



NewOcean Energy Holdings Limited
新海能源集團有限公司

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock Code 股份代號 : 342

Environmental, Social and Governance Report 2017



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About NewOcean

NewOcean Energy Holdings Limited (“NewOcean”, together with its subsidiaries hereinafter referred to as the “Group” or the “Company”) is listed on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) with its headquarter in Hong Kong. The Group is principally engaged in the sales and distribution of liquefied petroleum gas (“LPG”), oil products, electronics and property development. The Group devotes itself to providing efficient, safe and high quality products with excellent service to our customers.

The demand for clean energy has increased to accommodate the vast development of the world’s diverse economic systems. It has provided us with a broadened market as LPG is classified as a clean energy. We strive to innovate within the industrial and vehicle fueling sectors, with a goal of working towards improvement for better air quality, environment, and our future.

LPG products

NewOcean has established operations across Guangdong province, including our Hong Kong headquarter, a self-owned sea terminal Zhuhai Gaolan Petrochemical Zone (“Zhuhai Sea Terminal”), 12 bottled LPG refilling plants within the province, and 17 auto-LPG refueling stations in Guangzhou. We specialize in the energy market in Southern China and neighbouring districts and countries including Hong Kong, Macau, the Philippines, Thailand and Vietnam, as one of the largest LPG supplier in Guangdong province in respect of importation volume. With our developed infrastructures and extensive sales network for LPG products in Guangdong, Hong Kong, Macau, and Southeast Asia, our corporate goal is to become a major regional supplier for a wide range of energy products in Southern China while strategically expanding overseas.



Oil products

In terms of our oil business, we have commenced the operation of marine bunkering business in Hong Kong and along the coasts of Pearl River Delta in 2012. We are now ranked the second in the Hong Kong bunkering market and the largest marine gas oil (“MGO”) and marine fuel oil (“MFO”) supplier in Hong Kong water, resulting in our recognition within the industry. Despite operating in local markets, we have begun to provide contracted bunkering service to

international shipping companies. The Group currently owns 8 bunkering vessels and 1 LPG bottling vessel in Hong Kong, as well as around 30 vessels in mainland China. In addition, we also operate through 3 chartered vessels to support our MGO and MFO bunkering and trading in Hong Kong and Singapore.

Dedicated to continuously improve the product and service quality of our LPG and oil products business in Hong Kong, our Group has implemented an Integrated Management System (“IMS”), which integrated quality management (ISO 9001), environmental management (ISO 14001), energy management (ISO 50001), and occupational health and safety management (OHSAS 18001).

The Zhuhai Sea Terminal is equipped with berths that allow vessels up to 50,000 MT class and tanker trucks loading bays, which allows direct fuel procurement from local and overseas suppliers. It also contains a deep-sea terminal of approximately 20,000 tons of LPG storage capacity and approximately 70,000 tons of oil products storage capacity. Our Group also owns over 150 LPG tanker trucks and cylinder wagon. With our diverse supply of products and our self-owned transportation facilities, we are hence able to cater to different customer needs and to deliver in a timely manner.

Electronics

The electronics trading business has the longest history within NewOcean’s operations as it was brought in by the Group’s predecessors. The main operation is to trade integrated circuits and electronic components related to mobile phones and smartphones.

Property Development

This is not one of our core businesses as it is intended to be a one-off project, where a commercial complex is to be constructed on an acquired site in Zhuhai and is expected to be completed before the end of 2018.

TOTAL AMOUNT OF SALES IN 2017:

LPG	Oil
1.89 million tons	4.36 million tons

About This Report

This Environmental, Social and Governance (“ESG”) report (the “Report”) for NewOcean outlines our sustainability strategies, approaches and performances in the four aspects, namely, safety development, environmental protection, operating practices, and people development. Our Board of Directors (the “Board”) and management view these aspects in our operations as material in achieving sustainable and responsible development.

The scope of this Report covers material operations within the LPG and oil products business segments, which include LPG bottling and refueling stations, Zhuhai Sea Terminal, our self-owned bunkering vessels, as well as our headquarter and offices in Hong Kong, southern China and Macau. Quantitative data is limited to the Financial Year 2017, from 1 January 2017 to 31 December 2017, unless otherwise specified (the “Reporting Period”). Relevant information and data in each business segment may be limited to certain environmental and social key performance indicators. The Group will continuously improve its data collection system and expand on the scope of information.

Scope of this Report	Sales and Distribution of LPG	Oil products
Hong Kong	Wholesale, trading and re-export of LPG products and bottled LPG distribution	Bunkering vessels and trading and re-export of oil products
Zhuhai Sea Terminal	Deep-sea terminal of approximately 20,000 tons storage capacity for sales and distribution of LPG products	Deep-sea terminal of approximately 70,000 tons storage capacity for sales and distribution of oil products
Southern China	Auto-LPG and bottled LPG refueling stations	Wholesale and distribution of oil products

This Report is prepared in accordance with the “comply or explain” and “recommended disclosures” provisions of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) under Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on the Stock Exchange.

Due to our business nature, compliance with relevant laws and regulations is important and we train our employees to strictly follow standardized procedures. During the Reporting Period, there is no non-compliance incidents that had a significant impact on our operations.

We value your comments and suggestions on our sustainability approach and environmental performances. Please contact us by email at cosecdept@newoceanhk.com. Detailed economic performances of the Group can be found in our 2017 Annual Report.

Stakeholder Engagement

Our stakeholders, including our shareholders and investors, employees, customers, suppliers, the government authorities, community groups, and media bodies are essential pillars to our success. We engage with them on a regular basis to collect feedbacks and suggestions on the Group's sustainable development, including economic, social and environmental aspects.

A site visit was conducted at the Zhuhai Sea Terminal in December 2017 for our independent sustainability consultants to gain a better understanding of our operations. Interviews with the Deputy General Manager and Safety Director of the Group, as well as the Assistant Manager of the Security Department from NewOcean Energy (Zhuhai) Co. Ltd. (a subsidiary of the Group in Zhuhai) were conducted to discuss the Group's environmental and safety strategies.

Stakeholder Engagement Platform

Our Stakeholders	Engagement Channels	Most Concerned Issues
Shareholders and Investors	<ul style="list-style-type: none"> ● Press releases, announcements, circulars ● Annual and interim reports ● Annual general meetings 	<ul style="list-style-type: none"> ● Overall equity market ● Project status ● Financial stability
Employees	<ul style="list-style-type: none"> ● Business meetings, and briefings ● Newsletters ● Performance appraisals ● Safety trainings ● New hire orientation programs ● Employee engagement activities 	<ul style="list-style-type: none"> ● Professional development ● Employment
Customers	<ul style="list-style-type: none"> ● Personal contacts ● Call centres, customer hotlines ● Meetings and correspondences 	<ul style="list-style-type: none"> ● Reputation in market ● Project specifications ● Product quality
Suppliers	<ul style="list-style-type: none"> ● Procurement meetings ● Site visits 	<ul style="list-style-type: none"> ● Reputation in market ● Project specifications
Government	<ul style="list-style-type: none"> ● Site visits ● Compliance reports ● Meetings and correspondences 	<ul style="list-style-type: none"> ● Safety, environmental protection ● Compliance with required quality standards
Community	<ul style="list-style-type: none"> ● Charity and volunteering activities 	<ul style="list-style-type: none"> ● Community engagement
Media Partners	<ul style="list-style-type: none"> ● Interviews ● Press releases ● Meetings and correspondences 	<ul style="list-style-type: none"> ● Community contribution ● Safety Management ● Environmental protection

Safety Development

Safety management is inherently of the highest priority within the oil and gas industry. Our Group's safety management begins at the top with a highly transparent and strict management system that all employees are trained to adhere to.

