



**WHITE
FLOWER®**

PAK FAH YEOW INTERNATIONAL LIMITED

(Incorporated in Bermuda with limited liability)

Stock Code:239

**Environmental, Social
and Governance Report 2017**



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ABOUT THIS REPORT

This report is the second Environmental, Social and Governance (“ESG”) Report published by Pak Fah Yeow International Limited (the “Company”). By reporting the policies, measures and performances of the Company and its subsidiaries (collectively the “Group”) in ESG aspects, it allows all stakeholders to understand the commitments and progress of the Group towards sustainability development.

Reporting Scope and Boundary

This report focuses on healthcare business segment of the Group between 1 January 2017 and 31 December 2017, including a head office and a factory in Hong Kong. Revenue of other business segments, property investments and treasury investments, account for less than 6% of the Group’s total revenue and thus, this report focuses on the healthcare business segment.

Reporting Standard

This report is prepared in accordance with the ‘comply or explain’ provisions of Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) issued by The Stock Exchange of Hong Kong Limited (the “SEHK”). The four reporting principles: materiality; quantitative; balance; and consistency form the backbone of this report.

To provide stakeholders an overview of the Group’s performance in ESG aspects, this report not only discloses environmental key performance indicators (“KPIs”) under the “comply or explain” provisions but also reports additional social KPIs under the “recommended disclosures” set out in the ESG Reporting Guide. A complete index is provided in the last chapter for reader’s easy reference.

To ensure the accuracy of environmental key performance indicators, Carbon Care Asia (“CCA”), a professional consultancy, has been commissioned to conduct a carbon assessment according to the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong prepared by the Environmental Protection Department (the “EPD”) and the Electrical and Mechanical Services Department of Hong Kong and international standards such as ISO 14064-1 and GHG Protocol.

Confirmation and Approval

Information disclosed in this report is collected from the official documents, statistical data, management and operation information of and collected by the Company and its subsidiaries according to the policies of the Group. This report has been confirmed by the ESG steering committee of the Group and received the board of directors’ approval in March of 2018.

Feedback

The Group welcomes any comments and suggestions from all stakeholders. Comments and suggestions regarding the content or format of the report are welcome and can be sent to info@whiteflower.com.



Chairman's Statement

“As we stride forward, we endeavour to continue to address sustainable development in our business decisions. The Group will commit itself to exploring ways to drive sustainability in the context of our business to nurture the growth of society and environment.”

2017 marks the 90th anniversary of the Group. To us, our continuous growth is a testament to the aptness of our path of development. On behalf of the Board, I would like to thank our shareholders, business partners, suppliers and customers who remain faithful to and maintain confidence in the Group as well as the management and staff for their commitment and contribution throughout the year.

The core competence of the Group lies in our ability to maintain consistently high product quality. Honesty, obedience and excellence are three fundamental values that we abide by. We are proud that our products, which are principally manufactured in Hong Kong, have gained the trust of consumers as an industry leader in most of our markets. Being able to embrace the value of agility and respond to the demands of the market, we attribute our success to our employees, the environment and the community and therefore, we take our responsibility seriously to be a blessing to them.

The wellbeing of society is a priority of the Group. Our operation is guided by an emphasis on respect for all people with and outside our organisation. We strive to maintain corporate wellness by creating a healthy, positive and inclusive environment for our employees because it is the only right way to carry out business.

Our green business policy guides all operations and departments to optimise the use of resources such as energy and packaging materials. Adhering to innovation, we aim to establish environmental priorities and goals that are consistent with the expectations of our consumers. In the future, we will take a step further by laying down targets in carbon reduction to push our environmental performance.

Our ESG Report 2017 outlines our practices and plans ahead in related aspects to inform stakeholders our response towards and position in the mega trend of sustainability. As we stride forward, we endeavour to address sustainable development in every business decision. The Group will commit itself to exploring ways to drive sustainability in the context of our business to nurture the growth of society and environment.

