

**Postal Savings Bank of China Co., Ltd.
Environmental, Social and Governance Report 2016**

April 2017

About this Report

Postal Savings Bank of China Co., Ltd. (hereinafter referred to as “the Bank”, “Postal Savings Bank of China” or “we”) issues its first *Environmental, Social and Governance Report* (hereinafter referred to “this Report”) according to its environmental, social and governance performance. The Bank has complied with the “comply or explain” provisions set out in the *Environmental, Social and Governance Reporting Guide* (hereinafter referred to as “ESG Guide”) under Appendix 27 of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited for the financial year.

Reporting period:

From January 1, 2016 to December 31, 2016

Coverage of this Report:

Unless otherwise specified, this Report covers the head office of Postal Savings Bank of China Co., Ltd. and the institutions under its administration.

Preparation basis:

This Report is prepared with reference to the ESG Guide of The Stock Exchange of Hong Kong Limited.

Release cycle: This Report is released on a yearly basis.

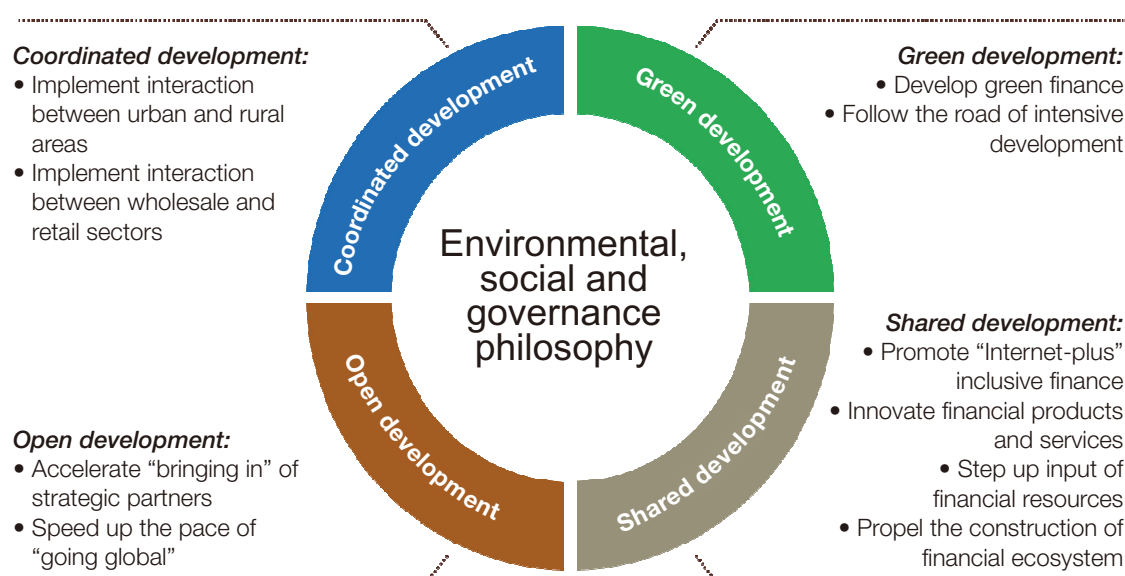
Data description: Data and cases herein originate from the Bank’s original records in day-to-day operation or financial reports.

I. Environmental, social and governance system

Postal Savings Bank of China is a leading large retail bank in China, strategically focuses on providing financial services to communities, SMEs and “Sannong” (a short-hand reference to the Chinese pronunciation of the phrase “agriculture, rural areas and farmers”) customers and is committed to meeting the financial needs of the most promising customers during China’s economic transformation. Meanwhile, Postal Savings Bank of China actively serves large corporate customers, and participates in the construction of major projects, making important contributions to China’s economic development.

- **Environmental, social and governance philosophy**

To better combine the corporate development with the Bank’s environmental, social and governance work, the Bank adheres to the core philosophy of “coordinated development, green development, open development and shared development” for the environmental, social and governance work.