- Safety Management
- Safety Management Committee
- Safety Training
- Preventive Measures and Safety Equipment



Safety Management

Operating within the oil and gas industry, the Group prioritizes health and safety above all else. In 2017, the Group continues to adhere to the principle of safety production - “Safety First, Prevention First, and Comprehensive Management”. With the principle and mission in mind, the Group established and promoted the concept of safety development, implemented a responsibility system at various levels, and strengthened basic management at the grassroots level, to effectively establish a long-term and sustainable management system to continuously improve management level of safe production.

Our goal is to continuously improve the level of safety management, to properly manage operations on site, to eliminate all kinds of potential safety hazards, to prevent incidents and injuries, and to ensure smooth operations. In 2017, a budget of over HKD 26 million has been designated for health and safety development, demonstrating our dedication towards our staff wellbeing. To further enhance our production safety, we reinforce relevant laws, regulations, and industry and national standards, such as Production Safety Law, Port Law and Fire Control Law of the People’s Republic of China (PRC).

Full Implementation of Safety Management System

Safety management system is the foundation for the safe operation of each company, hence the Group attaches great importance to ensuring the system is comprehensive and updated. In 2017, the Group improved its safety management system in a legalized, standardized, and systematic manner to promote safety production and to continuously enhance its safety standards. During the year, a total of 128 items were revised and updated in our quality manual, safety management manual, contingency plans, safety management systems, and safety operational procedures, according to national laws and regulations.

Work Safety Manual is provided for all of our employees to lay out internal safety standards they must comply with. They are not only obliged to follow the safety manual, but also relevant laws and regulations. They are also trained to promptly report any incidents and potential hazards for appropriate measures to be taken in place to avoid large-scale disasters and other damages.

Bunkering of fuel requires utmost care and alertness to prevent any kind of accident or oil spill. Therefore, we strive to provide sufficient support to our crew on board and other employees, allowing them to focus on performing their tasks efficiently and effectively. We aim to continue to improve our ways of safe vessel operations to maintain a better working environment.

“The Measures for Contingency Plans for Work Safety Incidents” has been established for LPG refueling stations to ensure the safety of our workers and public and to minimize financial losses, environment impacts and community damages, in the event of fire, explosion and poisoning caused by gas leakage. It also serves as a guide for necessary measures in rescues and emergency handling.

Safety Management Committee

A Safety Management Committee has been established to perform safety management and to monitor the overall safety standard in our operations. It is their responsibility to set up safety targets and policies, to monitor implementations, and to utilize company resources and staff for all feasible measures. They are also required to organize safety training and drills in case of emergency situations, as well as safety assessments.

Quarterly reviews are set up for reporting progress from the previous quarter, and setting goals and implementation of safety management in the next quarter. In 2017, over HKD 21 million has been used to fund the occupational safety plan.

We have established the following operational safety targets:



The safety performance of the Group has been satisfactory during the Reporting Period and the goals set up in the beginning of the year of stable safety production has been fulfilled.

Incident Category	2017 Data
Major Leakage	0
Fire	0
Major Facility, Transportation Incident	0
Serious Injury, Fatality	0
Working Injury	3 (FY2016: 2)
Other Minor Incident	5 (FY2016: 11)

On the other hand, shipboard meetings are held at least once a month where copies of meeting minutes are sent to the Marine Department. The meetings focus on follow-up of potential risks and non-compliance of standard discovered from last meeting, compliance of safety procedures, safety bulletin issues, corrective measures taken and the focus of operational safety in current month.

Safety Training

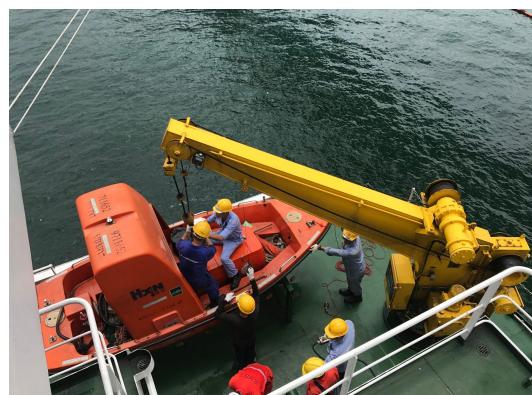
Safety trainings are essential to all parties involved in our operations. The following parties are expected to be able to identify risks and potential dangers, and to adhere to a defined set of preventive and handling measures:

Roles	Expectation / Requirement
Operators	Staffs working in Zhuhai Sea Terminal are required to attend and pass specific safety technology and operation skills training, such as a "Special Operation Certificate" before commencement
Employees	Expected to voluntarily attend safety training, including emergency rescue for no less than 24 training hours per year
Site visitors	Required to attend on-site safety training prior to entering company properties and must be accompanied by a respective department head or manager at all times
Subcontractors	Required to attend safety training before they begin their work and must obey our safety regulations at all times

Our emergency response teams are trained and equipped with solid knowledge and systematic response to apply appropriate measures, should any incident happen. The team is required to attend annual special training to acquire knowledge, such as the potential risks of leakage and fire hazards, preventive measures, evacuation and the use of appropriate equipment.

Drill trainings are organized at least twice a year to enhance the emergency handling ability of our employees with simulated real life situation. This exercise provides an opportunity for our emergency response team to practice situation handling and operation procedures, to be familiar with their own responsibilities, and to ensure smooth rescues. The drill exercises also better shapes and enhances our comprehensive safety mechanism.

Drills are especially prevalent to our bunkering operations to ensure pier and crew members' complete understanding of safety techniques and other necessary knowledge. For example, shipboard emergency drills for rescue procedures, oil pollution prevention and fire safety were organized for NewOcean 5 in 2017, in accordance with the International Convention for Safety of Life at Sea (SOLAS).



National Safe Production Month 2017

Every year, the Chinese government promotes the importance of operational safety through the “National Safe Production Month”, a nationwide campaign to promote production safety. This year, the theme was “to implement accountability of occupational safety”. Our Group fully supports the campaign every year and we have created an additional slogan this year, “Control of work safety hazards, prevention of accidents”, in order to promote and enhance awareness.

In 2017, the Safety Committee organized activities and trainings for all staff through five stages. These events aimed to raise employee awareness on work safety, especially on acquiring necessary safety techniques with enriched safety knowledge. This year, 22 of our subsidiaries with a total of over 140 production units have participated:



Committee and General Safety Meeting	Major Incident Video Showing	Safety Training and Assessment	Public Consultation on Safety
68 times	28 shows	588 people	7 times
Distribution of Gas Usage Safety Material	Campaign Banners	Emergency Protocol Drills	Emergency Response Measures Drills
>30,000 copies	74 pieces	16 times	66 times
Emergency Signals Training	Promotional Posters	Problems Discovered through Self Inspections	Rectification Completion Rate
721 people	45 issues	211	84 %

We emphasized the importance of eliminating potential safety hazards through self and voluntary inspections. All units are required to increase daily monitoring and stricten the requirement for daily logging, to minimize human errors in performing inspections. All relevant units are requested to implement corrective measures for potential hazards and improvement.