By order of the Board
Pak Fah Yeow International Limited

GAN Wee Sean
Chairman

Hong Kong, 27 March 2018

STAKEHOLDER ENGAGEMENT

Engaging our stakeholders

The Group recognise the importance of listening to our stakeholders, responding to their feedback and addressing their areas of concerns.

The Group defines our stakeholders as groups or individuals materially influencing or affected by the Group's business, and they include our employees and a vast population of the society. To gain better insight into different stakeholders' interests, we regularly communicate with our key stakeholders throughout the year in a number of ways.



Identifying material issues

To formulate its sustainability strategy and direction and to identify the most important environmental and social issues, the Group has commissioned an independent sustainability consultancy to conduct a management interview. In order to provide a more structured overview of the stakeholders' concerns and our responds, we have updated the list of ESG issues, combining the result of the interview and expert advice and making reference to the issues reported in the ESG report of last year.

There are a total of 12 identified material issues under the following four ESG aspects.

EMPLOYMENT

- Provide healthy and safe working environment to protect employees from occupational hazards
- Prevent child or forced labour

ENVIRONMENT

- Reduce and properly dispose hazardous and non-hazardous waste
- Increase energy efficiency
- Increase water use efficiency

OPERATING PRACTICES

- Provide customers with satisfactory products or services to protect the health of safety of customers
- Protect customer privacy
- Protect intellectual property
- Prevent corruption
- Monitor the supply chain and prevent related risks

COMMUNITY INVESTMENT

- Understand the needs of communities where it operates and ensure its activities take community interest into consideration
- Support charitable donations in the community and employee volunteering

The Group places great importance on stakeholder communication and plans to reinforce a constructive dialogue with its internal and external stakeholders. In addition to regular communication, we plan to formulate a more systematic periodic stakeholder engagement plan by integrating it with our operation plan and business development goals.

OPERATING PRACTICES

Product Responsibility

Product Health and Safety

We are committed to a strong quality control system by having our products principally manufactured in Hong Kong.

The safety and quality of our products depend on the capability of suppliers in providing quality materials. The quality management system of our manufacturing facilities (ie, Hoe Hin Pak Fah Yeow Manufactory Limited) is established in accordance with PIC/S (Pharmaceutical Inspection Convention/Pharmaceutical Inspection Co-operation Scheme) Guide to Good Manufacturing Practice for Medicinal Products. The facilities are GMP certified with certificates issued by Therapeutic Goods Administration, Australia and Chinese Medicine Council of Hong Kong. In addition, the said quality management system is ISO9001:2015 certified. According to the registration requirements of a proprietary Chinese medicine in Hong Kong, the Group has provided product safety documents including test reports on heavy metal and toxic elements to ensure that the content level of arsenic, cadmium, lead and mercury in our products are within the permitted level. For overseas markets, we also comply with the local regulatory requirements.

To ensure the highest quality of ingredients for our manufacturing, the Group has established a stringent vendor evaluation assessment to ensure the quality of materials we purchase from suppliers. Product quality review will be conducted annually to better identify product and process improvement.

Besides, the Group's Recall Procedure prescribes the duties and roles of different departments in case of suspected product safety incidents. The Quality Assurance Department Head is in charge of the arrangement and record of the recalled products and the Sales and Marketing Department Head should ensure the timeliness and effectiveness of the recall system so that all appointed distributors can be notified as promptly as possible.

In 2017, we received in total 10 complaints regarding product quality and product label. Investigation and appropriate corrective actions have been carried out for further improvement of products quality and the training of staff.

In the reporting year, there were no cases of product recall due to health and safety or other issues concerning any products sold or shipped.

Customer Satisfaction

The Group highly values customers' feedback and satisfaction to our product and thus, we have established procedures to measure customer satisfaction. We collect and review customer feedback regularly to better understand their views on quality of our product and complementary services. The result from our annual regional customer satisfaction review showed that our customers are generally satisfied with our products and services. This serves as an indicator that our products have fulfilled customer expectations.

We comply with the data protection principles and as stated in our Employee Handbook, all employees are required to protect information provided by our customers, suppliers and tenants. Information is only available to employees who have a legitimate need to access.



