



Colour Life Services Group Co., Limited
Stock code: 1778



POWER • GROWTH



**Environmental, Social and
Governance Report 2021**

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ABOUT COLOUR LIFE



Colour Life Services Group Co., Limited (“Colour Life” or the “Company”) was established in June 2002 and became the first community service enterprise listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 30 June 2014. The Company is a leading property management and community services operator in the People’s Republic of China (“China”). In 2021, the Company was awarded the following honors by the China Index Academy:

- 2021 Leading Property Management Companies in terms of Market-oriented Operation in China
- 2021 Excellent Brand of Property Management Service Platform in China
- 2021 China Top 10 Listed Property Management Companies in terms of Comprehensive Strength
- Top 10 of 2021 Top 100 Property Management Companies in China



Over the 7 years since its listing, with its outstanding business development capabilities, Colour Life has become a nationally leading community service operator in terms of service scale. The basis of Colour Life’s business is property management services, Colour Life always adheres to its core value of “Creating Values for Customers” and its brand concept of “Excellence in Community Services” to provide high-quality services to customers. Besides, Colour Life explores more modes of consumption by utilising internet technology to build offline and online service platforms, so as to provide more convenient, advanced and comfortable experience and enjoyment to property owners.



BRAND HONORS



“2021 Excellent Brand of Property Service Platform”	“2021 Top 20 Listed Property Management Companies of Outstanding Capital Market Performance in China”	“2021 Top 50 Property Management Companies in China”	“2022 Top 10 Most Expected Smart Value Property Service Enterprises in China”
“2021 Top 100 Property Management Companies in China”	“2021 China Internet Community Operation Leading Company”	“2021 China Leading Property Management Companies in terms of Technology Application”	“Top 10 of 2021 Top 100 Property Management Companies in China”
“2021 Top 100 Leading Property Management Companies in terms of Service Quality in China”	“2021 Top 100 of Most Valuable Brand of China Property Management Service”	“2021 China Excellent Listed Property Management Company by ESG Development”	“2021 China Top 10 Listed Property Management Companies in terms of Comprehensive Strength”
“2021 China Top 10 Listed Property Management Companies in terms of Market Expansion Ability”	“2021 China Top 10 Listed Property Management Companies in terms of Scale”	“2021 China Excellent Listed Property Management Company by Investment Value”	“Leading Property Management Companies in terms of Standardised Operation in China”
“Most Valuable Brands”	“2021 Outstanding Property Brand Companies”	“Best Property Management Company”	“2021 Top 100 Blue Chip Property Management Companies”
“2021 Leading Property Management Companies in terms of Market-oriented Operation in China”	“2021 Top 30 Influential Property Management Companies”	“Well-known Property Management Enterprises in Great Bay Area in 2021”	“2021 Guangdong Province Property Service Comprehensive Development Strength Enterprise”
“2021 Excellent Member of the Guangdong Property Management Industry Institute”	“Top 100 of the 2021 Level of Satisfactory of Property Service in the Third Quarter”	“Outstanding Corporate in Charity Contribution and Love Giving”	

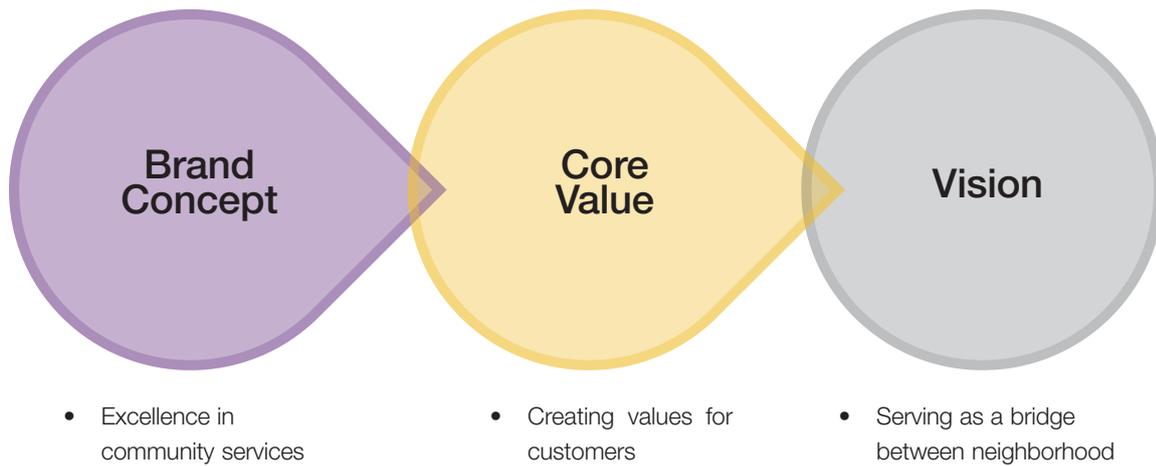
ABOUT COLOUR LIFE

BUSINESS OVERVIEW



ABOUT THIS REPORT

Colour Life Services Group Co., Limited and its subsidiaries (collectively referred to as the “Group”, “we” or “us”) continued to invest resources and formulate strategies to support the sustainable development of the Group and the community over the past year. We are pleased to publish the 2021 Environmental, Social and Governance (“ESG”) Report or (the “Report”) of the Group, aiming to disclose to stakeholders the Group’s sustainability strategies, resource inputs and performance in relation to ESG in 2021. The Group has also engaged Riskory Consultancy Limited as its independent ESG consultant to assist the Group in publishing the Report and providing ESG-related advisory services.



REPORTING PERIOD AND SCOPE

The reporting period of the information contained in the Report is from 1 January 2021 to 31 December 2021 (the “Reporting Period”). Unless otherwise specified, the scope disclosed in the Report covers the environmental and social performance of the Group’s principal business.

REPORTING BASIS

The Report is prepared in accordance with the mandatory disclosure requirements and the “comply or explain” provision of the Environmental, Social and Governance Reporting Guide as set out in the Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange, and was approved by the Board of Directors of the Group in August 2022.

PUBLICATION CYCLE, VERSIONS AND ACCESS TO THE REPORT

The Report is an annual report, which is available in both traditional Chinese and English. An electronic version of the Report can be downloaded from the website of the Stock Exchange as well as the official website of the Group (www.colourlife.hk). In the event of any conflicts or inconsistencies between the Chinese and English versions, the Chinese version shall prevail.

INFORMATION COLLECTION METHOD

The information in the Report is derived from the official documents and statistics of the Group and has been reviewed by the relevant departments of the Group.

ABOUT THIS REPORT

REPORTING PRINCIPLES

In accordance with the requirements set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange, the Report is prepared in accordance with the following reporting principles:

- **Materiality**
 - **Definition:** The issues covered in the Report should reflect the significant impacts of the Group on the economy, environment and society, or affecting the scope of assessments and decisions of stakeholders.
 - **Response:** Through communication with stakeholders as well as considering the Group's business nature and development, material sustainability issues are being identified.
- **Quantitative**
 - **Definition:** The Report should disclose key performance indicators in a measurable manner.
 - **Response:** The Group will disclose its environmental and social key performance indicators ("KPIs") quantitatively where appropriate. We calculated the key performance indicators disclosed in the Report mainly in accordance with the Appendix II "Reporting Guidance on Environmental KPIs" and the Appendix III "Reporting Guidance on Social KPIs" to "How to Prepare an ESG Report".
- **Consistency**
 - **Definition:** The Group should confirm that the preparation methods of the ESG report is consistent with those used in previous year(s), or state the revised reporting methods, or illustrate other relevant factors that will affect meaningful comparison.
 - **Response:** The reporting scope and reporting method of the Report are substantially consistent with those in last year. Any changes in the method used and the reporting scope are explained in the notes for stakeholders' reference.