May 22 81 department leaders attended a demonstration and training on safe electricity usage, fire prevention, CPR and first aid, and self-help in case of fire, taught by an invited senior officer from the Guangzhou Fire Safety and Prevention Centre.

Our Group and Guangzhou subsidiary co-organized a gas station emergency drill with Guangzhou Fire Department, which exhibited the correct usage of fire safety equipment, improved communication platforms, and identified potential accidents.

7 teams participated in the second annual “NewOcean Cup”, which is a Group-wide safety knowledge contest aimed at strengthening our employees’ safety knowledge and emergency response skills.

May 23

Preventive Measures and Safety Equipment

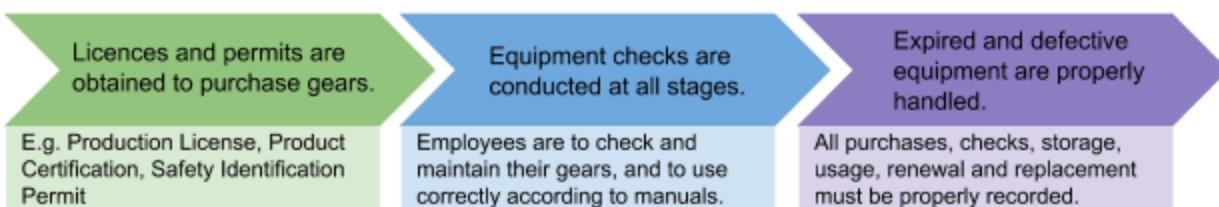
Security and safety checks of various intervals catered to all subsidiaries have been implemented to locate any dangerous behaviours and situations, to improve management, to identify potential hazards, and to perform rectification. The methods used in the safety checks include the use of Safety Checklist (SCL), as well as instrument inspection. When issues are discovered during safety checks, implementation of correction plan shall be decided, recorded and reported in a timely manner. During the year of 2017, approximately 92% of equipment in the Group are in good condition as per the yearly result of SCL. The rest of the approximately 8% equipment are either under maintenance or planned to be replaced.

Equipment in Good Condition in 2017

92 %

Types of Safety Checks	
Regular	Per season, per month and per week
Frequent	Individually and daily before and after shifts
Seasonal	Extreme heat in summer, tidal cycles, rainy season for lightning strikes, etc.
Emergency	Before and after any natural disaster, such as typhoon
Special	For specific equipment, facilities, workplaces or other professional requirements
Comprehensive	Conducted by supervisors on manufacturing units on all aspects

Our Group strives to ensure that all production workers are equipped with appropriate protection gears, such as helmets and gas masks. All our facilities and gears are up to national standards, along with regular maintenance.



Due to the special nature of substances within our operations, especially large amount of gas and oil products stored at our Zhuhai Sea Terminal, we must strenuously maintain the functionality and quality of our facilities and equipment to prevent any leakage that can lead to disaster of any scale. In particular, it is gravely important to correctly maintain the functionality and conditions of all vessels and their associated equipments according to the legal safety standards.

Preventive Measures	
Refueling Stations	<p>Structure and facilities:</p> <ul style="list-style-type: none"> • Constructed according to relevant national code¹, with regards to the safety distances and location of equipments • One of the stations is surrounded by non-flammable walls of 2.2m high as an insulation layer from the inside to prevent affecting other buildings, in case of flame-related incidents (excluding the entrance and exit) <p>Against fire and explosions:</p> <ul style="list-style-type: none"> • Explosion-proof electrical system • Sourcing and installation of electrical appliances are based on relevant national standards and codes² <p>Against static and lighting:</p> <ul style="list-style-type: none"> • All storage containers and other facilities have been designed to be anti-static and lightning-proof using static remover • Lightning protection zone has also been set up among our facilities <p>Combustible gas:</p> <ul style="list-style-type: none"> • Combustible gas alarm system are set up at our gas station with detectors in storage, gas filling machines, compressor unit and unloading point. The alarm will be set off when the Lower Explosive Limit (V%) reaches 25% • Emergency cut-off valves are installed on LPG discharge pipes and connecting pipes to container trucks <p>Equipment:</p> <ul style="list-style-type: none"> • All special equipment are regularly checked and are maintained up to standard • Regular safety patrols for monitoring of risk sources
Zhuhai Sea Terminal	<p>Equipment:</p> <ul style="list-style-type: none"> • Basic equipment and safety checks every two hours • All facilities and equipment inspections 5 times a day <p>Personal Protective Equipment (PPE):</p> <ul style="list-style-type: none"> • Appropriate safety attires (anti-static work clothes and non-slip shoes, etc.) • Additional gears such as safety belts and face masks are provided <p>Trucks:</p> <ul style="list-style-type: none"> • Ultrasound and x-ray tests are performed regularly on the pipes and containers to check for cracks
Bunkering	<p>Fire Hazard:</p> <ul style="list-style-type: none"> • Firefighting apparatus (fire extinguishing system, foam and carbon dioxide portable fire extinguishers, fire pumps, etc.) are available onboard • Fire control plans • Specific life saving appliances (rocket parachute flares and lifebuoys with self-igniting lights)

¹ "Code for Design and Construction of Automobile Gasoline and Gas Filling Station (GB50156-2012)"

² "Electrical Installations Design Code for Explosive Atmosphere and Fire Hazard (GB50058-92)" and "Code for Construction and Acceptance of Electric Equipment on Fire and Explosion Hazard Electrical Equipment Installation Engineering (GB50257-96)"

Under extreme weather and unpredicted situations, such as extreme heat, typhoons, strong wind and high tide, emergency check of specific items will be performed under safe situations.

Management of Contractors

At times, external personnels are involved in our operations such as construction and maintenance works. For example, at the property development project of the Group, before commencement of work, a background assessment of all contractors for relevant permits and qualifications, as well as a thorough safety risk assessment are conducted. Our contractors are required to strictly adhere to the national requirements for safe construction of real estate projects. They are also required to establish a safety production management system, as well as to define responsibilities of each post, thereby implementing the principle of “Safety First, Prevention First”.

When entering restricted area, contractors must strictly follow our regulations on safety. For instance, they must wear a visitor's badge and be accompanied at all times after attending a mandatory safety induction session. Our agreements with contractors clearly state that all workers performing special tasks are required to have obtained the respective permits with tools that are of optimal conditions. In cases that fire, water or electricity is necessary in the operation, permits should be obtained and approved by our safety department, and works should be supervised by a representative to avoid all risks. If violation is found, we as the contracting side have the authority to enforce fines or punishment.

Currently, led by a project manager, the contractor for our real estate development project conducts weekly safety inspection, monthly mechanical maintenance and status checks, as well as bimonthly major inspections by the contractor's head office. In addition, the State Administration of Work Safety and the Quality and Technology Supervision Bureau conducts biennial inspections. The rectification completion rate of safety construction inspections was approximately 97% for the year of 2017.

