



CITYCHAMP
WATCH & JEWELLERY GROUP LIMITED
冠城鐘錶珠寶集團有限公司

(incorporated in the Cayman Islands with limited liability)
Stock Code : 256



Environmental, Social and Governance Report

2024

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ABOUT THE GROUP

Citychamp Watch & Jewellery Group Limited (the “Company”) and its subsidiaries (collectively, the “Group”) is committed to being more than just a profitable business. As a responsible corporate citizen focused on sustainability, we actively manage our social and environmental impacts while creating value for our stakeholders and the wider community. We believe that ethical practices and social responsibility form the foundation for sustainable success and long-term value creation.

ABOUT THE REPORT

Reporting Period

This environmental, social and governance report 2024 (the “Report”) outlines the Group’s policies, responsibilities, and performance in environmental, social, and governance areas from 1 January to 31 December 2024.

Reporting Scope and Principles of Reporting

This Report is written in accordance with the Environmental, Social and Governance Reporting Guide set out in Appendix C2 of the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Guide includes “Comply or Explain” provisions and adheres to the reporting principles of materiality, quantitative measurement, and consistency.

The Report encompasses the Group’s principal operating entities (hereinafter referred to as the “Reporting Entities”), which comprise office operation in Hong Kong, watch manufacturing business in the PRC (the “watches business”) and banking services in Liechtenstein:

Scope of Business	Reporting Entities	Country	Area (m ²)
Watches Business	Zhuhai Rossini Watch Industry Limited (“Rossini”)	PRC	48,000
	EBOHR Luxuries International Limited (“EBOHR”)	PRC	44,427
Banking Business	Bendura Bank AG (“Bendura”)	Liechtenstein	6,447
Total			98,874

The Report is available in both English and Chinese and can be found on the Stock Exchange website (www.hkexnews.hk) and the Company website (<https://www.irasia.com/listco/hk/citychamp>) in compliance with the Listing Rules. Please refer to the Company’s 2024 annual report for information on corporate governance.

STATEMENT FROM THE BOARD OF DIRECTORS

On behalf of the Board of Directors, it is our honor to present our Environmental, Social and Governance Report for 2024. The Board maintains ultimate oversight and accountability for the Group’s ESG strategy, demonstrating our unwavering commitment to sustainable business practices. Our governance framework encompasses comprehensive ESG risk assessment, strategic management guidance, and robust internal control mechanisms.

In alignment with global sustainability trends, we have integrated climate considerations and ESG principles into our core business strategy. Our annual corporate risk assessment process systematically evaluates ESG and climate-related risks and opportunities, enabling us to adapt and respond effectively to emerging challenges. Besides, the Board actively steers our sustainability agenda through direct involvement in material ESG decisions, from initial risk assessment to strategy formulation and policy execution. We have established a dedicated cross-functional sustainability team that spearheads our environmental initiatives, with a particular focus on achieving ambitious emission reduction and energy efficiency targets.

As we move forward, we remain dedicated to strengthening our ESG performance and expanding our sustainability programs. Through these efforts, we strive to cultivate an exemplary workplace environment while generating sustainable value for our stakeholders and the broader community.

SUSTAINABLE INVESTMENT

As a socially responsible bank, Bendura continues to strengthen its commitment to ESG investment principles in 2024, responding to the growing global demand for sustainable investment solutions.

Sustainability remains at the core of Bendura's strategy. We have enhanced our employee training programs in 2024, focusing on the latest ESG standards and regulations. Our investment professionals undergo regular training to stay current with evolving sustainability guidelines and best practices in ESG portfolio construction.

In 2024, we offer customized asset management portfolios based on the client's individual ESG preference. Therefore, an ESG profile of every asset management client is created, supported by our comprehensive ESG evaluation framework.

Looking ahead, Bendura is actively exploring opportunities to expand its ESG investment offerings beyond Asia and Europe. As a trusted financial institution, we remain committed to promoting sustainable finance and generating positive environmental and social impact through our investment activities.

PARTICIPATION AND SIGNIFICANCE OF STAKEHOLDERS

We prioritize active engagement with our diverse stakeholders, including shareholders, investors, business partners, employees, customers, and regulatory authorities. This engagement is fundamental to our business success and sustainable growth.

Through various communication channels, we maintain regular dialogue with our stakeholders to understand their perspectives and address their concerns. We are committed to strengthening these relationships and responding effectively to stakeholder feedback, which helps us create long-term value while contributing to a more inclusive and sustainable society.

Shareholders & Investors

- General meetings
- Annual reports and interim reports, and results announcements
- Corporate communications such as announcements and circulars
- Company’s website

Business Partners

- Supplier management system and periodic assessment
- On-site inspection
- Safety questionnaire
- Cooperation meetings

Employees

- Staff gatherings
- Recreational associations
- Feedback sessions
- Internal memos
- Training courses
- Voluntary activities

Customers

- Regular operating interactions
- Watch exhibitions
- Customer hotline
- Service/product feedback mechanism
- Membership

Administrative Authorities

- Conferences relating to compliance operation and environmental protection
- Document correspondence
- On-site inspection
- Selection and certification

Regulatory Authorities

- Active implementation of regulatory requirements and involvement in regulatory oversight processes
- Communication and correspondence
- Regular meetings
- Compliance report

