



**Colour Life Services Group Co., Limited**

Stock code: 1778



**POWER IGNITE**



**Environmental, Social and  
Governance Report 2023**

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# ABOUT COLOUR LIFE



The principal businesses of Colour Life Services Group Co., Limited (“Colour Life” or the “Company”) together with its subsidiaries (collectively, the “Group” or “we”), are:



## Property Management Services

- Provision of services for communities under lump sum basis;
- Provision of services for communities under commission basis;
- Provision of pre-delivery services for property developers; and
- Provision of consultancy services for property management companies.



## Value-added Services

- Online promotion services;
- Sales and rental assistance services; and
- Other value-added services.



## Engineering Services

- Equipment installation services;
- Repair and maintenance services; and
- Energy-saving renovation services.

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’s core values are “hard work, pursuit of excellence, earning with moderation, and being tactful and understanding”. Embracing the brand concept of “Excellence in Community Service”, we are committed to bringing customers a rich living service experience through diversified services and business innovation.

# ABOUT COLOUR LIFE



While safeguarding the basic living of community residents, the Group is also committed to building smart communities, using emerging technologies such as the Internet of Things (IoT), big data, artificial intelligence, and the introduction of smart devices to improve our service efficiency and continue to provide a good living experience for community households.

## BRAND HONOURS

In 2023, the Group continued to maintain excellent service, adhere to our core values, and received the following awards and honours:

- 2023 Top 100 Property Management Companies in China
- Excellence Index – 2023 Excellent Performance in Property Service in Enterprise Brand Value (卓越指數—2023物業服務企業品牌價值卓越表現)



**2023 Top 100 Property Management Companies in China**



**2023 China Leading Property Management Companies in Terms of Technology Application**



**2023 China Special Property Capability Exceptional Companies – Residential Property**



**2023 China Top 10 Listed Property Management Companies in terms of Community Value-added Service Capabilities**



**2023 China Market Operational Leading Brand of Property Service Companies**

Brand Value: RMB10.5 billion



**2023 China Property Service Characteristic Brand Companies**

# ABOUT COLOUR LIFE



**2023 Model Enterprise for High-quality Real Estate Development (2023年物業高質量發展典範企業)**



**2023 Excellent Member of Guangdong Property Management Industry Association (2023年度廣東省物業管理行業協會優秀會員)**



**2022-2023 Integrity Benchmark Enterprise in Guangdong Province's Property Management Industry (2022-2023年廣東省物業管理行業誠信標竿企業)**



**2023 Guangdong Province Strong Comprehensive Development Enterprise in Property Services (2023 廣東省物業服務綜合發展實力企業)**



**2023 Greater Bay Area Property Service Brand Enterprise (2023大灣區物業服務品牌企業)**



**Shenzhen Property Management Industry Association – The Voice of Property “Best Theme Award” (深圳市物業管理業協會—物業好聲音「最佳主題獎」)**

# ABOUT COLOUR LIFE

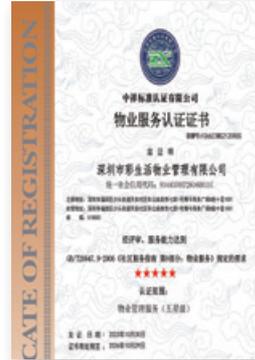
In addition, the Group's services, facilities and management systems have also received multiple certifications, citing our efforts in sustainable development:



**Corporate Credit Rating System Certificate – AAA**  
(企業信用評價體系認證證書—AAA級)



**Service Quality Assessment Certificate – AAAAA**  
(服務質量達標測評認證證書—AAAAA級)



**Property Service Certificate – 5 Stars**  
(物業服務認證證書—五星級)



**Equipment Maintenance Service Certificate – 5 Stars**  
(設備維護保養服務認證證書—五星級)



**Capability of Living Waste Classification Service Certificate – 10 Stars**  
(生活垃圾分類服務能力認證證書—十星級)



**Emergency Plan Management System Certificate – AAAAA**  
(應急預案管理體系認證證書—AAAAA級)



**Standardized Level Certificate – AAAA**  
Standardized Good Conduct Enterprise (標準化等級認證證書—AAAA級標準化良好行為企業)



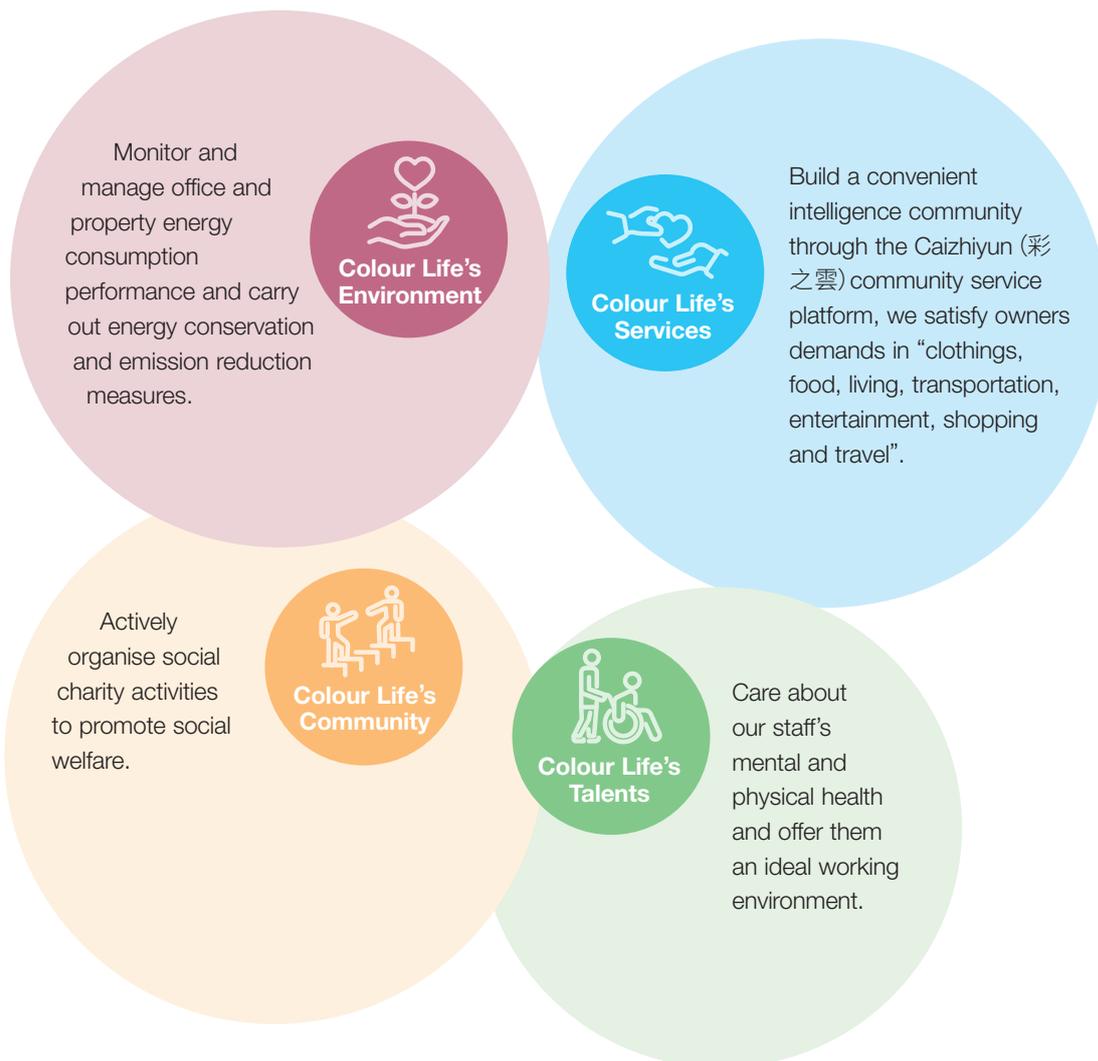
**ISO 37301:2021 Compliance Management System Certificate (ISO 37301:2021 合規管理體系證書)**