Ethical Business Practices

We are committed to responsible marketing of all products to provide members of the public with clear and accurate information through all advertising media.

The Group has established an Advertising Policy to ensure that all marketing and advertising materials and activities are planned in accordance with relevant rules and regulations. The Sales and Marketing Department Head is responsible for effective implementation of the Advertising Policy.

Besides, the Group has developed a Control of Labelling and Packaging guideline to ensure that correct label and other pre-printed packaging materials are used and respective instructions have been complied.

Supply Chain Management

The Group acknowledges its responsibility to play an important role in the entire lifecycle of the products. We rely on various suppliers to support the production of our products, including raw materials and packaging materials, and our distributors to deliver our products to destinations worldwide.

Most of our suppliers are Hong Kong-based while some are from Australia, Taiwan and the United States. All suppliers have gone through a vendor evaluation assessment to make sure they have met the specifications and requirement set forth by the Group in order to be listed in the Approved Vendor List. Besides, all sole distributors have gone through our evaluation procedure to ensure that they meet the specifications and requirements set forth by the Group.

Anti-Corruption

The Group prohibits any forms of bribery, extortion, fraud and money laundering activities. As set out in the Employee Handbook as well as the Code of Ethics, staff are not allowed to solicit or receive from any business associate any forms of advantage. Staff, especially staff involved in the procurement process or evaluation of business proposals or selection of suppliers and contractors, are also encouraged to avoid any situation which may lead to an actual or perceived conflict of interest. The Code of Ethics provides employees with reporting channels to the audit committee for any known or suspected corruption-related issues.

During the reporting year, there were no corruption litigation relating to the Group or our employees.

EMPLOYMENT

The Group believes that each employee is trustworthy and respectable. As a responsible employer, the Group have formulated a set of employment policies that ensure fair remuneration for all employees. Policies relating to employment system, including compensation and dismissal, recruitment and promotion, working hours and rest periods, are communicated through the Employee Handbook.

As an equal opportunity employer, we are committed to promoting equal opportunities and eliminating discrimination in all aspect of employment. As of 31 December 2017, employees aged over 50 account for around 65% of the total workforce and about 70% of our workforce were female in 2017. To give due consideration to the aging problem, the Group have in the past, made extension of the retirement age of employees on the basis of merit.

To ensure equality at workplace, we are committed to providing our employees an environment free of sexual harassment and discrimination of all kinds, regardless of race, ethnicity, gender and gender identity, sexual orientation, age, socio-economic status, physical ability, religion, national origin and political beliefs. Guiding principles are available to all employees within the ESG Policy.

Besides, in addition to the Board Diversity Policy, the Group has in place a policy on diversity along with the ESG Policy to emphasise its commitment to promote diversity among all employees of the Group.

The Group is committed to achieving and maintaining the standards of openness, probity and accountability. In 2017, a whistle-blowing case regarding a workplace dispute was recorded. The Group has carried out investigation and provided a timely response to the complainer according to the procedures set out in the Whistle-Blowing Policy.

In the reporting year, there were no cases of non-compliance with laws and regulations related to employment and labour practices.



Health and safety

We are committed to the safety of our employees. The Group has in place a Safety Policy and a set of procedures. To ensure the best execution of the policies, we have also established a review mechanism as part of our safety management system to identify any potential risks. The system provides clear guideline on the responsibility of the safety review officer, quality assurance department head, chief operation officer and executive director as well as the procedures of safety inspection, safety review and review schedule.



In the reporting year, two cases of work-related injuries were recorded. The accidents were related to falling and hurting finger, and the injuries are minor in nature. According to the investigation procedures, we have identified the causes of the incidents and made improvement measures to prevent recurrences. Compared to the last reporting year, we have successfully reduced the number of lost days from 252 to 53.