In 2016, Postal Savings Bank of China made contributions to environment and society in practice by innovatively combining the environmental, social and governance philosophy with the Bank’s business development and operation management, which is mainly embodied in the following four aspects:

Strengthen the philosophy of coordinated development to promote the society’s healthy development:

Implement “interaction between urban and rural areas” to realize organic integration and coordinated development of urban and rural businesses;

Implement “interaction between wholesale and retail sectors” to improve the overall development capability of wholesale and retail businesses oriented to “Sannong” customers.

Carry out the philosophy of green development to propel economic transformation:

Step up green credit, with preference to supporting eco-friendly and energy-efficient industries, to have our own development in harmony with social advancement;

Insist on optimizing resource allocation and adjusting structure and development mode, and abandon the extensive mode of competing on scale, resources and time and follow the road of intensive development, to improve development quality and efficiency.

Uphold the philosophy of open development for win-win cooperation:

Implement “bringing in” strategic cooperation, and cooperate with strategic investors with regard to channel expansion, customer development, product innovation, risk management, technical support, human resources development, etc.;

Speed up the pace of “going global” to meet the requirements of economic globalization and RMB internationalization and follow the world trend toward peace, development, cooperation and mutual benefit.

Adhere to the philosophy of shared development to conduct inclusive finance:

Comprehensively optimize the network layout and conduct “Internet-plus” inclusive finance to improve availability and convenience of financial services;

Develop innovative financial products and service modes and enrich service varieties of inclusive finance;

Increase input of financial resources and lower the cost for developing inclusive finance;

Promote the construction of financial ecosystem, and optimize the ecosystem for the development of inclusive finance.

- **Stakeholders’ participation and assessment of important issues**

Upon identification and judgment, the key stakeholders of Postal Savings Bank of China include government, regulatory institutions, shareholders, customers, partners, employees, public and media. The Bank kept close contact with the key stakeholders through multiple channels and valued and responded positively to stakeholders’ different appeals and expectations for the Bank.

Stakeholders	Communication mechanism	Response measures
Government	Policy guide Special report Daily communication	<ul style="list-style-type: none"> • Implement national macroeconomic policies and support national industrial restructuring and economic development transformation • Insist on the strategic position of providing financial services to communities, SMEs and “Sannong” customers
Regulatory institutions	Work report Onsite examination Offsite supervision Meeting and seminar	<ul style="list-style-type: none"> • Carry out business in a legal and honest manner and improve corporate governance • Improve comprehensive risk management capability and enhance the building of internal control system • Advance implementation of New Capital Accord • Intensify anti-money laundering
Shareholders	Shareholder’s general meeting Report of the Board of Directors Periodic report Daily communication	<ul style="list-style-type: none"> • Propel business development and improve profitability • Strictly control risks and promote steady operation • Disclose information in a timely, accurate and comprehensive manner
Customers	Satisfaction survey Training and promotion meeting Product publicity and presentation 95580 customer service center Official website Wechat platform	<ul style="list-style-type: none"> • Reinforce customer relation management • Expand customer service channels • Speed up innovation of financial products and services • Streamline business process

Stakeholders	Communication mechanism	Response measures
Partners	Bidding and purchasing Supply-demand forum Seminar Business exchange	<ul style="list-style-type: none"> Follow the principle of fair cooperation Increase cooperation transparency Realize mutual benefit
Employees	Employee survey Consultation and feedback mechanism Leaders' consolation	<ul style="list-style-type: none"> Earnestly safeguard employees' legitimate rights and interests Enhance trainings on posts and occupational skills Advance fair and transparent talent election mechanism Improve remuneration incentive and welfare system Enrich employees' leisure life
Public and media	Website Weibo and Wechat platforms Public service activity Dissemination of financial knowledge Media interview	<ul style="list-style-type: none"> Disclose information in a timely and objective manner Provide smooth information communication and response Work together to build a harmonious community

In 2016, the Bank, based on the aforesaid work, invited representatives of the key stakeholders to assess the crucial issues set out in the *Environmental, Social and Governance Reporting Guide*, finding that such issues as community investment, use of resources and supply chain management were the biggest concerns for stakeholders.