# ABOUT COLOUR LIFE



## SUSTAINABILITY GOVERNANCE STRUCTURE

Colour Life attaches great importance to sustainable development and its related governance strategies, and therefore establishes comprehensive governance structure where the Board leads the sustainable development directions and strategies of the Group as the highest decision maker. The Board is 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. The Group has also engaged Riskory Consultancy Limited as an independent ESG consultant, to assist the Group in publishing the Report and provide ESG-related consultancy services.



For more information regarding the corporate governance of the Group, please refer to the “Corporate Governance Report” section in the 2023 Annual Report.



## ABOUT THIS REPORT

The Group is pleased to publish the Environmental, Social and Governance (“ESG”) Report 2023 (the “Report”), aiming to disclose to the stakeholders the resources invested in sustainable development, the policies and goals formulated, and the ESG performance in 2023.

### **REPORTING PERIOD AND SCOPE**

The reporting period of the information contained in the Report is from 1 January 2023 to 31 December 2023 (the “Reporting Period”). Unless otherwise specified, the scope disclosed in the Report covers the environmental and social performance of the Group’s principal business.

### **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](http://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

The Report is prepared in accordance with the mandatory disclosure requirements and the “comply or explain” provisions set out in “Environmental, Social and Governance Reporting Guide” (“ESG Reporting Guide of the Stock Exchange”), Appendix C2 to the Rules Governing the Listing of Securities on the Stock Exchange.

The preparation of the Report was in compliance with the reporting principles in the Environmental, Social and Governance Reporting Guidelines of the Stock Exchange:

### Reporting Principles

#### 1. Materiality

- **Definition:** The issues covered in the Report should reflect the significant impacts of the Group on the economy, environment and society, or the scope of assessments and decisions of stakeholders being affected.
- **Response:** Through continuous communication with stakeholders and considering the business nature and development of the Group, the Group has identified current material sustainability issues and disclosed them in the Report.

#### 2. Quantitative

- **Definition:** The Report should disclose key performance indicators (“KPIs”) in a measurable manner.
- **Response:** The Group will disclose its environmental and social key performance indicators quantitatively where appropriate. These indicators were calculated 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”.

#### 3. 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

## STAKEHOLDER ENGAGEMENT

The Group cherishes the opinions of all stakeholders and believes that maintaining close communication with them enable us to make progress and is crucial to the sustainable development of the Group. Therefore, we collect opinions from stakeholders through various communication channels, listen to and understand their concerns about environmental and social issues and expectations for the group, so as to provide a basis for our development goals.



## FEEDBACK

Colour Life welcome the opinions from every stakeholder. We will carefully consider the suggestions made to us by our stakeholders to promote sustainable development. Should you have any opinion regarding this Report or the Group's sustainability performance, please contact us through email at [IR@Colourlife.com](mailto: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 environmental, social and governance issues during the Reporting Period. The Group’s reference factors when identifying material issues include but are not limited to:

- Issues of concern to regulators;
- Industry material issues identified by international standards, including the Sustainability Accounting Standards Board (SASB) and MSCI;
- Material issues identified by other peer companies; and
- The Group’s operating conditions.

The process of this materiality assessment is as follows:



To reflect the environmental, social and governance risks and opportunities faced by the Group in a more effective manner, we have identified and integrated material environmental, social and governance issues. Material issues during the Reporting Period include:

Material Issue		Materiality (Most important/Important)
<b>Responsibility for Environment</b>		
1.	<b>Risks associated with climate change (such as typhoons, floods, etc.)</b>	<b>Most important</b>
2.	<b>Energy and water resources management</b>	<b>Most important</b>
3.	Waste management	Important
4.	Other resources management (including: paper)	Important
5.	Management of exhaust gas and greenhouse gas emissions	Important
6.	Wastewater discharge management	Important
7.	Environmental impact of other business activities	Important
8.	Green procurement	Important



# ABOUT THIS REPORT

Material Issue	Materiality (Most important/Important)
<b>Operation Practices</b>	
<b>9. Anti-corruption management</b>	<b>Most important</b>
10. Supply chain management	Important
11. Legal compliance of operation	Important
<b>Product and Service Responsibility</b>	
12. Personal safety and health of customers, and safety of their property	Important
13. Product and service quality	Important
14. Customers' satisfaction	Important
15. Customer/Consumer privacy protection	Important
16. Intellectual property rights	Important
<b>Quality of Working Environment</b>	
<b>17. Occupational safety and health</b>	<b>Most important</b>
<b>18. Staff benefits (including: remuneration, working hours, holidays, etc.)</b>	<b>Most important</b>
<b>19. Training and development</b>	<b>Most important</b>
20. Diversity and equal opportunities, as well as prevention of discrimination and harassment	Important
21. Prevention of child labour and forced labour	Important
22. Employment arrangements, including recruitment, promotion and dismissal procedures	Important
23. Employment relationships and employee communication	Important
<b>Community</b>	
<b>24. Charitable donations</b>	<b>Most important</b>
25. Community inclusive activities	Important
26. Participation in volunteer activities	Important

## COLOUR LIFE'S SERVICES



We strictly abide by laws and regulations relating to products and services, including but not limited to:

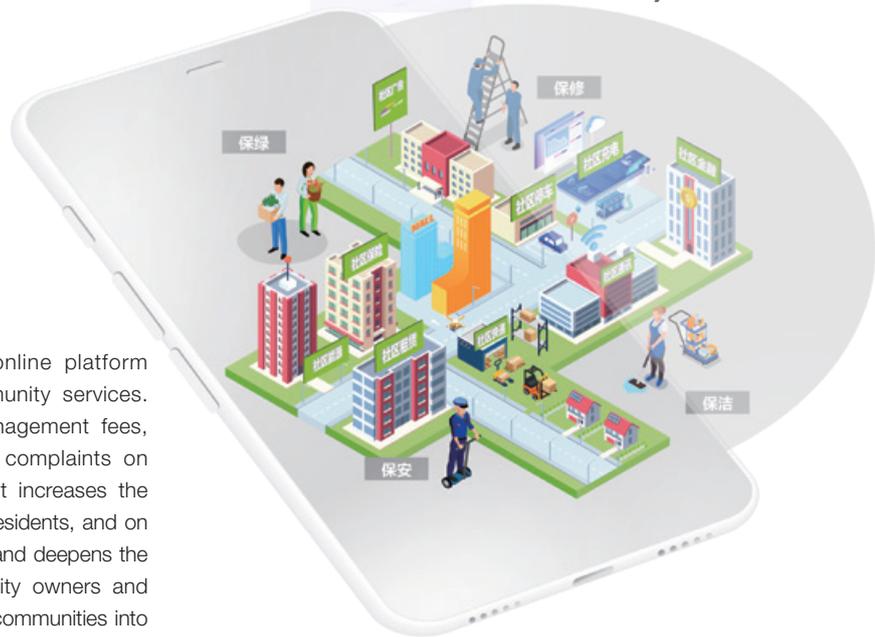
- “Advertising Law of the People’s Republic of China”;
- “Cybersecurity Law of the People’s Republic of China”;
- “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests; and
- “Decision of the Standing Committee of the National People’s Congress on Strengthening Information Protection on Networks”.

