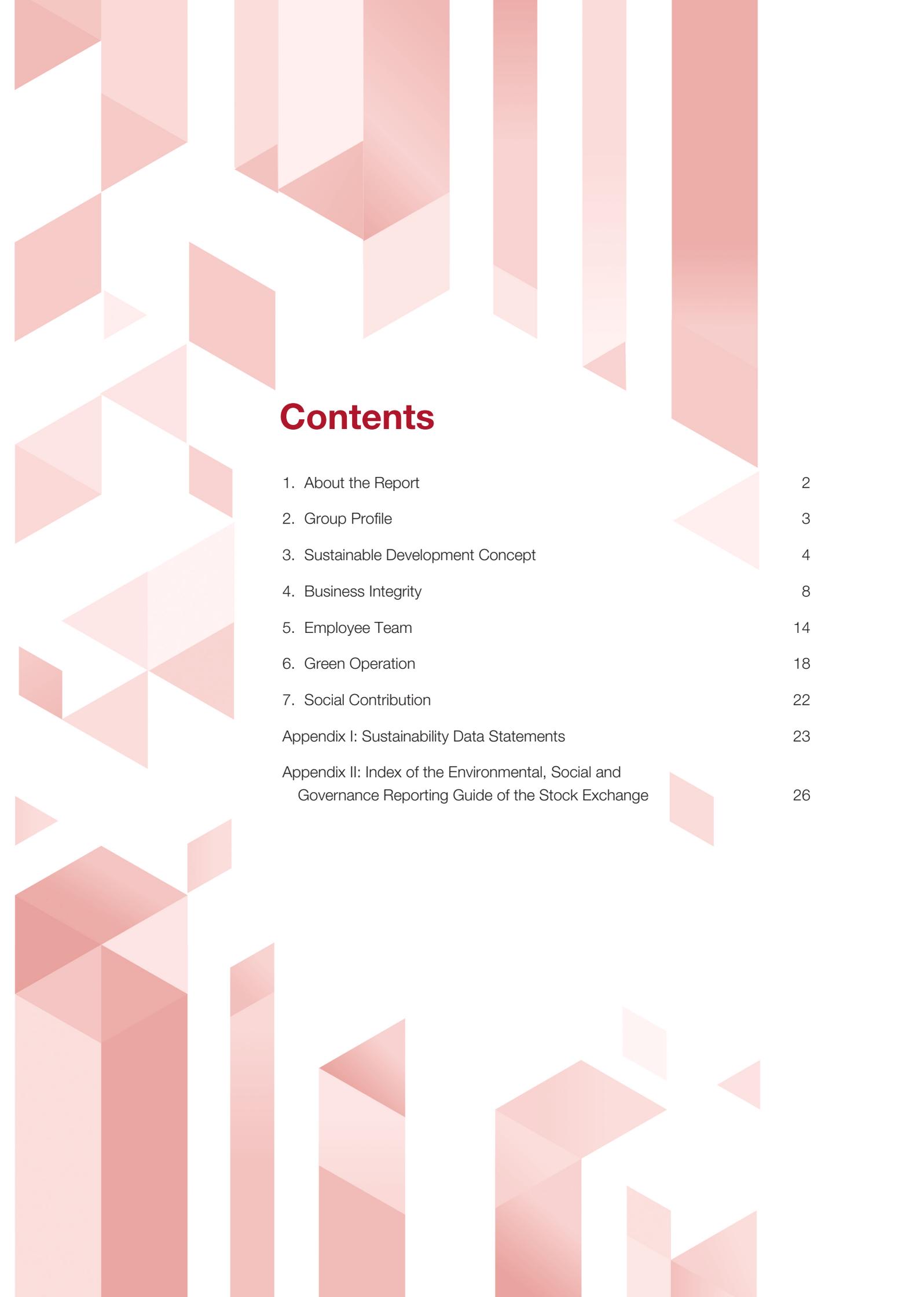
(Incorporated in Bermuda with limited liability)

Stock Code : 1168

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

2021

* For identification purpose only



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1. About the Report

This is the sixth Environmental, Social and Governance Report (“ESG Report” or the “Report”) issued by Sinolink Worldwide Holdings Limited (“Sinolink” or the “Company”) and its subsidiaries (collectively the “Group” or “We”). The aim of this Report is to summarize the working strategies and targets of the Group in Environmental, Social and Governance (“ESG”) and illustrate the vision and commitment of performing concept of sustainable development and corporate social responsibility.

1.1. REPORTING STANDARDS

This Report has been prepared in compliance with the Environmental, Social and Governance Reporting Guide (the “Guide”) set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited issued by The Stock Exchange of Hong Kong Limited (the “Hong Kong Stock Exchange”). The Report has complied with the “comply or explain” provisions in the Guide and is prepared based on four reporting principles, namely: materiality, quantitative, balance and consistency. Readers can refer to Appendix II herein: Index of the Environmental, Social and Governance Reporting Guide of the Hong Kong Stock Exchange for ease of reference.

Materiality: The Report has identified and disclosed process of important environmental, social and governance factors and standards to select these factors, as well as description, participation and results of stakeholders.

Quantitative: Statistical standards, methods, assumptions and/or calculation tools for quantitative key performance indicators herein and source of conversion factors are all explained in the annotations of the Report.

Balance: The Report shall provide an unbiased picture of the Group’s performance during the Reporting Period and shall avoid selections, omissions or presentation formats that may inappropriately influence the readers’ decisions or judgment.

Consistency: The statistical methodologies applied to the data disclosed in the Report shall be consistent with those of previous years. Any changes will be clearly explained in the report.

1.2. REPORTING SCOPE

The Report covers our ESG progress and performance from 1 January to 31 December 2021 (the “Year”). Unless otherwise specified, the content covering the core business of the Group is consistent with the scope of the annual report among which the environmental scope covers the office areas of Sinolink Properties Limited and Sinolink Property Management Co., Ltd, The Vi City, and O Hotel. For detailed disclosures of the Group’s corporate governance, please refer to the section headed “Corporate Governance Report” of the 2021 Annual Report and the official website of Sinolink (www.sinolinkhk.com).

1.3. REPORTING LANGUAGE

The Report is published in Chinese and English. In case of any discrepancies, the Chinese version shall prevail.

1.4. REPORTING APPROVAL

The Report was approved by the Board of Directors (the “Board”) on 31 May 2022 after confirmation by the management.

1.5. REPORT AVAILABILITY

This Report is published in electronic format on the HK Stock Exchange Filings under Investor Relations section of the Company’s official website (www.sinolinkhk.com) as well as the HKEx news of the Stock Exchange (www.hkexnews.hk).

1.6. CONTACT

Your feedback towards this Report is highly valued by the Group. Your precious opinions are important for the continuous improvement of our performance for sustainable development. If you have any enquiries or advice, please feel free to contact us via email (email address: ir@sinolinkhk.com).

2. Group Profile

Sinolink Worldwide Holdings Limited was established in 1992 and listed on the Stock Exchange of Hong Kong in 1998. The Group is a property developer in the PRC with extensive experience, which developed various major premium property projects successfully in Shenzhen and Shanghai. We uphold the corporate values of “Building with sincerity, Serving with perseverance” and are committed to improving the living environment of people and improving their quality of life. We contributed to improving the environment for society and created a miracle of our development. Our products and services always prioritize the needs of people and the quality of life, making them a model of modern urban life.

In addition to real estate business, financial services business, asset financing management, commercial real estate investment and operational property management, the Group actively cooperates with leading financial technology corporates in market and grasps opportunities of financial technology market development.

3. Sustainable Development Concept

The Group is fully aware of the importance of sustainable development. We actively improve our sustainable governance system based on the actual development situation of the Group. During the Year, the Group has established an ESG team, aiming to perform ESG responsibility and balance stakeholders' interests in environment, economy, society, and corporate governance. The Group resolved to truthfully disclose its ESG performance and be committed to including environmental and social factors into daily operation.

