



Convenience Retail Asia Limited 利亞零售有限公司

(Incorporated in the Cayman Islands with limited liability)
Stock Code: 00831

Environmental, Social and Governance Report 2021



A Fung Retailing Company





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OUR BUSINESS AT A GLANCE

Convenience Retail Asia Limited (the “Company”) and its subsidiaries (together “CRA” or the “Group”) is listed and a member of the Fung Group, engaging in the operation of bakeries and fast-fashion eyewear. The Group owns Saint Honore Holdings Limited and its bakery chain Saint Honore Cake Shop, a household name for bakery products in Hong Kong, Macau and Guangzhou. It has obtained the exclusive licence of Japan’s premium cake shop Mon cher in Hong Kong and Macau. Besides, the Group is also running the licence of the leading fast-fashion eyewear Zoff for Hong Kong, Macau and Southern China. The Group’s convenience stores operation under the brand name of Circle K was sold in December 2020. As of 31 December 2021, the Group operates a total of 153 self-operated stores under the Saint Honore, Mon cher and Zoff brands.

We are leveraging our wealth of retail experience to expedite the growth of its high quality specialty brands of Saint Honore, Mon cher and Zoff. Our expertise in O2O marketing is proving invaluable for building our brands and promoting synergies. Meanwhile, we are seeking ways to grow our brand portfolio via licensing, franchising, joint venture and acquisition opportunities, and to expand the geographic reach of our networks across the Greater Bay Area.

It is virtually impossible to predict when Hong Kong and the world will start experiencing something close to a full recovery from the effects of the pandemic. Vaccination programmes are underway, and infection cases are coming under control in many parts of the world, but the situation is still changing as variants emerge and countries have yet to decide how best to reopen their borders. As such, we will keep doing our best operating in the “new disruptive normal”, adjusting our business strategies and practices quickly to meet the current realities of the market.

We are exploring new sustainability strategies and further examining how sustainability trends will impact our business environment. In 2021, we stepped up efforts to promote sustainability and are pleased to have made great progress and success across every part of our operations in face of the challenging environment.



ESG ASPECTS AT A GLANCE



Total reportable workforce of 2,763 employees, including full-time, part-time and temporary employees

Arranged training sessions highlighting the importance of safeguarding against corruption in retail operation



Provided training to 2,606 employees, achieving over 22,969 training hours in total and average 8 training hours per employee



Zero fatality and occupational disease in the past three years



Work injury rate (per 100 employees) 1.8, recording 1,050 lost days due to work injuries

No reportable cases of breaches in legal or regulation compliance



Donated more than 220,000 pieces of bread and festive products to community programmes



Supported communities in combating the COVID-19 Pandemic



Intensity of carbon emissions (Scopes 1 and 2) by

- Saint Honore stores in Hong Kong and Macau: 0.13 tonnes of CO₂-e/number of store day (2020: 0.13)
- Saint Honore factories in Hong Kong, Macau and Shenzhen: 0.0010 tonnes of CO₂-e/finished products produced in kg (2020: 0.0009)
- Logistic team: 0.0008 tonnes of CO₂-e/travel distance in km (2020: 0.0007)

Intensity of energy consumption 39,227 MWh-e by



- Saint Honore stores in Hong Kong and Macau: 0.25 MWh-e/number of store day (2020: 0.24)
- Saint Honore factories in Hong Kong, Macau and Shenzhen: 0.0016 MWh-e/finished products produced in kg (2020: 0.0016)
- Logistic team: 0.0032 MWh-e/travel distance in km (2020: 0.0029)

Intensity of water consumption by



- Saint Honore stores in Hong Kong and Macau: 0.52 m³/number of store day (2020: 0.57)
- Saint Honore factories in Hong Kong, Macau and Shenzhen: 0.0109 m³/finished products produced in kg (2020: 0.0101)

Intensity of non-hazardous waste 0.0001 tonnes* (2020: 0.0001)



Packaging materials used per unit produced 0.0001 tonnes/finished products produced in kg* (2020: 0.0001)



*Note: Cover Saint Honore factories in Hong Kong, Macau and Shenzhen only.