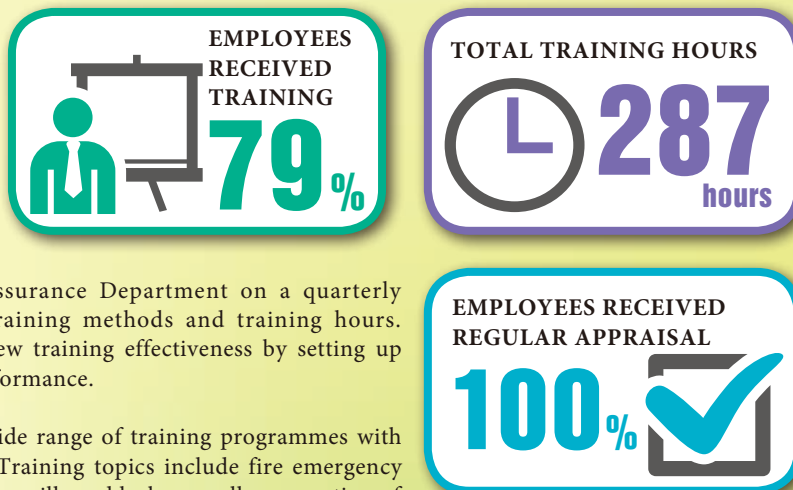
Promoting health and well-being for our employees is always our focus. In reporting year, a wide range of initiatives such as birthday parties, exercise classes and meditation sessions were provided to staff free of charge. To promote healthy eating habit among our employees, we provide lunch subsidy to those who participate in Green Monday, a movement initiated by a social enterprise to promote sustainable living. In 2017, we recorded an absence rate of 1%, compared to 2% in 2016.

Development and Training

The Group believes that training is essential to continuous improvement in employees’ job performance, as well as contributing to their career growth.

A Training Procedure has been established in response to the actual needs of different departments and functions. Training programme is to be compiled by the Quality Assurance Department on a quarterly basis, stipulating training content, training methods and training hours.

Furthermore, we will analyse and review training effectiveness by setting up training files and reflecting on staff performance.



In the reporting year, we provided a wide range of training programmes with particular focus on production safety. Training topics include fire emergency evacuation, chemical and compressed gas spills and leaks as well as operation of machinery. Besides, all newly recruited production employees were required to attend a mandatory safety training course to familiarise themselves with our Safety Policy and related procedures.

We have in place an appraisal system for arranging performance appraisal. The results of the appraisal will serve as the basis for employees’ promotion, pay adjustments, job improvement and training development.

Labour Standards

The Group fully recognises that child labour and forced labour violate fundamental human rights and international labour conventions, and pose threats to sustainable social and economic development. The Group’s Child and Force Labour Policy articulates our commitment and position prohibiting any form of child or forced labour.

During the reporting year, there were no non-compliance incidents related to relevant employment regulations.

ENVIRONMENT

We are committed to driving business growth in a sustainable manner and working to minimise the environmental footprint associated with the development and operation of the Group. The Group’s ESG Policy affirms its aim to minimise environmental pollution, reduce waste and conserve natural resources.

By incorporating environmental measures in our quality management system, we aim to manage risks concerning regulatory compliance, operational resilience and corporate reputation and to create a framework for continual improvement by conveying the message of environmental sustainability to employees, business partners, and the community.

Emissions

Greenhouse Gas Emissions

We understand that greenhouse gas (“GHG”) emissions are closely related to climate change and global warming. As such, companies around the world have pledged to establish carbon reduction measures and set targets. With a view to mitigating the risk of climate change, we endeavours to reduce our GHG emissions through carbon assessment and management.