3.1. BOARD STATEMENT

The Group is aware of the vital role of the Board's leadership and participation on sustainable development. To strengthen our management on sustainable development, we have established an ESG governance structure. As the highest decision-making level, the Board takes full responsibility for the ESG strategies and report, and the overall supervision on the Group's sustainable development matters. The Board monitors the performance and progress of sustainable development work, and reviews and approves the Group's ESG management policies, strategies, targets, and annual work, including ESG materiality issues, risks and opportunities. To effectively motivate efficiency of sustainable development governance, the Board has approved the establishment of the Group's ESG team, authorized its supervision and promoted implementation of various ESG issues. In the future, we will conduct progress review according to relevant ESG targets, to perfect our sustainable development work.

3.2. ESG GOVERNANCE STRUCTURE

The Group has established an ESG governance structure and practiced sustainable development concept in daily operation. The management structure scope covers various levels of the Group, including decision-making level, organization level and implementation level, which include the Board, ESG team and function and efficiency department.

ESG team is authorized by the Board, led by members of the Board and composed of relevant representatives of each department of the Group. It is responsible for collecting performance and compiling ESG Report. ESG team will convene regular meetings, to discuss and formulate ESG related issues (including but not limited to, the Group's ESG management policies, strategies, targets, and annual work) and promote relevant measures. Meanwhile, ESG team will also identify, assess, review and manage materiality issues, risks and opportunities of ESG according to opinions and materiality assessment collected during communication with stakeholders, and submit the results for the Board's review, approval and confirmation. All working situation and relevant suggestions will regularly report to the Board of the Group, to assist the Board perform its supervision obligation. Also, ESG strategies, targets and work will be fully implemented by ESG team in the Group's daily operation and business.

In addition, as the implementation institution of specific work, all relevant departments of the Group are responsible for implementing the Group's ESG management policies and strategies, and organizing, promoting and conducting ESG related missions, and will regularly report all such issues to the ESG team.

3. Sustainable Development Concept

3.3. STAKEHOLDER ENGAGEMENT

The opinions of the stakeholders help the Group discover the current and potential opportunities and risks, and they are the indispensable part of the stable development of our business. We are committed to keeping close communication with external and internal stakeholders (including shareholders/investors, regulatory agencies, customers, employees, business partners, peers, suppliers and communities/non-governmental organizations) via various channels, to deeply understand the sustainable issues they concern about, which will be taken as our important reference when formulating and improving our sustainable development strategies.

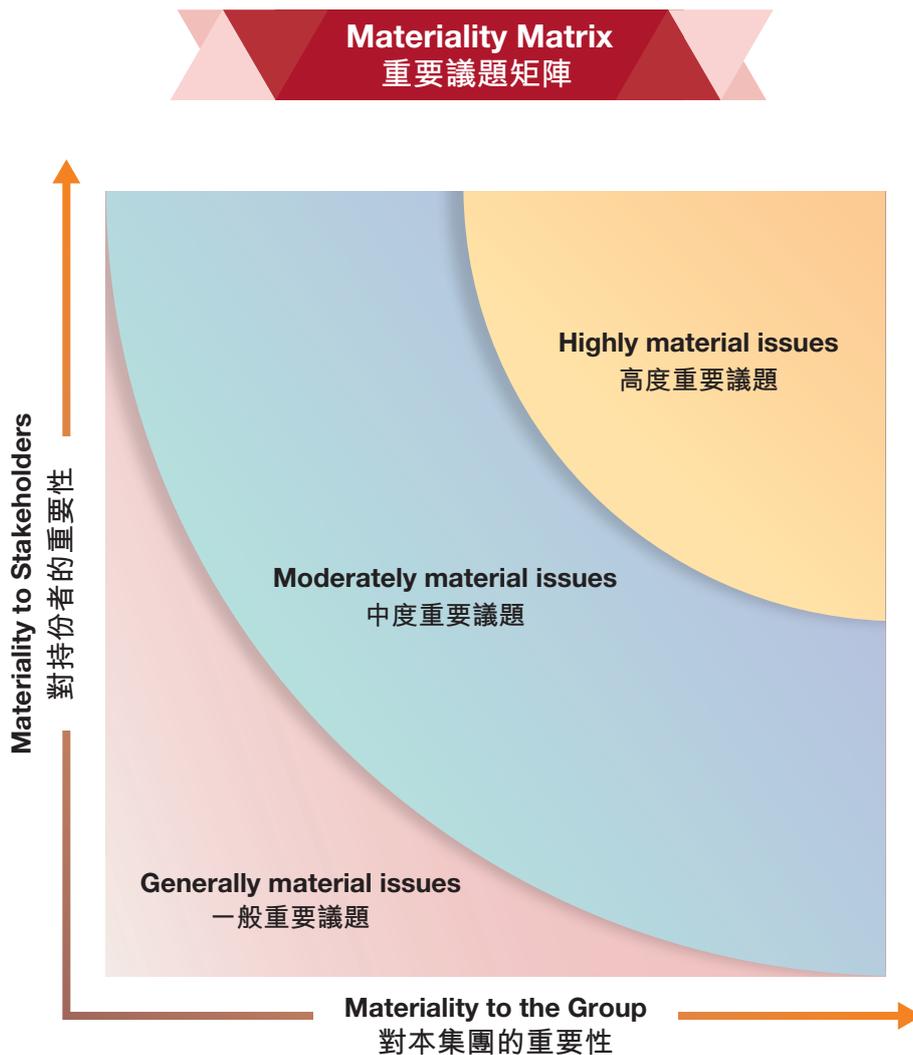
Main stakeholders	Main communication channels
Shareholders/ Investors	<ul style="list-style-type: none"> • Interim report and annual report • Result announcement • Senior management meeting
Regulatory agencies	<ul style="list-style-type: none"> • Meeting • Written response of public consultation • Compliance report
Customers	<ul style="list-style-type: none"> • Customer satisfaction and opinion form • Customer service centre • Customer relationship manager visit • Daily operation/communication • Online service platform • Phone
Employees	<ul style="list-style-type: none"> • Employee opinion survey • Work performance appraisal • Staff intranet
Business partners	<ul style="list-style-type: none"> • Report • Meeting • Visit
Peers	<ul style="list-style-type: none"> • Communication meeting
Suppliers	<ul style="list-style-type: none"> • Supplier management procedures • Meeting • Supplier/contractor evaluation system • On-site inspection
Communities/ Non-governmental organizations	<ul style="list-style-type: none"> • Volunteer activity • Community activity

3. Sustainable Development Concept

3.4. MATERIALITY ISSUES

To further determine the Group's focus scope practiced and disclosed in ESG and respond to stakeholders' expectation, during the Year, the Group commissioned an independent advisor company to make ESG materiality issue analysis and determined most closely sustainable development issues of the Group.

We consider the business development targets, actual operation strategies and situation of the Group, understand stakeholders' expectation and vision for the ESG by communicating with them. We referred to the disclosure responsibility covered by the Guide and Sustainability Accounting Standards Board (SASB) materiality issue database, as well as actions taken by peers, and concluded 39 ESG issues applicable to the Group's business, including 23 highly material issues, 12 moderately material issues and 4 generally material issues. These issues have been confirmed by the Board. We have made different levels of focus disclosures in the Report based on the importance of these issues and have taken them into consideration when formulating ESG strategies and policies.