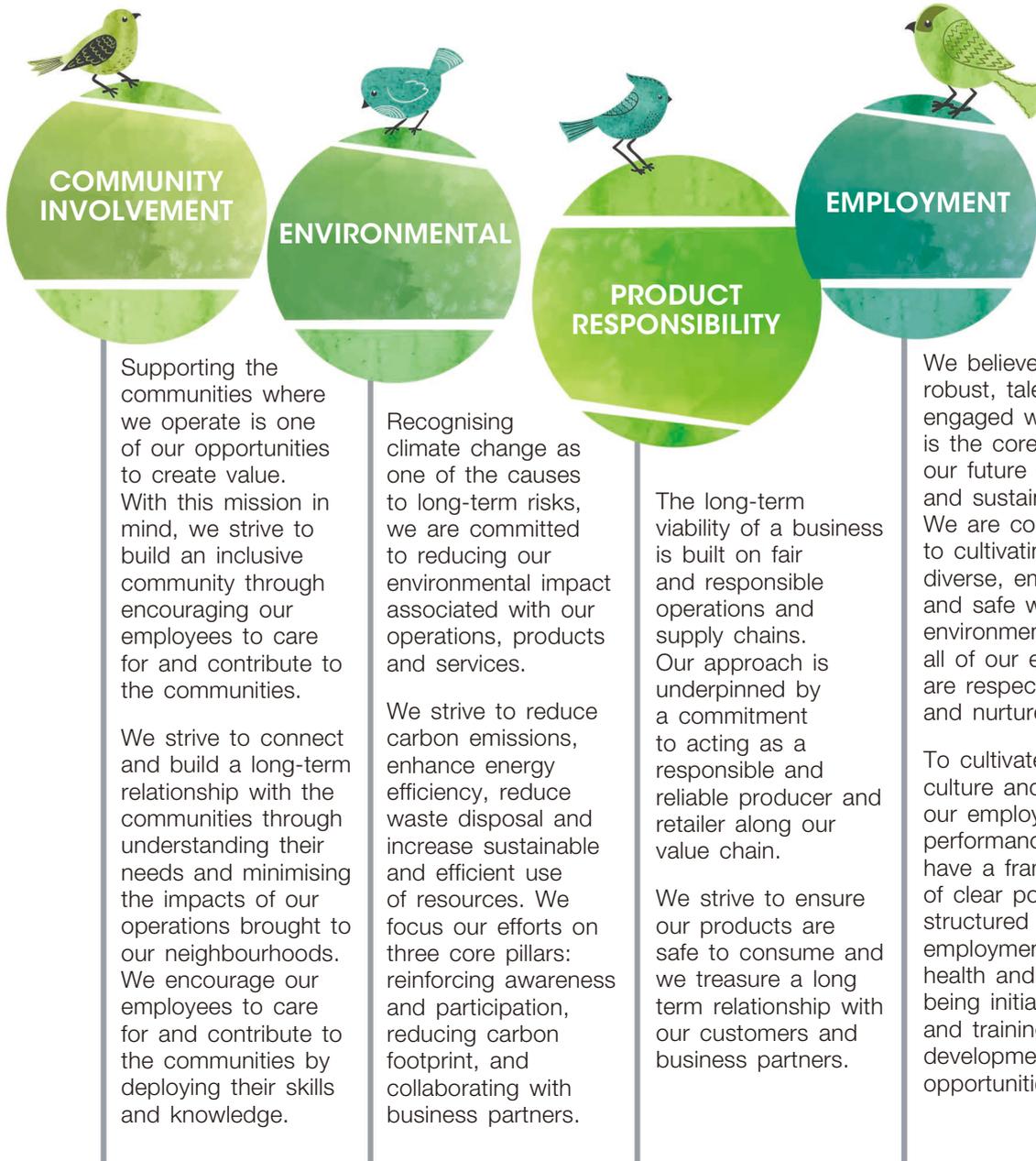
As a good corporate citizen, the Group will also continue working hand in hand with the community to ensure that everyone emerges from the challenge of the past two years strong, healthy and ready to embrace the future.