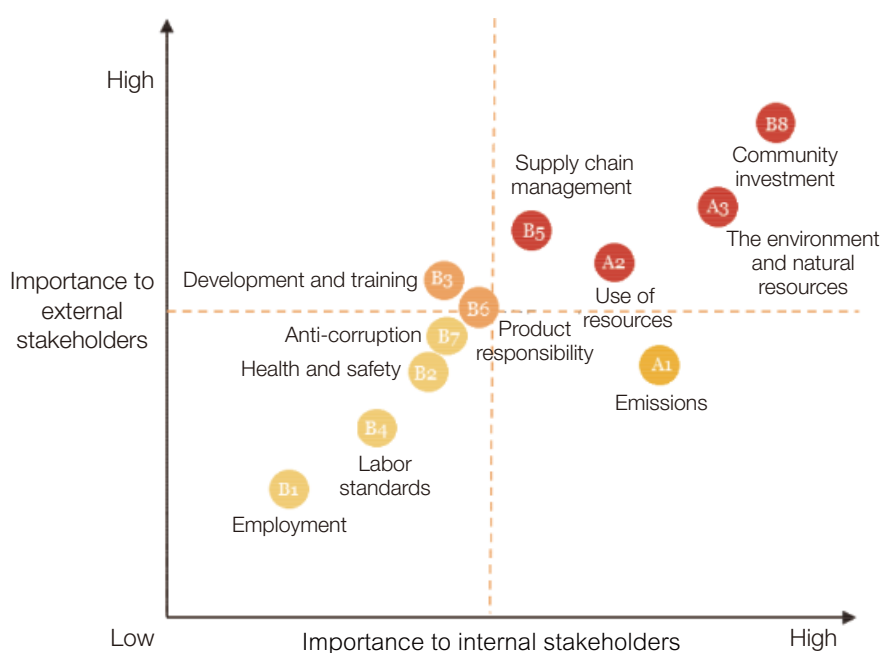


Fig. 1: Key stakeholders' concern to environmental, social and governance issues

II. Practice energy saving and emission reduction and advocate green operation

With an aim of improving its environmental performance and promoting corporate sustainable development, Postal Savings Bank of China reduced the consumption of resources and energy and controlled the emissions of greenhouse gas and pollutants in active response to the national policy requirements on energy saving and environmental protection, so as to minimize the impact of business operation on environment.

The Bank strictly followed the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Energy Conservation*, the *Comprehensive Work Program for Energy Saving and Emission Reduction in the 13th Five-Year Plan Period* of the State Council and other important laws, regulations and national policies, actively worked out and improved its policies relating to green operation and took multiple measures to innovate the energy saving and emission reduction mode.

- **Energy planning and control**

By formulating the Energy Management Regulation, the Bank made a reasonable plan on the utilization of water, electricity, gasoline and other energy resources. Besides appointing *ad hoc* persons to supervise and examine energy-consuming facilities on a regular basis, the Bank also required filing and management of information on energy-consuming facilities, utilization conditions, energy consumption, etc. In future, the Bank will continue to enhance energy consumption management, improve the management system for energy saving technology retrofits, and assess and summarize the measures of energy saving technology retrofits and implementation effects thereof, to make energy saving and control measures more effective.

Resources consumption and carbon dioxide emissions of the head office of Postal Savings Bank of China in 2016

Electricity consumption (MWh)	61,078.53
Natural gas consumption (0,000 m ³)	17.72
Gasoline consumption (0,000 L)	6.65
Diesel consumption (0,000 L)	0.35
Heat consumption (GJ)	22,833
Total water consumption (ton)	161,619
Carbon dioxide emissions (ton)	37,274.57

- **Practising green operation**

The Bank proactively advocated green office and reduced unnecessary energy use by improving operation of electric equipment, standardizing the operation process, cultivating employees' awareness of energy conservation, promoting recycling of office consumables, enhancing quota management and examination of vehicle oil and improving the usage of video conference system.