3. Sustainable Development Concept

Highly material issues	Moderately material issues	Generally material issues
1. Environmental-friendly materials	24. Climate change	36. Biodiversity
2. Employees' environmental awareness	25. Water resource management	37. Information disclosure and transparency
3. Information security	26. Waste management	38. Product design and life cycle management
4. Customer privacy security	27. Greenhouse gas emission	39. Market competitiveness
5. Responsible procurement	28. Wastewater discharge and treatment	
6. Customer service and satisfaction attitude	29. Green buildings	
7. Community investment and participation	30. Energy efficiency	
8. Care for community	31. Emission management	
9. Product quality and safety	32. Protection of intellectual property rights	
10. Responsible selling	33. Quality control	
11. Customers' health and safety	34. Technology development and application	
12. Employees' health and safety	35. Business ethics	
13. Diversification and cohesion		
14. Employees' training and development		
15. Remuneration benefit		
16. Employment management		
17. Labour standards		
18. Employee interests		
19. Anti-corruption		
20. Whistle-blowing mechanism		
21. Economic performance		
22. Compliance with laws and regulations		
23. Risk management and control		

4. Business Integrity

4.1. ANTI-CORRUPTION

As a responsible corporate, the Group keeps integrity, honesty and fairness, which forms an important part of the Group's success. The Group strictly complies with the Company Law of the People's Republic of China (《中華人民共和國公司法》), the Law of the People's Republic of China on Anti-Money Laundering (《中華人民共和國反洗錢法》), the Guidelines for the Assessment of Money Laundering and Terrorism Financing Risks and Categorized Management of Clients of Financial Institutions (《金融機構洗錢和恐怖融資風險評估及客戶分類管理指引》), and the Anti-Money Laundering Ordinance (《打擊洗錢條例》), Prevention of Bribery Ordinance (《防止賄賂條例》), Drug Trafficking (Recovery of Proceeds) Ordinance (《販毒(追討得益)條例》) and the Organized and Serious Crimes Ordinance (《有組織及嚴重罪行條例》) and the United Nations (Anti-Terrorism Measures) Ordinance (《聯合國(反恐怖主義措施)條例》) of the Hong Kong Special Administrative Region Government ("HKSAR") and other laws and regulations.

The Group has developed the accountability management system, which standardizes the scope of accountability, classification of issues and resolutions for ensuring legal compliance of the operational businesses. Employees are prohibited from soliciting or accepting any benefits or entertainment from those who has business dealings with the Group like customers, suppliers or contractors, and the employees must also avoid any situation that causes or is considered to cause a conflict of interest. If they cannot be rejected or avoided for various reasons, employees should submit a declaration form to its department head and the administration department, which is to be approved by the Chief Executive Officer (the "CEO").

In addition, the Group has also established the "Reporting Policies and Procedures" (《舉報政策及程式》) to provide employees with safe and confidential reporting channels and standards to encourage the reporting of suspected violations of business ethics. We encourage employees to report in person or in written form. All documents must be sent to the CEO, Chairman or Chairman of the audit committee in encrypted form. The Group will carefully handle the obtained information, conduct a fair and impartial investigation of the reported incident, and take corrective measures for the violation. The audit department will conduct a rigorous investigation of the reported incident in accordance with "Investigation Procedure" (《調查程式》) of the Group. If the case is found valid, the Group will handle it in accordance with the law.

We have formulated the "Risk Management Measures" (《風險管理辦法》) to strengthen our ability to prevent and control risks of the financial business. We require the Department of Finance to abide by the national finance, taxation laws, regulations and departmental rules, strictly implement the accounting system and accounting operating procedures, and ensure the authenticity, integrity, and legality of accounting information. Employees are strictly forbidden to set up off-book accounts and hidden reserves, nor prepare or submit false accounting information. We will conduct a due diligence and assessment of our partners to prevent any form of fraud.

To improve employees' awareness of business ethics, the Group has provided anti-corruption trainings for directors and employees during the Year.

During the Year, the Group did not face any lawsuits or accusation against the Group or its employees for any cases of corruption, bribery, extortion, fraud, or money laundering.

4. Business Integrity

4.2. PROTECTION OF INFORMATION SECURITY

Our business natures involve the collection, usage, analysis, and storage of customers' personal information. Therefore, the Group is committed to making sure that confidential information is handled safely and reliably. The Group strictly complies with the Regulations on the Security Protection of Computer Information Systems of the People's Republic of China (《中華人民共和國計算機信息系統安全保護條例》), Network Security Law of the People's Republic of China (《中華人民共和國網路安全法》), Provisions on Technical Measures for Internet Security Protection (《互聯網安全保護技術措施規定》), Administrative Measures for Internet Information Services (《互聯網信息服務管理辦法》), Security Protection of Computer Information Network International Networking Management Measures (《計算機信息網路國際聯網安全保護管理辦法》) and other relevant laws and regulations to comprehensively maintain information security.

We have formulated the "Information Management System" (《信息管理制度》), "Network Security Management Measures" (《網路安全管理辦法》), "Data Management Measures" (《數據管理辦法》), "Administrative Measures on Customer Privacy" (《賓客隱私保護管理辦法》) and "Employee Occupational Code" (《員工職業守則》), to strengthen information security management of the Group and employees' professional ethics. The Group collects and uses customer information through legal channels. If retrieval of customer's information is necessary, an approval process must be initiated. After approval, the output information must be encrypted. The installation of software and programs in all our computers must be approved by the management, and virus removal is performed on a regular basis, which is aimed to minimize the risk of being hacked. We classify the information according to the level of confidentiality and perform encryption to protect information. To prevent data loss, each of our databases is backed up on at least three different storage devices.

The Group implements information authority management and prohibits employees from using any means to obtain unauthorized information, as well as illegal or disciplinary actions that tamper with or peddle the Group's information, or endanger the information security of the Group. Unless approved by the general manager, employees are not allowed to use USB ports, optical drives, recorders, or other devices that may cause data leakage.

For customers staying in hotels, we require the front desk staff to respect customers' privacy and do not disclose the information of the customer such as the room number, occupancy days, companions, and hobbies to others. We also provide "confidential service", "filtering service" and "do not disturb service" for customers staying in the hotel, so that we can handle visitors' inquiries accordingly. We also strictly prohibit non-monitoring personnel from entering the monitoring room. Except for the surveillance personnel stipulated by the hotel, no one shall enter the monitoring room or disclose surveillance videos or other relevant information to other people. If one needs to view the relevant information, he or she must obtain the consent of the Service Department and fill in the "Application Form for Access to Surveillance Video Data" (《監控錄影資料調閱申請表》) first.

To improve the work efficiency and service quality of employees of the Group's property management projects, we manage data through a third-party intelligent platform, and formulated the "Third-party Platform Information Management Standards" (《第三方平台資訊管理規範》). The use of the third-party office platform is limited to non-confidential information, and its management is handled by professional personnel from the administrative personnel department and the information department of the Group. The authority of the employees is set according to job responsibilities and authorizations and is supervised by the CEO of the Group. We implement real-name accounts, and if relevant personnel are transferred from their positions, his or her account on third party platforms should be cancelled. All confidential information, such as owner's files must not be processed through a third-party office platform. If it is necessary to borrow for work, it must be approved by the CEO of the property management company. If the regulations are violated and significant accidents such as serious leaks are caused, we will hold relevant employees accountable in accordance with the Law of Confidence (《保密法》) and related provisions.

4. Business Integrity

In terms of financial business, our wholly-owned subsidiaries follow the Guiding Opinions of the General Office of the State Council on Strengthening the Protection of Financial Consumers' Rights and Interests (No. 81 [2015] State Office) (《國務院辦公廳關於加強金融消費者權益保護工作的指導意見》(國發辦[2015]81號)), the "Notice by the China Banking and Insurance Regulatory Commission of Issuing the Interim Measures for the Supervision and Administration of Financial Leasing Companies" (No. 22 [2020] of the China Banking and Insurance Regulatory Commission) (《中國銀保監會關於印發融資租賃公司監督管理暫行辦法的通知》(銀保監發[2020]22號)), the Regulations of Shanghai Municipality on Local Financial Supervision and Administration (《上海市地方金融監督管理條例》), the industry regulatory systems and other laws and regulations, and formulated the "Privacy Policy" (《隱私政策》). The Group's "Privacy Policy" lists out the scope of customer information that needs to be collected, collection purposes and usage principles, information sharing and disclosure principles, and information security protection measures, etc., and it ensures that the customer information will not be kept, leaked, sold, or made public illegally or accidentally.