OUR SUSTAINABILITY STRATEGY

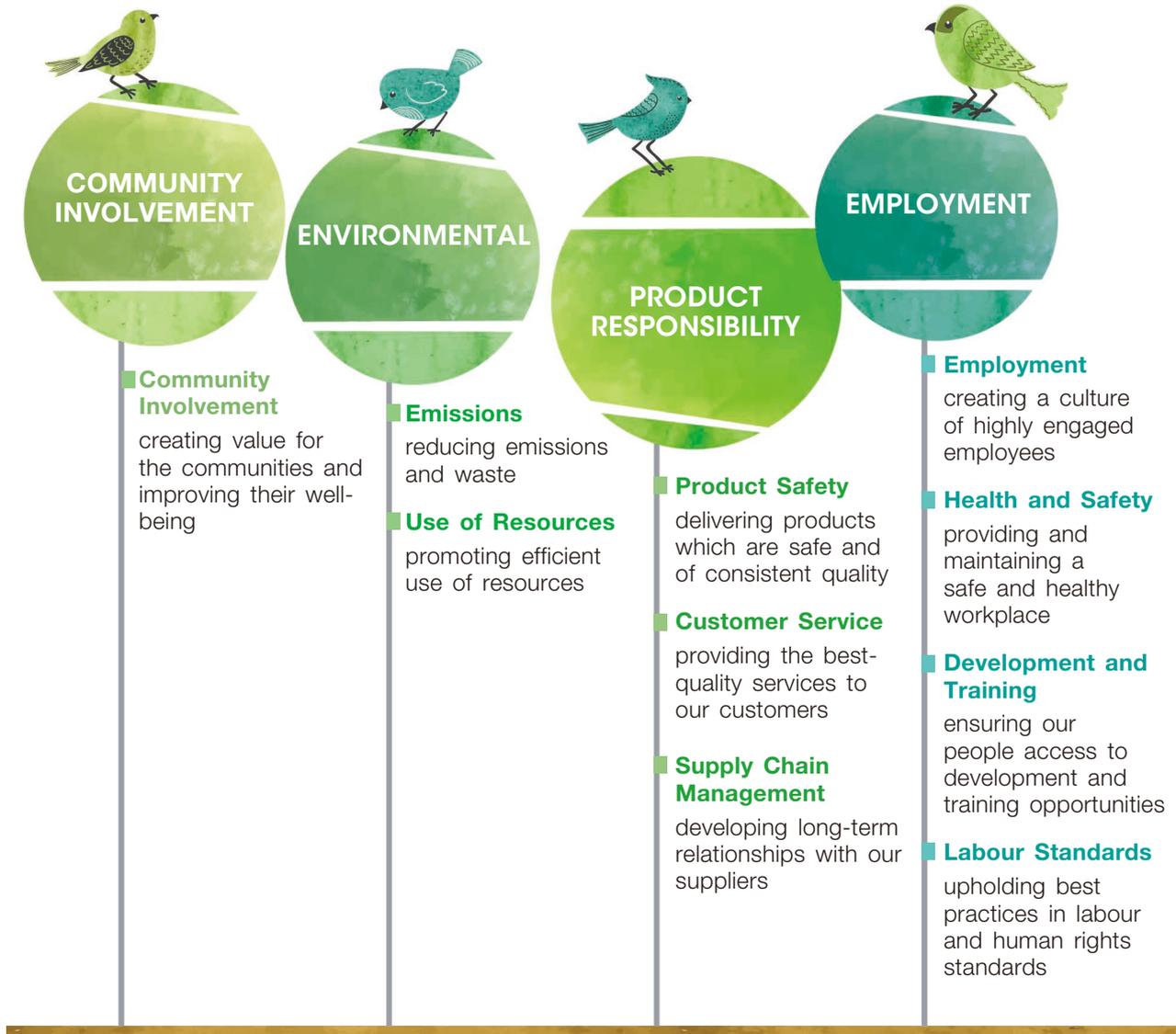
The Group aims to create shared value for our stakeholders and the communities where we operate, by integrating considerations relating to environmental and social sustainability into decision-making and day-to-day practices across our businesses. This commitment is outlined in our CSR Policy, which establishes a focus on four pillars.

