



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

Stock code: 1778



Unwavering  
Struggle



**Environmental, Social and  
Governance Report 2024**



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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
- Provision of consultancy services for property management companies



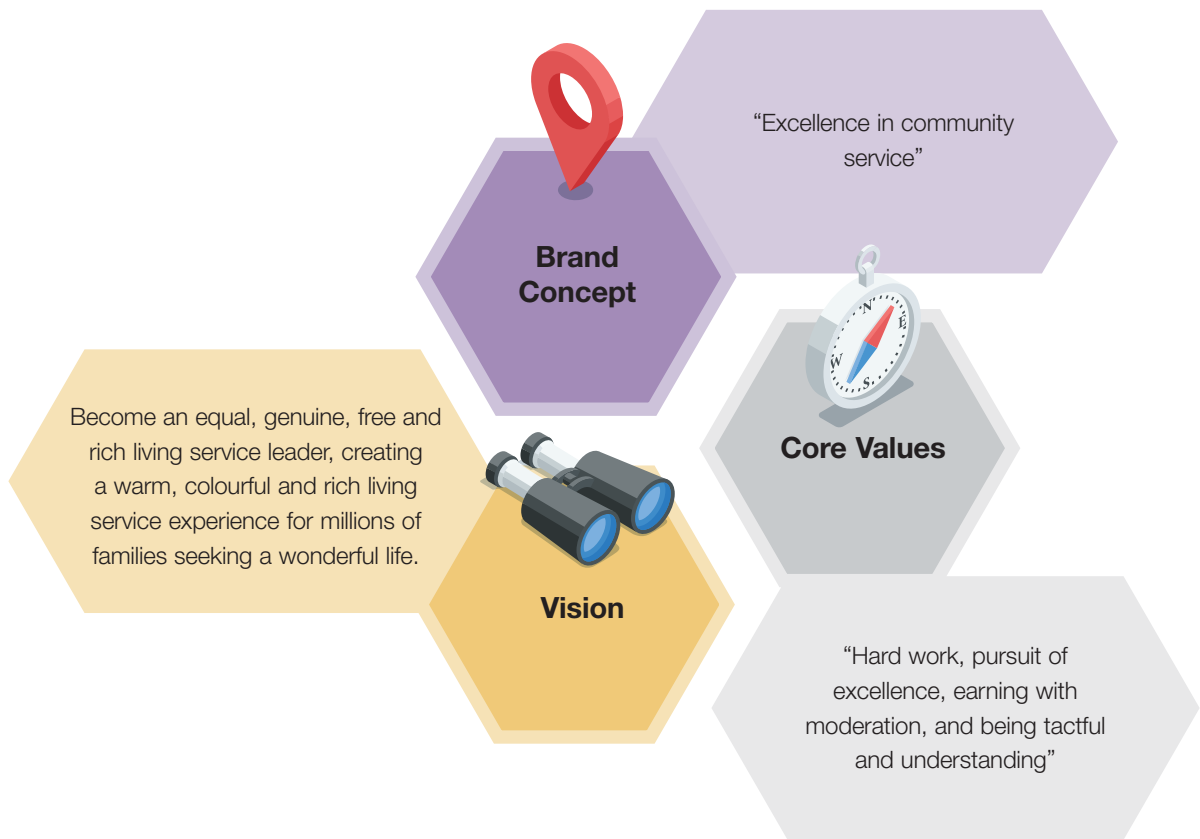
### Value-added Services

- Online promotion services
- Sales and rental assistance services
- Engineering services
- Other value-added 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



On the basis of safeguarding the basic living needs of community residents, the Group actively promotes the development of smart communities. By leveraging cutting-edge technologies such as the Internet of Things (IoT), big data, and artificial intelligence, and introducing various smart devices, we focus on enhancing service efficiency and continuously creating a high-quality living experience for community households.