In business and customer service, the Bank also made efforts to practise green operation. On one hand, we guided the customers to adopt electronic bills instead of paper bills through such publicity channels as official website, branches, short messages and Internet, in order to reduce the use of business paper. On the other hand, we leveraged Internet technology to streamline the service process so as to improve service effectiveness and reduce resource consumption in operation.

Regarding project construction, the Bank strictly observed national and local provisions on environment and ecology and the requirements of business regulation departments and local government, strictly carried out ecological and environmental protection, required environmental impact assessment for all civil construction and decoration projects in the industry, and tried our best to reduce the adverse effect of project construction on the environment.

- **Waste management and control**

The waste produced during the Bank's operation mainly includes office consumables, household garbage and batteries and hard disks used for production of the data center. The Bank not only practised green operation to reduce waste but also strictly conducted standardized treatment for different types of waste according to relevant management provisions. In particular, the Bank uniformly recycled hazardous wastes such as waste toner cartridges and prohibited the employees discarding them at will. As for waste electronic products such as computers and printers, the Bank arranged *ad hoc* persons to detect, evaluate and classify them. The Bank disassembled and recycled the equipment which still has use value so as to reduce its adverse impact on the environment.

- **Supporting green credit**

Postal Savings Bank of China attached great importance to green credit business, actively implemented the regulatory requirements including *Guidance Opinions on Building of A Green Finance System* and *Green Credit Guidelines*, strictly implemented the environment standards and norms including administrative permissions for environmental protection and regulations on environmental safety, and firmly prohibited marketing, admission and acceptance of the customers and businesses out of compliance with industry policies and standard requirements on energy consumption, environmental protection, quality and safety, etc. The Bank conducted classified management and dynamically evaluated the environmental and social risks of enterprises and projects, insisted on "one-vote veto system for environmental protection" and implemented "zero tolerance" policies for enterprises and projects failing to meet the environmental protection requirements.

In 2016, the Bank kept enhancing the building of green credit policies and systems and defined the key directions and areas of green credit development. While further intensifying efforts for supporting environment-friendly industries and projects, the Bank strengthened the management and control over credit projects for high environmental risk industries and strictly restricted credit extension to borrowers and loan projects in industries with “high pollution, high energy consumption and over-capacity”. As at the end of 2016, the balance of green credit (mainly including projects in green transport, renewable and clean energy, and energy conservation and environmental protection) of the Bank amounted to RMB75,231 million. In 2016, Postal Savings Bank of China won multiple honours including “Excellent Green Finance Brand”, “Annual Outstanding Inclusive Financial Bank” and “Outstanding Social Responsibility Practice Enterprise in 2016”.

III. Adhere to people-oriented philosophy and protect employees’ rights and interests

- **Use work force according to laws and attract talent**

The Bank signed labor contracts with employees according to relevant laws and regulations such as the *Labor Law of the People’s Republic of China*, the *Labor Contract Law of the People’s Republic of China* and *Provisions on the Prohibition of Using Child Labor* of the State Council, and performed relevant obligations as per the contracts. The labor contracts have specified the working time, rest and vacation, labor protection, work conditions, etc. In 2016, the Bank did not employ any child labor and no forced labor occurred.

The Bank has worked out internal regulations on human resources management according to laws and comprehensively regulated labor management work including labor contract management, salary and welfare, performance evaluation, attendance and vacation. The Bank strictly prohibited illegal recruitment and labor use, sought to guarantee the diversity of employees and did not allow discrimination against any employee or candidate because of any individual difference unrelated to job responsibilities in recruitment and labor use. Meanwhile, the Bank established a career development and promotion channel of “transverse job transfer and longitudinal promotion” and adopted a superior-subordinate communication and internal recruitment mechanism, so as to provide employees with a broad career development platform.