FOUR PILLARS OF OUR CSR POLICY





FOCUS AREAS UNDER THE FOUR PILLARS

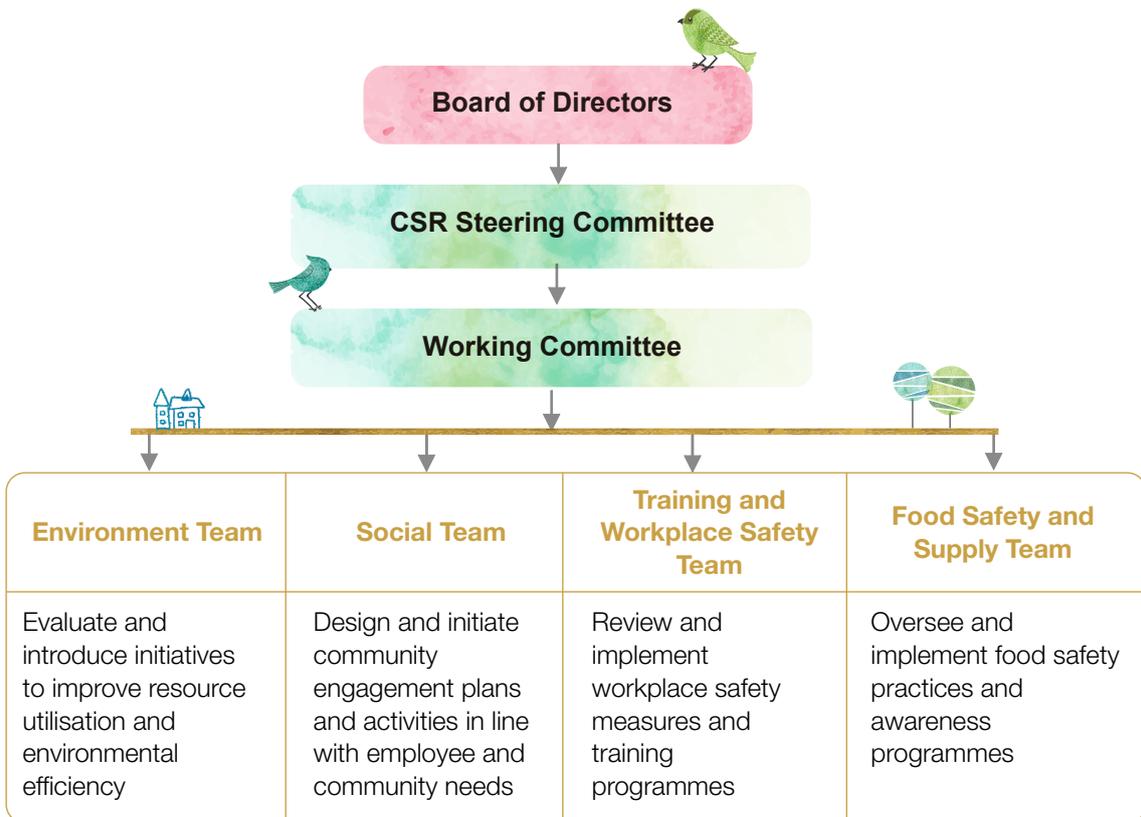




SUSTAINABILITY GOVERNANCE

An effective sustainability governance helps companies develop and implement sustainability strategy, manage reporting processes and goal-setting, and formulate action plans. With this in mind, the Group has always been looking for ways to advance sustainability governance to ensure successful management of sustainability matters across the organisation. With leadership by the Board, the Group’s CSR Steering Committee (the “Committee”), headed by the Chief Executive Officer, has been set up to oversee the Group’s strategies, policies, initiatives and performance on sustainability matters, principally in the areas of employment, community involvement, product responsibility and environmental protection. The Committee is responsible for identifying and reviewing sustainability matters, tracking sustainability performance and recommending improvement actions, setting objectives and targets, and reporting to the Board on the relevant sustainability matters.

Our Working Committee coordinates sustainability activities across the Group, supported by four working teams formed within various business units, namely the Environment Team, the Social Team, the Training and Workplace Safety Team, and the Food Safety and Supply Team. It reports to the Committee on a regular basis its actions, performance and achievements. The Committee is thus able to make relevant recommendations to the Board and facilitate the decision-making process.





Committed to managing climate change risks across its operations, the Group has reviewed its environmental performance in the past few years and has recently defined a series of reduction targets using 2020 as the base year:



-30%

by 2030



-30%

by 2030



-20%

by 2030

The reduction targets reflect our decarbonisation goals in operations to eliminate direct greenhouse gas (GHG) emissions. To achieve the goals, we will introduce the Plan-Do-Check-Act cycle into our different resources utilisation and environmental efficiency initiatives. Understanding the fact that our reduction targets will be hard to achieve without the use of technology and process innovation, we are including energy efficiency as a criteria when assessing capital expenditure proposal, and to proactively search for reinventions in our supply chain and retail operations that will enable us to achieve the set targets.

We have also established long-term goals covering material topics including technology and innovation, supply chain management, health and safety and wellness for employees, and community involvement. Besides, our sustainability performance through various key performance indicators (“KPIs”) are monitored and evaluated across business units and reported to the Working Committees and the Steering Committee through regular meetings.