# ABOUT COLOUR LIFE

## BRAND HONOURS

In 2024, the Group continued to maintain excellent service, adhere to our core values, and received the following awards and honours:

- “2024 Viewpoint Property Conference” – 2024 Excellence in Innovation Capability of Property Service Enterprises Honour (「2024觀點物業大會」2024 物業服務企業創新能力卓越表現榮譽);
- “2024 Viewpoint Property Conference” – 2024 Excellence in Service Capability of Property Enterprises Honour (「2024觀點物業大會」2024物業企業服務力卓越表現榮譽); and
- “2024 China Real Estate Big Data Conference” – 2024 Leading Enterprise in Property Service Market Position in the Guangdong-Hong Kong-Macao Greater Bay Area (「2024中國房地產大數據年會」2024粵港澳大灣區物業服務市場地位領先企業).



**2024 Top 100 Property Management Companies in China**



**2024 Leading Companies in China's Property Technology Empowerment**



**TOP 10 Property Management Companies in Shenzhen by Comprehensive Strength 2024 (2024深圳市物業服務企業綜合實力TOP10)**



**2024 China TOP 10 Listed Property Management Companies in terms of Community Value-added Service Capabilities**



**2024 Leading Enterprise in Property Service Market Position in the East China Region (2024華東區域物業服務市場地位領先企業)**



**2024 Outstanding Property Service Operation Enterprise in China (2024中國物業服務優秀運營企業) Leading Enterprise in Property Service Market Position in Beijing (北京市物業服務市場地位領先企業)**



# ABOUT COLOUR LIFE



**2024 China Market Operation  
Leading Brand of Property Service  
Companies**



**2024 Leading Enterprise in Property  
Service Market Position in the  
Western China Region (2024西部區  
域物業服務市場地位領先企業)**



**2024 Leading Enterprise in Property  
Service Market Position in Chengdu  
(2024成都市物業服務市場地位  
領先企業)**



**2024 Leading Enterprise in Property  
Service Satisfaction in Sichuan  
Province (2024四川省物業服務滿意  
度領先企業)**



**2024 Leading Enterprise in Property  
Service Market Position in  
Jiangsu Province  
(2024江蘇省物業服務市場地位  
領先企業)**



**2024 Property Innovation Enterprise  
(2024年物業創新力企業)**



**2024 Property Management  
Service Enterprise  
(2024年物業管理服務企業)**



**2024 Excellence in Property Service  
Enterprise (2024物業服務企業  
卓越表現)**



**2024 4<sup>th</sup> China Happy Community  
Example Prize**

## ABOUT COLOUR LIFE



**2024 Outstanding Member of Guangdong Province Property Management Industry Association (2024年度廣東省物業管理行業協會優秀會員)**



**2024 Top 10 Brand Property Service Enterprises in Shenzhen Residential Property (2024深圳住宅物業十大品牌物業服務企業)**



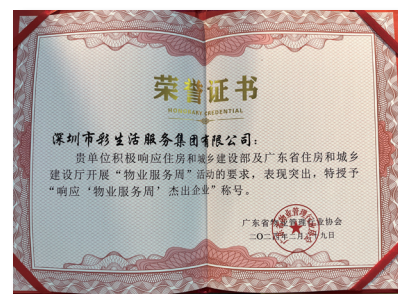
**2024 Greater Bay Area Property Service Brand Enterprises (2024大灣區物業服務品牌企業)**



**2024 Top 100 Brand Influential Property Management Companies in China (2024中國物業品牌影響力百強企業)**



**2024 Excellence in New Media Operations Property Enterprise (2024新媒體運營卓越物業企業)**



**Outstanding Enterprise in Response to "Property Service Week" (響應「物業服務週」傑出企業)**



**2024 Empowering Employment Excellence in Property Enterprises (2024助力社會就業卓越物業企業)**



**2024 Guangdong Property Industry Comprehensive Strength Enterprises (2024廣東物業行業綜合實力企業)**



**2024 Contribution Award of Guangdong Province Property Management Industry Association (廣東省物業管理行業協會2024年貢獻獎)**





# ABOUT COLOUR LIFE

## SUSTAINABILITY GOVERNANCE STRUCTURE

As a concrete manifestation of the Group's emphasis on sustainable development and its related governance strategies, Colour Life has established a comprehensive sustainability governance structure. The Board of Directors, as the highest decision-making body, bears the important responsibility of leading and guiding the Group's sustainable development direction and strategies. 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 and carbon-neutral related consultancy services.



For more information regarding the corporate governance of the Group, please refer to the "Corporate Governance Report" section in the 2024 Annual Report.