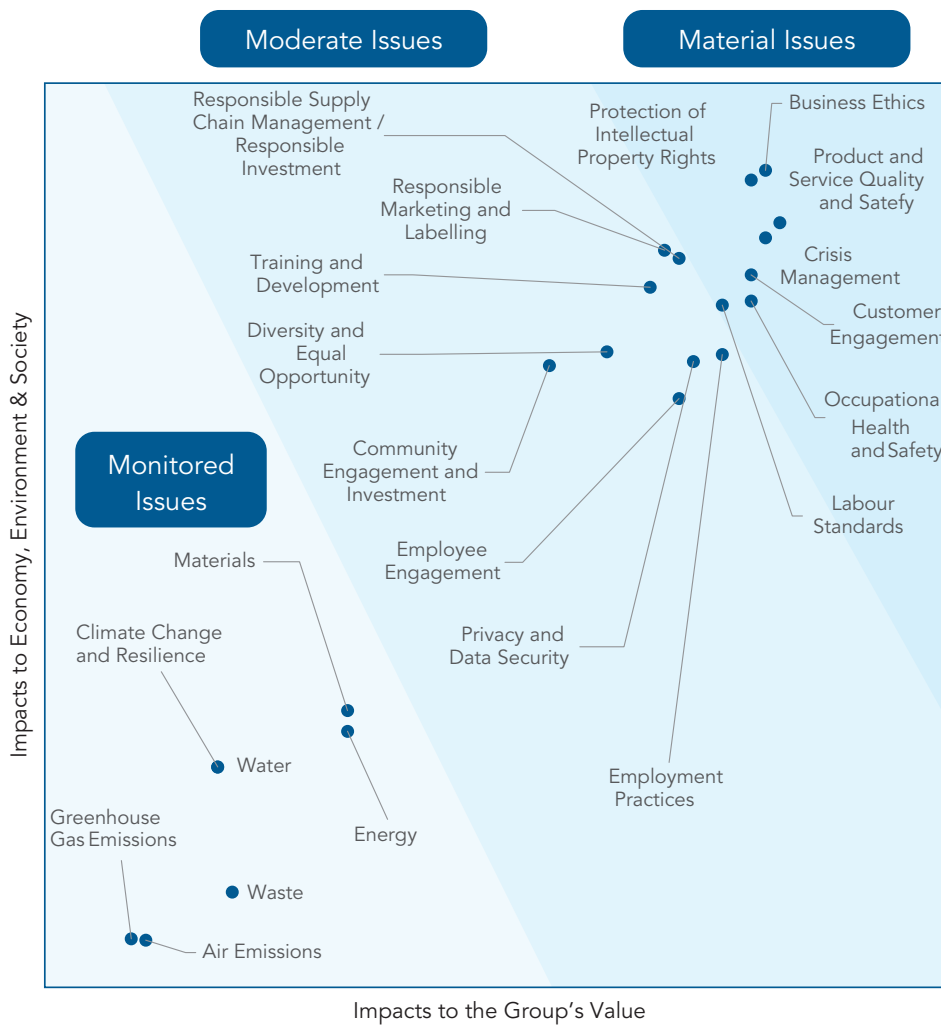
Communities

- Charity and poverty aid
- Caring for the elderly and loving the children
- Supporting education
- Nurturing the youth
- Promotion of science education and the watch culture

MATERIAL ISSUES

In 2024, the Group conducted a comprehensive materiality assessment through online survey to inform and enhance our sustainability strategy. This thorough evaluation process encompassed extensive stakeholder engagement, including structured consultations with our Board of Directors, employees across all levels, and valued clients. Through systematic analysis of these consultations, we identified and prioritized the most material ESG issues impacting our operations and long-term success according to the issues’ impacts brought to the enterprise’s value and the well-being of the public.

The detailed findings of this assessment are presented in the following section.



Of the 21 relevant ESG issues evaluated in our materiality assessment, 7 were identified as the most significant. The report’s structure reflects these findings to directly address our stakeholders’ primary concerns.

Material Issues

Business Ethics
 Product and Service Quality and Safety
 Protection of Intellectual Property Rights

Crisis Management
 Customer Engagement
 Occupational Health and Safety
 Labour Standards

OUR SUSTAINABILITY PERFORMANCE

The Operation

Ethical Operation

Anti-corruption

Watches Business

The Group maintains a robust anti-corruption framework built on our core values of “Harmonious Development” and “Corporate Prosperity with Integrity.” Our approach combines stringent internal controls, clear policies, and regular training to uphold the highest standards of business ethics.

Our anti-corruption strategy rests on three pillars:

1. Policy Implementation and Oversight
 - Comprehensive anti-bribery policies and Code of Business Conduct
 - Robust credibility mechanisms with clear duty segregation
 - Systematic supplier assessment protocols with integrity criteria
 - Zero-tolerance stance on corruption with strict enforcement
2. Internal Control Systems
 - Regular external audits and enhanced financial oversight
 - Transparent procurement through open tenders
 - Strict partner selection and qualification verification
 - Comprehensive whistleblowing system with standard procedures
 - Regular subsidiary audits with structured reporting
3. Training and Compliance
 - Mandatory ethics training for new employees
 - Regular compliance workshops on corporate values
 - Ethics principles embedded in employee handbook and guidelines
 - Ongoing monitoring through internal and external audits

Our anti-corruption measures have proven effective: in 2024, no corruption-related litigation cases were filed against the Reporting Entities or their employees (2023: Nil).

To maintain high governance standards, EBOHR's audit department performs annual subsidiary reviews, reporting findings directly to senior management. Any corruption issues prompt immediate investigation and corrective action, including mandatory video conference training sessions to prevent recurrence.

Banking Business

Bendura has implemented a strong internal control framework featuring a comprehensive Code of Conduct and an effective whistleblowing system. Through our dedicated reporting office, employees can confidentially escalate concerns to the Head of Internal Audit, who ensures complete confidentiality and whistleblower protection. Bendura upholds strict compliance standards through yearly training programs on national anti-corruption laws and Wolfsberg Anti-Bribery and Corruption principles, reflecting our dedication to the highest standards of business integrity.

Protection of Customer Privacy and Intellectual Property Rights

Watches Business

The Group maintains strict protocols for intellectual property management, ensuring full compliance with national laws and regulations on trademarks, patents, and copyrights. We follow comprehensive procedures to protect our intellectual assets — including trademarks, product designs, technologies, and processes. All procurement and cooperation contracts undergo thorough legal review to safeguard intellectual property rights.