4.3. PROTECTING INTELLECTUAL PROPERTY RIGHTS

The Group strictly complies with the Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), Patent Law of the People's Republic of China (《中華人民共和國專利法》), Detailed Rules for the Implementation of the Patent Law of the People's Republic of China (《中華人民共和國專利法實施細則》), Trademark Law of the People's Republic of China (《中華人民共和國商標法》), Intellectual Property Law of the People's Republic of China (《中華人民共和國知識產權法》) and other laws and regulations. We respect and maintain intellectual property rights within the Group and in the market, and regulate intellectual property rights including trademark rights, patent rights and copyrights, etc.

We have formulated the "Administrative Measures for Hotel Channel Media Resources" (《酒店渠道媒體資源管理辦法》), "Management System and Standards in Posting Hotel Promotional Printed Matters" (《酒店宣傳類印刷品張貼管理制度及標準》) and "Flowcharts for Approval of Hotel Promotion Products" (《酒店宣傳製品審批流程圖》). All promotional products and advertisements must be approved by the general manager before they can be exported. All our public information needs to be strictly reviewed to ensure that it complies with legal requirements and is not false or misleading.

The Group did not sell properties this Year, and we had no related advertising activities.

In terms of financial business, the Group requires the audit department to review relevant information and ensures the authenticity and accuracy of the information on the sale of financial products.

4.4. QUALITY ASSURANCE

The Group is committed to providing safe and high-quality services in a responsible manner. We resolutely comply with the Consumer Rights Protection Law of the People's Republic of China (《中華人民共和國消費者權益保護法》), and strictly monitor the quality of our products and services.

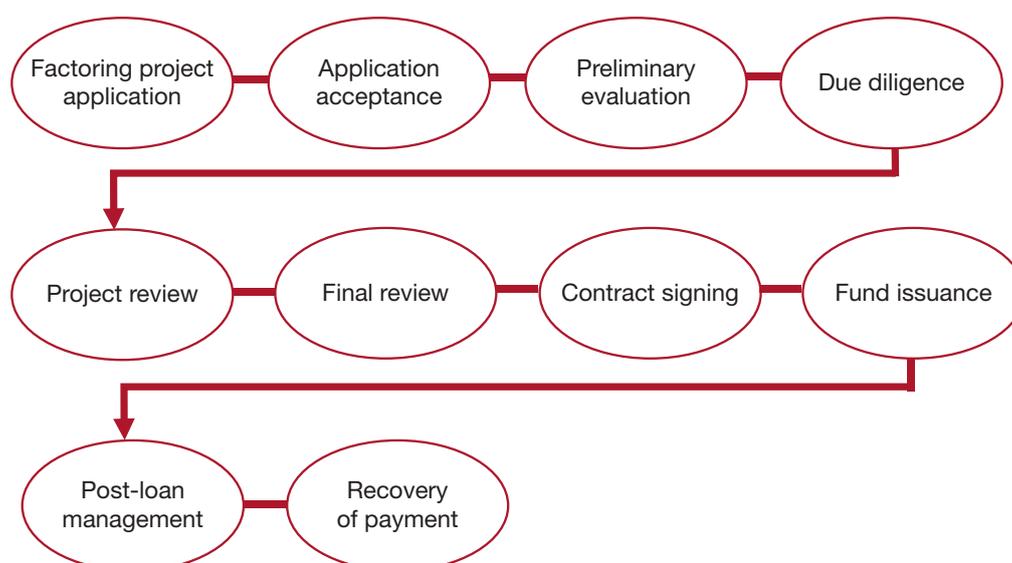
We have formulated the "Administrative Measures for Check and Acceptance and Handover" (《驗收與移交管理辦法》) to ensure that our engineering projects and property projects can achieve a higher standard when they are being taken over. During the check and acceptance of work, the Project Construction Management Department and the relevant departments will take the following as the main acceptance targets, which includes the design of the project, the actual functions, the convenience of maintenance, and the risk of usage. Project check and acceptance adopts a combination of completion check and acceptance, sub-item check and acceptance and process check and acceptance. Completion check and acceptance is a comprehensive acceptance of the contract scope, subject matter, construction period and quality. Sub-item check and acceptance is the implementation of sub-projects that need to be independently accepted during the process. Process acceptance process is the process of the acceptance of concealed works and materials. The inspector should assort the problems existing in the acceptance.

4. Business Integrity

For the engineering projects designated as “in need of repair” should be marked as not qualified. The unqualified report for the acceptance should be signed by the acceptance team and submitted to the person in charge of the property center for approval. It will be sent to the supplier for rectification, then carried out the re-inspection in accordance with the aforementioned procedures after the rectification is completed. During the rectification period, the delivery of subject matters under rectification are not allowed to be carried out.

When we are taking over the property project, our property company will re-inspect the property to ensure a safe construction and a high satisfaction of usage for the property. After confirming the acceptance date with the developer, the developer, the property company, and the construction unit will form a joint team to inspect the project and complete the “Acceptance Form” (《驗收表》). The “Acceptance Form” shall include the signatures of the three parties, in triplicate, and each party shall hold one copy. The tripartite joint team will conduct detailed inspections on the property rights and technical materials, the government completion acceptance materials, the water and electricity supply contracts and other materials that should be obtained, as well as the building-related facilities and decorations. If a non-structural problem is found during the check and acceptance, the check and acceptance team shall report the problem to the developer immediately. After the developer completes the rectification, another re-inspection will be conducted until it is qualified. If problems in structural safety or safety in use of facilities and equipment are found during the check and acceptance, we will complete the “Rectification List” (《整改清單》) and submit to the construction unit for further rectification. We will then arrange a time for the acceptance. The reinforced inspection result will be also requested and kept as a record. If problems related to the functions of the property are found during the check and acceptance (such as the lack of water and electricity supply), we will urge the developer to solve it, and then arrange for the acceptance after the conditions of acceptance are met.

In terms of financial business, we strictly comply with the “Guarantee Law” (《擔保法》) and follow the following procedures:



We strictly prohibit the issuance of factoring payments without preliminary evaluation, review, and final review. After the official approval for the factoring project, the Legal Department will be responsible for drawing up a full set of contracts and agreements and completing the relevant procedures. The business department will then be responsible for signing contracts with customers to ensure the project proceed legally.

During this Year, the Group did not recall any products due to safety or health problems.

4. Business Integrity

4.5. CUSTOMERS' HEALTH AND SAFETY

To ensure that our customers can stay comfortably in our hotel or property management projects, we have formulated the “Emergency and Abnormal Situation Handling Procedures” (《突發事件和異常情況處理常式》) and “Safety Management Measures” (《安全管理辦法》). In terms of property management, the manager of our management office is responsible for organizing trainings for employees to deal with emergencies and abnormal situations, to ensure that emergencies or abnormal situations can be dealt with quickly and decisively so as to ensure the safety of the owner’s life and their properties. At the same time, we uniformly manage access rights, and visitors must be registered. For hotels, we strictly regulate the behavior of our employees, and arrange for physical training, service skills training, and fire emergency handling training every week, to ensure that employees have professional service attitudes and rapid and accurate response capabilities. At the same time, to ensure the cleanliness of hotels’ kitchen, we have signed an agreement with a professional cleaning company to clean the kitchen equipment regularly to ensure that the kitchen is clean, free of oil, and strictly control the spread of odours.

During the pandemic, we actively prevent the pandemic. To ensure the safety of owners, we have established a pandemic prevention and control team, promoted knowledge of pandemic prevention and control through various methods, and enhanced owners and employees’ understanding and prevention awareness of the COVID-19. In addition, we have prepared protective and disinfection supplies. We disinfect the property management area twice a day. We conduct safety inspections through warm reminders, home inspections, and entry and exit registrations. We also provide thermometer at each lobby and each entrance of the properties to monitor the body temperature of outsiders, properly register them, and make timely notification of the pandemic situation in the property management area.