ABOUT  
THIS REPORT

The Group is pleased to publish the Environmental, Social and Governance (“ESG”) Report 2024 (the “Report”), aiming to disclose to the stakeholders the resources invested in sustainable development, the policies and goals formulated, and the ESG performance in 2024.

REPORTING PERIOD AND SCOPE

The reporting period of the information contained in the Report is from 1 January 2024 to 31 December 2024 (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

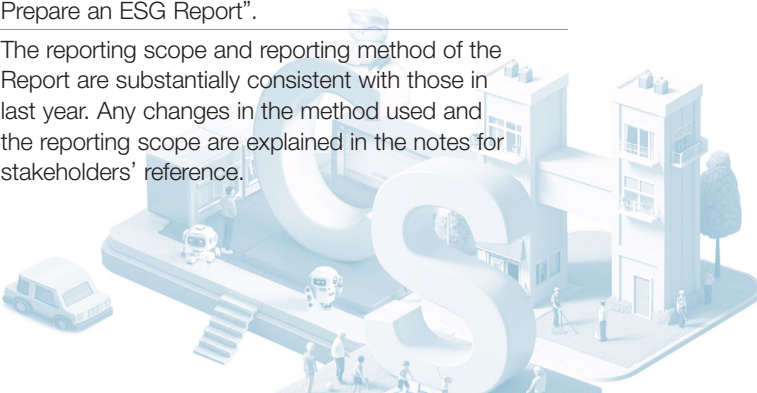
The information in the Report is derived from the official documents and statistics of the Group and has been reviewed by the relevant departments of the Group.

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	Definition	Response
Materiality	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.	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.
Quantitative	The Report should disclose key performance indicators (“KPIs”) in a measurable manner.	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”.
Consistency	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.	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 enables our continuous improvement and plays a vital role in achieving the Group's sustainable development. Therefore, we actively expand multiple communication channels to broadly collect stakeholders' feedback, listen to and gain a deep understanding of their concerns about environmental and social issues and their expectations for the Group. Through these efforts, we provide a solid foundation for setting the Group's development goals.



## ABOUT THIS REPORT

### 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, you are welcome to contact us through email at [IR@Colourlife.com](mailto:IR@Colourlife.com).

### 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:





## ABOUT THIS REPORT

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
<b>Operation Practices</b>		
9.	<b>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>		
17.	<b>Occupational safety and health</b>	<b>Most important</b>
18.	<b>Staff benefits (including: remuneration, working hours, holidays, etc.)</b>	<b>Most important</b>
19.	<b>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>		
24.	<b>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 services to property owners has always been the core philosophy of Colour Life. The Company is committed to ensuring service quality and continuously improving the comfort and convenience of services to meet the needs of property owners, 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 a smart community services platform, “Caizhiyun”, providing residents with a wide range of electronic services, including property management fee payments, notification reception, and complaint handling. This platform not only significantly enhances the convenience of life for residents, but also more effectively strengthens and deepens the communication between property owners and the Group, successfully driving the transformation of 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”.

Registered users of Caizhiyun platform **7.60** million

Service area of the platform **307** million m<sup>2</sup>

Accumulated gross merchandise volume (GMV) of online platform reached RMB **2.445** billion

## SERVICE QUALITY

### KPI B6.1, B6.4

The Group has always placed the quality and safety of services in a key position and is committed to maintaining strong and good relationships with customers to enable rapid business development. The Group continues to invest effort and innovative spirit in our services. In addition to conceiving new services, we also attach great importance to adhering to high service standards. To this end, we have established a comprehensive management system covering different levels, ensuring that the entire process from service planning to execution is well-regulated, providing solid support for the improvement of service quality, the strengthening of customer relationships, and the stable development of business, 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 System”;
- “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 ISO9001:2015 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.

### Pre-orientation Training

Employees have to undergo our training before orientation.

### On-the-job Training

Contractors shall formulate annual and monthly training plans, and arrange on-the-job training on improving workers' skills regularly.

### Supervision and evaluation

We will examine and give ratings to various cleaning, security, greening and other services through daily inspection, weekly inspection, monthly inspection and irregular sampling. A "Rectification and Penalties Notice" (《整改處罰通知單》) will be issued for any substandard performances, demanding the responsible contractors to rectify within a time limit. We will link the service fee to the monthly quality service ratings. If a contractor failed in our evaluation for three months, we are entitled to terminate the contract with such contractor.