ABOUT THIS REPORT

SUSTAINABILITY GOVERNANCE STRUCTURE

Maintaining sound corporate governance is the key to the business development of the Group. Colour Life has a good governance structure that can promote business management efficiency. As the top decision maker, the Board of Directors takes the lead in guiding the sustainable development and strategy making of the Group. The Board of Directors is also responsible for regularly discussing, identifying and reviewing the risks, opportunities, performance and progress of the Group's sustainable development, identifying and evaluating material issues that have a significant impact on the Group, and formulating ESG-related goals and reviewing progress, aiming to ensure that sustainable development measures can be delivered and implemented in an orderly manner from top to bottom.

For more information regarding the corporate governance of the Group, please refer to the "Corporate Governance Report" section in the 2021 Annual Report.

Colour Life's Talents

Care about our staff's mental and physical health and offer them an ideal working environment



Colour Life's Services

Build a convenient intelligence community through the Caizhiyun (彩之雲) community service platform, and satisfy demands of property owners in "clothings, food, living, transportation, entertainment, shopping and travel"



Colour Life's Environment

Monitor and control office and property energy consumption performance and carry out energy conservation and emission reduction measures



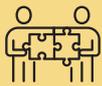
Colour Life's Community

Actively organise social charity activities to promote social welfare

ABOUT THIS REPORT

STAKEHOLDER ENGAGEMENT

We believe that keeping close communication with stakeholders is an indispensable part of a company's sustainable development. Therefore, we continuously use different communication channels to collect opinions of stakeholders from different sectors, listen to and identify their environmental and social concerns and their expectations on the Group, which are treated as benchmarks for our development target.



Employees

- Official WeChat of Colour Life Services Group
- Intranet
- Lark System
- Orientation Training
- Annual Meeting
- Colour Life's Housekeeper System



Owners/Residents/ Lessees

- Caizhiyun Platform
- Customer Manager Interview
- Telephone Hotlines
- Official WeChat
- Community Activities



Shareholders or Investors

- General Meetings
- Annual Report, Financial Reports and Announcements
- Social Media
- Websites
- Mass Media
- Roadshow and Investor Researches

Suppliers and Business Partners



- Site Visits
- Quarterly and Annual Performance Appraisals
- Websites
- Interviews
- Annual Supplier Meetings



Governmental and Non-governmental Organizations

- Qualification Assessments
- Environmental Investigation
- Meetings
- Interviews



Community

- Websites
- Social Media
- Mass Media
- Caizhiyun Platform
- Community Activities

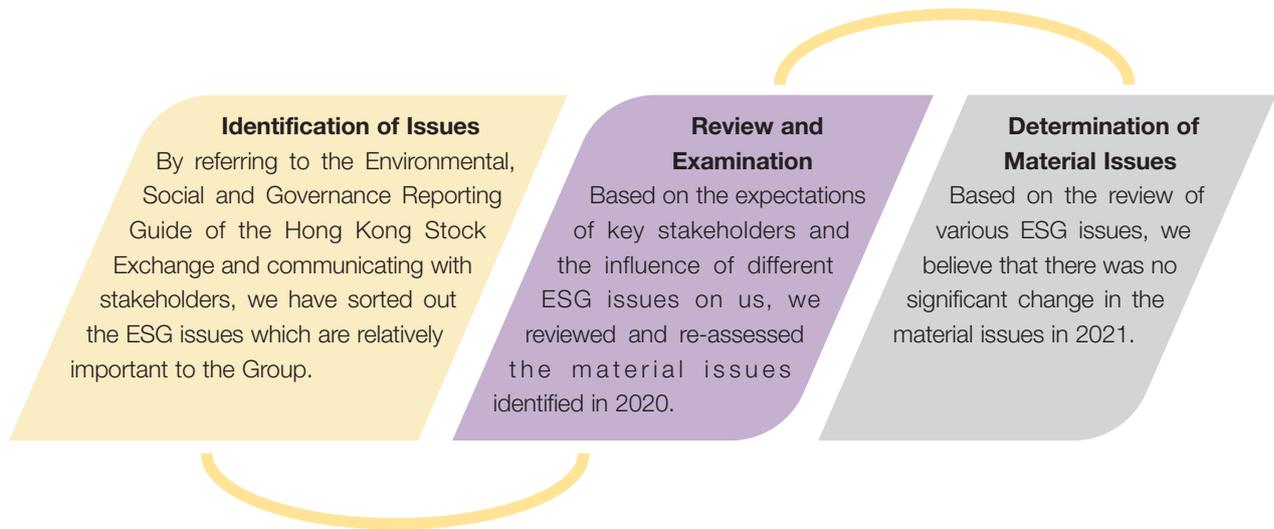
FEEDBACK

Colour Life highly values the opinions from every stakeholder. We promise to adopt the opinions of stakeholders as appropriate to promote sustainable development. Should you have any opinion regarding the Report or the Group's sustainability performance, please contact us through email at IR@Colourlife.com.

ABOUT THIS REPORT

MATERIALITY ASSESSMENT

In order to manage the Group’s ESG performance in a more effective manner and facilitate the reporting process, we conducted a materiality assessment on ESG issues during the Reporting Period. The materiality assessment process is as follows:



To reflect the ESG risks and opportunities faced by the Group in a more effective manner, we have identified and integrated material ESG issues. With the increasing importance of climate change to the international community, we have also added the climate change issue. Material issues during the Reporting Period include:

Material Issue	Materiality Assessment Score (Most important/ Important)
Environmental Responsibility	
1. Management of exhaust gas and greenhouse gas emissions	Important
2. Wastewater discharge management	Important
3. Waste management	Important
4. Energy and water resources management	Important
5. Other resources management (including papers)	Important
6. Environmental impact of other business activities	Important
7. Green procurement	Important
8. Risks associated with climate change (such as typhoons, floods, etc.)	Important
Operation Practices	
9. Supply chain management	Important
10. Suppliers’ environment and social risk management	Important
11. Anti-corruption management	Most important
12. Legal compliance of operation	Most important

ABOUT THIS REPORT

Material Issue		Materiality Assessment Score (Most important/ Important)
Product and Service Responsibility		
13.	Product and service quality	Most important
14.	Personal safety and health of customers, and safety of their property	Most important
15.	Intellectual property rights	Important
16.	Customer/Consumer privacy protection	Important
Quality of Working Environment		
17.	Customers' satisfaction	Most important
18.	Diversity and equal opportunities, as well as prevention of discrimination and harassment	Important
19.	Employment arrangements, including recruitment, promotion and dismissal procedures	Important
20.	Occupational safety and health	Important
21.	Training and development	Important
22.	Prevention of child labour and forced labour	Important
23.	Employment relationships and employee communication	Important
24.	Staff benefits, including remuneration, working hours, holidays, etc.	Important
Community Contribution		
25.	Participation in volunteer activities	Important
26.	Charitable donations	Important
27.	Community inclusive activities	Important



COLOUR LIFE'S SERVICES

We strictly abide by laws and regulations relating to products and services, including but not limited to “Advertising Law of the People’s Republic of China” (《中華人民共和國廣告法》), “Cybersecurity Law of the People’s Republic of China” (《中華人民共和國網絡安全法》), “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》) and “Decision of the Standing Committee of the National People’s Congress on Strengthening Information Protection on Networks” (《全國人民代表大會常務委員會關於加強網路資訊保護的決定》), etc.

During the Reporting Period, we were not aware that the Group was involved in any material breach of laws and regulations relating to health and safety of products and services, advertising and privacy.