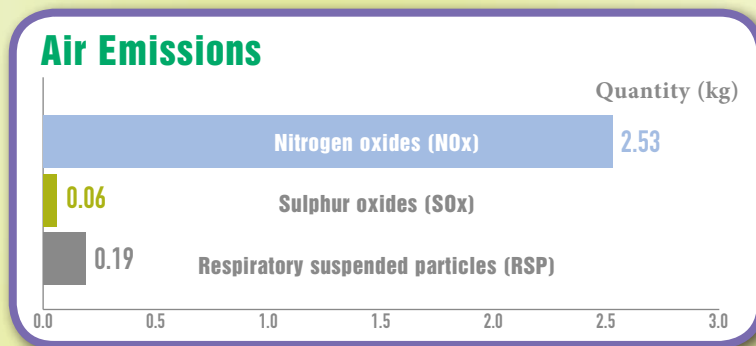
Scope	Carbon Emissions (tonnes of carbon dioxide equivalent)
Scope 1: Direct GHG Emissions	40
Scope 2: Energy Indirect GHG Emissions	461
Scope 3 ¹ : Other Indirect GHG Emissions	4
Total GHG Emissions	505
GHG Intensity (tonnes CO₂-e/million pieces of product)	48

In the reporting year, the Group commissioned CCA, an external professional consultancy, to quantify the GHG emissions from our operations through a carbon assessment. The assessment process also allowed us to better understand the use of resources and develop specific action plans to enhance efficiency and develop its carbon reduction targets.

In the reporting year, energy indirect GHG emissions accounted for over 90% of the total GHG emissions while electricity consumption was the largest contributor to the Group’s GHG emissions. To reduce our carbon emissions, we have in place a number of energy-saving initiatives, including readjusting time for air-conditioning and lighting and replacement of traditional lamps with LED energy saving lamps at office and factory.

Air Emissions

In Hong Kong, road transport is one of the major contributors to air emissions. The Group will explore ways of promoting the use of virtual meetings/ telephone conferencing in business and consider replacing conventional vehicles with electric ones to help reduce roadside air pollution.



¹ Included the GHG generation from disposal of paper waste, fresh water processing and sewage processing.

Waste Disposals

The Group’s operations produce different types of wastes. The Group makes an effort to ensure that each type of waste is appropriately handled by qualified bodies to minimise its impact on the environment during the process of disposal.



In the reporting year, we have conducted a waste measurement regarding the waste generated from the production process. There were three types of waste generated – waste oil generated from the production process and chemical waste from laboratory as well as solid waste generated from the process. The Group has in place clear step-by-step instructions for the handling of waste oil and other

types of wastes. Waste oil is collected and handled periodically by EPD-approved collectors approved according to the Waste Disposal (Chemical Waste) General Regulation under the Waste Disposal Ordinance (Chapter 354).

At our office, paper waste is the major source of our non-hazardous waste. Paper waste is collected and handled by the property management service provider. In order to have a more complete picture of waste generated by our operations, we have expanded the scope of the waste measurement to our office as well in 2018.

Use of resources

The Group recognises its responsibility to use resources efficiently.

As for the heating, ventilation and air cooling, we are using direct digital control system that permits real time monitoring of the condition. The Group also prefers energy efficient appliance, such as electric pallet truck in the cleanroom and electric forklift at the warehouse. In addition, we have also implemented a number of measures related to paper consumption and water conservation to promote paperless practices and encourage our employees to reduce on water usage.

Due to our business nature, we acknowledge that our daily operations involve significant consumption of different types of materials and packaging materials. With this in mind, the Group has formulated guidelines on reconciliation of raw materials and packaging materials. As proper inventory management helps prevent and reduce wastages of materials and finished products, we have in place a set of guidelines regarding handling and storage of raw materials and monitoring procedures for different warehouses. Besides, packaging items such as shrink wrap, bubble wrap and bottle cap are made with recycling plastic.

The environment and natural resources

Apart from the resource utilisation and emissions discussed above, the operations of our business do not have a significant direct impact on the environment and natural resources. In spite of this, we understand that any operation would affect the surrounding environment. The Group is responsible for protecting the environment throughout its business activities and will endeavour to comply with environmental laws and regulations to reduce the impact of its operations on the environment and natural resources.

² Chemical wastes under the Waste Disposal (Chemical Waste) (General) Regulation under the Waste Disposal Ordinance (Chapter 354).



COMMUNITY INVESTMENT

The Group has in place a Community Investments Policy to provide a guiding framework for how we contribute to the community. We are committed to engaging in community and charitable activities to support those in need and encouraging our employees to care for and contribute to our communities.