MANAGING SUSTAINABILITY RISKS AND UNLOCK OPPORTUNITIES

The Board provides oversight of our risk management, including our management of ESG related risks. Empowered by the Board, the Audit Committee reviews risk management and internal control systems and makes relevant recommendations to the Board, while the management oversees the implementation and ensures ESG and compliance controls. In 2021, the Group conducted an annual review on the risk management and internal control systems, and considered the systems and procedures effective and adequate with no significant weakness being identified.

Meanwhile, we recognise that pandemic and climate change poses risks to our business especially that our operation success relies on high-quality raw materials from suppliers around the world. We have adopted a proactive approach to mitigate the disruption of supplies that may be caused by the pandemic and climate change. Please refer to the feature story “Ensuring safe and nutritious food for all” on page 10 and the case sharing “Demonstrating our supply chain preparedness amidst climate change” on page 21 for more details.

BUSINESS ETHICS

Operating with honesty, integrity and fairness has always been the core of our business and the Group is committed to upholding the highest standard of corporate governance. Our Code of Conduct and Business Ethics defines business principles and serves as a guide for a set of standards and practices to govern employee behaviour.

- **Anti-corruption:** The Group has zero tolerance for bribery, extortion, fraud and money laundering. The policies and guidelines provide guidance to our employees on appropriate conduct with regard to anti-bribery and anti-corruption. In 2021, we provided two sessions of anti-corruption online training to employees at all working levels to further enhance their understanding on the ethical awareness and knowledge on anti-corruption law.
- **Whistleblowing:** We also have a Whistleblowing Policy in place that enables employees to raise concerns on any actual or potential misconducts, possible improprieties or frauds to either senior management or the Group Chief Compliance and Risk Management Officer. In 2021, no complaint was reported.



- Customer privacy: The Group defines its practices to protect personal and third party information in the Code of Conduct and Business Ethics. Employees are expected to follow the policies and guidelines on handling and securing such information. In 2021, no complaint was reported.
- Intellectual property rights: Applications for access to such information are reviewed and approved by the department head or senior management. In 2021, no complaint was reported.