EBOHR follows strict data protection protocols for customer information management. We collect data only through authorized business channels with explicit customer consent. Access to customer information is tightly controlled, with strong safeguards to prevent unauthorized access and third-party disclosure.

Banking Business

As a regulated financial institution, we uphold the highest standards of intellectual property protection and customer privacy. Our operations fully comply with all relevant legislative and regulatory requirements for data security and intellectual property rights.

Operating under the Financial Market Authority of Liechtenstein, Bendura implements robust data protection measures that align with strict regulatory requirements. Our Compliance Department maintains systematic monitoring protocols to ensure secure handling of sensitive information. The bank's IT infrastructure is built on four essential security principles — confidentiality, integrity, authenticity, and availability — backed by sophisticated technical and organizational controls that meet Liechtenstein's rigorous banking standards.

The Group is committed to safeguarding the privacy and security of personal data in compliance with applicable data protection laws and regulations, we collect, process, and store personal data responsibly, ensuring its confidentiality, integrity, and availability. Personal information is used only for legitimate business purposes, such as regulatory compliance, investor relations, and corporate communications. Appropriate security measures are in place to prevent unauthorized access or misuse. We continuously strengthen our network security through systematic updates to our protective measures, ensuring robust protection of all data assets.

Supply-chain Management

Watches Business

The Group's supply chain management framework is built on three core policies: the Supplier Development Procedure, Daily Supplier Management Procedures, and Supplier Management System. These policies set strict standards for evaluating suppliers throughout their engagement, focusing on quality assurance, delivery performance, and operational support.

Through our Sourcing Risk Assessment framework, we systematically identify and address supply chain risks. We perform detailed due diligence to ensure suppliers comply with environmental regulations at all levels — national, local, and industry-specific. Any non-compliance leads to immediate contract termination, reflecting our strong commitment to environmental protection.

Environmental responsibility is essential for our suppliers. They must show ongoing progress in reducing environmental impact and managing occupational health and safety (OHS) risks. We ensure compliance through required environmental certifications and regular quality assessments.

During 2024, our watches division maintains strategic partnerships with 96 suppliers (2023: 95). EBOHR uses a collaborative approach where quality control, purchasing, and design departments jointly manage supplier relationships following established corporate guidelines.

Banking Business

Our supplier network includes service providers who specialize in critical facility maintenance — emergency sprinkler systems, gas extinguishing systems, electrical infrastructure, and security systems. The Group conducts thorough due diligence during supplier evaluation to ensure compliance with all regulatory standards and industry requirements.

Our procurement strategy uses a systematic three-quote system to assess suppliers' environmental credentials and product quality. We prioritize eco-friendly solutions while upholding strict quality standards. To reduce our carbon footprint, we focus on partnering with local suppliers for restoration systems and equipment.

In our banking operations, we maintained strong relationships with 71 European suppliers throughout 2024 (2023: 71), with 100% of our supplier base implementing our sustainability practices and standards.

Number of suppliers by geographic region

Region	2024		2023	
	Watches Business	Banking Business	Watches Business	Banking Business
Mainland China	86	0	85	0
Hong Kong	7	0	5	0
Japan	2	0	4	0
Europe	0	71	1	71
Others	1	0	0	0
Total	96	71	95	71

As the Hong Kong operation premise is mainly for office operation, there are no suppliers that have a significant impact on the overall business operations. Therefore, the relevant data is not included in this table.

Environmental and Social Risk Management

The Group enforces high standards for supplier partnerships, requiring all vendors to demonstrate reasonable ESG risk management practices that align with our corporate values. We use a comprehensive monitoring system to evaluate and track ESG compliance across operations. In fiscal year 2024, our Banking Business achieved 100% supplier compliance with ESG requirements.

The People

The Group prioritizes relationships with stakeholders throughout our value chain, recognizing that lasting success depends on strong human connections. Our people-centered approach extends beyond employees to clients, suppliers, and communities. We uphold high standards in human capital development through competitive compensation, clear advancement paths, and an inclusive workplace that values diversity. Our stakeholder engagement strategy emphasizes transparent communication, ethical partnerships, and customer-focused service. Through active dialogue and effective feedback systems, we strengthen relationships with all stakeholders, ensuring their perspectives shape our decisions. This comprehensive approach reflects our core belief that sustainable growth depends on the wellbeing and satisfaction of everyone connected to our operations.

Employees

The Group considers human capital essential to our long-term success. We take a systematic approach to talent management through competitive pay and comprehensive benefits to develop and retain top professionals. We actively support our employees’ career growth and personal development goals. Through targeted policies and practices, we promote workplace diversity and inclusion, attracting diverse talent and creating an environment where every employee can succeed.

Occupational Health and Safety

Reporting Entities strictly comply with relevant laws and regulations relating to occupational health and safety in their places of operation.

PRC

Liechtenstein

- | | |
|---|--|
| <ul style="list-style-type: none"> • Work Safety Law of the People’s Republic of China | <ul style="list-style-type: none"> • Regulation on Safety and Health Protection of Employees in the Workplace |
|---|--|

The Group maintains strict compliance with all occupational safety regulations across our operational locations, ensuring a secure work environment and protecting employee health and wellbeing. Our comprehensive workplace safety framework encompasses multiple layers of protection and oversight.

Our commitment to occupational health and safety is demonstrated through rigorous management systems and standardized procedures, particularly in our manufacturing facilities. We have implemented comprehensive policies, including the Occupational Health and Safety/Daily Environmental Control and Supervision Procedures and the Safety Production Standardization Management Guidelines. These protocols undergo regular review and updates to maintain effectiveness across diverse operational scenarios.

	2024	2023	2022
Work-related fatalities in the past three years (including Reporting Period)	0	0	0
Work-related injuries in the past three years (including Reporting Period)	2	0	0
Lost days due to work-related injuries	30	0	0

The Group’s safety management program includes annual safety training initiatives, monthly facility inspections, and regular emergency response drills. Post-drill evaluations facilitate continuous improvement of our safety protocols. This systematic approach enables proactive hazard identification, risk assessment, and implementation of preventive measures.