As the world’s leading operator of community service platforms, providing the residents in the community with products of the highest quality and the most comfortable and convenient quality service is the core of Colour Life’s services. We consistently fulfil our responsibilities:

- “Excellence in Community Service”
- to ensure the life and safety of owners

Through online community service platform – **Caizhiyun**, we convert traditional communities into smart communities by introducing rich and diversified products and services, to provide a genuinely “colourful life” for owners.

CAIZHIYUN (COLOUR LIFE’S COMMUNITY SERVICE PLATFORM)

Caizhiyun is a smart community platform that helps owners of Colour Life’s communities to solve life-related problems by providing merchant services including clothing, food, housing, transportation, entertainment, shopping and travel, thus upgrading traditional properties to digital smart communities and building the smart community ecology together.



Community Housekeeper

Group Buying Service: Collective purchase of consumables such as masks, fresh meat, vegetables and fruits.

Product Recommendations: Understanding and analysing customer needs through big data, to recommend suitable products.



Property Management

The traditional property service is digitalised. Our one-stop service covers payment, door opening, parking, cleaning, elevator management, maintenance, furnishing, construction reporting and complaint. Besides, it includes online customer service to solve all problems for owners.



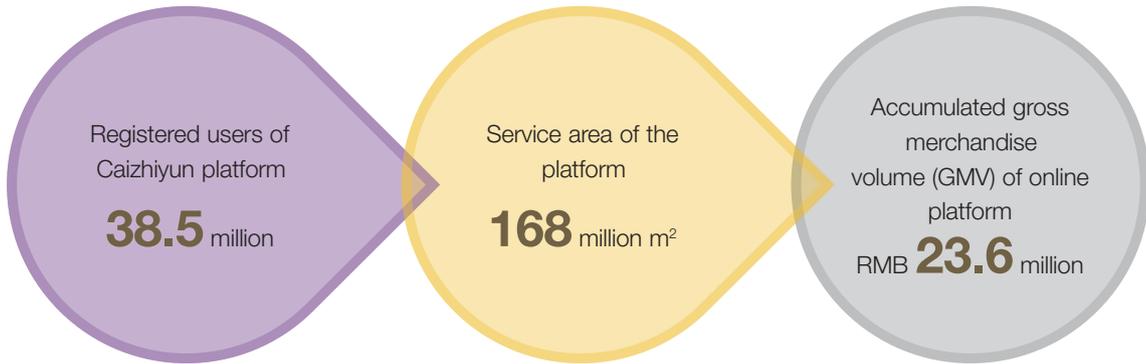
E-Store

It provides all-inclusive living consumables, food, digital appliances, jewelry, beauty and skincare products, as well as agricultural products for poverty alleviation, so as to create a super e-store and convert “payment” into “consumption” for owners. Through the point system, owners can buy goods with “Colour Life’s Food Tickets”, thereby stimulating consumption.



COLOUR LIFE'S SERVICES

We will further explore innovations in the integration of “community + business”, “community + logistics”, “community + security”, and “community + technology”, develop deeply community scenarios and optimise the experience of owners to develop a fine “smart community” with warm services.



SERVICE QUALITY

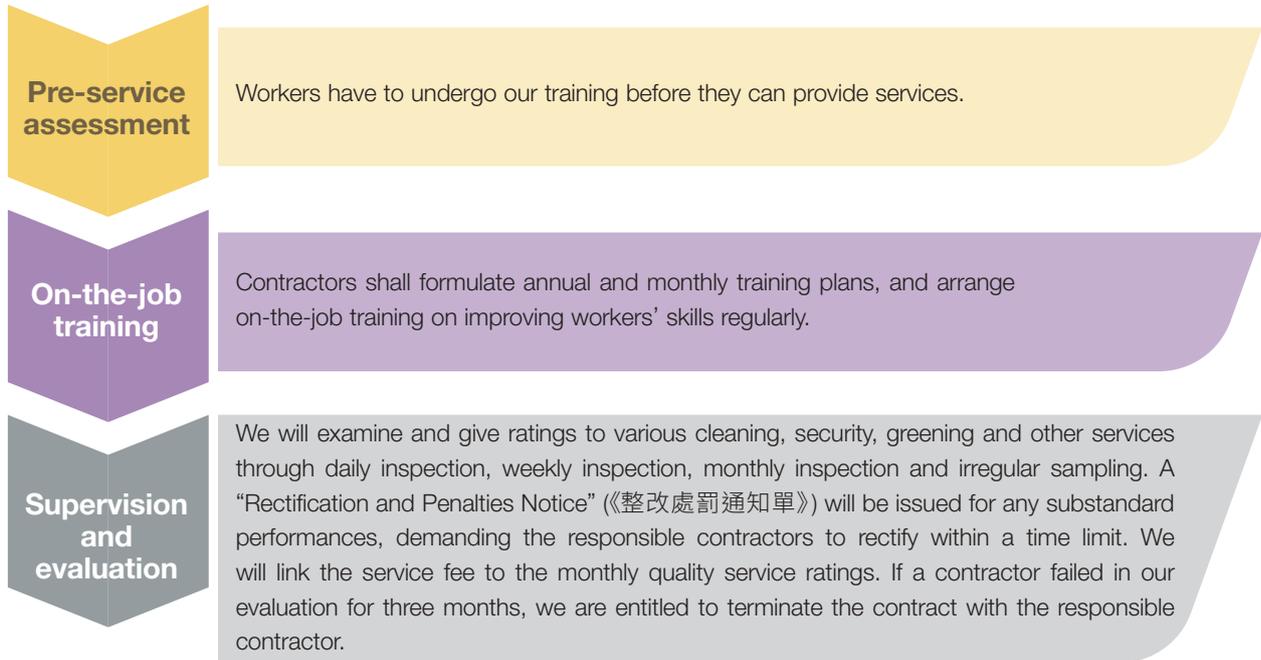
KPI B6.1, B6.4

We attach great importance to the quality and safety of our service in order to maintain a good relationship with our customers and speed up our business development. In addition to stepping out of the comfort zone to constantly come up with innovative services, we have been working hard to maintain our high quality, and emphasise both quality and quantity. We have comprehensive management system across different aspects, such as the Parking Area Management System, the Notice on Special Inspection of Fire Safety, the Management Measures on Fire Safety, the Fire Safety Management System, the Elevator Management System, and the Major Event Management System. This year, we newly formulated the Verification and Assessment System for Property Owner Information and the Notice on Regulating Project Service Hours and Establishing Duty Managers, and obtain the Quality Management System Certification (GB/T19001-2016/ISO9001:2015).

Based on the nature of its business, the Group is not involved in product manufacturing and therefore has not recalled any products.