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 matters. Based on the business nature, the Group is not involved in product manufacturing, and therefore did not have any product recall.

Providing high-quality products and services to property owners has always been the core of Colour Life. The company insists on maintaining the comfort and convenience of services in order to fulfill the company’s brand slogan of “ Excellence in Community Service “.

# COLOUR LIFE'S SERVICES

## CAIZHIYUN (COLOUR LIFE'S COMMUNITY SERVICE PLATFORM)



The Group actively builds an online platform “Caizhiyun” that facilitates community services. Residents can pay property management fees, receive notifications and submit complaints on the platform. On the one hand, it increases the convenience of life for community residents, and on the other hand, it also strengthens and deepens the communication between community owners and the Group, transforming traditional communities into smart communities.



### Property Management

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



### Community Housekeeper

**Group Buying Service:** Collective purchase of consumables such as daily commodities, fresh meat, vegetables and fruits.  
**Product Recommendations:** Understanding and analysing customer needs through big data, to introduce suitable products.



### E-Store

Provide 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 industry innovations in the integration of “community + business”, “community + logistics”, “community + security”, and “community + technology”, optimize the experience of owners, develop a warm “smart community”.



## SERVICE QUALITY

### KPI B6.1, B6.4

The Group emphasizes the quality and safety of services and is committed to maintaining good relationships with customers to enable rapid business development. We continue to invest effort and innovative spirit in our services. In addition to conceiving new services, we also attach great importance to maintain a high level of service. To this end, we have established a comprehensive management system covering different levels, including:

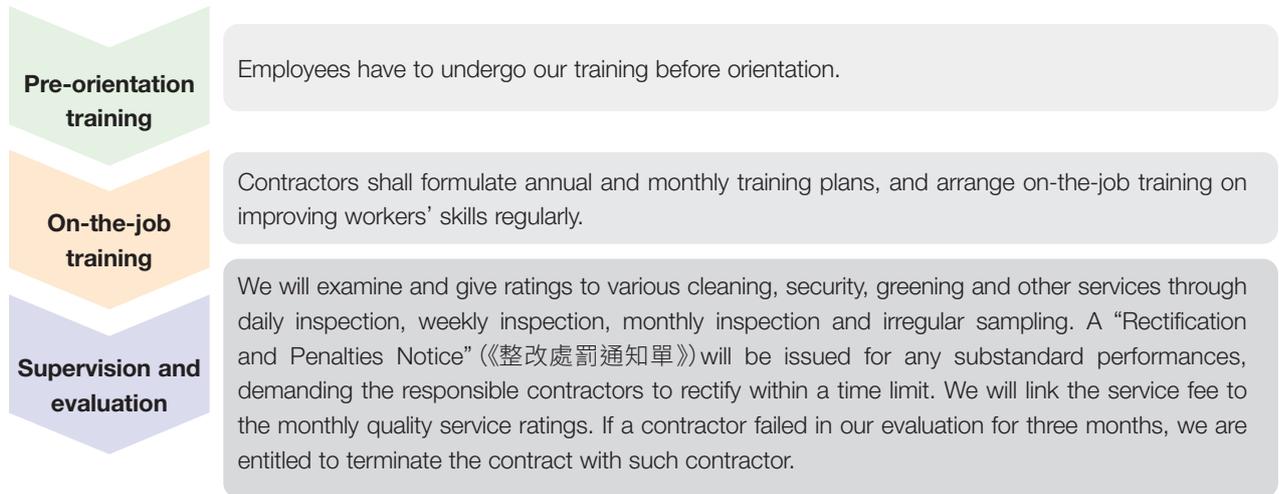
- “Parking Area Management System”;
- “Notice on Special Inspection of Fire Safety”;
- “Management Measures on Fire Safety”;
- “Verification and Assessment System for Property Owner Information”;
- “Fire Safety Management Measures”;
- “Elevator Management System”;
- “Major Event Management System”; and
- “Notice on Regulating Project Service Hours and Establishing Duty Managers”.

In terms of property management services, the Group has obtained ISO 9001:2015 Quality Management System Certification.