## 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:



### 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 their cars.



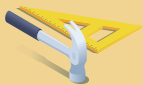
### Elevator Group

Monitor operations of the lifts through SaaS (Software as a Service), connect the owners, 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 decoration service and professionalise 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 labour-intensive processing, improving the automation level of the systems, making the processing process fully transparent, and allow real-time conversations with the handlers and give ratings from different dimensions.

## 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 PROTECTION

### KPI B6.3, B6.5

The Group unavoidably collects and processes various types of sensitive data in its day-to-day operations, including business operation data, financial data, personal information of customers, patented technology, and software. Therefore, we attach great importance to information security management and have developed comprehensive confidentiality measures and management systems to strictly protect customers' personal data and prevent any 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 Customer 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.

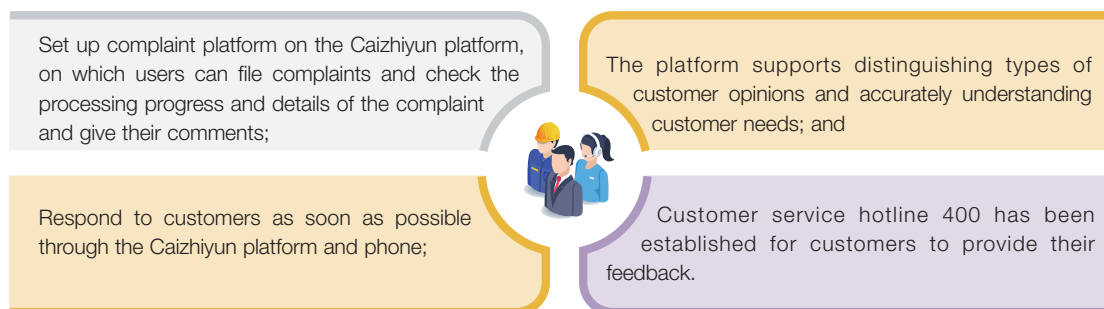


## COLOUR LIFE'S SERVICES

### CUSTOMER FEEDBACK

#### KPI B6.2

The Group places great importance on customer feedback and is committed to continuously optimizing service quality by listening to and adopting customer suggestions, thereby driving sustainable business development. To this end, the Group has established a comprehensive customer service mechanism, where customers can provide valuable feedback at any time through a variety of communication platforms, enabling us to continuously improve our service level and strive for excellence. Our measures include:



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 10,056 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 the Group has always placed great importance on building strong and positive partnerships with our suppliers. We have developed a series of comprehensive policies to regulate and guide our suppliers in areas such as environmental impact and social responsibility, ensuring that our supply chain moves towards an environmentally friendly and socially responsible direction, thereby laying a solid foundation for the continuous delivery of high-quality services.



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 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 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 firmly adhered to the principle of anti-corruption and fraud in operations, not only to enhance our competitiveness in the industry, but also to consolidate the reputation of the enterprise, laying a solid foundation for stable development and allowing it to move forward steadily in the market. 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 Group's "Regulations on Management of Familial Conflicts of Interest" and "Complaint and Whistleblowing Management System".



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 integrity awareness presentations organized by the Group's Audit and Supervision Department to enhance their understanding of ethical conduct.

The Company encourages employees to report any misconduct, including corruption, bribery, extortion, money-laundering and fraud. Upon receipt of the report, the Company will conduct an investigation procedure, report the progress to management promptly, and if necessary, notify the relevant government department. The Company undertakes to keep the identity of the whistleblower confidential and fully protect the whistleblower's rights. 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