Programmes	Content
Charity partnership	<ul style="list-style-type: none"> – Collaborate with charities at both national and local levels. e.g. cash sponsorship for Hong Kong Federation of Handicapped Youth and Friends of the Earth – Include logos of non-profit organizations in our advertising campaigns to raise community awareness of their charity activities
Volunteering	Encourage employees to become involved in community projects. e.g. Chinese New Year Charity Sale, Web store, Book Fair Charity Sale
Community health and well-being	Promote health and well-being of the communities. e.g. Products sponsorship for Banyan Elderly Services Ltd., Joyful (Mental Health) Foundation, Wai Yin Association (Elderly gathering), etc.
Youth programmes	Support youth programmes or projects promoting positive attitude toward life and well-being e.g. Annual school touring drama

School-touring Drama Performance

Since 2007, the Group has been promoting community cohesion through school-touring drama performance to help all kinds of people in need. The theme of 2017 focused on the struggles that Hong Kong poverty families face. The performance especially aims to arouse students’ interests in food issues – poorer families or people living under the poverty line may not be able to take more than one meal per day and the performance encourages the students to share their surplus with people in need. Throughout the years, we have organised a number of shows with different topics in secondary schools.

Donation at Chinese New Year Fair 2017

During 2017 Chinese New Year Fair, over HK\$180,000 was raised in 6 days by our colleagues, Oxfam and volunteer helpers. The entire sum is donated to Oxfam Hong Kong to support their development programs.

ESG PERFORMANCE AT A GLANCE

Environmental Performance

TYPE OF EMISSIONS

AIR EMISSIONS	Nitrogen oxides (NOx)	Sulphur oxides (SOx)	Respiratory suspended particles (RSP)
	2.53 (kilogram)	0.06 (kilogram)	0.19 (kilogram)
GHG EMISSIONS	Scope 1: Direct GHG Emissions	Scope 2: Energy Indirect GHG Emissions	Scope 3: Other Indirect GHG Emissions
	40	461	4.3
GHG emissions in total (in tonnes) 505.3		Intensity of GHG emissions (tonnes CO ₂ -e/million pieces of product) 48	

TYPE OF WASTE DISPOSAL



	Quantity (in tonnes)	Intensity (tonnes/million pieces of product)
Total hazardous waste produced	2.8	0.27
Non-hazardous waste produced	11.5	1.09

TYPES OF PACKAGING MATERIAL USE (IN KG)

Bottle	Cap	Label, leaflet and paper box	Bubble bag
366,414	5,425	68,767	8,408
Cellophane/TOPP	Sealing tape	Shrinkable bag	Carton box
6,435	404	2,728	26,239