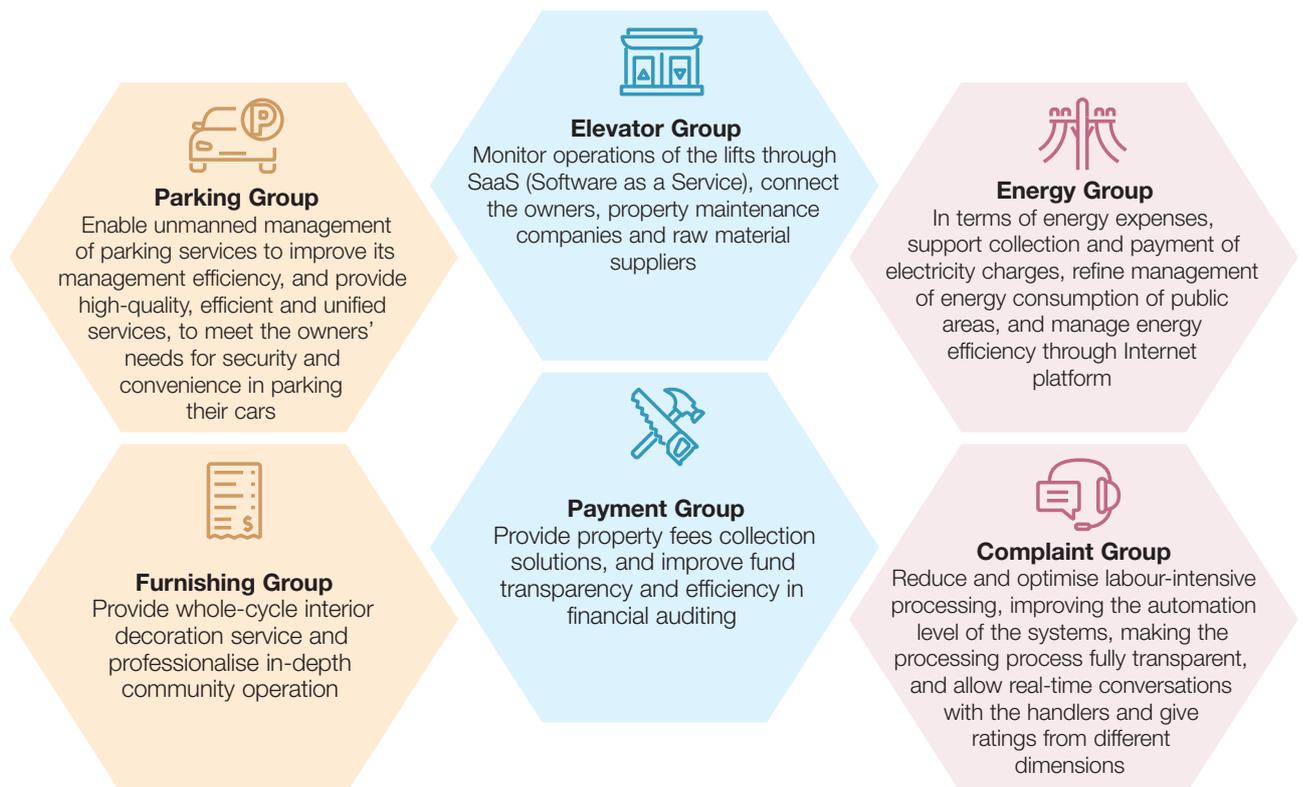
# COLOUR LIFE'S SERVICES

We ensure our service quality matches with standards through providing training to employees and conducting random inspections.



## QUALITY STANDARDS

To ensure that the service meets the expectations of the owner, Colour Life has formulated quality standards, requiring workers to follow the steps, and strictly supervises each service in the following manner to strive for excellence:



# COLOUR LIFE'S SERVICES



## COMMUNITY SAFETY

As a property manager, we prioritize the safety of the community and provide better and safer services through the following two functional modules:

### Safety Group

Install the comprehensive Sky-eye System in every 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 which watches pedestrian and vehicle areas.

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.

### Elevator Group

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 if breakdowns or trapped events occurred. In addition, the platform also stored the maintenance data of each elevator, and it will remind the responsible persons the annual checking date of individual elevator.

Suppliers of elevator maintenance services will be evaluated monthly in accordance with the "Law on Safety of Special Equipment of the People's Republic of China", "Special Equipment Safety Specification 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 penalty 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 penalty 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.

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.



## PRIVACY AND INTELLECTUAL PROPERTY RIGHTS

### KPI B6.3, B6.5

The Group unavoidably collects and processes large amounts of sensitive data in its day-to-day operations, including company information, financial data, personal information of customers, patented technology and software. 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" and "Decision of the Standing Committee of the National People's Congress on Strengthening Information Protection on Networks", and we have obtained the GB/T 22080-2016 idt ISO/IEC 27001:2013 Information Safety Management System Certification. In the field of intellectual property management, we also obtained the Intellectual Property Management System Certification.



Our Caizhiyun Mobile App are established with security reinforcement, and uses 360 Security Antivirus software to prevent data leakage and data transmission security encryption. In our internal work, we have the following measures:

- At the project site meeting, paper-based information will be scanned, uploaded and stored in the ERP system ("Enterprise Resource Planning System");
- 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;
- Employees are requested to sign letter of professional undertaking and confidentiality agreement, which stipulate that they shall not disclose information without permission; and
- Trainings on protection of privacy and intellectual property rights are arranged to raise employees' awareness of confidentiality and protection of intellectual property rights.

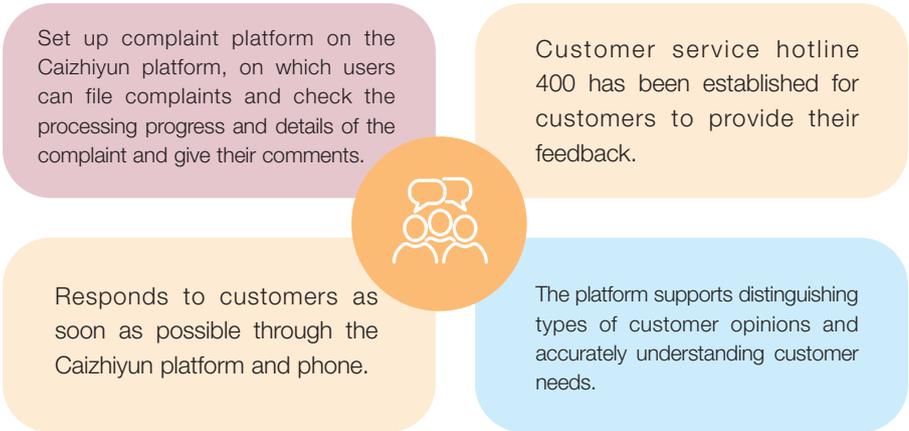
# COLOUR LIFE'S SERVICES



## CUSTOMER FEEDBACK

### KPI B6.2

Colour Life values the opinion of each customer and actively listens to the customer's advice, so that Colour Life's services can progress continuously and achieve sustainable development. We have developed a comprehensive customer service procedure, customers can use the following platform to express their opinions to us, so that we have the opportunity to improve the quality of service.



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 9,227 complaints and has properly communicated with customers through the aforesaid procedures.



## SUPPLY CHAIN MANAGEMENT

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

Supply chain management is the foundation of our quality service delivery, so we have constantly maintained a good relationship with our suppliers, and have developed policies to manage our supplier's environmental and social risks and make our supply chain environmentally and socially accountable. During the Reporting Period, we have a total of 1,035 major suppliers, which are all from Mainland China, including security, maintenance, facilities, elevator maintenance and green maintenance. We have developed a "Supplier Assessment Mechanism" for suppliers, to identify suppliers with a high quality of service and production through strict standards and systems. To ensure that their operations are consistent with our Group's sustainable development goals, we follow the following principles when selecting suppliers:

- Demanding our suppliers to operate in accordance with the principles of probity and integrity;
- Avoiding any transfer of benefits; and
- Contracts should require both parties to take their corporate social responsibilities and abide by business-related laws and regulations.



## COLOUR LIFE'S SERVICES



### Selection

For procurement projects of over RMB 200,000, 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 supplier information 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

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 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. During the Reporting Period, we have conducted assessment to all suppliers.

## 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.

# COLOUR LIFE'S SERVICES



## ANTI-CORRUPTION

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

Business ethics are one of the important values of Colour Life, Colour Life has always adhered to the principle of anti-corruption and fraud in operations, to enhance our competitiveness in the industry, consolidate the reputation of the enterprise, so that we can develop stably. 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

The Company encourages employees to report any misconduct, including corruption, bribery, extortion, money-laundering and frauds. Upon receipt of the report, the Company will conduct an investigation, report to the management and, if necessary, notify the relevant government department. The company undertakes to keep the identity of the whistleblower confidential in order to protect the whisperer. If the report is true, the employees concerned will be disciplined. At the same time, we will continue to review and improve our internal surveillance and anti-corruption systems to prevent incidents of corruption.

During the Reporting Period, the Group was not aware in any litigation and complaint in respect of breach of laws and rules relating corruption, bribery, extortion, fraud and money laundering, including but not limited to:

- "Anti-Unfair Competition Law of the People's Republic of China; and
- "Criminal Law of the People's Republic of China.