To ensure the safety of our customers in hotels and shopping malls, we perform comprehensive cleaning, disinfection and ventilation every day and provide disinfection supplies to employees and customers. At the same time, we install ultraviolet antivirus lamps in air conditioning facilities and air-handling unit room, limit the number of people in elevator to maintain social distance, check the body temperature of all people entering hotels or shopping malls, and only allow those with normal body temperature to enter.

4.6. CUSTOMER SATISFACTION

We listen to the suggestions of our customers with an open and humble attitude, and handle complaints and disputes efficiently and properly with the “Administrative Measures on Handling Customer Complaints” (《客訴處理管理辦法》). The information channels for receiving complaints include emails, phones, and visits.

After the customer service receives a complaint, we will keep record and forward the content of the complaint to the person in charge of operations. The person in charge of operations will verify the situation with the relevant departments as soon as possible. If the complaint is a general complaint, the person in charge of the relevant department will provide feedback on the handling results and the actual situations according to the customer’s request. If the complaint involves a more serious matter, the person in charge of operations will handle it in accordance with the established procedures. If the complaint is about the products, service quality or maintenance quality of the retailers housed under our projects, we will initiate a comprehensive investigation and communicate with the person in charge of the retailers and the customer for knowing the situation, and the results agreed by both parties will be made. If the complaint is about the service quality or hardware facilities of the Group, we will pass on to the person in charge of the relevant department, follow up the progress, and report the processing results to the customer in a timely manner. We will classify and archive all complaints, and conduct customer satisfaction surveys to identify areas for improvement.

During the Year, the Group received no major complaints from customers.

4. Business Integrity

4.7. SUPPLIER MANAGEMENT

In order to establish sustainable partnerships and reduce procurement risks and costs, the Group has formulated the “Supplier Management Measures”(《供應商管理辦法》), “Purchasing Department Management System”(《採購部管理制度》) and “Purchasing Management Policy”(《採購管理政策》) to standardize the selection and evaluation process of suppliers. At the same time, we have identified supply chain risks, and through the establishment of multiple information transmission channels, we have achieved transparency in the supply chain management and effectively managed supply chain risks. We use Vendor Managed Inventory (VMI) and Supplier Managed Inventory (SMI) and other supply chain management technologies to achieve cooperation between supply chain partners, in order to reduce the total cost of supply chain and improve the efficiency of supply chain.

We will sign the “Integrity Agreement”(《誠信約定書》) with suppliers and partners, and explicitly prohibit acts that violate the principle of integrity such as benefit transfer, fraud, falsification, bid rigging, and collusion, as well as acts that violate laws and regulations such as divulging business secrets and violating business agreements. If the above behavior occurs, we will deal with the violations of laws and regulations in accordance with the relevant regulations of the Group.

The procurement management department of the Group needs to select multiple candidate suppliers for each type of material according to business needs, and collects the supplier data, office and site inspections, inspections of related partners, supplier contacts, and supplier product surveys. During these processes, the inspection results are provided to the evaluation team including the general manager, the deputy general manager in charge, and the person in charge of the financial department for evaluation and making the final decision. The approved suppliers are compiled into the “Annual Company Qualified Suppliers List” (《年度公司合格供方名單》) by the procurement management department. The inspection factors of the suppliers include qualifications, product and service quality, delivery capabilities, price levels, technical capabilities, support services, human resources, etc. When selecting and evaluating suppliers, we also pay attention to the suppliers’ environmental compliance records and the social responsibilities fulfilled by the suppliers. During the assessment process, suppliers with a sense of environmental and social responsibility will be selected first. We tend to cooperate with suppliers with sustainable development concepts, and give priority to adopting environmentally friendly products and services with low environmental impact. In addition, our suppliers must comply with the minimum requirements of applicable local laws, safeguard the mutual interests of both parties, and promote the sound development of the relationship between the two parties.

In order to ensure the quality of suppliers, we will fill in the “Supplier’s Supply Status and Rating Table” (《供方供貨情況及定級表》) with information on each supply and service status of the supplier and use it as the basis for annual review. We will classify suppliers into level A, B, and C according to the “Supplier’s Supply Status and Rating Table” (《供方供貨情況及定級表》). If the supplier is rated as C-level by more than a certain percentage, the supplier is regarded as unqualified. If the supplier is rated as A-level by more than a certain percentage, the supplier is considered excellent. Suppliers in other cases are considered qualified.

During the Year, the Group has 142 suppliers which are mainly from Guangdong Province. These suppliers provide products and services such as safety management supplies, engineering/maintenance services, landscaping/cleaning supplies, marketing promotion, business services, electricity services, food and ingredients, alcohol, consumables (paper towels, washing products), office supplies, printing supplies, intelligent products and services.

5. Employee Team

The Group strictly complies with the Labour Law of the People's Republic of China (《中華人民共和國勞動法》), Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), Implementation Regulations of the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法實施條例》), the Law of the People's Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》), the Provisions on Prohibition of Child Labour (《禁止使用童工規定》), the Employment Ordinance (《僱傭條例》) promulgated by the HKSAR and other relevant laws and regulations. In addition, we have also formulated a corresponding system to standardize the employment and welfare systems to protect the rights and interests of employees, and enable every employee to develop their strengths and potential.

5.1. EMPLOYMENT CONVENTION

Employees are critical to the success of the Group. The Group is committed to creating an equal, inclusive, healthy and safe working environment without discrimination related to gender, marital status, age, race, color, disability or religion, so as to achieve the common development of the Group and employees.

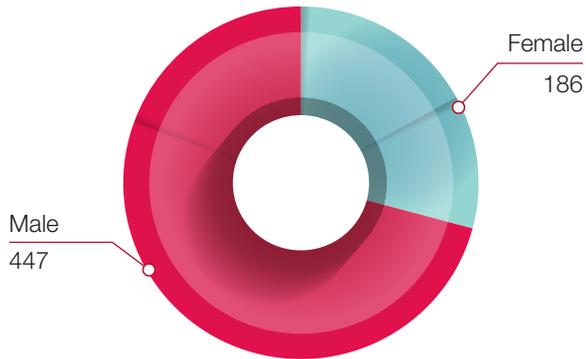
We have formulated the "Employee Handbook" (《員工手冊》) and "Recruitment and Employment Management Measures" (《招聘與錄用管理辦法》), in compliance with the principle of "equal competition, merit-based recruitment, and encouragement of recommendation", recruiting talents through a variety of methods, and with consideration of their educational background, work experience and other relevant factors. During the recruitment process, the human resources department requires applicants to present identification documents to prevent child labour as stipulated by laws and regulations. Once the applicant is admitted, the Group will sign a legally binding "Job Commitment" (《入職承諾書》) and "Labour Contract" (《勞動合同》) with the newly recruited employee on the basis of equality, voluntariness, legal provisions and consensus, to protect the rights and interests of both parties. In order to attract and retain talents, we provide competitive salaries and benefits. In addition to statutory paid holidays, five social insurance and one housing fund, we also provide employees with sick leave, marriage leave, maternity leave, family planning leave, compassionate leave, juror leave and bereavement leave. Resignation methods include resignation, dismissal, termination of labour relations and voluntary resignation. We will arrange resignation interviews, identify and manage the reasons for employees' resignation, and make necessary improvements. Resigned employees must complete the handing over of work within the notice period stipulated in the contract and sign the "Labour Relations Termination Agreement" (《勞動關係解除協議》) with the Group.

In addition, the Group also prohibits forced labour. The working hours of employees have been specified in the "Employee Handbook". If it is necessary to work overtime, we will compensate employees according to the various situations listed in the "Employee Handbook". If any violation is found, it will be dealt with in accordance with the "Employee Handbook".