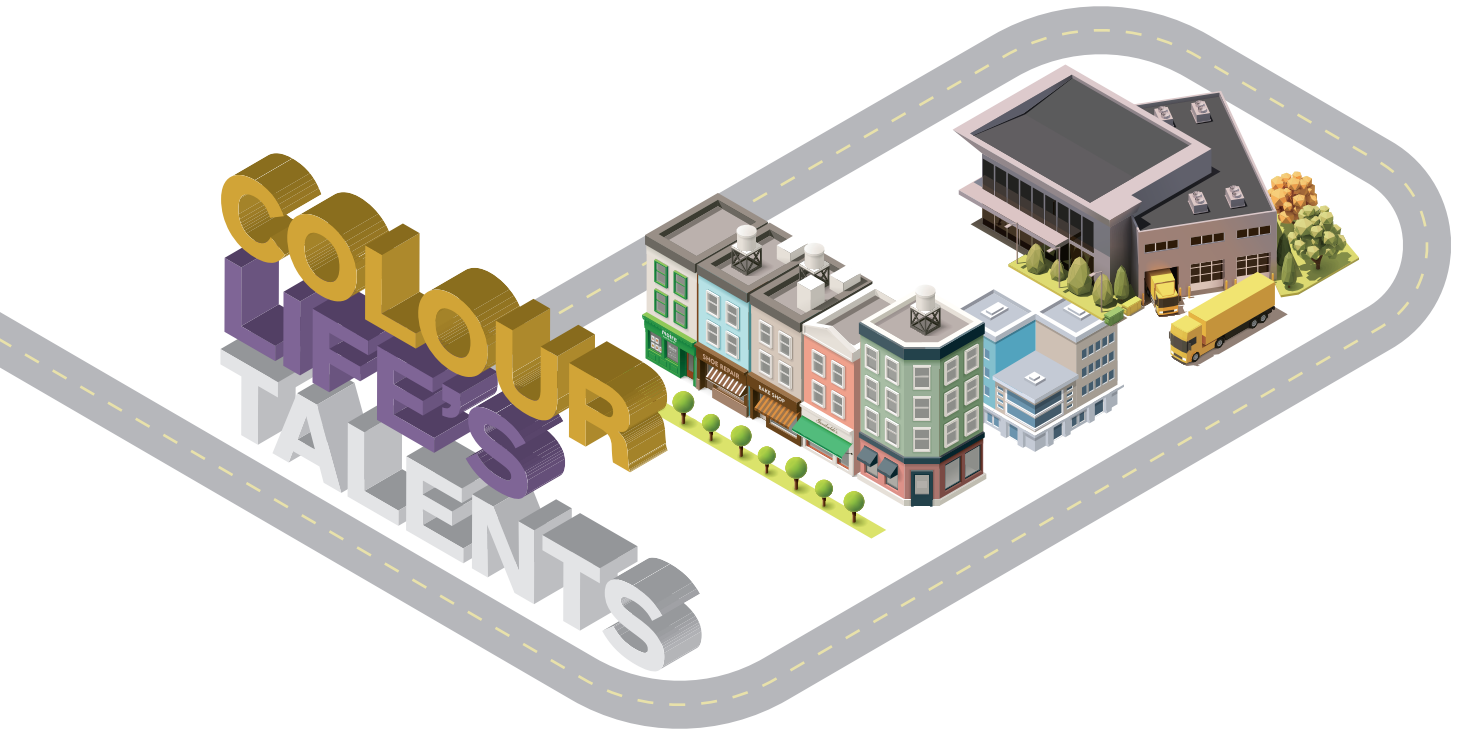
When advertising and promoting our business, we comply with all applicable laws and regulations, including but not limited to:

- "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



Excellent human resources are an important asset of the Group and the cornerstone of providing quality services. Therefore, one of our core management priorities is human resources management, with a strong focus on building a comprehensive talent development and management system. Colour Life's employee management philosophy is transforming from the management of "things" to services for "people". The Group upholds a people-oriented philosophy and places great importance on our employees' enthusiasm, professional skills, job performance, practical experience, as well as their physical and mental well-being. 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, the Group formulates an annual human resources plan for the coming year and conducts a comprehensive evaluation and review of the implementation results 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

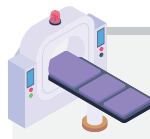
Attracting and retaining talents is crucial for the development of Colour Life. Therefore, the Group is committed to providing competitive compensation and a comprehensive benefits system to our employees. In order to effectively safeguard employees' legal rights and interests, the Group clearly and thoroughly defines working hours, termination of labour contracts, and dismissal arrangements in the Employee Handbook. These measures are aimed at fostering a harmonious and stable labour relationship, thus supporting the long-term development of the enterprise. 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.