Group Safety Performance 2017

System Optimization	Actual Safety Investment	New Recruits Safety Trainings	Emergency Drills
9 items	21.3 million HKD	3,323 times	112 times
Injury	Deaths	Lost Days Due to Injury	
3 times	0 person	95 days	

Environmental Protection

The products our Group carry, namely oil and gas, are classified as hazardous substances. It is therefore essential for us to establish a comprehensive environmental protection plan including the regular monitoring of environmental performance with annual internal audit. With a drive to pursue technology and innovation, we strive to promote and be a leader in the clean energy industry as our prime responsibility.

- Environmental Policies
- Air Emissions
- Energy Management
- Water Management
- Waste Handling
- Environmental Risk and Prevention
- Green Office



Environmental Policies

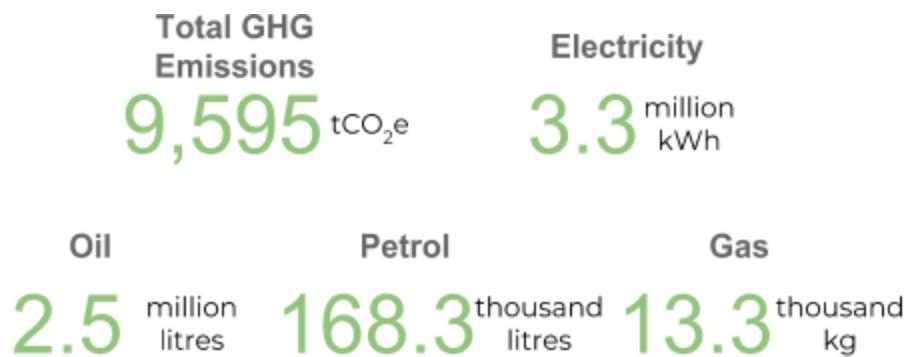
As one of the leading LPG and bunkering companies in Southern China and Hong Kong, it is our duty to protect the environment and preserve the earth's limited resources for future generations. It is our responsibility to provide energy products to better people's lives and to meet growing demand for energy, without compromising the environment. To this end, we acknowledge our environmental impact, whether big or small, within our operations and in our supply chain, and we strive to minimize our impact in an ongoing effort.

First and foremost, the Group strictly adheres to all relevant laws and regulations of the places we operate in, including the People's Republic of China, Hong Kong, and Marine Law. During the Reporting Period, we are not aware of any material non-compliance incidents, relating to the environment or natural resources.

We have established and implemented a comprehensive Environmental Management Systems ("EMS") within our IMS for the operations of petroleum and bunkering services. The EMS sets the directives and goals of the Company, as we move forward.

Some of our many environmental initiatives include rigorous monitoring of air pollutants emitted from our vessels, preventing pollutions and mitigating risks from major accidents or extreme weather changes. In addition, we strive to create an even more sustainable business through transparent measurement and reporting of our environmental metrics.

Environmental Performance 2017



Air Emissions

Climate change is a growing risk that we must acknowledge and collaboratively mitigate. Within our operations, the main air pollutants are Nitrogen oxides (NOx), Sulphur oxides (SOx), and carbon dioxide (CO₂), both of which have adverse effects on the environment. We monitor their emissions to ensure that they comply with local standards, and that transparent data are communicated effectively throughout the Group to implement applicable changes, including reduction measures.

NOx and SOx

Most material NOx and SOx emissions within our operations stem from our bunkering operations. All of our self-owned vessels are powered by diesel and all have obtained relevant certificates in order to comply with the environmental regulations. For vessels operating in Hong Kong, we observe the Hong Kong Shipping Ordinances and Their Subsidiary Legislation by the Marine Department of HKSAR, as well as other certificates. The assessed criterias include the equipment, systems, fittings, arrangements on board, and the materials of the ships.

Certificate(s)	Vessel
Certificate of Survey in accordance with the Merchant Shipping (Local Vessels) Ordinance, its subsidiary legislations and the Merchant Shipping (Prevention of Air Pollution) Regulation	NewOcean 1, NewOcean 2, NewOcean 3, NewOcean 5, NewOcean 8, NewOcean 9, NewOcean 10
Hong Kong Air Pollution Prevention Certificate issued under the provisions of the Merchant Shipping (Prevention of Air Pollution) Regulation (HKAPP)	NewOcean 2, NewOcean 3, NewOcean 11
International Air Pollution Prevention Certificate, HKSAR (IAPP)	NewOcean 5

All of the vessel engines, including both main and auxiliary installed on self-owned vessels, comply with the applicable emissions limit, in accordance with the revised NOx Technical Code 2008. The vessels' rated power and speed have been recorded to ensure their functionality to minimize the emission of nitrogen oxides. In addition, to monitor the emissions of sulphur oxides and particulate matter, the ship uses fuel oil with a sulphur content that does not exceed the limit value of 3.50% m/m (before 1 January 2020) or 0.50% m/m when operating outside of an Emission Control Area; and no more than 1.00% m/m (before 1 January 2015) or 0.10% m/m when operating inside an Emission Control Area, as specified in regulation 14.3 of Annex VI to the MARPOL Convention.

Carbon Emissions

To combat climate change and fulfill our responsibility in mitigating risks of extreme weather, our initiatives lie in the reduction of carbon in the atmosphere by monitoring carbon emissions in our own operations. The Group began to consider carbon footprint management strategy since 2013. We started measuring and disclosing corporate carbon footprint of our operations in Hong Kong, Macau and China in 2015, and we intend to transparently disclose such data annually.

In our operations, carbon emission sources are primarily fuel usage for our transportation fleet and vessels, and electricity usage. In 2017, we have partnered with an independent sustainability consultancy in assessing our Group's annual GHG emissions. The assessment covered 23 offices and facilities. An emissions inventory database has also been created and maintained throughout the year.

The annual assessed carbon footprint and its intensity are as follow:

	Carbon emissions (tCO ₂ e)		
	2015	2016	2017
Scope 1 Direct emissions	8,580	8,250	7,647
Scope 2 Energy indirect emissions	1,264	1,304	1,948
Total GHG emissions	9,854	9,564	9,595
Intensity By total sale of energy products (kgCO ₂ e / ton)	2.5	1.8	1.5

The Group's total sales of energy products, including LPG and oil products, have increased from approximately 5,190,100 tons in year 2016 to approximately 6,248,000 tons in year 2017, achieving over 20% of product sales growth. With various initiatives in place to reduce our GHG emissions, the Group has observed a 3-year downward trend of total GHG emissions intensity per ton of total sale of energy products.

The Group endeavors to proactively seek ways to continually minimize its carbon emissions.

Energy Management

As evidenced in the carbon footprint, our Group's energy consumption is mainly for mobile fuel and electricity. While our offices and Zhuhai Sea Terminal mainly consumed electricity for office work, the main source of energy consumed is through our mobile fuel combustion via company-owned vehicles and vessels.