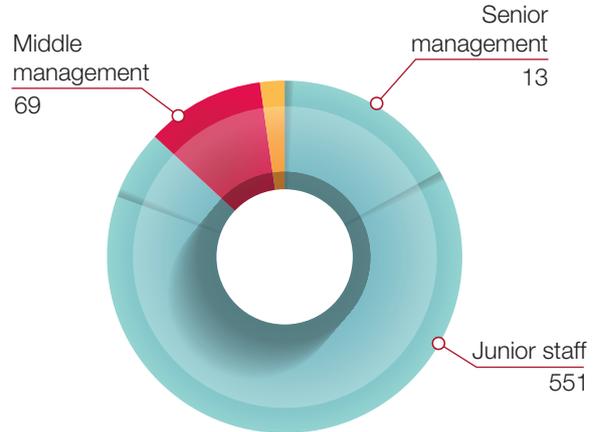
5. Employee Team

During the Year, the Group did not have any violations of child labour or forced labour. During the Year, the Group has a total of 633 employees, all of whom are in southern China. Their distribution is as follows:

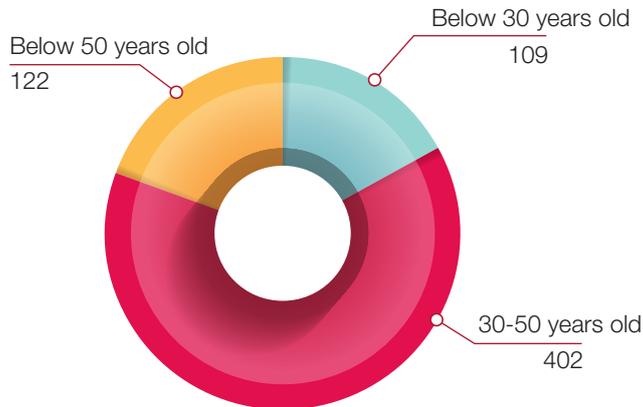
By gender



By employment type



By age group



5. Employee Team

5.2. HEALTH AND SAFETY

The Group pays attention to the health and safety of employees, and complies with the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), Safety Production Law of the People's Republic of China (《中華人民共和國安全生產法》), Regulations on the Supervision and Management of Occupational Hygiene in Workplaces (《工作場所職業衛生監督管理規定》), Insurance Ordinance (《工傷保險條例》) and HKSAR's Occupational Safety, Health Ordinance (《職業安全及健康條例》) and other relevant laws and regulations.

We regularly conduct rescue and fire escape drills, equip offices with fire prevention equipment and place first aid kits in conspicuous places, ensure that there are sufficient first aid supplies and emergency measures, such as fire or explosion response plans, and disciplining employees who violate safety regulations of the Company or endanger the safety of others. At the same time, we will conduct general safety education for new employees and employees starting a new job, including safety regulations of the Company and emergency measures, and provide employees with annual physical examination to provide a healthy and safe working environment.

Since the Group's business involves engineering development, we pay close attention to the relevant laws and regulations of safety management in areas where we operate, regularly review and adjust the Group's safety management structure, continue to improve the safety management system, implement safety production responsibilities, and fully protect employees' health and safety. Meanwhile, we have formulated the "Safety Management System" (《安全管理制度》) to standardize the behaviour of employees during work and avoid unnecessary injuries. In addition, we have also formulated "Operation Guidelines" (《操作指引》) for the operation of various equipment to ensure the personal safety of operators.

We also provide employees with a three-level education and quarterly publicity on safe production. In addition, we organize and assist in formulating or perfecting the responsibility system for safe production positions at all levels and the safe operation standards of various machinery and equipment, and regularly supervise and inspect the application. At the same time, we guarantee seasonal safety production, labour protection, flood prevention and typhoon prevention, heatstroke prevention and cooling, protection against cold conditions, and safe use of electricity, etc. We also urge employees to use personal protective equipment prudently and regularly distribute health supplements. We conduct regular safety inspections on hotel workplaces and assist in solving problems, especially on flammable and explosive dangerous places and various mechanical equipment. If hidden accidents are found, we will identify relevant personnel and mitigation measures, and make rectification within a time limit.

During the pandemic, we have taken precautionary measures required by the government to protect the health and safety of employees. We have formulated the "New Coronavirus Pandemic Prevention Manual" (《新型冠狀病毒疫情防範手冊》), which includes protection guidelines and knowledge about the new coronavirus. In the meantime, we provide training for employees to allow them to scientifically protect themselves from infection. We provide masks for employees, and disinfect the staff canteen and the staff dormitory every day. Employees must consciously report their itinerary to the Company, and quarantine themselves at home for 14 days when necessary.

During the Year, the Group had a total of 103 working days lost due to work-related injuries. There have been no work-related fatalities over a three-year period.

5. Employee Team

5.3. TRAINING AND DEVELOPMENT

In order to ensure that all employees have equal opportunities for promotion and salary adjustment, and encourage their rapid development, we have formulated the “Performance Appraisal Management System” (《績效考核管理制度》). We have formulated corresponding assessment indicators according to the nature of different departments, to ensure that the assessment indicators are closely integrated with job responsibilities. We adopt the principle of impartiality, implement frank, fair, and cross-organizational performance review and communication, ensure performance transparency and make the evaluation process more systematic and objective. If the person being assessed believes that the assessment result does not conform to the actual situation, they can appeal to the Human Resources and Administration Department as soon as possible after receiving the performance feedback.

We believe that the ability of our employees is very important in maintaining and strengthening our competitiveness, so we provide various trainings opportunities for all employees. Our trainings include internal and external trainings. The Group’s internal lectures and external trainings will enhance their professionalism and maximize their potential, enabling them to develop their careers in the Group in an all-round way. In addition, we will also subsidize the training fees and necessary travel expenses for employees who participate in external trainings, to alleviate their financial concerns and allow them to participate in training with peace of mind. We will regularly review the effectiveness of the trainings and develop future training plans based on the needs of our employees.

During this Year, the percentage of employees who received training was 100%. The training situation was as follows:

	Unit	2021
Average training hours completed per employee by gender		
Female	Hour	70.7
Male	Hour	87.0
Average training hours completed per employee by employee category		
Full-time junior	Hour	83.9
Full-time mid-level management	Hour	67.2
Full-time senior management	Hour	93.9

6. Green Operation

As the Group's negative impact on the environment in its business is relatively small, we still strive to minimize the environmental impact caused by our business operations and management activities, operate our business cautiously, and encourage employees to use resources more efficiently. The Group strictly complies with the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), Pollution Prevention Law of the People's Republic of China (《中華人民共和國污染防治法》), Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》) and other relevant laws and regulations, and is committed to improving its environmental performance and employees' environmental awareness.

During the Year, the Group did not violate any environmental protection laws or cause major accidents that seriously damage the environment and natural resources, nor did it receive any notice of penalties or lawsuits related to environmental protection.

6.1. ENERGY MANAGEMENT

We have formulated the "Energy Conservation Management System" (《節能管理制度》), established an energy conservation management team to monitor the energy consumption of the Group, and raised employees' awareness of energy saving through publicity in the hope that employees will develop the habits of turning off lights and air conditioners after leaving the workplace. We use low-emissivity glass to prevent from heat generated by blocking ultraviolet rays for reducing the use of air-conditioner. We use electronic equipment and devices with energy-saving labels, choose energy saving switches, dimming control or sound and light control switches for lighting system and set up independent controllable switches in different lighting areas to reduce unnecessary energy consumption. We prohibit employees from arbitrarily adding, changing, or increasing electrical equipment and facilities, including electric fans and light bulbs, and prohibit unauthorized wiring and installation of any electrical equipment.

When there is only a small number of customers in hotels, the hotel staff should arrange the rooms centrally and reasonably, and raise energy efficiency by partitioned power and cooling. In the property management public area, we replaced all lights with LED lights to raise energy efficiency.

During the Year, the total power consumption of the Group during its operations was 2,472,757.0 kWh, while the electricity consumption intensity was 76.9 kWh per square meter. As the epidemic eases and restrictions relaxes, office areas, commercial cities and hotels gradually resume crowd flow and occupancy, therefore, our power consumption increased by 6.8% compared with the previous year. In the future, we will continue to monitor the power consumption of our business operations and take the initiative to implement energy saving measures to effectively save electricity consumption.