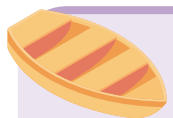
### Holiday

- Marriage leave
- Spring Festival extension holiday
- Compassionate leave
- Annual leave
- Paid compensation leave
- Maternity leave
- Paternity leave
- Work-related Injury 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 employee s' sense of belongings to the Company and enhance communication amongst each other.



# COLOUR LIFE'S TALENTS

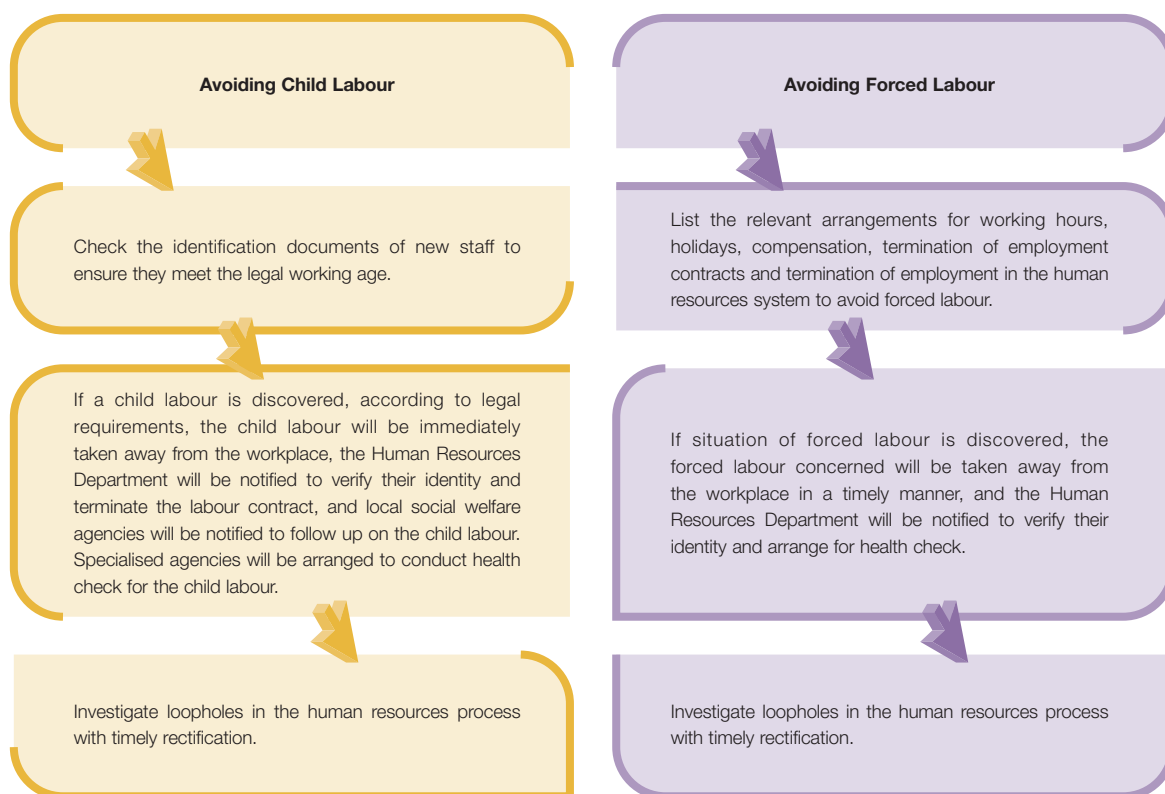
## LABOUR STANDARDS

### 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 places great importance on the health and safety of its employees' work environment and actively invests various resources to minimize the risk of workplace injuries. To create a safe working environment, the Group has implemented a series of measures, including the installation of safety facilities and the provision of safety training. Even though the probability of work-related injuries or fatalities is extremely low, in the event that such incidents occur, the Group will immediately activate its response mechanism. We will first assess the situation of the employees involved in the incident and investigate the cause of the accident before taking any further action. 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; and

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 ISO45001:2018 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 closely tied to the quality of our service and directly impact the Company's service standards. Considering both the personal growth of employees and the long-term development of the Company, the Group places great importance on employee development. To this end, we carefully design training programs aimed at enhancing employees' knowledge base and professional capabilities, helping them fully leverage their strengths in the workplace, thereby achieving a synergistic growth of individual value and corporate benefits. 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 46 employee training sessions and invited well-known speakers to conduct language expression training for our employees.