We have also obtained the GB/T 31950-2023 Integrity Management System Certification Certificate.



## ADVERTISING AND PROMOTION

When advertising and promoting our business, we comply with all applicable laws and regulations, including but not limited to:

- "Advertising Law of the People's Republic of China"; and
- "Law of the People's Republic of China on the Protection of Consumer Rights and Interests".

We are committed to ensuring the authenticity of advertising content and protect the interests of consumers. As our business is not related to product manufacturing, product labelling is not a major issue of concern for the Group.



## COLOUR LIFE'S TALENTS



Human resources are an important asset of the Group and the cornerstone of our quality services. Therefore, one of our management focus is human resources management. Colour Life's employee management philosophy is transforming from the management of "things" to services for "people". We are people-oriented and 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 operation of the Group more efficient, Colour Life formulates an annual human resources plan for the coming year and review the implementation of the plan for the year. We implemented automated procedural management of the staff profile process, 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 enrolment management of new employees, new employee training, promotion/demotion/appointment and removal/salary adjustment management, reward and punishment management, resignation management, etc., thus greatly improving the efficiency of human resources management.

# COLOUR LIFE'S TALENTS

## EMPLOYMENT RIGHTS AND BENEFITS

Attracting and retaining talent is important for the development of Colour Life, and therefore we are committed to providing competitive salary benefits to our employees. 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 benefits 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 strictly contributes to social insurance and housing provident fund for our staff in Mainland China in accordance with the law. We provide 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.



### Holiday

- Marriage leave
- Spring Festival extension holiday
- Compassionate leave
- Annual leave
- Paid compensation leave
- Maternity leave
- Paternity leave



### Medical and health

- Critical illness insurance in Shenzhen
- Subsidies from Colour Life Charity Foundation
- Gears for labour protection
- Cooling items



### Recreation

- Trips
- Sports activities
- WeChat festival gift
- New Year's lucky draw
- Team building
- Festival celebration



### Incentives and subsidies

- Year-end bonus red packets
- Mid-Autumn/Dragon Boat Festival gifts
- Monthly performance/monthly commission bonus
- Market expansion incentive
- Computer subsidy
- Business promotion commission

## COLOUR LIFE'S TALENTS

During the Reporting Period, we have organized various staff activities to enhance employees' sense of belongings to the Company and enhance communication amongst each other, part of them includes:

### Annual Dinner (勢在必燃雲表彰年會)



Recognition of the excellent staff of the year, management of different levels expressed brought blessings for the new year.

### Caring Afternoon Tea



Organizing afternoon tea twice a month to help employees relieve stress.

### Chinese Medicine Talk



Organized three Chinese medicines talks for employees to raise their awareness of health.

### Team Building Activity



Different departments of the Group organized team building activities to enhance interactions between employees.

### Women's Day Celebration Event



Distribute fresh flowers to female employees on 8 March, Women's Day.

### Dragon Boat Festival Celebration



Distribute Dragon Boat Festival gift packs to employees to celebrate the festival together.

# COLOUR LIFE'S TALENTS



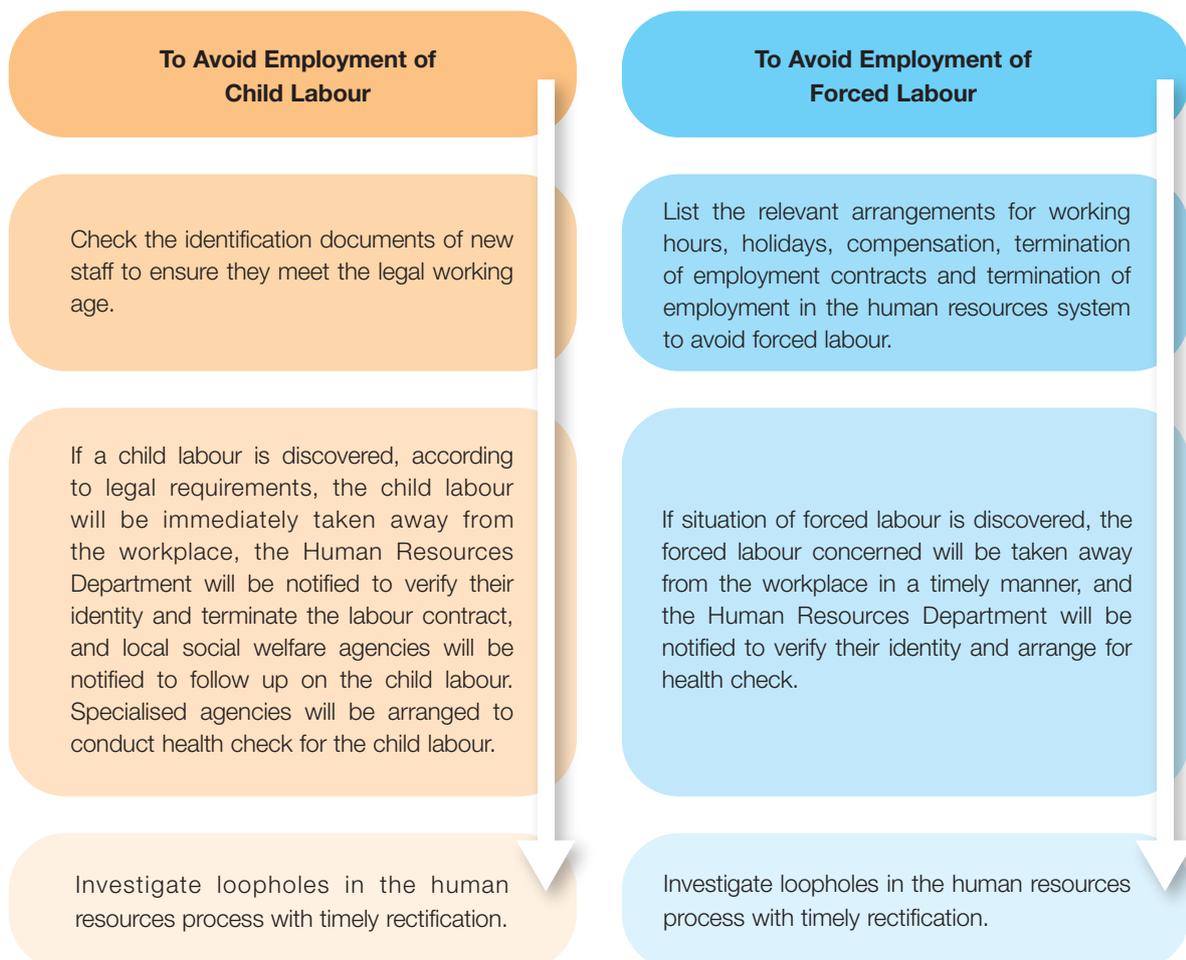
## LABOUR STANDARDS

### KPI B4.1, B4.2

To provide sufficient safeguard to employees, we strictly comply with all applicable laws and regulations related to employment, including but not limited to:

- “Labour Law of the People’s Republic of China”;
- “Social Insurance Law of the People’s Republic of China”;
- “Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases”;
- “Law of the People’s Republic of China on the Protection of Minors”; and
- “Provisions on the Prohibition of Using Child Labour”.