Overall Energy Usage	Unit	2017 (in thousand)
Electricity	kWh	3,310
Oil	L	2,475
Petrol	L	168
Gas	kg	13

In 2016, the Group has integrated an international standard on Energy Management System (“EnMS”) (ISO 50001:2011) into our existing IMS for the bunkering service of oil products and refuelling services to vessels in Hong Kong. The EnMS allows us to communicate with our employees and relevant parties on our commitment for effective energy management. Through training and continuous improvement, we believe that further energy reduction would be achieved in the coming years.

Water Management

Majority of the Group's water consumption is for domestic use, with the exception of few industrial usage at our Zhuhai Sea Terminal. On site, we use water for maintenance of our seven pressurized LPG storage containers. There are two maintenance procedures that use large amount of water. One of which is the refill of gas storage containers with volumes ranging from 100 to 5,000 cubic metres of water, to push out any leftover gas remained. Another procedure is a periodical maintenance checks, performed every five years, where water will also need to be forced into the respective containers twice to check for any damages inside or outside of the containers.

A minor water usage at the Zhuhai Sea Terminal is through the installation of water spraying devices surrounding all storage containers, to maintain constant pressure and prevent any effect by external factors such as change of weather.

Wastewater treatment facility is also located onsite at the Zhuhai Sea Terminal, to process all industrial water use. In the case of rain, rainwater is collected for the first 15 minutes and processed before discharged. This is due to the possibility that the runoff might combine with oil residue on the outside of the storage container, as well as other surfaces, which then contaminates the rainwater runoff. This has been an effective method in preventing water pollution.

As per our wastewater treatment on vessels, dedicated slop tanks occupying no less than 3.5 % of the oil carrying capacity are provided onboard for wastewater handling.

There is currently a lack of monitoring system to monitor the consumption of water, however, we plan on strengthening relevant monitoring systems to ensure the transparent disclosure of water usage in the near future.

Waste Handling

One of the methods in pollution prevention within the Group's operations is to guarantee all waste, hazardous or non-hazardous, are treated through proper channels. Recycling is mainly implemented in offices, wherever it is feasible. The main types of waste are hazardous residue waste produced through desulfurization of LPG at the Zhuhai Sea Terminal, and oil residue and sludge from our vessels.

Desulfurization process of LPG produces hazardous material, hence the residue waste is stored in a secured container. The containers are then placed together in an open space within the restricted zone, distant from the gas and oil tanks. These containers are sent to a third-party professional waste collector for further handling and processing. Since desulfurization is only necessary when customers place specific order, the production of such hazardous waste is not regular. Nonetheless, it is handled with due care by professionally trained personnel only. There is currently no record of the amount of residue waste produced on an annual basis, due to irregular production based on customer demand. We shall consider monitoring the production of such hazardous waste in the near future, especially in relations to the amount of desulfurized LPG produced.

On the other hand, oil residue and sludge mixtures are generated through our bunkering operations. Our crew are prohibited to directly discharge any of the above mixtures to the sea as per laws to avoid any marine pollutions. Due to the nature of vessels, it is critical to implement proper measures for the retention and disposal of oil residues and sludge.

All ships are equipped with oil residue or sludge tanks for retention of oil residues or sludge on board. Our vessels are also equipped with a standard discharge connecting pipeline for the discharge of residues from machinery bilges to the Port Reception Facilities, fitted with a standard discharge connection that is in compliance with relevant standard. Our staffs on vessels would observe the volume of oil residues and sludge and release such wastes in dockyard once they have accumulated to a certain volume. The procedures of releasing such wastes are handled properly. Currently, we would record the date of each release without the amount of oil residues and sludge released, but we shall consider keeping detailed records and disclosing such records in the near future.

Environmental Risk and Prevention

Environmental risks are a growing concern and the Group considers associated risk factors seriously. Environmental risks in our operations exist in two-folds: one is based on risks our operations might pose to the environment and initiatives we implement to prevent and reduce such risks; another is the operational risks the Group might suffer from environmental risks, such as climate change and extreme weather.

Preventing Environmental Risks

The industries we operate in are highly regulated and our operations are under strict monitoring from internal and external sources. Although the Group complies with all relevant laws and regulations, follows various international standards, along with layers of comprehensive operational procedures, there are nonetheless inherent risks that we must strive to manage and minimize. These risks could potentially pose serious environmental impact and cause tremendous operational impact. Hence, we must pay attention to the manner in which we manage and minimize them.

For our bunkering operations, one of the major environmental risks is oil pollution in the ocean that could have significant effect on marine life. To this end, we have multiple oil pollution prevention certificates for our vessels, which provide assurance to the structure, equipment, systems, fittings, arrangement and material of the vessels, as follow:

Certificate(s)	Vessel
International Oil Pollution Prevention Certificate under the provisions of the International Convention for the Prevention of Pollution from Ships(IOPPC)	NewOcean 1, NewOcean 5
Hong Kong Oil Pollution Prevention Certificate (HKOPP) and Supplement under the provisions of the Merchant Shipping (Prevention of Oil Pollution) Regulations	NewOcean 2, NewOcean 3, NewOcean 9, NewOcean 10, NewOcean 11,

All crews are required to perform self assessment on pollution prevention measures on the vessels, with non-regular checks conducted by department heads, in order to fully monitor daily operations of all vessels.

Environmental risks exist at the Zhuhai Sea Terminal as well, such as exceeding carbon level and management of external parties on site. A carbon emission monitoring system has been installed on site in case of leakage. Once the carbon level reaches a certain concentration, the control room will be alerted for emergency handling. Professional operators are highly trained to handle various emergency situations with due care.

In addition, contractors and subcontractors are hired to perform construction works at time. An environmental agreement is therefore included within the permit to work on site that clearly defines construction site responsibilities for contractors and subcontractors. A risk assessment must be conducted prior to the commencement of work, along with the proposal for work safety, environmental technology and contingency plan. They are also required to handle all produced wastes daily.

Preventing Operational Risks

Climate change has became a growing issue that could potentially pose a serious concern to our operations. As discussed in the previous section, our operations at Zhuhai Sea Terminal consider extreme weather and unpredictable situations, such as extreme heat, typhoons, strong wind and high tide, as emergency situations. These situations pose operational risks onsite, and preventive measures are conducted to ensure the least amount of impact to our operations. In these situations, emergency check of specific items shall be performed, only under approved and safe conditions.

Green Office

Although, when compared to our main operations, the offices may have less environmental impact, the Group has adopted multiple green office practices into its daily activities in the past few years.

Paper Reduction

We believe ultimately paper reduction must start from the source, hence we have encouraged our office workers to reduce their printing needs by using digital means. When it is necessary to print, all office printers are set to print double-sided and in black-and-white by default to reduce paper and printing ink wastage. Paper recycling trays are placed near the printers for printing or scratch paper use. Specific office printers are dedicated to only print with recycled paper.

Energy and Carbon Reduction

Multiple initiatives are in place to reduce the amount of energy use and associated carbon emissions. For examples, air conditioning temperature is set to be at a consistent 25.5 °C. We have also encouraged our employees to use teleconferencing and other digital means to communicate, in order to avoid unnecessary travel.

Operating Practices

Customer satisfaction is key to the success of our Group, hence we prioritize the stability and innovation within our supply chain, as well as quality of our products and customer service.