### Head Office

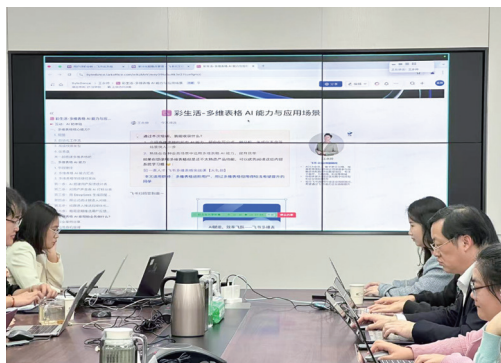
- Annual training planning, implementation of training projects, formulation of standard procedures;
- Approval and distribution of training and teaching materials; and
- Evaluation and supervision of training results.



### 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; and
- Complete training data statistical feedback.

In terms of the employee promotion mechanism, Colour Life has established a comprehensive system. The Group recognizes the critical importance of promotions for both personal career development and the overall progress of the enterprise. Therefore, when evaluating employees for promotion, we consider not only their business performance as a key indicator but also place a high value on their moral character. 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 10,191 employees as at 31 December 2024, all of whom are full-time employees and are from Mainland China.

	Unit	2024
<b>Total employees (by gender)</b>		
Male	Person(s)	5,778
Female	Person(s)	4,413
<b>Total employees (by age)</b>		
Aged 20 or below	Person(s)	18
Aged 21-30	Person(s)	592
Aged 31-40	Person(s)	1,972
Aged 41-50	Person(s)	2,349
Aged 51-60	Person(s)	3,592
Above 60	Person(s)	1,668

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

	Unit	2024
<b>Employee turnover rate (by gender)</b>		
Male	Percentage	33
Female	Percentage	30
<b>Employee turnover rate (by age)</b>		
Aged 20 or below	Percentage	239
Aged 21-30	Percentage	53
Aged 31-40	Percentage	26
Aged 41-50	Percentage	22
Aged 51-60	Percentage	29
Above 60	Percentage	50
<b>Employee turnover rate (by geographical region)</b>		
Mainland China	Percentage	32

<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 2024) x 100%.

# COLOUR LIFE'S TALENTS

## EMPLOYEE TRAINING

	Unit	2024
<b>Percentage of employees trained (by gender)</b>		
Male	Percentage	100
Female	Percentage	100
<b>Percentage of employees trained (by employee category)</b>		
Operators	Percentage	100
Management	Percentage	100
<b>Average training hours (by gender)</b>		
Male	Hour(s)	0.5
Female	Hour(s)	1.1
<b>Average training hours (by employee category)</b>		
Operators	Hour(s)	0.4
Management	Hour(s)	1.8

## HEALTH AND SAFETY

During the Reporting Period, the Group recorded 255 lost working days due to work injury. Other data related to health and safety are as follows:

	Unit	2024	2023	2022
Cases of work-related fatalities	Case(s)	1	2	2
Rate of work-related fatalities	Percentage	0.01	0.02	0.02



# COLOUR LIFE'S ENVIRONMENT



As a professional property management service provider, the Group fully understands the importance of environmental protection and views environmental resources as valuable assets. To this end, we have developed a comprehensive environmental management system and measures, committed to reducing the impact of our operations on the environment and promoting sustainable development. 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 ISO14001:2015 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. As an environmentally responsible corporate, the Group focuses on reducing greenhouse gas emissions and vigorously promotes energy-saving and carbon reduction measures. We will continue to push forward various environmental plans, committed to minimizing the impact of our operations on the environment. Relevant measures include:



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 A1.6

The Group is also committed to promoting the making the most of 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:



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, our Group will continue to deepen and expand the implementation of waste reduction and recycling plans, while strengthening the monitoring of the overall waste generation within the Group, with the aim of achieving our environmental goal of reducing waste.