6.2. EMISSION MANAGEMENT

To support China's realization of 2060 "carbon neutrality" goal, the Group adheres to implement the important policies of the National Climate Change Plan (2014-2020) (《國家應對氣候變化規劃(2014-2020年)》), the National Climate Change Adaptation Strategy (《國家適應氣候變化戰略》), and the 2020 Annual Report on China's Policies and Actions to Address Climate Change (《中國應對氣候變化的政策與行動2020年度報告》). And the Group also adopts a variety of energy-saving and emission-reduction strategies.

Our greenhouse gas (GHG) emissions are mainly derived from the use of fuel generators and the gasoline consumption of vehicles under our business (Scope 1) and externally purchased electricity (Scope 2). In addition to the energy saving measures mentioned in the "Energy Management" section, we regularly maintain the Group's fleet and perform necessary maintenance and repairs. The Group also provides driving training for the drivers to help them develop good driving habits to reduce unnecessary wearing of vehicles and gasoline consumption.

6. Green Operation

We have conducted the GHG emissions audit for the Group, including the office areas of Sinolink Properties Limited, Sinolink Property Management Co., Ltd., The Vi City, and O Hotel, in accordance with the GHG Protocol by the World Resources Institute and World Business Council for Sustainable Development and the ISO14064-1 prepared by the International Organization for Standardization. Our GHG emissions during the Reporting Period are as follows:

	Unit	2021
Direct GHG emissions (Scope 1)	tonnes CO ₂ equivalent (tCO ₂ e)	239.7
Indirect GHG emissions (Scope 2)	tonnes CO ₂ e	1,508.6
Total GHG emissions (Scope 1 and 2)	tonnes CO ₂ e	1,748.3
GHG emission intensity (per square meter) (Scope 1 and 2)	tonnes CO ₂ e/m ²	0.05

6.3. WATER RESOURCES MANAGEMENT

The water of the Group comes from municipal water supply, and there is no water intake problem. The property projects and hotel restrooms use equipment with water-saving labels, reduce water pressure to the lowest possible level, and use infrared-sensing toilet equipment, placing water-saving labels in each restroom to enhance the water-saving awareness of our employees. In addition, we regularly check the readings for water meters and whether there is any hidden water leakage. We regularly conduct leakage tests for hidden water pipes and check the overflowing water tanks, and perform timely maintenance. We also require hotel employees to recycle water as much as possible to reduce water consumption.

During the Year, the total water consumption of the Group was 14,505.5 tonnes, while the water consumption intensity was 0.5 tonnes per square meter. Due to the gradual easing of the epidemic and the gradual relaxation of anti-epidemic policies, the flow of people and the utilization rate of office areas, commercial centers and hotels have gradually recovered. In addition, water consumption has been increased for cleaning purposes during the epidemic. Therefore, our water consumption has increased by 19.7% compared to the previous year. In the future, we will continue to monitor the water consumption of the Group's business operations and actively implement water saving measures to reduce water consumption.

6.4. WASTE MANAGEMENT

The Group encourages employees to reduce the pressure on landfills and improve the efficiency of the resource through sorting, recycling, and reusing. We have formulated the "Office Supplies Management System" (《辦公用品管理制度》) and regularly evaluate the materials used to avoid unnecessary inventory and use recyclable products as much as possible. We promote a paperless office and use electronic communication technology to transmit information as much as possible to reduce the use of paper and use internet fax to filter out junk faxes. Computers and printers are set to double-sided printing and ink saving mode, and notices are posted next to the copier/printing machine to remind employees to use double-sided photocopying or printing on recycled paper for documents that must be printed. In addition, we will monitor the number of prints on a regular basis, and find out the reasons for abnormal paper usage and make necessary improvements. We have set up a wastepaper recycling box, and non-confidential wastepaper is recycled by qualified recycling agencies.

6. Green Operation

Our property management company has formulated the “Rules for the Management of Waste and Old Materials” (《廢舊物品管理細則》) to systematically manage obsolete, scrapped, second-hand, inventory and waste items generated by production. At the same time, we set up special warehouses and arrange for professionals to regularly recycle, sell or destroy the waste according to the nature of the waste. In addition, we also held publicity campaigns about waste sorting and recycling, hoping to raise owners’ awareness of waste sorting.

During the Year, the Group generated 5.3 tonnes of non-hazardous waste, with a density of 0.01 tonnes per person. The amount of hazardous waste generated is 10.0 kg, with a intensity of 0.02 kg per person. All wastes have been properly treated. In the future, we will continue to monitor the amount of non-hazardous waste and hazardous waste generated by the Group in order to improve waste management methods and ensure effective waste reduction.

6.5. CLIMATE CHANGE

Climate change is one of the most serious challenges facing the world today. Rising temperatures and extreme weather are threatening society and our business operations. The Group will regularly monitor the impact of its daily operations on climate change, and is committed to implementing various environmentally friendly operational measures to reduce greenhouse gas emissions and the pressure on global climate change. At the same time, the Group actively assesses and manages climate-related risks and improves our resilience to climate change. The climate-related risks that the Group may face and relevant countermeasures are as follows:

Physical risks

The increased frequency and severity of extreme weather events, such as typhoons, storms, rainstorms, cold or extreme heat, etc., pose acute and chronic physical risks to the Group’s business. Under extreme weather conditions, the Group’s productivity declines due to threats to the safety of employees, possible damage to infrastructure and equipment, and supply chain disruption, exposing the Group to defaults, delays in performance, increased operating costs due to maintenance of damaged facilities and other risks, which will have a direct negative impact on the Group’s revenue.

In order to minimize potential risks and hazards, the Group has developed mitigation plans, including the implementation of flexible working arrangements and preventive measures in severe weather or extreme weather conditions in order to adapt to the risks and impacts of climate change and conduct emergency drills regularly. The Group will develop contingency plans to further reduce the exposure of our equipment to extreme weather, thereby enhancing the stability of our business.

Transition risks

The Group expects that climate change will lead to an evolution in the regulatory, technological and market landscape, including stricter environmental laws and regulations that may expose companies to higher risk of claims and litigation and customer churn, which may incur additional compliance costs and affect the Group’s reputation and competitiveness.

In response to the policies, legal risks and reputational risks, the Group continuously tracks any changes in laws or regulations on climate change and global trends to avoid increased costs, non-compliance fines or reputational risks due to delays in responding. In addition, the Group has been taking comprehensive environmental protection measures.

6. Green Operation

6.6. SUSTAINABLE DEVELOPMENT GOAL

We understand that an enterprise needs to shoulder the social responsibility of protecting the environment and have set initial goals for the Year in the areas of energy use efficiency, water efficiency, waste reduction and greenhouse gas emissions to better achieve energy and water savings, waste reduction and greenhouse gas emissions. We will review the progress of implementation of environmental goals and measures, and monitor various emission sources to identify additional opportunities for energy savings and emission reductions. In the future, we will set more specific and quantifiable environmental targets to better ensure that resources are put to good use and contribute to mitigating climate change.

Environmental aspect	Targets
Energy Use Efficiency	With 2018 as the base year, the Group will maintain or reduce electricity consumption at a similar level of business operation.
Water Efficiency	With 2018 as the base year, the Group will maintain or reduce water consumption at a similar level of business operation.
Waste Reduction	With 2018 as the base year, the Group will maintain or reduce waste generation at a similar level of business operation.
Greenhouse Gas Emissions	With 2018 as the base year, the Group will maintain or reduce greenhouse gas emissions at a similar level of business operation.

7. Social Contribution

The Group is committed to connecting with the community and fulfilling its corporate social responsibility by understanding the needs of the community while striving for corporate growth. The Group provides human and financial support according to the needs of the community. We actively participate in a number of charitable activities, make donations and encourage our employees to participate in social service and volunteer work and other forms of activities to show our care for the community. We hope to continue to contribute to the community and promote healthy development and recognition of the community in the future. For the Year, the Group has called for 20 employees for a total of 30-hour volunteer service.