- Supply Chain
- Customer-Oriented Service
- Product Quality Assurance
- Data Protection and Anti-Corruption



Supply Chain

Honesty

We offer earnest services to customers and partners.

Collaboration

We provide collaboration platforms to create values together with customers.

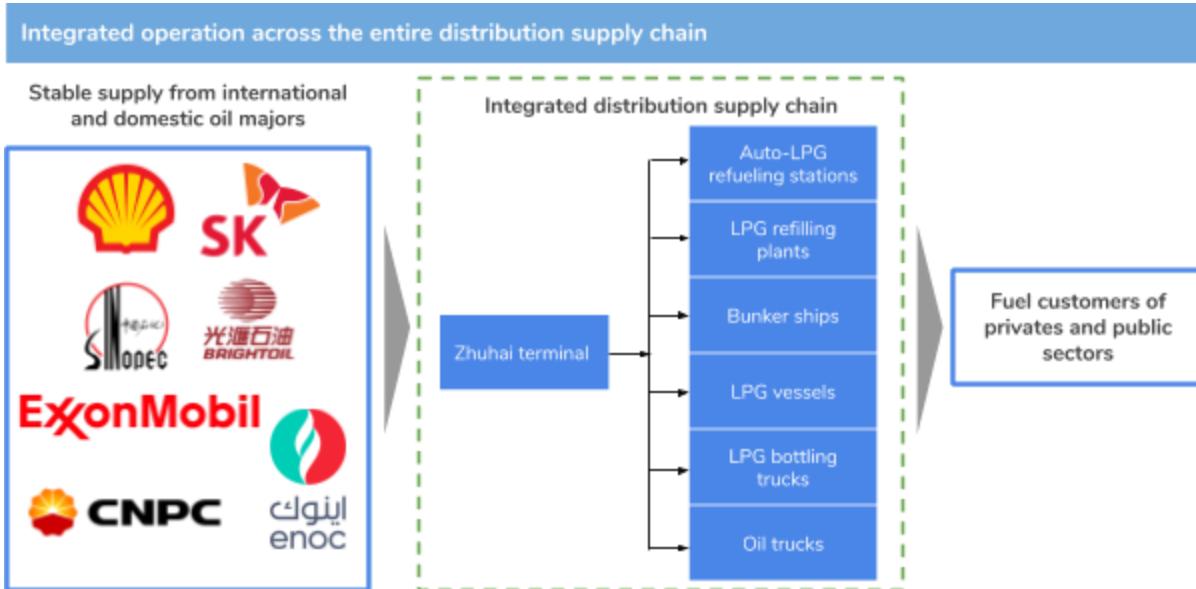
Mutual Benefits

We will always share benefits to pursue business development.

Our supply chain primarily operates with honesty, collaboration, and mutual benefits as our guiding principles. We collaborate closely with our suppliers through an improved market management and centralized procurement system. Advanced technology is also widely utilized in all operations to monitor all purchases and sales transactions.

Our main sources of LPG, LNG and petroleum supplies are from the Middle East, China National Offshore Oil Corporation, Singapore, and Sinopec. Oil products are purchased from major local and private wholesalers in China, warehouses in Pearl River Delta, major oil companies with storage on Tsing Yi Island in Hong Kong, and commodity traders in Singapore.

All our processes for procurement, price control, resource management are carefully monitored and documented. In order to guarantee the safety of our gas operations, only suppliers with extensive experience in designing, manufacturing and installing of pressurized containers are considered during the procurement procedure. Each of the container purchased is registered with the authority before being put to use.



Customer-Oriented Service

In 2017, our bunkering business in Hong Kong has been ranked second in the local market and the largest MGO and MFO supplier within Hong Kong waters. Despite our recognized business outcome, we are also able to maintain good business relationship with a number of major international oil companies to provide stable fuel supply for their local operations.

The Group strives to always be customer-oriented and attentive to our customers' needs and market demand. Our goals of customer service include providing prompt and efficient responses, comprehensive monitoring of processes, and premium quality.

For our bottling and gas filling services, we stress on the importance of educating our customers on proper usage of bottles by regularly distributing materials and conducting public consultations at refueling stations. Comment forms are distributed to gain insights on our customers' opinions on the usage of gas, technical services and safety requirement, for further improvement.

When a complaint is received, responsible department is required to process the case on the same day for the customer service department to provide comments and feedback to the customer. If a complaint related to product quality is received at the wholesale level, we will send a technician on site within 48 hours and a sample will be taken and sent to a third party test lab for verification. Our policy requires our products to be assessed internally before distribution, thus no major dispute or complaints were recorded during Reporting Period.



Product Quality Assurance

Our products, including LPG and oil products are guaranteed to be of high quality. We are committed to consistently provide high quality products that are in accordance with the requirements of our customer and of relevant laws and regulations. Our commitment to high quality products have secured positive relationship between the Group, and its suppliers and customers.

Our operations are predominately automated, which guarantees the consistency of product quality. Since our operations are highly industrial, operators conduct periodic equipment checks and maintenance, as well as comprehensive monitoring.

For the sales and distribution of LPG operations, all equipment are regularly checked to guarantee their capability to reliably and effectively distribute high quality products. In order for a smoother maintenance of pressurized containers, a detailed set of documents is kept for each container, including issued licenses, proof of quality, examination report, and malfunction record. All container-handling employees must attend regular training, in order to receive the latest operational techniques. All of our pipes are also operated under the regulations of “Pressure Pipe Safety Technology Supervision Regulation for Industrial Pressure Pipe (TSG D0001)”, along with regular maintenance checks and proper documentations.

Gas bottles are examined before and after every filling procedure, while the refilling machineries are checked every five years. All malfunctions are required to be handled with appropriate measures immediately to guarantee product quality, as well as the safety of our technicians and users. An automated electrical bottle-filling system is also installed as a quality assurance to ensure each bottle contains an equal amount of LPG with the correct proportion.

Strict quality control of our fuel supply is also implemented at the Zhuhai Sea Terminal. Each of our purchases from overseas suppliers is tested regularly to meet our quality standard. The storage containers are inspected every five years according to the “Supervision Regulation on Safety Technology for Stationary Pressure Vessel (TSG 21-2016)” to ensure their capability of safely containing oil and gas without inflicting any damage to the product quality or external environment. Various methods of inspection are carried out, such as the standard pressure and temperature, container thickness and hardness, endurance for heat, density for leakage, ultrasound for damages, as well as Magnetic Particle Testing.

Upon customer's request, we perform desulfurization to produce industrial odourless LPG with different constitutions. This is a technical process we pride ourselves, as we have installed a 410-ton desulfurization tank, along with 10 desulfurization towers in 2017.

For our pressurized bottles, an internal check including visual inspection and a regular pressure test are conducted to ensure our containers are up to standard and are safe to use. Before our

products are dispatched, gas samples are collected and tested by our lab to provide proof of quality. All of the storage handling procedures are qualified with the government standard and are inspected every four years by an external certified examiner.

On the other hand, our vessels as product carrier requires periodic maintenance. We have also set yearly goal of no more than 10 flaws discovered on one vessel, and no delays on vessel dispatch. Records of all inspections conducted as well as relevant reports are kept properly for future references. We examine frequently used equipment and systems, as well as all backup systems during inspections. The Group provides full support to all corrective measures necessary and requires all errors detected to be rectified immediately.