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:



## OCCUPATIONAL HEALTH AND SAFETY

### KPI B2.3

Colour Life invest resources, hoping to provide a healthy and safe working environment for all employees and minimize the risk of injury. In rare cases of work-related injuries or fatalities, we will first be well informed of 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 cooling items such as herbal tea and medicine to staff who work outdoor in summer
- 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 employee 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

We have also obtained the ISO 45001:2018 Occupational Health Management System Certificate and the Five-star Certificate of Safety Production Standardization.



# COLOUR LIFE'S TALENTS

## DEVELOPMENT AND TRAINING

For Colour Life, the professional skills of employees are highly related to the quality of our service. 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 also formulate an annual training plan, arranged internal and external training courses, classes and workshops to assist our employees in their career development and encourage them to keep learning. During the Reporting Period, we conducted a total of 20 employee training sessions and invited well-known speakers to conduct language expression training for our 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 manager and complete the quarterly trainings of each business division
- Cooperate with the head office to complete training projects
- Complete training data statistical feedback

Regarding the promotion path of employees, Colour Life does not only consider the business performance of employees as a consideration factor for promotion, but also emphasizes the conduct of employees. We offer a high degree of freedom for the career development decisions of our employees to develop. They can be promoted by reference to their personal development direction and specialties. 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.

## SOCIAL KEY PERFORMANCE INDICATORS

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

#### EMPLOYEE OVERVIEW

The Group had a total of 11,262 employees as at 31 December 2023, all of whom are full-time employees and are from Mainland China.

	Unit	2023
<b>Total employees (by gender)</b>		
Male	Person(s)	6,556
Female	Person(s)	4,706
<b>Total employees (by age)</b>		
Aged 20 or below	Person(s)	31
Aged 21-30	Person(s)	798
Aged 31-40	Person(s)	2,363
Aged 41-50	Person(s)	2,572
Aged 51-60	Person(s)	3,801
Above 60	Person(s)	1,697

#### EMPLOYEE TURNOVER RATE<sup>1</sup>

	Unit	2023
<b>Employee turnover rate (by gender)</b>		
Male	Percentage	39
Female	Percentage	38
<b>Employee turnover rate (by age)</b>		
Aged 20 or below	Percentage	177
Aged 21-30	Percentage	69
Aged 31-40	Percentage	34
Aged 41-50	Percentage	28
Aged 51-60	Percentage	35
Above 60	Percentage	52
<b>Employee turnover rate (by geographical region)</b>		
Mainland China	Percentage	39
Hong Kong	Percentage	0

<sup>1</sup> The calculation method of employee turnover rate is (number of employees who left the Company / number of employees as at 31 December 2023) x 100%.

# COLOUR LIFE'S TALENTS



## EMPLOYEE TRAINING

	Unit	2023
<b>Percentage of employees trained (by gender)</b>		
Male	Percentage	51
Female	Percentage	90
<b>Percentage of employees trained (by employee category)</b>		
Operators	Percentage	59
Management	Percentage	100
<b>Average training hours (by gender)</b>		
Male	Hour(s)	0.3
Female	Hour(s)	0.6
<b>Average training hours (by employee category)</b>		
Operators	Hour(s)	0.2
Management	Hour(s)	1.4

## HEALTH AND SAFETY

During the Reporting Period, the Group recorded 1,963 lost working days due to work injury. Other data related to health and safety are as follows:

	Unit	2023	2022	2021
Cases of work-related fatalities	Case(s)	2	2	3
Rate of work-related fatalities	Percentage	0.02	0.02	0.01



# COLOUR LIFE'S ENVIRONMENT



As a property manager, Colour Life considers the environment as valuable resources, and formulated various policies and measures to conserve the environment, and reduce the impact of operations on the environment. We have a comprehensive “Energy Management Policy” to improve our environmental management and supervision mechanism to achieve better management and control of carbon emissions, and striving to enhance energy consumption efficiency and at the same time, reduce emission of greenhouse gases. We have also obtained the ISO 14001:2015 Environmental Management System Certification and Energy Management System Certification.



The Group strictly follows all laws and regulations related to environment, including but not limited to:

- “Environmental Protection Law of the People’s Republic of China”;
- “Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes”;
- “Atmospheric Pollution Prevention and Control Law of the People’s Republic of China”; and
- “Water Pollution Prevention and Control Law of the People’s Republic of China”.

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

# COLOUR LIFE'S ENVIRONMENT



## REDUCING EXHAUST GAS AND GREENHOUSE GAS EMISSIONS

### KPI A1.1, A1.5

The main source of the Group's greenhouse gas emissions is from office's consumption of purchased electricity. Since we did not consume direct energy, exhaust gas emissions (including nitrogen oxides, sulfur oxides and particulate matters) were not involved. Due to the Group's business nature, we were not involved in the usage of other fuel, and therefore would not directly emit a large amount of greenhouse gases. However, as an environmentally responsible corporate, we still aim to reduce greenhouse gas emission as much as possible and advocate the conservation of energy, and will still strive to try implementing different measures and plans in the future, to minimize our impact on the environment. Some of the measures include:

### *Measures to reduce greenhouse gas emission*



Employees are encouraged to use public transport or on foot when traveling to work.



Install energy-saving switches in public office areas, head offices and meeting rooms, and staff are requested to turn off the lights after going off duty.



Promote power-saving awareness and encourage employees to develop the good habit of "cutting off electricity when leaving the office".

## REDUCING WASTE

### KPI A1.5, A1.5

The Group is also committed to promoting making the most of the resources and reducing waste at the source, aiming at reducing waste generation as much as possible. Some of the measures we have implemented are as follows:

### *Measures to reduce waste*



Proper collection, recycling and disposal of waste.



General office waste will be collected separately from recyclables.



Recycling batteries and plastic bottles.



Reusing paper and printing on both sides.



Requiring employees to use our online systems for daily work such as receiving and sending emails, clock-in, application for leave, approving documents and disseminating information.

In the future, we will continue to promote waste reduction and recycling-related measures, and continuously monitor the amount of waste from the Group, hoping to achieve the target of reducing waste generation.



# COLOUR LIFE'S ENVIRONMENT

## ENERGY CONSUMPTION

### KPI A2.3

In order to save energy, the Group frequently monitors the resource usage performance of our business and uses the Energy Group, an energy efficiency management data platform under Colour Life, to conduct energy audits, monitor and analyze the energy usage of our offices and certain property management projects. We aim to reduce energy usage to a minimum and implement the measures described in the chapter “Reducing Exhaust Gas and Greenhouse Gas Emissions” to improve energy efficiency.

## WATER RESOURCES

### KPI A2.3, A2.4

The Group also cherish water resources, and expect to achieve efficient water use. We have always been advocating the reduction in water consumption and recycling of water. We do not have any issues in sourcing water that is fit for purpose as our domestic water is provided by local water supply organizations. We do not produce large amounts of waste water due to the nature of our business. Although the Group does not involve in large amount of water consumption, we have proactively adopted the following measures to save water:

***Measures to save water***

<div style="text-align: center; margin-bottom: 10px;">  </div> <p>Use residual mineral water in meeting rooms and water used for cleaning purposes to water plants.</p>	<div style="text-align: center; margin-bottom: 10px;">  </div> <p>Post water saving labels in washrooms and control water flow of some faucets to strengthen the awareness of water conservation.</p>
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Colour Life will continue to implement the aforesaid measures and actively consider other potentials for saving water, hoping to continuously improve the Group’s efficiency in water consumption.