Both Rossini and EBOHR have achieved certification under the Occupational Health and Safety Management System (OHSAS) 18001 standard, validating our commitment to workplace safety excellence. Our comprehensive safety measures include:

- Regular occupational health and safety assessments
- Annual employee health examinations and pre-employment medical screening
- Advanced surveillance systems and hazard monitoring equipment in manufacturing and office facilities
- Independent third-party safety audits and system reviews

Employment Management

Reporting Entities strictly comply with relevant laws and regulations relating to employment in their places of operation.

PRC	Liechtenstein
<ul style="list-style-type: none"> • The Labour Law of the People’s Republic of China • The Labour Contract Law of the People’s Republic of China 	<ul style="list-style-type: none"> • General Civil Code (ABGB), Section 1: Individual Employment Contract; Law on Work in Industry, Commerce and Trade together with its Regulations • Determination Act¹ • Law on Persons and Companies²

¹ Source: <https://www.regierung.li/files/medienarchiv/952-1-09-05-2023-en.pdf>

² Source: https://www.icnl.org/wp-content/uploads/Liechtenstein_liechcomp.pdf

Recruitment, Promotion and Dismissal

The Group maintains a streamlined organizational structure and management framework that aligns with our strategic objectives. Our performance evaluation system ensures accountability and rewards excellence at all levels. We conduct recruitment and staffing through our established "Employee Recruitment Procedure," carefully considering both operational needs and strategic planning goals.

Rossini manages performance through its "Management Measures for Performance Appraisal System," which combines monthly evaluations with annual self-assessments. These reviews directly guide decisions on compensation, career advancement, bonuses, and recognition of excellence.

EBOHR attracts talent through its "Recruitment Management System," using diverse channels — digital platforms, executive search, direct recruitment, university partnerships, and employee referrals. The company promotes internal mobility through competitive positions. Its "Management Measures for Employee Promotion at the Company Headquarters" offers two clear career paths — management and technical — providing structured development opportunities that align with operational needs.

The Group follows clear employment termination protocols in accordance with relevant laws and regulations, as detailed in the employee handbook. These include provisions for contract termination due to policy violations, severe negligence, or unlawful conduct, with appropriate notice requirements.

Compensation, Other Benefits and Welfare

The Group maintains a competitive and comprehensive compensation structure designed to recognize employee contributions and drive organizational success. Our remuneration framework encompasses base salary, performance-based incentives, and an extensive benefits package that aligns with industry standards and regional requirements.

Employee benefits include comprehensive medical coverage, transportation allowances, wellness programs, and statutory leave provisions including maternity, marriage, and bereavement leave. To enhance workplace accessibility, EBOHR provides complimentary shuttle services and residential support following its 2018 facility relocation initiative.

Working Hours and Rest Periods

The Group prioritizes employee wellbeing and professional development through a comprehensive work-life balance program. We demonstrate our commitment to sustainable work practices by maintaining standard working hours of 8 hours per day and 40 hours per week at EBOHR.

To promote employee wellness and engagement, the Group has established state-of-the-art recreational facilities at both Rossini and EBOHR locations. These facilities support a wide range of physical activities and social programs. Rossini's performance team enriches corporate culture through presentations at major events and community service activities. EBOHR enhances employee engagement through diverse activities — including skills competitions, sports events, professional development sessions, and seasonal celebrations like Spring Festival gatherings and family programs.

The Group supports numerous employee interest groups focused on sports, arts, and culture. These include athletic clubs (basketball, football, badminton, table tennis), cultural activities (photography, Chinese chess), and performing arts (military band, traditional dragon and lion dance). These initiatives both promote physical and mental wellbeing while building stronger organizational bonds through cross-departmental collaboration.

Equal Opportunities, Diversity and Anti-discrimination

The Group maintains a strong commitment to workplace equality and fair employment practices, ensuring compliance with all relevant standards and regulations. Our workplace policies create an environment where all employees have equal opportunities for professional growth and advancement. We implement equality principles throughout our employment practices and maintain zero tolerance for discrimination or harassment.

Our corporate culture promotes professional courtesy and mutual respect in all interactions. We use structured recruitment processes that promote workforce diversity while maintaining merit-based selection. The Group provides clear feedback channels and grievance procedures to address employee concerns promptly. These policies cover all stakeholders — employees, contractors, suppliers, and customers.

The Group strictly prohibits workplace discrimination, unethical conduct, and harassment. Regular training programs reinforce these policies, while compliance frameworks ensure consistent implementation across all operations.

Labour Standards

The Group is committed to protecting fundamental human rights through strict policies that prohibit child labour and forced labour across all operations. Our “Employee Handbook” outlines rigorous recruitment protocols that ensure compliance with labour laws and regulations while promoting workplace equality. The Reporting Entities maintain comprehensive employee handbooks that cover essential aspects of human resource management — including HR policies, employee rights and duties, compensation, benefits, career advancement, professional development, performance evaluation, and communication channels. These handbooks undergo continuous improvement to meet regulatory requirements.

	2024		2023	
	Watches Business	Banking Business	Watches Business	Banking Business
	Number of Employees		Number of Employees	
Total³	981		1,600	
By gender	Male	73	379	76
	Female	66	1,086	59
By age group	18-29	29	128	30
	30-39	93	436	50
	40-49	17	659	37
	50-59		234	16
	60 or above		8	2

During the year, the turnover rate of the watches business and banking business were 38.48% and 20.86% respectively. In the Hong Kong office, we have a total of 30 employees, all of whom are full-time employees, with the turnover rate at 10.00%. Among them, 14 are male and the other 16 are female.

Training and Development

The Group places paramount importance on employee development and well-being through strategic investment in professional growth opportunities and workplace quality. Our comprehensive approach focuses on talent retention through structured career advancement pathways and continuous skill enhancement programs.