Total packaging materials consumption (in kg) **484,820**

Packaging materials intensity (kg/million pieces of product) **46,016**

TYPE OF ENERGY USE

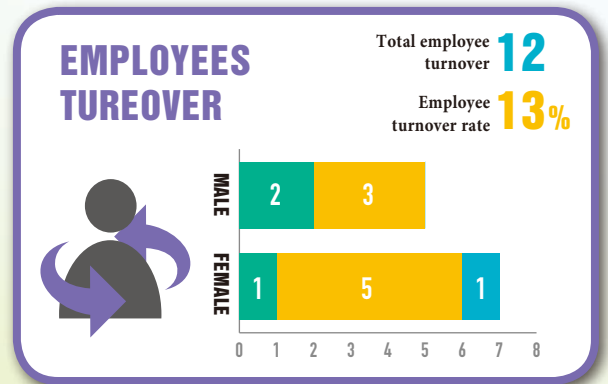
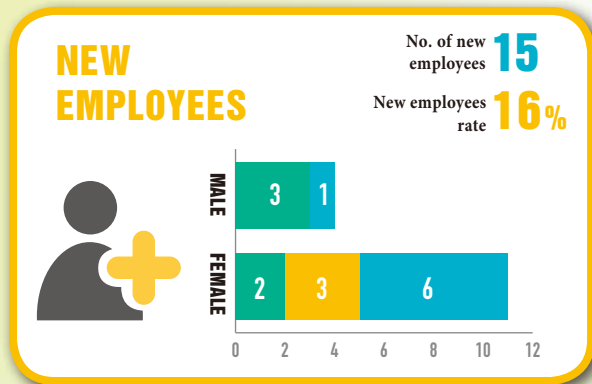
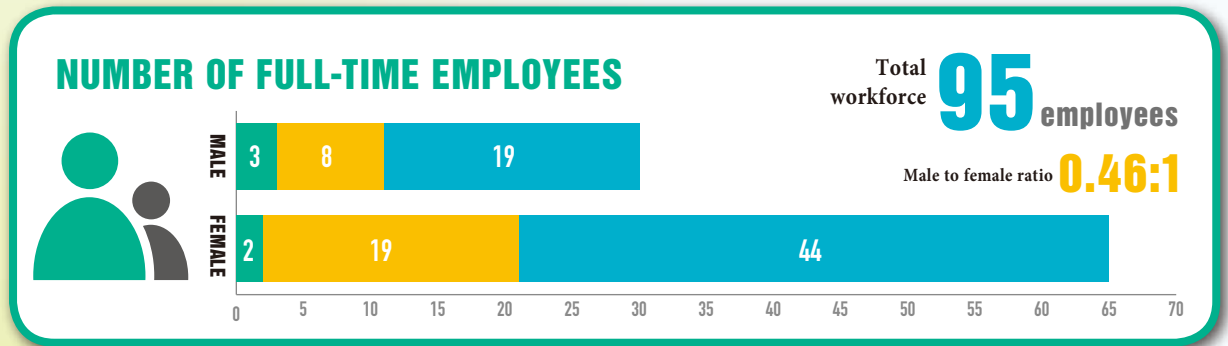


Petrol **36.32** (in MWh)
Electricity **583.56** (in MWh)
Total energy consumption **619.88** (in MWh)
 Energy intensity (MWh/million pieces of product) **58.84**

WATER CONSUMPTION



Total water consumption **581.53** (in m³)
 Water intensity (m³/million pieces of product) **55.2**



BELOW 30

30-50

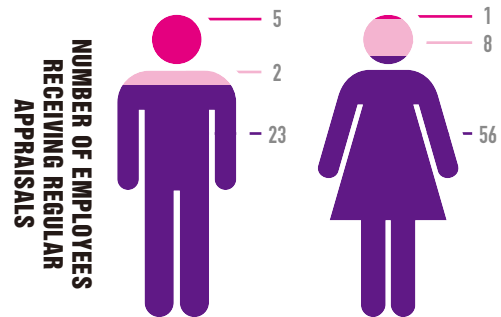
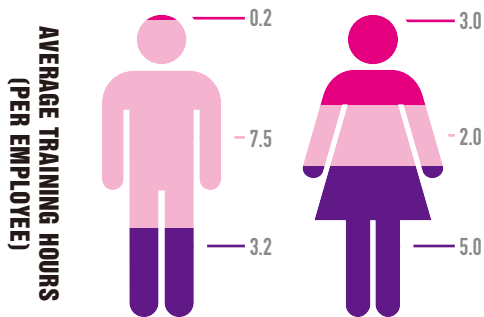
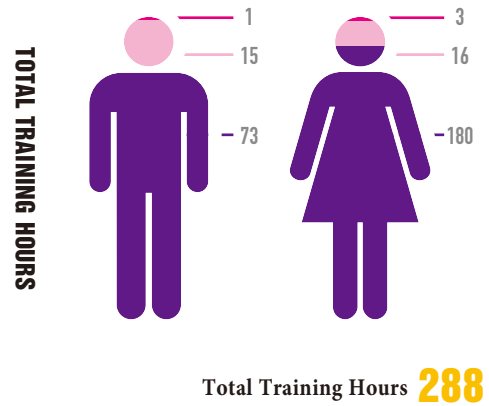
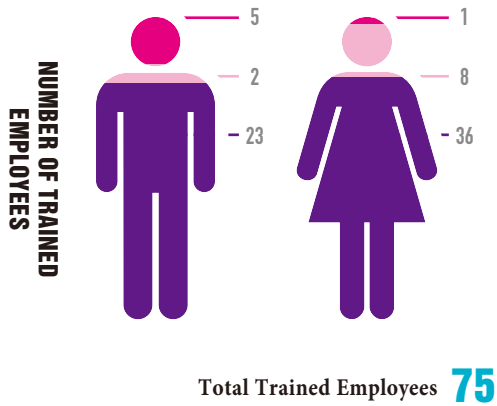
ABOVE 50