Operating Business	Operating Area/Region	Safety or Quality Standards the Group Complies With
LPG wholesales and trading	Zhuhai	Zhuhai Port Authority (珠海市港口管理局)
LPG bottle business	Guangdong province	China Quality and Technology Supervision Bureau (國家品質技術監督局)
LPG bottle business	Hong Kong	Hong Kong Electrical and Mechanical Services Department (香港機電工程署)
Oil bunkering services	Hong Kong	Marine Department – The Government of the Hong Kong Special Administrative Region (香港特別行政區政府海事處)
Oil wholesales	Guangdong / Fujian province	China Quality and Technology Supervision Bureau (國家品質技術監督局)
Autogas/ NG refueling stations business	Guangzhou	Administration of Work Safety of Guangzhou City (廣州市安全生產監督管理局) Quality and Technology Supervision Bureau of Guangzhou City (廣州市品質技術監督局)

Data Protection and Anti-Corruption

It is the Group's responsibility to maintain and protect data confidentiality, integrity and authenticity. Thus, we have developed our own certified network security team and an "Information Security Management Policies and Procedures". This set of procedures aims to observe and protect intellectual property rights and network security through the monitoring of computers and networks, and to develop a contingency plan in case of accidents and disasters. We strive to ensure that our network across all our subsidiaries, operations and offices are secured. In addition, standard protocols such as firewalls and other anti-virus softwares are installed and updated regularly to filter incoming junk mails and block websites that are found to be high-risked. If any major security breach is found, responsible personnel is required to report, investigate and handle the issue in a timely manner.

Customer data protection and privacy control are also a priority within our operations. The employment contracts clearly describe that all of our staff is forbidden to bring important and confidential yet unauthorized documents and information outside our workplace through any platform.

On the other hand, the Group does not tolerate any form of offer, payment or bribery. In our procurement operations, our staff is required to respect all laws and regulations, maintain our reputation for a positive relationship with our suppliers. Confidentiality and anti-bribery terms are stated within our contract with subcontractors to ensure privacy protection for both parties. There is also multiple contact methods on the contract for whistle-blowing purposes.

In case of whistleblowing, all of our staff, contractors and clients can report any abnormality, suspicious case or concern to higher management for further investigations. All records are kept confidential and anonymous to prevent bias. The whistleblower will not be held against and their identity will be kept confidential, unless the report is found to be against personal interests.

During the Reporting Period, there were no confirmed cases of corruption or non-compliance with any policy of the Group regarding anti-corruption and data breaches.

People Development

Without our staff members of skill sets at all levels, as well as their dedications towards the growth of our Group, we would not have been able to expand our business across Southeast China, with plans to establish further connections worldwide. It is therefore our responsibility to provide a safe and healthy working environment for them, while we continue to build a strong and outstanding team of experts.

- Labour Practice
- Training and Development
- Employee and Community Care



Labour Practice

The operations of human resources is structured to comply with the Employment Ordinance in Hong Kong, as well as other relevant policies and regulations in various local markets.

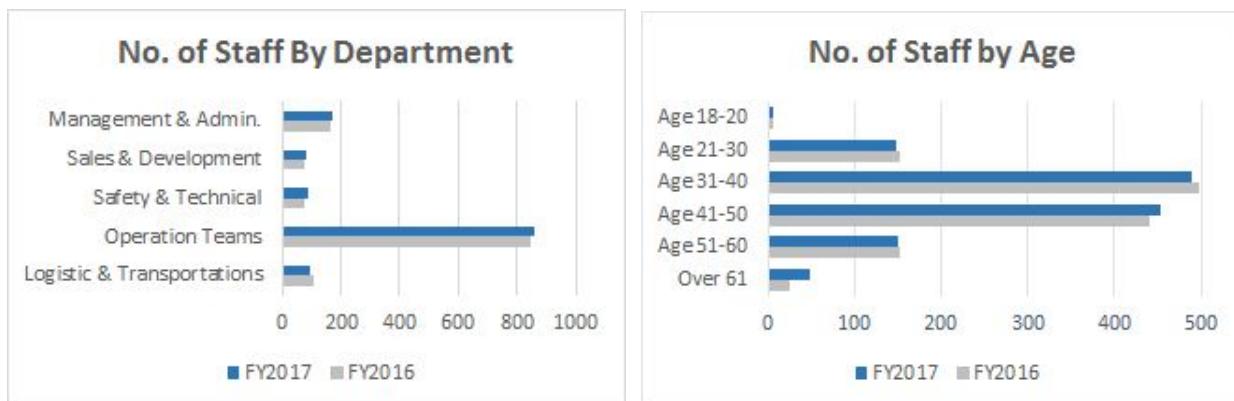
Through offering competitive remuneration, such as Mandatory Provident Fund (“MPF”) for Hong Kong employees, and other benefits, such as health insurance across our subsidiaries, the Group aims to attract and retain skilled workers.

In addition, the Group promotes an inclusive culture of fair treatment for all employees regardless of ethnicity, social origin, age, religion, disability, gender, and sexual orientation. Employee performances are only evaluated through a framework of various performance appraisals, in order to determine promotions and other human resources decisions.

The Group strictly prohibits the employment of child and forced labour, especially within our production sites. Due to our business nature, specific certifications and qualification checks need to be conducted prior to employment within the Group. This allows our human resources team to further investigate the accountability of provided accreditations and personal identity, which also helps screen out potential child labour and unqualified candidates.

Our Group complies with the Employment of Children Regulations of Hong Kong and the Labour Law of the PRC regarding the issue of child labour. During the Reporting Period, there has been no cases of child and forced labour practices reported within our Group.

As of year end, the Group is supported by 1,295 (FY2016: 1,275) employees in total, and the overall male to female ratio is approximately 3 to 1. Detailed breakdown of our employment data can be found in the Performance Table.



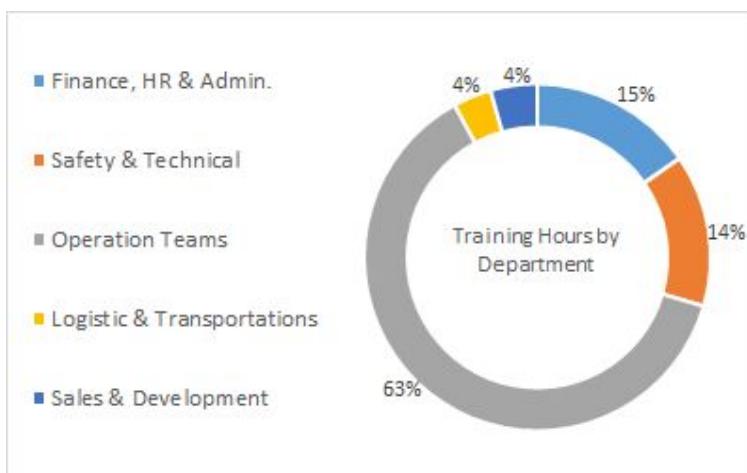
Training and Development

Our staff are required to receive training such as technical and skill trainings from internal and external parties, upon commencement of work. Our trainings uphold practical and effective principles, while utilizing innovative working concepts, training models and content. The method of continuously developing our trainings and development allows for better understanding and strengthening of various legal concepts, as well as relevant laws and regulations, while conscientiously work to effectively prevent all types of accidents.