The Group implements a wide array of customized training initiatives designed to elevate professional capabilities. These include systematically designed programs spanning induction training, safety protocols, technical know-how, and administrative management. Training needs are identified through comprehensive surveys, with program content carefully curated based on detailed feedback analysis. These initiatives serve as strategic instruments for developing exceptional human capital aligned with organizational objectives and growth trajectories. The Group’s investment in employee development encompasses both internal resources and external expertise throughout employees’ professional journey.

³ Due to adjustments in the employment data definition this year to better reflect the Group’s operational reality, number of outsourced staff has been separated, resulting in a significant decrease in employment figures compared to last year.

Throughout 2024, the Reporting Entities executed diverse training initiatives encompassing both technical proficiency and personal development. Programs included specialized courses in business hospitality etiquette, short video production, watch repair skills exchange, and practical application of office software. Training delivery methods incorporated both internal workshops led by company trainers and seminars conducted by external subject matter experts. Key training programs implemented include:

- Comprehensive orientation programs for new employees that facilitate workplace integration and understanding of organizational responsibilities, operations, and corporate culture
- Regular training for existing personnel covering corporate culture, business ethics, safety protocols, and occupational health
- Tailored customer service and product knowledge training for sales personnel
- Advanced technical training for watch craftsmen and technicians to ensure excellence in product innovation and quality
- Management courses that enhance business expertise and industry knowledge, complemented by intensive leadership development and rotational programs to support middle managers' career advancement
- Continuous professional development for Company Directors to enhance their board contributions, supported by reports from time to time covering Listing Rules, Corporate Governance Code, regulatory updates, market trends, and Group strategy

During the year, approximately 470 employees across our watches and banking businesses participated in training programs, totalling 7,053 hours.

		2024 ⁴		2023	
		Watches Business	Banking Business	Watches Business	Banking Business
		Percentage of employees trained (%) ⁵ & Average training hours per employee (hour) ⁶			
By gender	Male	65.90% (6.31hr)	32.88% (27.77hr)	46.6% (14.71hr)	56.9% (32.6hr)
	Female	45.25% (3.89hr)	18.18% (15.35hr)	53.4% (17.71hr)	43.1% (20.0hr)
By employment level	Executive management	106.04% (7.86hr)	Senior management: 100% (63.2hr)	25.0% (18.87hr)	Senior management 4.6% (80.1hr)
	Professional technician	114.47% (10.80hr)	Middle management: 17.65% (14.29hr)	26.6% (25.86hr)	Middle management 22.9% (43.9hr)
	Production workers	52.03% (4.70hr)	Clerks and others:	17.0% (10.99hr)	Clerks and others
	Sale personnel	26.01% (2.83hr)	25.00% (22.38hr)	31.4% (14.44hr)	72.5% (18.5hr)

In terms of the Hong Kong office, there are a total of 15 employees (males: 7; female: 8) participated in the training, all of them were executive management, with an average training duration of 3 hours per person.

⁴ Due to further revisions by the Group this year to align the calculation formula for employee training ratios with HKEX relevant requirements, the overall employee training ratios may show significant differences compared to last year. Additionally, since the relevant data includes employees who have already left the Company, the related training ratios may exceed 100%.

⁵ Percentage of trained employees = (Number of employees trained in that category / Total number of employees in that category) × 100%

⁶ Average training hours per employee = (Total training hours for that category of employees / Total number of employees in that category)

Customers

Products & Service Responsibility

PRC	Liechtenstein
<ul style="list-style-type: none"> • Trademark Law of the People’s Republic of China • Intellectual Property Law of the People’s Republic of China • Law of the People’s Republic of China on the Protection of Consumers’ Rights and Interests • Provisions on the Liability for the Repair Replacement and Return of Household Automotive Products 	<p>Customer Data Protection Laws, regulated by the Financial Market Authority of Liechtenstein</p>

Watches Business

The Group maintains dedicated organizational structures to ensure product quality and customer satisfaction. The Market Management Department oversees sales and service delivery, while the Corporate Planning Department handles advertising and brand promotion. Our commitment to safety and quality is reflected in our 2024 performance: we recorded zero product-related injuries, and EBOHR achieved a 0% product recall rate for safety and health concerns (improving from 1.12% in 2023), well below our 1.80% target. The After-Sales Service Department manages customer support and defective product protocols, ensuring quick resolution of product issues.

We have implemented comprehensive quality and safety policies based on our core principle that “quality is the life of an enterprise.” Our system features clear accountability for quality and safety, backed by a sophisticated incident reporting mechanism. We demonstrate transparency by regularly publishing quality credit reports on our official website.

Our quality management framework includes a specialized risk management system for product quality and safety. Each timepiece features our “one watch, one code” identification system for complete traceability. Notably, Rossini became the first watch manufacturer in China to receive the prestigious “National Quality Award.”

Rossini has established and follows two key quality assurance protocols: the Quality Inspection Procedures (《品質檢驗流程》) and Procedures for Handling Unqualified Products (《不合格品處理流程》). Under these procedures, the production department first conducts and documents self-inspection of internally manufactured products before sending them to the quality control department for comprehensive evaluation. For external components, purchasing staff initiate the inspection process, and items can only enter the warehouse after quality control verification and approval. Any non-conforming items undergo standard return or exchange procedures according to quality management guidelines.



The quality of products of Rossini was well recognised by different organisations

Banking Business

Bendura, a financial institution based in Liechtenstein, operates under the Financial Market Authority of Liechtenstein's oversight and follows all data protection laws and regulations. The Bank's Compliance Department uses systematic monitoring to oversee customer data usage, ensuring strict protection of all sensitive information. The Bank's robust IT security framework protects four key areas: confidentiality, integrity, authenticity, and availability. These are maintained through comprehensive technical and organizational measures. As part of Liechtenstein's strict banking sector, Bendura Bank AG upholds high compliance standards that align with the jurisdiction's reputation for banking excellence.