## ENVIRONMENT AND NATURAL RESOURCES

### KPI A3.1

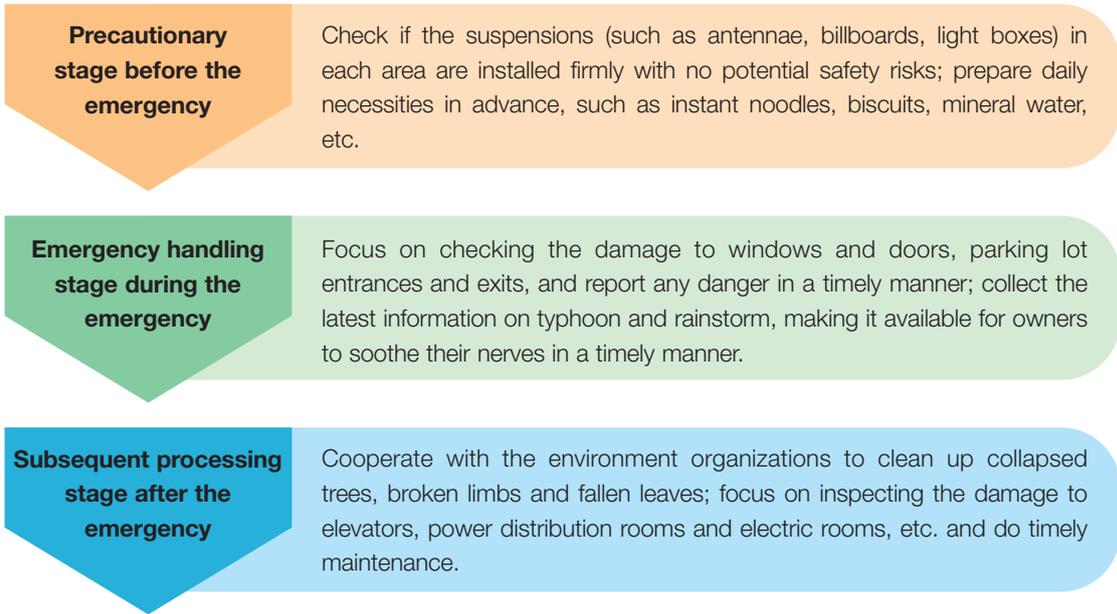
As a property management company, the natural environment is inseparable from us and is our irreplaceable wealth. The sustainability of Colour Life’s business depends on the abundance of resources provided by our natural environment to ensure that our owners and tenants enjoy quality living environments and services in the future. Due to the business nature of Colour Life, our operations do not have a significant impact on the environment or natural resources. However, we also do our utmost to protect the environment and resources during our business operations and bear our corporate social responsibility.

# COLOUR LIFE'S ENVIRONMENT

## CLIMATE CHANGE

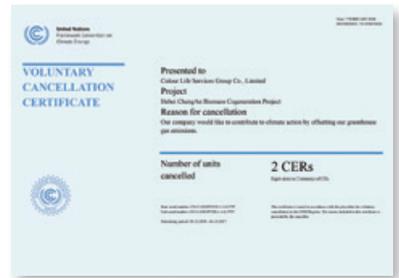
### KPI A4.1

The impact of climate change is global, bringing different risks and opportunities to corporates from various locations. As a property management company, 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 our WeChat account “Colour Life”, by posting notices or through other channels. 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:



In terms of projects, in the event of continuous heavy rain causing water accumulation, blockages in drainage pipes, and other situations, the project command team will activate the flood prevention plan immediately to timely and effectively control the flood situation and protect the personal safety of the property owners.

We made use of carbon offsetting to reduce our greenhouse gas emission within the Reporting Period. The carbon offsetting project we chose was the Hebei ChengAn Biomass Cogeneration Project (Project ID. 3797), a project of the United Nations Clean Development Mechanism (CDM). The Certified Emission Reductions (CERs) of the scheme was also used in the 19th Asian Games Hangzhou 2022 and the 4th Asian Para Games Hangzhou 2022 to achieve carbon neutrality. The project uses local cotton to generate electricity and sell the generated electricity to the Hebei power grid as a replacement for coal-fired power plants. This will reduce greenhouse gas emissions, improve resource utilization, protect the environment, and provide employment opportunities and increase incomes for local residents.



# COLOUR LIFE'S ENVIRONMENT

## ENVIRONMENTAL KEY PERFORMANCE INDICATORS

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

	Unit	2023	2022
Total greenhouse gas emissions <sup>2</sup>	Tonnes of CO <sub>2</sub> e	<b>76.08</b>	76.19
Energy indirect emissions (Scope 2)	Tonnes of CO <sub>2</sub> e	<b>76.08</b>	76.19
Intensity of greenhouse gas emissions	Tonnes of CO <sub>2</sub> e/m <sup>2</sup> gross floor area	<b>0.03</b>	0.03
Total energy consumption	MWh	<b>133.40</b>	133.60
Indirect energy consumption (Purchased electricity)	MWh	<b>133.40</b>	133.60
Intensity of energy consumption	kWh/m <sup>2</sup> gross floor area	<b>46.18</b>	46.25
Total water consumption <sup>3</sup>	m <sup>3</sup>	<b>N/A</b>	N/A
Intensity of water consumption	m <sup>3</sup> /m <sup>2</sup> gross floor area	<b>N/A</b>	N/A
Total non-hazardous waste	Tonnes	<b>10.35</b>	10.40
Total non-hazardous waste disposed	Tonnes	<b>10.35</b>	10.40
Intensity of non-hazardous waste	kg/m <sup>2</sup> gross floor area	<b>3.58</b>	3.60
Total hazardous wastes	Tonnes	<b>0.01</b>	0.01
Total hazardous waste disposed	Tonnes	<b>0.01</b>	0.01
Intensity of hazardous waste	kg/m <sup>2</sup> gross floor area	<b>0.00</b>	0.00

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

<sup>3</sup> 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.

## COLOUR LIFE'S COMMUNITY



### **KPI B8.1**

The corporate philosophy of Colour Life “ Excellence in Community Service “, in addition to providing high-quality service to our owners, we contribute actively to the community, participate in and passionately organize community activities, and spread love and care to everyone in need, especially underprivileged groups, thereby creating a harmonious and beautiful community.