Appendix I: Sustainability Data Statement

The summary of the Group's environmental sustainability data for the Year is as follows:

	Unit	2021
Emissions		
Nitrogen oxides (NO _x)	kg	9.4
Sulphur oxides (SO _x)	kg	0.2
Suspended particles (PM)	kg	0.7
GHG Emissions		
Direct GHG emissions (Scope 1)	tonnes CO ₂ equivalent (tCO ₂ e)	239.7
Indirect GHG emissions (Scope 2)	tCO ₂ e	1,508.6
Total GHG emission (Scope 1 and 2)	tCO ₂ e	1,748.3
GHG emission intensity (Scope 1 and 2)	tCO ₂ e/m ²	0.05
Energy consumption		
Total externally purchased electricity consumption ¹	kWh	2,472,757.0
Externally purchased electricity consumption intensity	kWh/m ²	76.9
Fuel (petrol) consumption of motor vehicle	Litre	16,585.0
Natural gas consumption of fixed equipment	m ³	87,097.0
Water consumption		
Total water consumption ²	tonnes	14,505.5
Water consumption intensity (per square meter)	tonnes/m ²	0.5
Paper consumption		
Paper consumption	kg	3,338.5
Average consumption of paper	kg/person	5.8
Waste production		
Production of non-hazardous waste	tonnes	5.3
Non-hazardous waste production intensity	tonnes/person	0.01
Recycling of non-hazardous waste	tonnes	1.0
Production of hazardous waste	kg	10.0
Hazardous waste production intensity	kg/person	0.02
Recycling of hazardous waste	kg	10.0
Waste batteries	piece	45.0
Waste ink tank, waste toner box	piece	3.0

¹ The electricity consumption data of the office area of the Sinolink Properties Limited is managed uniformly by the independent property, so the electricity consumption data only includes the office areas of Sinolink Property Management Co., Ltd, The Vi City, and O Hotel.

² The water consumption data of the office area of the Sinolink Properties Limited is managed uniformly by the independent property, so the water consumption data only includes the office areas of Sinolink Property Management Co., Ltd, The Vi City, and O Hotel.

Appendix I: Sustainability Data Statement

The summary of the social sustainability data of the Group for the Year is as follow:

	Unit	2021
Total workforce ³	no. of people	633
Workforce by gender		
Female	no. of people	186
Male	no. of people	447
Workforce by employment type⁴		
Full-time junior	no. of people	551
Full-time mid-level management	no. of people	69
Full-time senior management	no. of people	13
Workforce by age group		
Aged below 30	no. of people	109
Aged 30-50	no. of people	402
Aged above 50	no. of people	122
Workforce by geographical region		
South China region	no. of people	633
Employee turnover rate⁵		
Total employee turnover rate	%	30.0
Employee turnover rate by gender		
Female	%	11.0
Male	%	19.0
Employee turnover rate by age group		
Aged below 30	%	13.0
Aged 30-50	%	15.0
Aged above 50	%	2.0

³ Calculated based on the number of employees as at 31 December 2021

⁴ Considering that the cooperation between the Group and the part-timers has ended during the Year, no statistics will be made during the Year

⁵ Calculated as the percentage of the total number of employee turnover for the Year to the total number of employees

Appendix I: Sustainability Data Statement

	Unit	2021
Employee turnover rate by geographical region		
South China region	%	30.0
Workplace safety and health		
No. of fatalities due to work (2019, 2020 and 2021)	no. of people	0
Lost days due to work injuries	no. of days	103
Employee Training^{6, 7}		
Percentage of trained employee by gender		
Female	%	100.0
Male	%	100.0
Percentage of trained employee by employment category		
Full-time junior	%	100.0
Full-time mid-level management	%	100.0
Full-time senior management	%	100.0
Average training hours by gender		
Female	Hour	70.7
Male	Hour	87.0
Average training hours by employment category		
Full-time junior	Hour	83.9
Full-time mid-level management	Hour	67.2
Full-time senior management	Hour	93.9

⁶ Calculated as a percentage of the number of employees trained in this category during the Year to the total number of employees in this category

⁷ Divide the total training hours of this category by the total number of employees in this category during the Year

Appendix II: Index of the Environmental, Social and Governance Reporting Guide of the Stock Exchange

			Related Section(s)
A. Environmental			
A1: Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	6. Green Operation; 6.2 Emission Management; 6.3 Water Resources Management; 6.4 Waste Management
	A1.1	The types of emissions and respective emissions data.	Appendix I: Sustainability Data Statement
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.2 Emission Management; Appendix I: Sustainability Data Statement
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.4 Waste Management; Appendix I: Sustainability Data Statement
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	6.4 Waste Management; Appendix I: Sustainability Data Statement
	A1.5	Description of emissions target(s) set and steps taken to achieve them.	6.2 Emission Management
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	6.4 Waste Management

Appendix II: Index of the Environmental, Social and Governance Reporting Guide of the Stock Exchange

			Related Section(s)
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	6.1 Energy Management; 6.3 Water Resources Management
	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).	6.1 Energy Management; Appendix I: Sustainability Data Statement
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	6.3 Water Resources Management; Appendix I: Sustainability Data Statement
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	6.1 Energy Management
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	6.3 Water Resources Management
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The Group's business does not involve packaging materials
A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	6. Green Operation
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	6. Green Operation

Appendix II: Index of the Environmental, Social and Governance Reporting Guide of the Stock Exchange

			Related Section(s)
A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	6. Green Operation; 6.5 Climate Change
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	6. Green Operation; 6.5 Climate Change
B. Social			
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	5. Employee Team; 5.1 Employment Convention
	B1.1	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	5.1 Employment Convention; Appendix I: Sustainability Data Statement
	B1.2	Employee turnover rate by gender, age group and geographical region.	Appendix I: Sustainability Data Statement

Appendix II: Index of the Environmental, Social and Governance Reporting Guide of the Stock Exchange

			Related Section(s)
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.	5.2 Health and Safety
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	5.2 Health and Safety; Appendix I: Sustainability Data Statement
	B2.2	Lost days due to work injury.	5.2 Health and Safety; Appendix I: Sustainability Data Statement
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	5.2 Health and Safety
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	5.3 Training and Development
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	5.3 Training and Development; Appendix I: Sustainability Data Statement
	B3.2	The average training hours completed per employee by gender and employee category.	5.3 Training and Development; Appendix I: Sustainability Data Statement

Appendix II: Index of the Environmental, Social and Governance Reporting Guide of the Stock Exchange

			Related Section(s)
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.	5.1 Employment Convention
	B4.1	Description of measures to review employment practices to avoid child and forced labour.	5.1 Employment Convention
	B4.2	Description of steps taken to eliminate such practices when discovered.	5.1 Employment Convention
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	4.7 Supplier Management
	B5.1	Number of suppliers by geographical region.	4.7 Supplier Management
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	4.7 Supplier Management
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	4.7 Supplier Management
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	4.7 Supplier Management

			Related Section(s)
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.	4.2 Information Security; 4.4 Quality Assurance
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	4.4 Quality Assurance
	B6.2	Number of products and service related complaints received and how they are dealt with.	4.6 Customer Satisfaction
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	4.3 Protecting Intellectual Property Rights
	B6.4	Description of quality assurance process and recall procedures.	4.4 Quality Assurance
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	4.2 Information Security

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			Related Section(s)
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.	4.1 Anti-Corruption
	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.	4.1 Anti-Corruption
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	4.1 Anti-Corruption
	B7.3	Description of anti-corruption training provided to directors and staff.	4.1 Anti-Corruption
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.	7 Social Contribution
	B8.1	Focus areas of contribution.	7 Social Contribution
	B8.2	Resources contributed to the focus area.	7 Social Contribution