Customer Service

In 2024, we handled 103 complaints (down from 116 in 2023) — 76 for EBOHR and 27 for Rossini. Quality-related issues made up 88% of these complaints. We did not record any significant complaints from the Banking Business.

EBOHR's "Three Guarantees Policy" protects consumers through: (1) merchandise returns, (2) exchange and replacement services, and (3) maintenance services. Our e-commerce platform offers seven-day unconditional returns, supported by nationwide authorized service centers. Our factory-mode maintenance workshop follows strict standards, emphasizing technical expertise and professionalism. Through specialized technician training, we provide efficient, high-quality repairs and maintenance, enhanced by our customer-focused service model.

In fiscal year 2024, Rossini upheld excellent complaint resolution standards through its "Customer Complaint Management Procedure." The company achieved 100% compliance with response time requirements. Our dedicated customer relations team thoroughly consulted with each complainant, successfully resolving all reported issues. The company maintained a zero rate of secondary complaints, with just one case dismissed after investigation due to insufficient evidence.

The Society

The Group exhibits an exemplary commitment to social responsibility through its comprehensive charitable initiatives and active community engagement programs. Their dedication to societal betterment is demonstrated through carefully targeted financial contributions across multiple sectors of social need.

In the educational sphere, the Group has made substantial donations totaling RMB235,707, supporting various learning and development initiatives. Their commitment to public health is equally impressive, with significant contributions amounting to EUR51,739 directed towards health-related causes and medical support programs. Furthermore, the Group has shown particular attention to the elderly community by donating products valued at RMB8,000 specifically for elderly visiting activities, demonstrating their awareness of the importance of supporting senior citizens. These wide-ranging charitable endeavors, spanning education, healthcare, and elderly care, exemplify the Group's thorough and thoughtful approach to corporate social responsibility, showcasing their dedication to fostering positive change across diverse segments of society. Through these strategic and meaningful contributions, the Group continues to reinforce its position as a socially conscious corporate citizen committed to sustainable community development.

The Planet

Relevant Laws & Regulations:

PRC	Liechtenstein
<ul style="list-style-type: none"> • Law of the People's Republic of China on Appraising Environmental Impacts (《中華人民共和國環境影響評價法》) • Regulations on the Administration of Environmental Protection of Construction Projects (《建設項目環境保護管理條例》) • Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) • Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》) • Measures of Guangdong Province on the Prevention and Control of Environmental Pollution by Solid Wastes (《廣東省固體廢物污染環境防治條例》) • Implementation Measures of Guangdong Province on the Strictly Control of Administrative Permits for Waste Disposal (《廣東省嚴控廢物處理行政許可實施辦法》) • Administrative Measures of Shenzhen on the Transfer of Dangerous Wastes (《深圳市危險廢物轉移管理辦法》) • Standards on Pollution Control over Storage of Dangerous Wastes (《危險廢物貯存污染控制標準》) 	<ul style="list-style-type: none"> • Environmental Impact Assessment Act

The Group implements a sophisticated environmental management framework that adheres to stringent international standards and regulatory requirements. Our comprehensive approach encompasses systematic monitoring protocols, precise measurement methodologies, and continuous enhancement of environmental performance metrics across all operational divisions. Through the implementation of robust policies and procedures, we effectively minimize our environmental impact, with strategic emphasis on optimizing energy efficiency, minimizing waste generation, and preserving natural resources.

Our commitment to environmental stewardship is demonstrated through regular, thorough environmental audits and compliance assessments. These evaluations ensure strict adherence to regulatory requirements while identifying areas for strategic enhancement. Furthermore, we cultivate a culture of environmental responsibility through specialized employee development programs. Senior management conducts periodic reviews of environmental objectives and performance indicators to ensure the continuous advancement of sustainable practices across the organization.

The Group maintains rigorous protocols for reducing operational pollutants and emissions. Our comprehensive waste and emissions reduction strategy encompasses the following key initiatives:

- Implementation of Control Procedures Based on Laws and Regulations and Other Requirements, incorporating a systematic approach to identifying, collecting, and ensuring compliance with quality, safety, environmental protection, and occupational health and safety (“OHS”) regulations. This framework includes a comprehensive Compliance Evaluation Form for Applicable Laws and Regulations and Other Requirements, establishing the foundational legal framework for our environmental protection systems.
- Establishment of a dedicated Work Safety Management Committee responsible for conducting thorough environmental assessments, maintaining the List of Material Environmental Factors, and developing comprehensive Environmental/Occupational Health and Safety Goals, Indicators and Management Plans.
- Development and implementation of stringent operational procedures and systems, encompassing Control Procedures on Hazardous Chemicals, Management Process on Hazardous Wastes, Standard for Classification of Wastes, Management and Control Procedures on Solid Wastes, and Management Regulations for Emissions of Sewage, Exhaust and Noise.
- Strategic deployment of organization-wide initiatives focused on energy conservation, resource optimization, and pollution reduction.

The Group’s performances of different environmental aspects are as follow:

Emissions

Air Pollutants

	Hong Kong Office	2024 Watches Business	Banking Business	2023 ⁷ Watches Business	Banking Business
NO _x (kg)	11.51	28.77	527.30	n/a	n/a
SO _x (kg)	0.18	1.35	33.66	n/a	n/a
Respirable Suspended Particulates (kg)	0.85	1.97	1.50	n/a	n/a

Our emissions primarily come from industrial operations, food service facilities, and vehicle. We’ve implemented comprehensive treatment strategies to reduce these emissions. For industrial and kitchen exhaust, all gases go through sophisticated treatment — including water bath systems, water-mist dust removal, and high-pressure electrostatic precipitation — before release through elevated discharge points. For vehicle emissions, we’ve optimized our management system to improve operational efficiency and reduce unnecessary travel, lowering our transportation-related carbon footprint.