## **COLOUR LIFE CHARITY FOUNDATION**

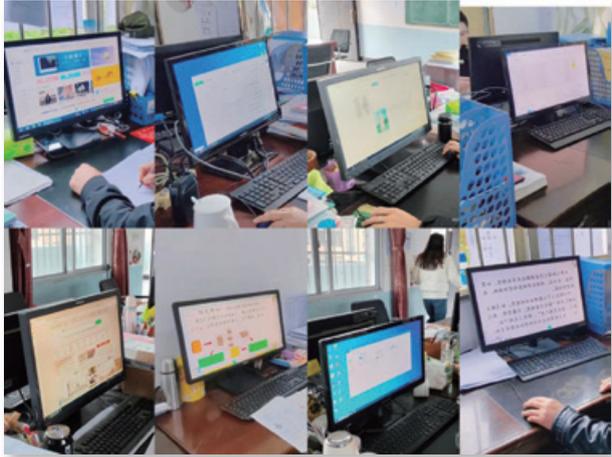
### **KPI B8.2**

Colour Life Charity Foundation is a non-public fund-raising foundation initiated and promoted by Colour Life. Since its establishment in 2015, it has constantly provided assistance to people in the society who are the most in need of help, including our employees, owners, residents etc. The foundation’s philosophy is “Practicing Charity, Embracing Life’s Beauty” to promote traditional Chinese virtues, inspire compassion and kindness, facilitate the creation of harmonious communities, and aid vulnerable groups. The funding for the foundation comes from donations from the employees and companies within the Colour Life Service Group Co., mainly to provide financial support to owners, residents, and employees of Colour Life’s serviced communities who are facing serious illnesses or unexpected hardships. We also cooperated with fundraising foundation to initiate the charity activity, “Warmth for Rural Impoverished Children” (温暖乡村困境孩童) on the Tencent Foundation platform, to help and care for difficult children staying in remote mountainous areas. In the future, the foundation aims to encourage the active participation of residents in the communities, promote the culture of supporting each other. During the Reporting Period, we invested more than 600,000 RMB in various community activities.

# COLOUR LIFE'S COMMUNITY

## COLOUR LIFE'S CHARITY

### *Donation Activities*



- Donated 8 computers to a school in the mountainous region of Guizhou to help revitalize rural education, modernize schools and improve teaching.



- Donated gift packs worth approximately 80,000 RMB to 1,000 students from Fantasia Hope Primary School, to share with them affection and encourage them to work hard in learning.

- Donated a total of nearly RMB100,000 to 10 employees suffering from serious illnesses.



# COLOUR LIFE'S COMMUNITY



## COLOUR LIFE'S COMMUNITY

### Community Activities



- During the Colourful Festival (彩誕節) from May to August, the Group held community activities specifically for the owners in Colour Life Community, including allowing young owners to hold small markets in the community, conduct summer camps, set up outdoor cinemas, etc. to enhance the interactions within families.

- Colour Life held the first Community Colourful Sports Day (社區多彩運動會) in August to encourage owners to do more exercise and enhance their sense of happiness and belonging.



- In winter, Colour Life provides owners with warm ginger soup and provides free equipment maintenance and cleaning services to share warmth within the community.

- During the Lunar New Year, Dragon Boat Festival and Mid-Autumn Festival, Colour Life decorated and held celebration activities in the community to enjoy the festival with community residents.



# THE MAIN BOARD LISTING RULE OF THE STOCK EXCHANGE APPENDIX C2 “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE” INDEX

Subject Areas	Content	Relevant Section
Mandatory Disclosure Requirement		
Governance Structure	A Statement from the board containing the following elements: <ul style="list-style-type: none"> <li>(i) disclosure of the board’s oversight of ESG issues.</li> <li>(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 business); and</li> <li>(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s business</li> </ul>	Sustainability Governance Structure
Reporting Principles	A description of, or an explanation on, the application of the Reporting Principles (materiality, quantitative, and consistency) in the preparation of the ESG Report	Reporting Principles
Reporting Boundary	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.	Reporting Period and Scope

## A. Environmental

A1 Emissions		
General Disclosure	Information on: <ul style="list-style-type: none"> <li>(a) the policies; and</li> <li>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</li> </ul> <p>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>	Reducing Exhaust Gas and Greenhouse Gas Emissions, Reducing Waste
KPI A1.1	The types of emissions and respective emissions data.	Reducing Exhaust Gas and Greenhouse Gas Emissions
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity.	Environmental Key Performance Indicators
KPI A1.3	Total hazardous waste produced (in tonnes) and where appropriate, intensity.	Environmental Key Performance Indicators
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	Environmental Key Performance Indicators

# THE MAIN BOARD LISTING RULE OF THE STOCK EXCHANGE APPENDIX C2 “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE” INDEX

Subject Areas	Content	Relevant Section
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Reducing Exhaust Gas and Greenhouse Gas Emissions
KPI 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.	Reducing Waste
<b>A2 Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water, and other raw materials.	Energy Consumption, Water Resources
KPI A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity.	Environmental Key Performance Indicators
KPI A2.2	Water consumption in total and intensity.	Environmental Key Performance Indicators
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Energy Consumption
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s), and steps taken to achieve them.	Water Resources
KPI A2.5	Total packing material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Due to the nature of its business, the Group is not involved in the consumption of finished product packaging.
<b>A3 The Environment and Natural Resources</b>		
General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Environment and Natural Resources
KPI 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
<b>A4 Climate Change</b>		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change
KPI 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

# THE MAIN BOARD LISTING RULE OF THE STOCK EXCHANGE APPENDIX C2 “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE” INDEX

Subject Areas	Content	Relevant Section
B. Social		
B1 Employment		
General Disclosure	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p>	Employment Rights and Benefits
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Social Key Performance Indicators
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Social Key Performance Indicators
B2 Health and Safety		
General Disclosure	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p>	Occupational Health and Safety
KPI 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
KPI B2.2	Lost days due to work injury.	Social Key Performance Indicators
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Social Key Performance Indicators

# THE MAIN BOARD LISTING RULE OF THE STOCK EXCHANGE APPENDIX C2 “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE” INDEX

Subject Areas	Content	Relevant Section
<b>B3 Development and Training</b>		
General Disclosure	Policy on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category	Social Key Performance Indicators
KPI B3.2	The average training hours completed per employee by gender and employee category.	Social Key Performance Indicators
<b>B4 Labour Standards</b>		
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 Standard
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Labour Standard
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standard
<b>B5 Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Supply Chain Management
KPI 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
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management

## THE MAIN BOARD LISTING RULE OF THE STOCK EXCHANGE APPENDIX C2 “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE” INDEX

Subject Areas	Content	Relevant Section
B6 Product Responsibility		
General Disclosure	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p>	Service Quality, Quality Standard, Community Safety & Privacy and Intellectual Property Rights
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Due to the nature of its business, the Group is not involved in product manufacturing.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Customer Feedback
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Privacy and Intellectual Property Rights
KPI B6.4	Description of quality assurance process and recall procedures.	Due to the nature of its business, the Group is not involved in product manufacturing.
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Privacy and Intellectual Property Rights

THE MAIN BOARD LISTING RULE OF THE STOCK EXCHANGE APPENDIX C2  
**“ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE” INDEX**

Subject Areas	Content	Relevant Section
<b>B7 Anti-corruption</b>		
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
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Anti-corruption
<b>B8 Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Colour Life's Community
KPI B8.1	Focus areas of contribution.	Colour Life's Community
KPI B8.2	Resources contributed to the focus area.	Colour Life's Charity Foundation

COLOURLIFE



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