## COLOUR LIFE'S ENVIRONMENT

### ENERGY CONSUMPTION

#### KPI A2.3

In order to implement energy-saving and carbon reduction efforts, the Group continues to monitor the resource usage efficiency of each business unit 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 places great importance on the sustainable use of water resources and is committed to achieving efficient water resource management. We actively promote water conservation and recycling initiatives to improve water use efficiency and implement the concept of sustainable water resource development. 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:



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 service provider, we deeply understand that the natural environment is a crucial cornerstone for the development of our business and an irreplaceable precious asset. The sustainability of Colour Life's business relies on the various resources provided by nature. We are committed to preserving the environment to ensure that our owners and tenants can continue to enjoy high-quality living environments and exceptional services. Due to the business nature of our 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

Climate change has become a global challenge, bringing various risks and opportunities to businesses, with an increasing frequency of extreme weather events. As a property management service provider, we bear the responsibility of ensuring the safety of property owners and residents and protecting property assets. To this end, we actively adopt emission reduction and energy-saving measures, while also establishing a comprehensive response mechanism for extreme weather, enhancing the Group's ability to adapt to climate change. 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:

#### 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

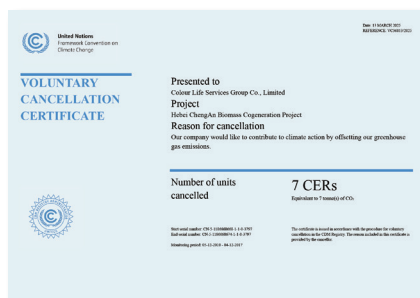
Focus on checking the damage to windows and doors, parking lot entrances and exits, and report any danger in a timely manner; collect the latest information on typhoon and rainstorm, making it available for owners to soothe their nerves in a timely manner.

#### Subsequent processing stage after the emergency

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

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	2024	2023
Total greenhouse gas emissions <sup>2</sup>	Tonnes of CO <sub>2</sub> e	<b>69.50</b>	76.08
Energy indirect emissions (Scope 2)	Tonnes of CO <sub>2</sub> e	<b>69.50</b>	76.08
Intensity of greenhouse gas emissions	Tonnes of CO <sub>2</sub> e/m <sup>2</sup> gross floor area	<b>0.02</b>	0.03
Total energy consumption	MWh	<b>121.87</b>	133.40
Indirect energy consumption (Purchased electricity)	MWh	<b>121.87</b>	133.40
Intensity of energy consumption	kWh/m <sup>2</sup> gross floor area	<b>40.11</b>	46.18
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>10.47</b>	10.35
Total non-hazardous waste disposed	Tonnes	<b>10.47</b>	10.35
Intensity of non-hazardous waste	kg/m <sup>2</sup> gross floor area	<b>3.45</b>	3.58
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 business, the Group does not consume direct energy, and therefore does not involve emissions of exhaust 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 in the time being, we will continue to improve our data collection procedures.

## COLOUR LIFE'S COMMUNITY



### KPI B8.1

The corporate philosophy of Colour Life “excellence in community service”, in addition to providing high-quality property services, we actively engage in community welfare initiatives. We proactively plan and participate in various community activities, with a particular focus on addressing the needs of underprivileged groups, and strive to spread care and compassion to every member of the community, working together to build a harmonious and inclusive 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 in everyone, work together to create a beautiful community home; wholeheartedly promote the construction of harmonious communities, and help 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 Elderly in Difficulties in the Community’ on the Tencent Foundation platform to support and care for elderly individuals living alone or facing hardships in the community. 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 570,000 RMB in various community activities.



## COLOUR LIFE'S COMMUNITY



Provide owners with warm ginger soup and drinks in winter

Provide owners with free haircut services



Deliver fruits to owners in summer



Send care gift packages to owners



Decorate and hold celebration activities in the community during the Lunar New Year



## 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	<p>A Statement from the board containing the following elements:</p> <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	<p>Information on:</p> <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
A2 Use of Resources		
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.
A3 The Environment and Natural Resources		
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
A4 Climate Change		
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	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 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	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
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
B3 Development and Training		
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
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 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
B5 Supply Chain Management		
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 Protection
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
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
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
B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	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



**Headquarters In The People's Republic Of China**

Address: 10/F., Tower B, The Platinum Tower, No.1 Tairan 7th Road, Futian District, Shenzhen, the PRC  
Post Code: 518000 Fax: 86-755-3393 0881  
Tel: 1010-1778 Website: <http://gw.colourlife.com>