COLOUR LIFE'S SERVICES



QUALITY STANDARDS

Colour Life has formulated quality standards, requiring workers to follow the steps, and strictly supervise each service in the following manner to strive for excellence:

- **Parking Group:** Enable unmanned management of parking services to improve its management efficiency, and provide high-quality, efficient and unified services, to meet the owners' needs for security and convenience in parking
- **Elevator Group:** Monitor the full life cycle of the lifts through SaaS (Software as a Service), connect the owners, property, property maintenance companies and raw material suppliers
- **Energy Group:** In terms of energy expenses, support collection and payment of electricity charges, refine management of energy consumption of public areas, and manage energy efficiency through Internet platform
- **Furnishing Group:** Provide whole-cycle interior furnishing service and professionalised in-depth community operation
- **Payment Group:** Provide property fees collection solutions, and improve fund transparency and efficiency in financial auditing
- **Complaint Group:** Reduce and optimise manual handling process, enhance the automation level of the systems and make the processing process fully transparent, allow real-time conversations and star rating from different dimensions

COLOUR LIFE'S SERVICES

COMMUNITY SAFETY

As a property manager, ensuring the safety of the community is the first priority. Colour Life has provided better and safer services through the following two functional modules:

Safety Group	<p>Install the comprehensive Sky-eye System in each community, carry out daily online inspections, and monitor the relevant conditions of the people and the environment in the community through the Sky-eye System of main areas of pedestrian and vehicle passageways.</p> <p>Set up electronic access control systems in multiple communities, such that residents can use mobile applications to open doors, and access their communities through interfaces such as QR code, Cloud Talking, IC card, thus reducing the risk of strangers breaking into the community.</p>
Elevator Group	<p>Monitor every elevator in the community under our management through the platform of elevator group round-the-clock. The platform will report to the police automatically in the event of malfunction and people trapped. In addition, the platform also stores the maintenance data of each elevator, and it will remind the responsible units when an elevator is close to the due date of the annual inspection.</p> <p>Suppliers of elevator maintenance services will be evaluated monthly in accordance with the "Special Equipment Safety Law of the People's Republic of China" (《中華人民共和國特種設備安全法》), "Special Equipment Safety Technical Specification TSG T5002-2017" (《特種設備安全技術規範TSG T5002-2017》) and contract provisions, and service quality assessment will be conducted quarterly. If any non-compliance is identified, such as causing economic loss, expiry of elevator usage signs, failure to meet the standard of satisfaction for 3 consecutive months, or quality being unusually lower than the required standard including the number of complaints, the number of breakdowns and the number of trapped events, the supplier will be black-listed. There will be a fine for the first time, no new business will be granted, and its business volume will be cut by 20% when the contract expires. There will be a fine and a 50% reduction in the business volume for being black-listed twice, and the contract will be terminated if it is black-listed for three times.</p> <p>Suppliers of elevator maintenance services will be strictly managed and their qualification requirements will be specified in the contract. Evaluation will be conducted on projects when contract expires, and the contract will only be renewed after passing such evaluation. Suppliers will be required to participate in the safety and quality meetings held by the Group regularly.</p>

COLOUR LIFE'S SERVICES

PROTECTION OF PRIVACY AND INTELLECTUAL PROPERTY RIGHTS

KPI B6.3, B5

Protecting the personal information of customers is the most basic and essential requirement because we collect and process a large volume of sensitive information in our daily operations, including company information, financial data, personal information of customers, patented technology and software, etc. Therefore, we attach great importance to data protection and implemented a series of measures to prevent data leakage.

We collect and use information of customers strictly in compliance with the “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》) and “Decision of the Standing Committee of the National People’s Congress on Strengthening Information Protection on Networks” (《全國人大常委會關於加強網路信息保護的決定》), and we have obtained the GB/T 22080-2016 idt ISO/IEC 27001:2013 Certificate of Information Security Management System.



Caizhiyun Mobile App	<ul style="list-style-type: none"> • With security reinforcement • With data transmission security encryption
Internal Work	<ul style="list-style-type: none"> • At the project site, paper-based information will be scanned, uploaded and stored in the ERP system (Enterprise Resource Planning System) • 360 Security Antivirus is used to give review • The customer department is responsible for controlling relevant measures, including checking whether scans are performed on time • Permissions are set for the system such that each customer personnel can only view the information of customers they manage • Registration is required for borrowing of the paper version information • Employees are requested to sign letter of professional undertaking and confidentiality agreement, which stipulate that they shall not disclose information without permission • Trainings on protection of privacy and intellectual property rights are arranged to raise employees’ awareness of confidentiality and protection of intellectual property rights

COLOUR LIFE'S SERVICES

CUSTOMER FEEDBACK

KPI B6.2

Customers' valuable opinions are the key to our progress and sustainable development. As a result, Colour Life strives to develop comprehensive customer service procedures that allow our customers to provide us with their feedback through the following platform at any time and place, thereby giving us the opportunity to improve our service quality:

- The complaint platform established on the Caizhiyun, on which users can file complaints, check the processing progress and details of complaint and give their comments
- The customer service hotline 400 have been established for customers to provide their feedback
- Respond to customers as soon as possible through Caizhiyun platform and phone
- The platform supports distinguishing types of customer opinions to accurately understand customer needs



Our after-sales service has obtained the GB/T27922-2011 After-sales Service Certification, certifying that our after-sales service has reached a five-star level.

During the Reporting Period, Colour Life received a total of 7,726 complaints and has properly communicated with customers through the aforesaid procedures.

EPIDEMIC PREVENTION AND CONTROL MEASURES

In the belief that “hospitals are the frontline against the epidemic and properties are the frontline to prevent and control the epidemic”, the Group made great efforts to fight against the epidemic and protect the property owners and households. To fight against the epidemic, the Fantasia Group, the controlling shareholder of Colour Life, made a unified deployment. With the personal instruction of Zeng Jie, Baby, who is the executive director and founder of the Fantasia Group, and led by the executive directors of Fantasia China Group, we established an emergency decision-making system at the shareholder level, and quickly set up a leading group to prevent and combat the epidemic. They kept a close communication 24 hours a day and discussed major issues such as epidemic prevention and control, material procurement, etc., so as to grasp any change of the epidemic.

Immediately after the epidemic broke out, Colour Life called for the four business divisions in Wuhan to organise and establish an emergency-response team. This team developed an emergency policy on how to report and cope with any suspected case and issued the Work Plan to Combat COVID-19. 《關於抗「新型冠狀病毒肺炎」工作方案》)

COLOUR LIFE'S SERVICES

At the beginning of the epidemic, Colour Life also adapted to the situation and created some innovative management standards and value-added services, including Colour Life's cooperation with E-Parking for the daily travel of property owners, to equip the vehicle entrance and exit with smart parking technology, which can automatically identify external vehicles and reduce the risk of virus transmission to a certain extent. In terms of logistics, Colour Life also introduced corresponding software, which enables property owners to find their own packages in the first place and reduces time staying outside.

Response to the Epidemic in 2021

In response to the outbreaks of the epidemic in many places in China this year, the headquarter of Colour Life responded quickly by following the government's guidance and launching epidemic prevention work in various projects across China, thereby establishing a fortified line of defence for the community. It also implemented various measures to protect the health of property owners and residents to minimize the risk of infection.

- To prioritize the dispatch of supplies to the harder-hit areas
- Property service personnel and community volunteer teams organize nucleic acid testing, isolation control, environmental disinfection, etc.
- Security guards are on duty 24 hours a day on shift. All vehicles and personnel entering the community are checked and screened at the entrances and exits by strictly following the guidelines of "making inquiries, scanning QR codes, measuring temperature and registration"
- People entering the community are required to wear masks
- Public areas are disinfected no less than three times a day; frequently touched areas, such as elevators, amusement and leisure areas, are disinfected in a more frequent manner; increase the disinfection times of key facilities, such as domestic water facilities and equipment, garbage stations
- To check whether key areas are well ventilated
- The staff are given free packages of anti-epidemic materials, including masks, disinfectant wipes, hand sanitizers, and food
- Property owners who have already started the "isolation period mode" are required to implement home quarantine in strict accordance with the requirements of epidemic prevention. Fetchers and carriers also deliver supplies and dispose of garbage from house to house to ensure that the family members have a secure life during the quarantine period



COLOUR LIFE'S SERVICES

Package One-stop Service

Due to the severe epidemic, delivery couriers were not permitted to enter the community, which turned to be inconvenient for our property owners. In view of this, Colour Life further improved its services. It cooperated with large delivery companies in the user-oriented mindset. Colour Life collected delivery packages for the communities under its management and delivered these packages door to door, so that the property owners can truly enjoy shopping without leaving home. We plan to upgrade our services in the future and cover daily offices. The door-to-door service mode of "Internet Property + Logistics" proposed by Colour Life targeted for different communities has undoubtedly achieved win-win results.