WORK RELATED FATALITY AND/OR INJURY

Gender	Number of work-related fatalities	Number of work-related injury	Number of days lost due to work injury	Number of days of absence from work
MALE	0	0	0	262
FEMALE	0	2	53	154.5

Work-related fatality/injury Rate (per 100 workforce) **2%** Lost days due to work injury rate **0.145** Absence Rate **1%**

TRAINING



■ SENIOR MANAGEMENT
 ■ MANAGEMENT
 ■ OTHER EMPLOYEES

Social Performance – Supply Chain Management

NUMBER OF SUPPLIERS

	HONG KONG	AUSTRALIA	TAIWAN	USA
NUMBER OF SUPPLIERS	20	1	1	1
TYPE OF PRODUCT OR SERVICE SUPPLIED	Raw Materials / Packing materials	Raw Materials	Packing materials	Raw Materials

Percentage of suppliers on which the same set of engagement practices are being implemented **100%**

ESG REPORTING GUIDE CONTENT INDEX

Material Aspect	Content	Remark	Page Index
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.	No non-compliance incidents	10
A1.1	The types of emissions and respective emissions data		10, 13
A1.2	Greenhouse gas emissions in total and, where appropriate, intensity.		10, 13
A1.3	Total hazardous waste produced and, where appropriate, intensity	Included waste generated from the production operation only	10, 13
A1.4	Total non-hazardous waste produced and, where appropriate, intensity.		10, 13
A1.5	Description of measures to mitigate emissions and results achieved.		10
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.		10
A2 Use of Resources			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.		10
A2.1	Direct and/or indirect energy consumption by type in total and intensity		10, 13
A2.2	Water consumption in total and intensity		13
A2.3	Description of energy use efficiency initiatives and results achieved.		10
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	No issue in sourcing water	10
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.		10

Material Aspect	Content	Remark	Page Index
A3 The Environment and Natural Resources			
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.		10
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		10
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	No non-compliance incidents	8
B1.1	Total workforce by gender, employment type, age group and geographical region.		8, 14
B1.2	Employee turnover rate by gender, age group and geographical region.		8, 14
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.	No non-compliance incidents	9, 14
B2.1	Number and rate of work-related fatalities		14
B2.2	Lost days due to work injury.		9, 14
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.		9
B3 Development and Training			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		9
B3.1	The percentage of employees trained by gender and employee category.		9, 15
B3.2	The average training hours completed per employee by gender and employee category		9, 15
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.	No non-compliance incidents	9
B4.1	Description of measures to review employment practices to avoid child and forced labour.		9

Material Aspect	Content	Remark	Page Index
B5 Supply Chain Management			
General Disclosure	Policies on managing environmental and social risks of the supply chain.		7
B5.1	Number of suppliers by geographical region.		15
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.		7
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.	No non-compliance incidents	6
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.		6
B6.2	Number of products and service related complaints received and how they are dealt with.		6
B6.3	Description of practices relating to observing and protecting intellectual property rights.		7
B6.4	Description of quality assurance process and recall procedures.		6
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.		6
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.	No non-compliance incidents	7
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Year and the outcomes of the cases.		7
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.		7
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.		12
B8.1	Focus areas of contribution.		12
B8.2	Resources contributed to the focus area.		12