Number of employees of the Bank

Total number of employees	Total number of employees	187,067
Type of employment	Number of labor contract employees	169,735
	Number of labor dispatch employees	17,332
By region	Number of employees in East China	54,369
	Number of employees in South China	20,268
	Number of employees in Central China	26,551
	Number of employees in North China	30,176
	Number of employees in Northwest China	12,971
	Number of employees in Southwest China	20,050
	Number of employees in Northeast China	22,682
By gender	Total number of male employees	71,761
	Total number of female employees	115,306
By age	Number of employees aged below 30	48,232
	Number of employees aged between 30 and 40 (exclusive)	80,545
	Number of employees aged between 40 and 50 (exclusive)	44,941
	Number of employees aged above 50 (inclusive)	13,349

- **Protection of employees' rights and welfare**

Performance, salary and welfare: The Bank has set up a strategy-oriented and position-based performance evaluation system and a performance-oriented and position value-based salary distribution system. While meeting the requirements for local minimum salaries and basic welfare safeguard, the Bank provided employees with competitive salaries and welfare as well as enterprise annuity and supplementary medical insurance.

Care for employees: In 2016, the Bank's labor unions at various levels started the building of *A Home for the Staff* in an all-round way based on the concept of "development serving, depending on and benefiting employees". Based on the Bank's employee structure features, the Bank organized and held a number of employee care activities for young employees and female employees. During the New Year Festival and Spring Festival, the Bank conveyed greetings to 5,779 employees and 3,389 collectives.

- **Ensuring employees' health and safety**

The Bank strictly observed the *Fire Control Law of the People's Republic of China*, the *Regulations Regarding the Public Security of Enterprises and Institutions* and other relevant laws and regulations and industry standards and requirements, and established a sound safety production management and supervision mechanism.

The Bank regularly organized health examination for employees and worked out scientific health examination packages according to the employees' age, gender and position features, so as to ensure the effect of health examination. Based on the employees' actual needs, organizations at various levels in the Bank organized and held health themed lectures to help employees to prevent diseases and maintain physical and mental health.

To ensure safe operation of institutional outlets, the Bank issued security risk indexes in 2016. Based on the gradually improved security agencies and teams, the Bank further enhanced security education and trainings for employees at different levels in 2016, in order to improve the Bank's security work and provide employees with a safer workplace.

- **Build a study-type bank**

The Bank attached great importance to the development and quality improvement of employees. Adhering to the idea of "together we make it better", the Bank took staff capacity building as the main task and study-type bank building as the goal, adopted a people-oriented philosophy, constantly improved staff training and career development mechanism, provided multi-post training for employees, constantly improved the personal ability and quality of employees, and promoted common growth of employees and the Bank.

In 2016, the Bank, in the principle of comprehensive training, designed targeted training programs, continued to strengthen the building of management team, professional team, marketing team and operation team, provided big company, big retailer and risk compliance training programs for senior executives and professionals, and continued to train management personnel in management capacity, professional and technical personnel in expertise, and operating personnel in business skills.

IV. Adopt a customer-oriented philosophy and provide quality products and services

- **Adopt a customer-oriented philosophy and improve service quality**

In strict compliance with the *Law on the Protection of Consumer Rights and Interests of the People's Republic of China* and other important laws and adhering to the "customer-oriented" service concept, the Bank included the protection of consumers' legitimate rights and interest in our corporate culture construction and business development strategy. The head office of the Bank instructed respective tier-1 branches to include consumer right protection in their business performance appraisal system and formulate emergency management systems and scientific plans.

To increase the effectiveness of handling customer complaints, on the one hand, the Bank regularly classified and summarized complaints lodged through various channels, analyzed customers' demands, found the root of the problems, summarized the customer disputes and other difficult problems in service provision, and came up with feasible solutions. On the other hand, the Bank carried out special quality supervision on handling of those complaints if it was found during sample callbacks that a customer was dissatisfied with how the complaint was handled, the Bank would arrange an *ad hoc* person to investigate and re-handle this complaint.