Greenhouse Gases Emissions

	Hong Kong Office	2024 Watches Business	Banking Business	2023 ⁷ Watches Business	Banking Business
Scope 1 (tCO ₂ e-)	32.78	83.52	55.44	n/a	n/a
Scope 2 (tCO ₂ e-)	19.75	2,777.89	98.61	n/a	n/a
Scope 3 (tCO ₂ e-) ⁸	32.58	19.24	51.71	n/a	n/a
Total (tCO ₂ e-)	85.12	3,086.40		3,204.49	
Intensity (kg CO ₂ e- per unit of production capacity)	n/a	6.86	n/a	3.84 (g/unit)	n/a
Intensity (per m ² of office area)	n/a	n/a	0.03	n/a	n/a

⁷ Relevant data was not disclosed in 2023 due to raw data availability.

⁸ Scope 3 emission only includes greenhouse gas emissions from business air travel by employees.

The Group's greenhouse gas emissions fall into three distinct categories. Scope 2 emissions — our largest source — come from purchased electricity for business operations and heating services in our European facilities, which is necessary due to local climate conditions. Besides, scope 1 emissions originate from fuel consumption in our manufacturing processes and vehicle fleet, including the use of natural gas, diesel, and petrol. For scope 3 emissions, they stem from employee business travel, particularly air travel for corporate activities.

To reduce our carbon footprint, the Group promotes sustainable transportation practices among employees. We encourage public transportation for daily commutes and emphasize virtual meetings over in-person gatherings. For essential business travel, employees must opt for high-speed rail instead of flights when possible — aligning with our decarbonization goals.

Waste

	2024		2023	
	Watches Business	Banking Business	Watches Business	Banking Business
Non-hazardous waste (tonnes)	527.99	13.14	6.00	11.00
Intensity (kg CO ₂ e- per unit of production capacity)	1.26	n/a	0.009 (g/unit)	n/a
Intensity (per m ² of office area)	n/a	0.0020	n/a	n/a
Hazardous waste (tonnes)	0.76	0.11	50.99	0
Intensity (kg CO ₂ e- per unit of production capacity)	1.81	n/a	0.06 (g/unit)	0
Intensity (per m ² of office area)	n/a	0.0002	n/a	n/a

In the Hong Kong office, since there is only general domestic waste and no hazardous waste is generated, no relevant data is recorded.

In 2024, our watch manufacturing and banking operations generated non-hazardous waste — primarily packaging materials like paper and stainless steel cutting waste — totalling approximately 541.13 tonnes. The increase was mainly caused by the improvement on record tracking and data collection process.

Meanwhile, in our watch manufacturing operations, hazardous waste materials are generated, primarily consisting of polishing and cleaning effluents, polishing dust residue, and spent mineral oils. The Group maintains strict compliance with environmental regulations by implementing a comprehensive waste management system. All hazardous materials are systematically collected and transported to authorized industrial waste treatment facilities, which are fully certified by relevant environmental protection authorities for specialized processing and disposal.

Following our Management and Control Procedures on Solid Wastes and Management Regulations for Emissions of Sewage, Exhaust and Noise, EBOHR maintains comprehensive waste management protocols. These protocols strictly prohibit the disposal of hazardous materials. All such materials are decontaminated and stored in designated containers for collection by authorized recycling partners.

To further reduce the amount of non-hazardous waste generated, we maintain a comprehensive no disposable items policy across our facilities, prohibiting the use of disposable utensils and drink containers in favour of reusable alternatives. This initiative has successfully eliminated single-use plastics and polystyrene from our workplace operations, demonstrating our strong commitment to environmental protection. Our waste reduction strategy extends to office operations through several initiatives, including partnerships with authorized vendors for printer cartridge recycling, the use of modular, reusable furniture in office spaces, and a robust maintenance program managed by our Administrative Department. Through regular inspections and repairs, we ensure our furniture maintains functionality for over a decade, significantly reducing resource consumption and waste generation.

Resources Consumption

Water Consumption

	2024		2023	
	Watches Business	Banking Business	Watches Business	Banking Business
Water Consumption (m ³)	48,886	586	75,460	639
Industrial Wastewater disposed (m ³)	740	n/a	n/a	n/a
Water Consumption Intensity (m ³ per unit of production capacity)	0.12	n/a	0.2002	n/a
Intensity (per m ² of office area)	n/a	0.09	n/a	n/a

In terms of the Hong Kong office, there are no significant water demand for daily operations. Additionally, as the owner has not been able to split the relevant water consumption data and the office has not set up an independent water meter, no relevant data can be disclosed in the above table.

The Group is committed to responsible water resource management through comprehensive conservation and efficiency initiatives. Our water management strategy encompasses three key areas: consumption reduction, wastewater treatment, and water recycling.

To optimize water usage efficiency, we have implemented the Requirements for Water Supply Management policy framework. This includes employee awareness programs, systematic monitoring of water consumption patterns, and strategic deployment of water-saving technologies across our facilities. A notable initiative involves the sustainable utilization of landscape pool water for irrigation purposes, demonstrating our commitment to innovative water conservation solutions.

Our state-of-the-art industrial wastewater treatment infrastructure delivers exceptional performance, achieving an 80% water reclamation rate. The remaining 20% of concentrated solution undergoes specialized treatment through certified external contractors, ensuring compliance with environmental standards. The system incorporates advanced filtration processes for manufacturing-generated polishing dust, which is subsequently transferred to authorized waste management facilities.

The Group maintains a sophisticated industrial sewage management system, featuring dedicated collection infrastructure and specialized storage facilities equipped with advanced purification technology. This integrated approach not only minimizes waste generation but also maximizes the potential for treated water reuse, creating both environmental and operational benefits. All hazardous waste materials are managed in strict accordance with environmental protection regulations, with disposal conducted exclusively through qualified environmental service providers who maintain appropriate regulatory certifications.

During the year, the Group primarily relied on municipal water supply and did not encounter any issues regarding access to suitable water sources.