Education on Epidemic Prevention

Educational Short Films

Release short films on epidemic prevention in the Company's and the property owners' WeChat groups to direct everyone on how to prevent epidemic at home, including how to select masks, disinfect products, deal with clothes and wash hands properly.



"Handbook on COVID-19 Prevention"

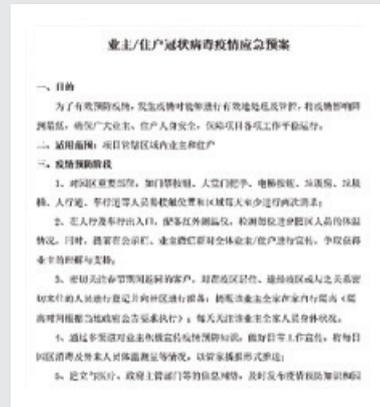
Issue the handbook on COVID-19 prevention jointly compiled by many medical doctors, which included epidemic prevention and medical knowledge, such as understanding of the COVID-19 and the transmission risk, personal hygiene protection, infectious disease related knowledge, etc., so that property owners/households could have enough knowledge to combat COVID-19, protect their homes through their own practices, and greatly alleviate the spread of the epidemic.



The Emergency Plan for Epidemic

We developed the Emergency Plan for COVID-19 Epidemic for Households to ensure that our staff can have clear guidelines to protect the health and safety of owners and residents, including:

- the epidemic prevention stage
- the handling procedure of suspected infection cases of property owners/households
- the handling procedure of confirmed infection cases of property owners/households
- customer records and reporting requirements



Anti-epidemic Achievements

Since the beginning of the epidemic, every employee of Colour Life has stuck to his/her post, and the Yilong Jinhewan Community in Xixian New District, served by Colour Life Shaanxi Branch, was covered by CCTV news as an excellent case of epidemic prevention and control, and became known as the Green Code Community.



COLOUR LIFE'S SERVICES

SUPPLY CHAIN MANAGEMENT

KPI B5.1, B5.2, B5.3

We are committed to establishing close relationships with suppliers, supporting and respecting each other, providing high-quality services and products which bear environmental and social responsibilities to maintain the Group's sustainable development. In the past year, we have cooperated with a total of 954 suppliers from Mainland China, including security, cleaning, facility and equipment, elevator maintenance and greening maintenance. We have established a "Supplier Evaluation Mechanism" for suppliers, with strict standards and systems to identify suppliers with high service and product quality. We ensure that our suppliers' operations are in line with the Group's sustainable development goals, and we observe the following principles when selecting suppliers:

- Requiring our suppliers to operate in accordance with the principles of probity and integrity
- Avoiding any transfer of benefits
- Entering into contracts that require both parties to perform their corporate social responsibilities and abide by business-related laws and regulations.

Selection

For procurement projects of over RMB200,000, tenders will be conducted in accordance with the principle of comparison to select the most suitable proposed suppliers. Qualified suppliers will be recorded in the database. Suppliers are required to meet all the evaluation criteria, such as licenses, registered capital, operation years from establishment, service performance, etc., before they can be rated as qualified.



Evaluation

The suppliers are divided into three categories, namely construction, administrative & office and software. Assessment will be conducted quarterly and annually, and the assessment criteria include product quality, timeliness and accuracy of delivery, after-sales service, price level, etc. Suppliers will be classified into levels A to D, with priority given to level A suppliers and order volume from level C suppliers will be reduced.



Rectification

For suppliers who are classified as level D in the assessment, we will suspend cooperation with them and request for rectification. Furthermore, for suppliers with less than 80 points for 2 consecutive quarters, we will issue a yellow card to them and request for rectification within 3 months; for suppliers with less than 70 points for 2 consecutive quarters and less than 80 points for 4 consecutive quarters, we will issue a red card to them and suspend cooperation with them for half a year.

To ensure service quality, all suppliers are required to pass quality assurance and testing procedures before engagement. From the end of December to the beginning of January each year, we will organize an annual supplier evaluation. For suppliers rated as "excellent", they may directly renew their contracts in the next year, and we will also give priority to them when we have new business. Suppliers rated as "unqualified" will be removed directly after the contract expires.



GREEN PROCUREMENT

KPI B5.4

We have formulated a detailed green procurement list, requiring suppliers to purchase qualified products on the list, such as cleaning supplies, fertilisers for greening, etc., in order to reduce our indirect pollution to the environment.

ANTI-CORRUPTION

KPI B7.1, B7.2, B7.3

Colour Life adheres to the principles of business ethics and anti-corruption, which not only enhances our competitiveness in the industry, but also consolidates the reputation of the enterprise. It is one of the indispensable factors for our stable development. We have implemented the following measures to ensure that the Group's operations remain honest and free from any non-compliance:

- We strictly comply with the “Rule of Avoidance for All Staff” prepared by the parent company Fantasia
- The Group also clearly sets out the regulations on anti-corruption in the “Employee Handbook”, prohibiting employees from receiving benefits from third parties through taking advantage of their positions and business
- We require suppliers and partners to conduct business transactions in accordance with the principle of integrity and avoid all violations to safeguard the interests of the Group and its stakeholders
- Our employees participated in anti-corruption training organised by the parent company, thus enhancing relevant knowledge
- In April, our operation training camp was trained on Fantasia Regulations
- In July, we carried out integrity preaching in East China
- In September, we launched a training program on Fantasia Regulations in Central China

During the Reporting Period, the Group was not involved in any legal case and complaint in respect of breach of laws and rules relating to corruption, bribery, extortion, fraud and money laundering, including but not limited to “Anti-Unfair Competition Law of the People’s Republic of China” (《中華人民共和國反不正當競爭法》) and “Criminal Law of the People’s Republic of China” (《中華人民共和國刑法》).

ADVERTISING AND PROMOTION

When advertising and promoting our business, we comply with all applicable laws and regulations, including but not limited to the “Advertising Law of the People’s Republic of China” (《中華人民共和國廣告法》) and “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》), so as to ensure the authenticity of advertising content and protect the interests of consumers at the same time. As our business is not related to product manufacturing, product labelling is not a material issue of concern for the Group.

COLOUR LIFE'S TALENTS



We attach great importance to the management of human resources in order to provide quality services to property owners and residents and improve our competitiveness. “transforming from management of property to services for People” is not only the management philosophy of Colour Life, but also the principle of our employee management. We attach importance to the enthusiasm, skills, performance, experience and physical and mental health of our employees. We have formulated the “Employee Handbook” in respect of all aspects of human resources management, including remuneration, recruitment, dismissal, promotion, training, occupational health and safety, employment standards, etc. We also have formulated clear and sound policies and measures in order to protect the interests of both the Group and its employees comprehensively.

In order to improve human resources management and make the Group’s operation more efficient, Colour Life will formulate a human resources plan annually for the coming year and review the implementation of the plan for the year. We implemented automated procedural management of the staff profile, and through the online recruitment system, applicants can fill in personal data online, and record interview notices, resumes, evaluations, salary determination, enrollment, passing of probation period, contract renewal, etc. In addition, we have also realised the personnel file management of full life cycle, including pre-employment management and enrollment management of new employees, new employee training, promotion/demotion/appointment/dismissal/salary adjustment management, reward and punishment management, resignation management, etc., thus greatly improving the efficiency of human resources management.



EMPLOYMENT RIGHTS AND INTERESTS

Colour Life offers competitive remuneration packages to attract and retain outstanding talents. We clearly specify working hours and arrangements for termination of labour contracts or dismissal in the Employee Handbook, so as to protect the rights and interests of employees. We also established different communication channels and organised various employee activities to maintain vertical and horizontal employee communication, listen to employees' opinions attentively, and help us continue to make progress in business and human resources.