Handling of customer complaints by 95580 Customer Service Center

Total number of complaints	225,806
Closing of customer complaints (%)	98
Satisfaction of complaint handling (%)	96

- **Protect customer privacy and ensure information safety**

The Bank formulated relevant policies and management measures concerning protection of privacy and personal information safety, requiring outlets at all levels to collect, store, use and provide customer information in strict compliance with relevant laws and rules and regulations of the Bank, not to sell customer information to any unit or individual, and not to provide customer information to others in violation of regulations.

Various business and service outlets of the Bank formulated relevant implementation details in accordance with the requirements of banking financial institutions and the Bank, and took effective measures to ensure the safety of customers' personal information. Specific measures included: require new employees to sign a Confidentiality Agreements; promote paperless office in customer service workplaces; prohibit carriage of recording or storage devices; close the USB port on computers for production use; desensitize the list of customers to be published; regulate data input and output and file management of application information; bind customer privacy protection to employees' performance appraisal; and punish those employees violating the information security management regulations.

In 2016, the Bank ensured information safety from eight aspects including top planning and design, safety control over the whole life cycle of construction projects, and payment security.

V. Ensure compliance operation and enhance management

- **Value independent innovation and protect intellectual property rights**

The Bank attached great importance to independent innovation and the application and protection of self-owned intellectual property rights. In strict compliance with the *Patent Law of the People's Republic of China* and other laws, regulations and regulatory requirements, the Bank actively carried out software copyright registration and patent application. Under the system of intellectual property management, the Bank realized effective management of the registration, application (including review) and litigation and arbitration of intellectual property rights through reasonable division of labor and clear management mechanism and procedures. In 2016, the Bank was not involved in any violation of intellectual property protection regulations that may have any material effect.

- **Strengthen supplier management**

The Bank attached great importance to the implementation of social responsibilities by its suppliers, and regulated supplier management by establishing a scientific and rational supplier management system and formulating supplier management measures.

The Bank actively established green supply chain and conducted green purchase. By formulating guidelines for green purchase, the Bank was guided to promote the philosophy of green and low-carbon in its purchase, and adopt multi-dimensional comprehensive assessment models including green and environmental indicators in the annual assessment of suppliers. The Bank attached great importance to the business ethics and social morality of suppliers, and took various measures to continuously strengthen cooperation with large suppliers which are honest and trustworthy and fully fulfil their social responsibilities. In 2016, the Bank did not learn of any significant negative event or violation of major suppliers in respect of business ethics, environmental protection and labor use.

Distribution of suppliers of the head office of Postal Savings Bank of China

Location of supplier	Quantity
Total number of suppliers	231
Including:	
Number of overseas suppliers	20
Number of suppliers in East China	45
Number of suppliers in South China	23
Number of suppliers in Central China	2
Number of suppliers in North China	128
Number of suppliers in Northwest China	2
Number of suppliers in Southwest China	4
Number of suppliers in Northeast China	2
Number of suppliers in Taiwan, Hong Kong and Macao	5

- **Regulate advertising and propaganda**

In respect of advertising and media publicity, the Bank formulated the executive manual and management measures for promoting the Bank's brand image, businesses and products in strict compliance with the *Advertising Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China* and other laws and regulations. In 2016, the Bank did not learn of any violation of regulations relating to product and service information and labelling and marketing that may have any material effect.

- **Regulate internal control and ensure probity practice**

In strict compliance with laws and regulations such as the *Criminal Law of the People's Republic of China* and the rules and regulations of the Party such as the *Regulation of the Communist Party of China on Disciplinary Actions* and the *Regulations on the Accountability of the Communist Party of China*, the Bank promoted internal control system building, prevented corruption and severely punished employees running counter to these laws and regulations. The Bank formulated and implemented management measures for employees to report corruption and write petition letters to discipline inspection and supervision organs and carried out special inspections from time to time, which ensured that all employees and third parties can unrestrictedly disclose the corruption, bribery, fraud and other misconduct of employees or suppliers of the Bank by means of letter, telephone, mail, etc.