Intensive trainings follow immediately after employment procedures for all new recruits. At the Zhuhai Sea Terminal, all new hires must attend pre-commencement training and pass all related assessments, such as the three levels of safety education for respective permits, according to the company education management protocol. Similarly, within the bunkering operations, it is mandatory for new recruits to attend intensive trainings, including detailed introduction to vessel operation, the importance of adhering to company policies and operational practices, emergency measures, and on board skill training, in order to get familiarized with every necessary procedure. Employees are expected to actively participate in various training and meetings throughout the year, in order to further enhance their cultural, technical and work-related performance.

The Group has set up staff assessment at all levels and departments with a reward system, to strengthen internal control, to ensure safe production, and to enhance staff engagement. All members on the vessels are required to attend relevant assessments evaluating the following: the ability to ensure safe operations, the proper handling of marine environment and emergency situations, as well as the knowledge of ship mechanics, operations and maintenance.

All records of training content, hours and locations, and assessments are kept properly. In 2017, the total number of training hours recorded was over 12,000, averaging to 9.5 hours per person.



Employee and Community Care

The Group recognizes the importance of physical and mental health of our employee. Hence, we fully support the well-being, work-life balance and development of all our staff. The Group organizes activities for stress relief, and to enhance our employees' sense of belongings and teamwork. These activities include soccer matches and dragon boat races.

The Group considers the importance of health and safety of the surrounding community of our operations. We would like to establish ourselves not only as an energy supplier, but also as a good corporate citizen and neighbor within the local communities. We contribute to the society in various ways such as hiring local workers and through donations to further social causes. During the Reporting Period, our management has supported a number of charity organizations on both their own and the Group's behalf, total donation amount over HKD 1.6 million (2016: HKD 395 thousand)

Yan Oi Tong is a local Hong Kong charity, dedicated to providing social benefits, educations, and health and medical services to local citizens. To celebrate the 40th anniversary of Yan Oi Tong and the 20th anniversary of Hong Kong's handover, the Group sponsored Yan Oi Tong's 40th Anniversary Charity Fun Day and Health Promotion Day. It was a family day filled with fun inflatable games, challenging sports games, and performances.





Rice donation to remote villages in China during Mid-Autumn Festival in 2017



Tuen Mun District Dragon Boat Race 2017



Friendly soccer match



Performance Table

Key Performance Indicators	Unit	Year 2017
GHG Emissions		
Scope 1: Direct emissions	tCO ₂ e ⁻	7,647
Scope 2: Energy indirect emissions	tCO ₂ e ⁻	1,948
Total GHG Emissions	tCO ₂ e ⁻	9,595
GHG Emission Intensity by Total Sale of Energy Products	kgCO ₂ e ⁻ / ton	1.5
Energy Usage		
Electricity Usage	kWh '000	3,310
Oil	L '000	2,475
Petrol	L '000	168
Gas	Kg '000	13
Employment		
Total Workforce	person	1,295
By Geographical Region		
- PRC	person	1,078
- Hong Kong	person	172
- Macau	person	45
By Employment Type		
- Management & Administration	person	173
- Safety & Technical Department	person	87
- Operation Teams	person	862
- Logistic & Transportations	person	92
- Sales & Development Department	person	81

Key Performance Indicators	Unit	Year 2017
By Age		
- Age 18-20	person	7
- Age 21-30	person	148
- Age 31-40	person	488
- Age 41-50	person	453
- Age 51-60	person	151
- Over 61	person	48
Training		
Total training Hours	hours	12,330

HKEx ESG Guide Content Index

Aspects, General Disclosures and KPIs	Description	Relevant Chapter, reference page(s) or explanation
A. Environmental		
Aspect 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.	Environmental Protection - Environmental Policies, Air Emissions, Water Management, Waste Handling (p. 15 - 20)
KPI A1.1	The types of emissions and respective emissions data	Environmental Protection - Air Emissions (p. 16 - 17); Performance Table (p.35 - 36)
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Protection - Air Emissions (p. 16 - 17); Performance Table (p.35 - 36)
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Protection - Waste Handling (p. 20)
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Environmental Protection - Waste Handling (p. 20)
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Environmental Protection - Air Emissions, Water Management, Waste Handling (p. 16 - 20)
KPA A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Environmental Protection - Waste Handling (p. 20)
Aspect A2: Use of Resources		

General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Protection - Environmental Policies, Energy Management, Water Management (p. 14 - 15, 18 - 19)
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).	Environmental Protection - Energy Management (p. 18); Performance Table (p.35 - 36)
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Protection - Water Management (p. 19)
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Environmental Protection - Energy Management (p. 18)
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Environmental Protection - Water Management (p. 19)
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Except bottles that are collected after consumer use, we do not use any packaging material in other products.
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Protection (p.14 - 23)
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Protection (p.14 - 23)
B. Social		
Employment and Labour Practices		
Aspect 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	People Development - Labour Practice (p. 29 - 30)

	relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	People Development - Labour Practice (p. 29 - 30); Performance Table (p. 35 - 36)
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	N.A.
Aspect 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.	Safety Development (p.6 - 13)
KPI B2.1	Number and rate of work-related fatalities.	Safety Development (p.6 - 13)
KPI B2.2	Lost days due to work injury.	Safety Development (p.6 - 13)
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Safety Development (p.6 - 13)
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	People Development - Training and Development (p.31)
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	People Development - Training and Development (p.31)
KPI B3.2	The average training hours completed per employee by gender and employee category	People Development - Training and Development (p.31)
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that	People Development - Labour Practice (p.30)

	have a significant impact on the issuer relating to preventing child and forced labour.	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	People Development - Labour Practice (p.30)
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	People Development - Labour Practice (p.30)
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Operating Practices - Supply Chain (p.24)
KPI B5.1	Number of suppliers by geographical region.	N.A.
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.	Operating Practices - Supply Chain (p.24)
Aspect 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.	Operating Practices (p. 23 - 28)
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N.A.
KPI A6.2	Number of products and service related complaints received and how they are dealt with.	Operating Practices - Customer-Oriented Service (p. 25)
KPI A6.3	Description of practices relating to observing and protecting intellectual property rights.	Operating Practices - Data Protection and Anti-Corruption (p.28)
KPI A6.4	Description of quality assurance process and recall procedures.	Operating Practices - Product Quality Assurance (p. 26 - 27)

KPI A6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Operating Practices - Data Protection and Anti-Corruption (p.28)
Aspect B7: Anti-corruption		
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.	Operating Practices - Data Protection and Anti-Corruption (p.28)
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.	Operating Practices - Data Protection and Anti-Corruption (p.28)
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Operating Practices - Data Protection and Anti-Corruption (p.28)
Community		
Aspect 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.	People Development - Employee and Community Care (p. 32 - 34)
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	People Development - Employee and Community Care (p. 32 - 34)
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	People Development - Employee and Community Care (p. 32 - 34)