Staff remuneration includes basic salary, position subsidy and bonus. Colour Life contributes to social insurance and housing provident fund for our staff in China strictly in accordance with the law. We provide a sufficient compensation to staff for termination of labour contracts or dismissal in accordance with laws and regulations. In addition, we also formulated a rich welfare system, which provides different benefits and allowances to ensure the physical and mental needs of our employees are met.

Holiday	Medical and health	Recreation	Incentives and subsidies
<ul style="list-style-type: none"> • Marriage leave • Spring Festival extension holiday • Compassionate leave • Annual leave • Paid compensation leave • Maternity leave • Paternity leave • Work injury leave 	<ul style="list-style-type: none"> • Critical illness insurance in Shenzhen • Subsidies from Colour Life Charity Foundation • Gears for labour protection • Heat stroke prevention items 	<ul style="list-style-type: none"> • Trips • Sports activities • WeChat festival activity gift • New Year's lucky draw • Team building 	<ul style="list-style-type: none"> • Year-end bonus red packets • Mid-Autumn/Dragon Boat Festival red packets • Monthly performance/monthly commission bonus • Market expansion incentive • Computer subsidy • Business promotion commission

LABOUR STANDARDS

KPI B4.1, B4.2

We strictly comply with all applicable laws and regulations related to employment, including but not limited to the "Labour Law of the People's Republic of China" (《中華人民共和國勞動法》), the "Social Insurance Law of the People's Republic of China" (《中華人民共和國社會保險法》), "Law of the People's Republic of China on the Prevention and Control of Occupational Diseases" (《中華人民共和國職業病防治法》), the "Law of the People's Republic of China on the Protection of Minors" (《中華人民共和國未成年人保護法》) and "Provisions on the Prohibition of Using Child Labour" (《禁止使用童工規定》), to provide adequate protection for our employees. During the Reporting Period, we were not aware that the Group was involved in any material breach of laws and regulations relating to employment and labour standards.

Colour Life strictly abides by labour laws. We have formulated the following measures to resolutely prevent the employment of child labour and forced labour:

COLOUR LIFE'S TALENTS

To Avoid Employment of Child Labour

Identification documents of new staff will be checked during recruitment process to ensure they meet the legal working age

If there is a child labour, according to legal requirements, the child labour will be immediately taken away from the workplace, the Human Resources Department will be notified to verify their identity and terminate the labour contract, and local social welfare agencies will be notified to follow up on the child labour

Arrange specialised agencies to conduct health check for the child labour

Investigate loopholes in the human resources process with timely rectification

To Avoid Employment of Forced Labour

List the relevant arrangements for working hours, holidays, compensation, termination of employment contracts and termination of employment in the human resources system to avoid forced labour

If there is a forced labour, the forced labour concerned will be taken away from the workplace in a timely manner, and the Human Resources Department will be notified to verify their identity and arrange for health check

Investigate loopholes in the human resources process with timely rectification

OCCUPATIONAL HEALTH AND SAFETY

KPI B2.3

Employees are an indispensable asset of an enterprise. Colour Life strives to provide the healthiest and safest working environment for all employees and is committed to minimizing the risk of injury. In case of work-related injuries or fatalities, we will first understand the situation of the employees involved in the accident, then investigate the cause of the accident before further handling, and take appropriate measures to reduce the number of injuries and fatalities to protect the safety of our employees. In addition, we also attach great importance to the physical and mental health of our employees, and recognize it is very important that both mental and psychological demands should be satisfied in addition to physical health and safety. We have worked hard to improve the policy on occupational safety and health. Some of the measures include:

- We require new recruits to provide entry physical examination reports, and we provide physical examination for general management personnel each year
- Provide labour protection supplies, such as safety helmets
- Offer heat stroke prevention items such as herbal tea and drugs to staff who work outdoor in summer

COLOUR LIFE'S TALENTS

- Arrange regular fire drills and trainings to enhance staff's awareness of fire safety
- Provide sufficient compensation and work injury leaves to staff suffered from work-related injuries in accordance with the requirements of laws
- Publish safety information on the WeChat public account during festivals and holidays to enhance employees' safety awareness
- Provide wardrobes, tables, mosquito nets, shoe racks and other facilities in offices and dormitories in different regions to provide employees with a comfortable working and resting environment



Facing the full-blown COVID-19, Colour Life pays close attention to the health and safety of employees. In order to reduce the risk of infection for employees, we have formulated a number of epidemic prevention measures, which require employees to strictly implement and follow.

During the challenging periods of the epidemic in 2021, all employees of Colour Life stayed at their posts and held two meetings every morning and evening respectively. Xi'an Business Division delivered supplies, such as disinfection supplies, to project sites promptly to support our diligent employees. Our employees' hard work in epidemic prevention has also been supported by property owners and residents. The Yilong Jinhewan Community in Xixian New District, served by our Shaanxi Branch, was covered by CCTV news as an excellent case of epidemic prevention and control and known as the Green Code Community.



COLOUR LIFE'S TALENTS

DEVELOPMENT AND TRAINING

For Colour Life, a requisite condition for sustainable development also includes an excellent and dedicated team. We place great emphasis on the personal development of our employees, and therefore we offer a wide range of training courses for our employees to enhance their knowledge and capability in various areas, and help them leverage their strengths in the workplace. We regularly review the policies and mechanisms in respect of training and promotion such that employees and the Group will advance together. We have also established annual training programs to assist our employees in their career development and encourage them to keep learning.



For staff promotion, Colour Life promotes employees by putting equal emphasis on morality and performance. We offer sufficient room for our employees to develop their careers. They can be promoted by reference to their personal development direction and specialties etc. We have also formulated the “Promotion Mechanism” to manage the promotion of employees in a more systematic and efficient way. In addition, the promotion, deployment and salary of employees will be adjusted according to the results of their annual performance assessment, which focuses on the personal qualities and performance of employees.

Head Office

- Annual training planning, implementation of training projects, formulation of standard procedures
- Approval and distribution of training and teaching materials
- Evaluation and supervision of training results

Business Divisions

- Cooperate with the head office to complete regional training tasks for supervisors/account managers
- Cooperate with the head office to complete training projects
- Complete training data and feedback statistical analysis

COLOUR LIFE'S TALENTS

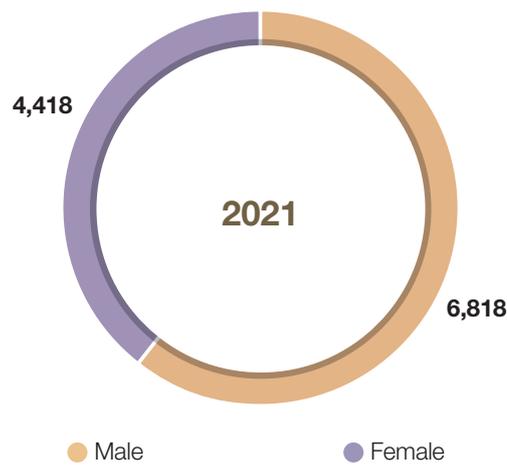
SOCIAL KEY PERFORMANCE INDICATORS

KPI B1.1, B1.2, B2.1, B2.2, B3.1, B3.2

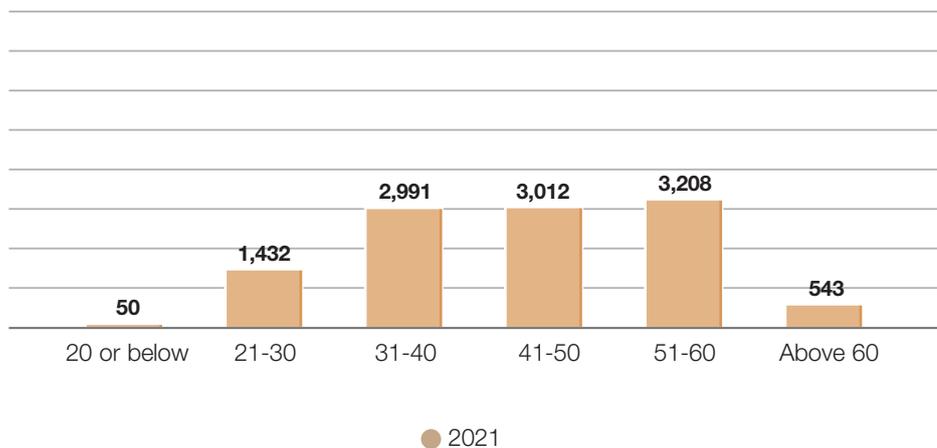
Staff Overview

The Group had a total of 11,236 employees as at 31 December 2021, all of whom are full-time employees and are from Mainland China. The employee turnover rate was 50%.