As a large commercial bank, we formulated relevant management systems to specify the organizational structure and job responsibilities of anti-money laundering management in line with a "risk-based" anti-money laundering concept and in accordance with the *Anti-Money Laundering Law of the People's Republic of China* and the regulatory requirements of the People's Bank of China. The Bank strictly implemented customer identification system, optimized the suspicious transaction supervision system, and constantly submitted suspicious transaction reports to reduce the chance of money laundering.

VI. Give back to the community and build a better homeland

As a commercial bank with widest geographical coverage and largest number of physical outlets in China, Postal Savings Bank of China, in line with its own positioning and giving play to its strengths, energetically encouraged employees to contribute to community development and construction. In 2016, the Bank continued to make great efforts to popularize financial knowledge, hold more volunteer activities, and give back to the community as a corporate citizen to build a better homeland.

- **Education and popularization of financial knowledge**

In 2016, in order to continuously raise the consumers' financial knowledge and their financial risk prevention awareness, and in accordance with the requirements of the "Financial Knowledge Month" of the People's Bank of China, the "Ten Thousand Mile Journey for Financial Knowledge" of China Banking Association, the Bank's inclusive finance philosophy, the Bank's branches at all levels actively carried out "five-entry" (into the trading area, enterprise, countryside, community and school) activities for "six kinds" of special populations (including small and micro enterprises, farmers, urban low-income people, the poor, the disabled and the elderly), and organized diversified activities to propagate and popularize financial knowledge through papers, network and other effective ways.

- **Volunteer service**

The Bank maintained communication with the surrounding communities and actively provided volunteer services in response to their actual demands based on the Bank's ability. In 2016, the Bank and its staff voluntarily organized various public service activities covering culture, sports, environmental protection and caring for special groups to meet the real demands of the aided persons.

Appendix: ESG Index Table¹

Description of issue		Page number
General disclosure A1 Emission	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.	7
KPI A1.1	The types of emissions and respective emissions data.	Not disclosed
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	7
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Not disclosed
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Not disclosed
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Not disclosed
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	8
General disclosure A2 Use of resources	Policies on efficient use of resources, including energy, water and other raw materials.	7

1 The Bank has elaborated on general disclosures on 11 aspects and has voluntarily disclosed some key performance indicators according to Rule 13.91 and the *Environmental, Social and Governance Reporting Guide* in Appendix 27 of the *Listing Rules*.

Description of issue		Page number
KPI 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).	7
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	7
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Not disclosed
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Not disclosed
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable
General disclosure A3 The environment and natural resources	Policies on minimizing the issuer's significant impact on the environment and natural resources.	7–8
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	8–9
General disclosure B1 Employment	<p data-bbox="620 1391 839 1424">Information on</p> <p data-bbox="620 1480 919 1514">(a) the policies; and</p> <p data-bbox="620 1570 1262 1686">(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p data-bbox="620 1742 1262 1942">relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.</p>	9–10

Description of issue		Page number
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	10
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Not disclosed
General disclosure B2 Health and safety	<p>Information on</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p>	10–11
KPI B2.1	Number and rate of work-related fatalities.	Not disclosed
KPI B2.2	Lost workdays due to work injury.	Not disclosed
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	11
General disclosure B3 Development and training	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	11
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Not disclosed
KPI B3.2	The average training hours completed per employee by gender and employee category.	Not disclosed

Description of issue		Page number
General disclosure B4 Labor standards	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 labor.	9
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.	Not disclosed
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Not disclosed
General disclosure B5 Supply chain management	Policies on managing environmental and social risks of the supply chain.	13
KPI B5.1	Number of suppliers by geographical region.	13
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	13
General disclosure B6 Product responsibility	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.	11, 12, 14
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not applicable

Description of issue		Page number
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	12
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	13
KPI B6.4	Description of quality assurance process and recall procedures of products.	Not applicable
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	12
General disclosure B7 Anti-corruption	<p>Information on</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to preventing bribery, extortion, fraud and money laundering.</p>	14
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Not disclosed
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	14
General disclosure B8 Community investment	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.	15
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	15
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Not disclosed