Energy Consumption

	Hong Kong Office	2024 Watches Business	Banking Business	2023 Watches Business	Banking Business
Direct Energy (MWh)					
Diesel	n/a	0	213.57	n/a	n/a
Gasoline	119.44	247.72	0	514.11 ⁹	135.75 ⁴
Natural Gas	n/a	37.44	0	n/a	n/a
Indirect Energy (MWh)					
Electricity	50.65	4,781.22	371.50	5,604.91	979.38
Heat	n/a	0	120.00	n/a	n/a
Intensity (MWh per unit of production capacity)	n/a	0.01	n/a	n/a	n/a
Intensity (MWh per m ² of office area)	n/a	n/a	0.11	n/a	n/a

The Group has established a comprehensive energy management framework to optimize efficiency and reduce environmental impact. Our approach focuses on three key areas: operational excellence, technological innovation, and employee engagement.

We have implemented strict operational protocols through detailed policies, including the Requirements on Safety Management of Electricity Utilization. These policies require regular circuit inspections and environmental controls, including maintaining optimal indoor temperatures as specified in EBOHR's Management System for Air Conditioning Usage.

To enhance energy efficiency, we have invested in advanced technology across our facilities. Key improvements include variable frequency drive air-conditioning systems and reactive power compensation equipment in our manufacturing facilities. Bendura Bank has also upgraded to A+++ rated LED lighting systems, demonstrating our commitment to energy-efficient solutions.

Employee involvement is essential to our energy management strategy. We provide regular training and awareness programs to ensure all staff actively participate in energy conservation efforts. This comprehensive approach has led to measurable reductions in energy consumption.

To further improve efficiency, we have implemented the Energy Resource Control Program and Equipment Management and Operating Environment Control Program, focusing particularly on reducing fossil fuel use across our operations.

⁹ The amount of gasoline consumption in 2023 was re-stated in order to change the unit from "L" to "MWh".

Packaging Material & Paper Consumption

	2024		2023	
	Watches Business	Banking Business	Watches Business	Banking Business
Packaging Material (tonnes)	254.15	0.10	144.4	n/a
Paper (tonnes)	9.85	n/a	0.1758	n/a

Our watch manufacturing operations use a variety of packaging materials, including premium watch boxes, presentation cases, paper containers, protective foam bags, and electrostatic membranes. We have implemented a comprehensive waste management strategy focused on material efficiency and environmental sustainability. Through systematic recycling and reuse initiatives, we minimize waste while optimizing resource use across our operations. Our Hong Kong office, being service-oriented, generated no packaging waste.

To demonstrate our commitment to environmental stewardship, we have set clear sustainability targets. The Group aims to reduce both energy consumption and packaging material usage by 5% by 2026, compared to 2021 levels. This target reflects our ongoing dedication to improving resource efficiency and reducing waste.

The Group has also implemented comprehensive paper conservation and waste reduction initiatives across all offices. To minimize paper usage, employees must use digital communications and double-sided printing when possible. Our paper management policy requires recycled materials for internal documents and drafts. We also maintain an envelope reuse program to maximize efficiency. Recycling stations are placed throughout our offices to enable proper waste sorting, focusing especially on paper recycling. Building management collects these materials for professional recycling.

Impacts to the Environment

The Group's watch manufacturing operations consume substantial energy to maintain production efficiency, leading to direct and indirect greenhouse gas emissions and environmental impacts. We are firmly committed to environmental stewardship through comprehensive emission reduction strategies and sustainable practices.

Our subsidiaries have integrated environmental sustainability throughout their operations. Both Rossini and EBOHR hold ISO14001 Environmental Management System certification, demonstrating our commitment to excellence. These facilities run comprehensive resource optimization programs — including source reduction, waste management, and renewable energy adoption (particularly solar power) — reflecting our dedication to environmentally conscious manufacturing.

Our environmental management framework includes these key initiatives:

- Eco-friendly material selection and energy-efficient design in facility development and operation
- Advanced treatment systems for industrial emissions and pollutants that exceed regulatory requirements
- State-of-the-art dust-proof manufacturing facilities with cleanliness standards matching food industry requirements

- Precise emissions monitoring using Ringelmann Smoke Chart methodology for dynamotor exhaust control
- Advanced noise reduction systems for dynamotor operations
- Comprehensive annual environmental compliance audits and performance evaluations

The Group recognizes how industrial effluents and solid waste affect aquatic ecosystems and soil quality. We address these concerns through partnerships with certified waste management contractors and key operational improvements. We have eliminated electroplating processes to reduce heavy metal emissions and invested in advanced treatment systems for wastewater, exhaust emissions, noise, and oil vapor recovery.

Our water management system reclaims 80% of water, with certified contractors processing the remaining concentrated solution. All solid waste goes through authorized disposal channels. Our Hong Kong headquarters demonstrates environmental leadership through eco-friendly office practices that enhance resource efficiency, energy conservation, and operational efficiency.

Climate Change

The Group recognizes that climate change poses significant risks to our operations and has developed a comprehensive climate resilience strategy. Our approach combines robust risk management with proactive adaptation measures to ensure business continuity in the face of increasing climate-related challenges.

We have started to explore the feasibility of establishing a detailed climate risk assessment framework that identifies and evaluates potential impacts from extreme weather events, including typhoons, floods, and storms. This assessment informs our climate adaptation strategy, which includes infrastructure hardening, supply chain diversification, and operational flexibility measures.

To enhance our operational resilience, we maintain a suite of emergency response protocols specifically designed for climate-related incidents. These include detailed action plans for various weather scenarios, emergency production protocols, and comprehensive evacuation procedures. Our emergency management system is supported by real-time weather monitoring and early warning capabilities, enabling rapid response to developing situations.

The Group also maintains close monitoring of announcements from the local meteorological authorities and government agencies, which ensures we receive timely updates on weather conditions and can implement appropriate precautionary measures according to our established protocols. All climate-related incidents and responses are documented and reviewed regularly to improve our resilience strategies and emergency preparedness.

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