Total employees (by gender)



Total employees (by age group)



COLOUR LIFE'S TALENTS

Employee turnover rate

	Unit	2021
Employee turnover rate (by gender)		
Male	Percentage	49
Female	Percentage	51
Employee turnover rate (by age group)		
20 or below	Percentage	448 ¹
21-30	Percentage	47
31-40	Percentage	52
41-50	Percentage	47
51-60	Percentage	49
Above 60	Percentage	36

Staff training

	Unit	2021
Percentage of employees trained (by gender)		
Male	Percentage	67
Female	Percentage	81
Percentage of employees trained (by employee category)		
Operators	Percentage	71
Management	Percentage	79
Average training hours per employee (by gender)		
Male	Hour(s)	10
Female	Hour(s)	11
Average training hours per employee (by employee category)		
Operators	Hour(s)	7
Management	Hour(s)	20

Health and Safety

During the Reporting Period, the Group recorded 1,926.5 lost working days due to work injury. Other data related to health and safety are as follows:

	Unit	2021	2020	2019
Cases of work-related fatalities	Case(s)	3	2	0
Rate of work-related fatalities	Percentage	0.02	0.01	0

¹ Employee turnover rate is calculated as: (total number of employees who left during the Reporting Period/total number of employees as at 31 December 2021) x 100%.

COLOUR LIFE'S ENVIRONMENT



In addition to being responsible for people and properties, Colour Life also pays great attention to environmental protection. As a property manager, only by continuously conserving rich natural resources can we provide a good and sustainable home for our property owners. Colour Life acknowledges that it needs to be responsible for the impact of its business on the natural world. Therefore, we have formulated the sound Energy Management Policy, with a view to improving our environmental management and supervision mechanism to achieve better management and control of carbon emissions, and striving to become an environmentally-friendly and energy-saving industry pioneer. We have also obtained the Environmental Management System Certification (ISO 14001: 2015).

The Group's daily operation strictly follows all laws and regulations related to environment, including but not limited to the "Environmental Protection Law of the People's Republic of China" (《中華人民共和國環境保護法》), the "Law of the People's Republic of China on Prevention and Control of Environmental Pollution Caused by Solid Wastes" (《中華人民共和國固體廢物污染環境防治法》), the "Atmospheric Pollution Prevention and Control Law of the People's Republic of China" (《中華人民共和國大氣污染防治法》) and the "Water Pollution Prevention and Control Law of the People's Republic of China" (《中華人民共和國水污染防治法》).

During the Reporting Period, we were not aware that the Group had legal case or complaint for any breach of laws and regulations relating to environment, which would have a material impact to the Group.



COLOUR LIFE'S ENVIRONMENT

WATER RESOURCES

KPI A2.3 \ A2.4

Water is also one of the precious resources. To achieve the purpose of efficient use of water resources, Colour Life has been advocating the reduction in water consumption and recycling of water. Although the Group does not involve in large amount of water consumption, we have adopted the following measures to save water:

- We use residual mineral water and cleaning water to water plants after using the meeting room; and
- We post water saving labels in washrooms and control water flow of some faucets to strengthen the awareness of water conservation.

Colour Life will continue to implement the aforesaid measures and actively consider other possibilities for saving water, hoping to continuously improve the Group's efficiency in water consumption. We do not have any issues in sourcing water that is fit for purpose as our domestic water is provided by local water supply organisations. We do not produce large amounts of waste water due to the nature of our business.

ENVIRONMENT AND NATURAL RESOURCES

KPI A3.1

As a property manager, the natural environment is inseparable from us, and is an irreplaceable asset to us. The sustainable development of Colour Life's business also relies on the abundant resources provided by the natural environment to ensure that property owners and residents can continue to enjoy high-quality living environment and services in the future. Due to the nature of the business of Colour Life, the Group does not have significant impact on the environment and natural resources. However, we are fully aware of our social responsibility to ensure that we do our best to preserve the environment and conserve resources during our operations.

COLOUR LIFE'S ENVIRONMENT

CLIMATE CHANGE

KPI A4.1

Climate change caused by global warming is affecting the world to varying degrees, and extreme weather is becoming more and more frequent. As a property manager, in order to ensure the safety of property owners and residents and avoid property damage, in addition to reducing our carbon footprint and managing and controlling energy conservation, we have formulated prevention and control plans for extreme weathers and strengthen our ability to adapt to climate change issues. we have also held flood control drills and notified owners of forthcoming typhoons or rainstorms through WeChat “Colour Notification”, posting notices etc. or through other channels.

During the Reporting Period, the projects under the Colour Life were affected by heavy rains and typhoon “fireworks” hitting Henan Province, and our properties were affected by strong winds and standing water. The emergency teams of each project immediately initiated flood control plans, promptly arranged materials, used flood control baffles to prevent floods from flowing in, and made urgent repairs on the damaged facilities. As a result, our projects did not suffer major losses and quickly resumed normal operations.



In September 2021, based on the experience in and lessons from dealing with the severe rainstorm disaster in Zhengzhou City, Henan Province, Colour Life revised the “Special Emergency Plans for Typhoon and Rainstorm”, which clearly guides the staff to do appropriate tasks and take appropriate measures at different stages. These measures include:

Precautionary stage before the emergency:

Check if the suspensions (such as antennae, billboards, light boxes) in each area are installed firmly with no potential safety risks; prepare daily necessities in advance, such as instant noodles, biscuits, mineral water, etc.

Emergency handling stage during the emergency:

Focus on checking the damage to windows and doors, parking lot entrances and exits, and report and handle any danger promptly; collect the latest information on typhoon and rainstorm, making it available for owners to soothe their nerves in a timely manner

Subsequent processing stage after the emergency:

Cooperate with the environment team to clean up collapsed trees, broken branches and fallen leaves etc.; focus on inspecting the damage to elevators, power distribution rooms and electric rooms, etc. and do timely maintenance

COLOUR LIFE'S ENVIRONMENT

ENVIRONMENTAL KEY PERFORMANCE INDICATORS

KPI A1.1, A1.2, A1.3, A1.4, A2.1, A2.2

KPIs ¹	Unit	2021	2020
Total greenhouse gas emissions ²	Tonnes of CO ₂ e	81.52	102.00
Energy indirect emissions (Scope 2)	Tonnes of CO ₂ e	81.52	102.00
Intensity of greenhouse gas emissions	Tonnes of CO ₂ e/ m ² (gross floor area)	0.03	0.01
Total energy consumption	MWh	133.62	177.85
Indirect Energy (purchased electricity)	MWh	133.62	177.85
Intensity of energy consumption	kWh/m ² (gross floor area)	46.26	14.30
Total water consumption	m ³	N/A³	3,329.00
Intensity of water consumption	m ³ /m ² (gross floor area)	N/A	0.27
Total non-hazardous waste	Tonnes	12.00	10.56
Total non-hazardous waste disposed	Tonnes	12.00	10.56
Intensity of non-hazardous waste	kg/m ² (gross floor area)	4.15	0.85
Total hazardous wastes	Tonnes	0.01	N/A ⁴
Total hazardous waste disposed	Tonnes	0.01	N/A
Intensity of hazardous waste	kg/m ² (gross floor area)	0.00	N/A

¹ As the Group did not use the offices at the Colour Life Time Plaza in Shanghai during the Reporting Period, the scope of environmental KPIs represents the Group's head office in Shenzhen.

² Due to the nature of its business, the Group does not consume direct energy, and therefore does not involve emissions of exhaust gas and scope 1 greenhouse gases.

³ As water consumed at the Group's office is provided and shared by the property management company, the data on water consumption cannot be obtained.

⁴ The Group began to disclose the data of hazardous waste this year, which mainly refers to printer ink cartridges.

COLOUR LIFE'S COMMUNITY



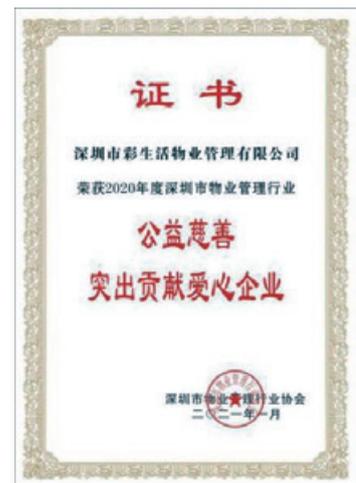
KPI B8.1

Bearing in mind the corporate concept of “Excellence in Community Service”, in addition to providing excellent services, Colour Life eagerly participates in and actively organises community charitable activities, and spreads love and care to everyone in need, especially underprivileged groups, thereby creating a harmonious and beautiful community.

COLOUR LIFE CHARITY FOUNDATION

KPI B8.2

Colour Life Charity Foundation is a non-public fund-raising foundation initiated and promoted by the Colour Life. Since its establishment in 2015, it has integrated social resources, promoted the civilization and progress of the community, and provided appropriate support to the community in need, including our staff, property owners, residents and even the integrated communities. The foundation combined manpower from various regions, our employees even form “Colour Life Volunteers” team. During the Reporting Period, the Foundation raised donations of more than RMB 320,000.



COLOUR LIFE'S COMMUNITY

Charitable Aid

- Colour Life and its employees participated in the co-construction of the charitable fund pool, which will lead to the joint participation of community residents in the future
- A total of nearly RMB140,000 was donated to help the property owners and company employees who suffer from a severe disease or an unexpected misfortune



Environmental Protection

- We carried out promotional and practical activities on the theme of domestic waste classification and reduction
- We established environmental education points in the community



“Warm Winter” Activities

- We provided property owners with free home appliance repairs, haircuts, kitchen cleaning, etc.
- We delivered ginger tea



COLOUR LIFE'S COMMUNITY

Free Clinic Activities

- We made careful and meticulous body diagnosis for property owners
- We guided property owners to develop a healthy lifestyle
- Our free clinic items included oral examination, shoulder and neck moxibustion, vision check, etc.



Free Distribution of Anti-epidemic Materials

- The Group urgently purchased 100,000 epidemic prevention kits worth RMB550,000, and distributed them to millions of property owners living in over a thousand communities across China
- Such anti-epidemic materials included masks, hand sanitizer, disinfectant wipes, etc.



ESG REPORT INDEX

Subject Areas	Content	Section
Mandatory Disclosure Requirements		
Governance Structure	<p>A statement from the Board containing the following elements:</p> <ul style="list-style-type: none"> (i) a disclosure of the Board's oversight of ESG issues; (ii) the Board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses 	Sustainability Governance Structure
Reporting Principles	<p>A description of, or an explanation on, the application of the following reporting principles in the preparation of the ESG report:</p> <p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	Reporting Principles
Reporting Boundary	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>	Reporting Period and Scope
"Comply or explain" provision		

A. Environmental

A1 Emissions

General Disclosure	<p>General Disclosure Information on:</p> <ul style="list-style-type: none"> (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer <p>relating to air and greenhouse gas emissions, discharges wastes into water and land, and generation of hazardous and non-hazardous waste</p>	Reduction of Emissions and Waste
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ESG REPORT INDEX

Subject Areas	Content	Section
A1.1	The types of emissions and respective emissions data	Environmental Key Performance Indicators
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) in total and, where appropriate, intensity	Environmental Key Performance Indicators
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity	Environmental Key Performance Indicators
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity	Environmental Key Performance Indicators
A1.5	Description of emissions target(s) set and steps taken to achieve them	Reduction of Emissions and Waste
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	Reduction of Emissions and Waste
A2 Use of Resources		
General Disclosure	Policies on efficient use of resources, including energy, water and other raw materials	Reduction of Emissions and Waste, Water Resources
A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity	Environmental Key Performance Indicators
A2.2	Water consumption in total and intensity	Environmental Key Performance Indicators
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve	Reduction of Emissions and Waste
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	Water Resources

ESG REPORT INDEX

Subject Areas	Content	Section
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Based on the nature of its business, the Group is not involved in the consumption of packaging materials of finished goods.
A3 Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	Environment and Natural Resources
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Environment and Natural Resources
A4 Climate Change		
General Disclosure	Policies on the significant climate-related issues which have an impact on the issuer	Climate Change
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Climate Change
B. Social		
B1 Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Employment Rights and Interests
B1.1	Total workforce by gender, employment type, age group and geographical	Social Key Performance Indicators
B1.2	Employee turnover rate by gender, age group and geographical region	Social Key Performance Indicators

ESG REPORT

INDEX

Subject Areas	Content	Section
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	Occupational Health and Safety
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	Social Key Performance Indicators
B2.2	Lost days due to work injury	Social Key Performance Indicators
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Occupational Health and Safety
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Development and Training
B3.1	The percentage of employees trained by gender and employee category	Occupational Health and Safety
B3.2	The average training hours completed per employee by gender and employee category	Occupational Health and Safety
B4 Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Labour Standards
B4.1	Description of measures to review employment practices to avoid child and forced labour	Labour Standards
B4.2	Description of steps taken to eliminate such practices when discovered	Labour Standards

ESG REPORT INDEX

Subject Areas	Content	Section
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain	Supply chain management
B5.1	Number of suppliers by geographical region	Supply chain management
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Supply chain management
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Supply chain management
B5.4	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	Supply chain management
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	Service Quality, Quality Standards, Community Safety, Advertising and Promotion
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Based on the nature of its business, the Group is not involved in product manufacturing.
B6.2	Number of products and service related complaints received and how they are dealt with	Customer Feedback
B6.3	Description of practices relating to observing and protecting intellectual property rights	Protection of Privacy and Intellectual Property Rights



ESG REPORT INDEX

Subject Areas	Content	Section
B6.4	Description of quality assurance process and recall procedures	Based on the nature of its business, the Group is not involved in product manufacturing.
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Privacy and Intellectual Property Rights
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.	Anti-corruption
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Anti-corruption
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Anti-corruption
B7.3	Description of anti-corruption training provided to directors and staff	Anti-corruption
B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration the communities' interests	Colour Life's Community
B8.1	Focus areas of contribution	Colour Life's Community
B8.2	Resources contributed to the focus area	Colour Life Charity Foundation



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