To ensure our suppliers understand our standards and practices when doing business with us, we maintain the Supplier Code of Conduct as a guidance. Suppliers of the Group are required to acknowledge the code in writing.





FEATURE STORY:

ENSURING SAFE AND NUTRITIOUS FOOD FOR ALL

Bakery products is no doubt one of the necessities of life. As one of the leading bakery chain operators with business footprints in Hong Kong, Macau and Guangzhou, CRA has made every effort to ensure stable food supply notwithstanding unexpected challenges.

Resilient and reliable supply chains are crucial to ensuring that we source and serve safe as well as high-quality products. The Group uses a global sourcing strategy. In the last year, the supply chain has been affected to various degrees as a result of Sino-US tariffs on certain agricultural products, delays in materials production and delivery due to COVID-19 as well as the electricity restriction in Mainland China. We, therefore, have to adapt to the rapidly changing market conditions and adjust the way we manage our supply chain operations.

In support of our efforts to build dependable supply chains, we have remained in frequent communication with our suppliers and rolled out contingency plans to minimise impact of the disruptions and maintain the stability of raw material and product supplies. Alternate sources for key supplies are identified. For critical raw materials, stock level is increased by pre-ordering. We also enable agile production in the Mainland with flexible production schedule. Through the combined efforts, we have been able to maintain a steady food supply serving the public with nutritious bakery products.





While we have been taking prompt and effective actions across our operations to build a resilient supply chain in times of crisis, we understand that the pandemic has disrupted the lives of everyone in our society, while the elderly and the underprivileged were the ones being affected the most. We are always looking for ways to offer a helping hand to the underprivileged communities and to continue our effort to bring more positive impact to our community.

While COVID-19 is still affecting our lives, the Group works tirelessly to extend our helping hands to the people in need. During the Chinese New Year of 2022, we supported an initiative organised by the Li & Fung Foundation and Hong Kong Quarantine Support Group where 2,000 gift bags were sent to Penny's Bay quarantine camp. By sponsoring Saint Honore Cake Shop's products for inclusion in the gift bags, we showed love and care to those who were apart from family and friends during the holiday.

In early June 2021, the pandemic condition turned serious in Bao'an, Shenzhen. Healthcare teams needed to work day and night. As a token of appreciation, we delivered bread, cakes and drinks to gladden the healthcare personnel during the challenging time.

Later in mid-June, the pandemic outbreak occurred in Fuyong, Bao'an where certain areas were locked down. It happened so suddenly that many of the residents did not have the chance to store enough food. In response to the urgent situation, our Group swiftly donated 220 packs of bread and 300 bags of cakes to serve the pressing needs of residents.





2021 MATERIAL TOPICS

STAKEHOLDERS ENGAGEMENT AND PRIORITY AREAS

We define our stakeholders as internal or external individuals, groups and organisations who have a considerable influence on our business, and whom our business has a significant impact on. Communicating with our stakeholders is of paramount importance for us to move forward on the sustainability path. It enables us to understand their needs and expectations and to identify material ESG issues and manage the associated risks and opportunities.

We engage our key stakeholders through multiple channels to gather their feedback and strive for continuous improvement. Meetings, workshops and other communication events were held across daily operations for internal and external stakeholder groups.



A wide range of initiatives to promote safe and healthy workplace, living and well-being amongst our employees, including new staff orientation, training sessions for frontline/supervisors and managers, as well as various team building activities.

Our Supplier Code of Conduct and regular audits guide our suppliers to operate in a safe, responsible and ethical way, while respecting their employees, society and the environment.



Engaging and supporting the community through encouraging employees to volunteer in charitable activities and voluntary services.

Regular activities to engage customers such as Customer Relationship Management programme, and various feedback channels such as hotlines and social media platforms.





Along with feedback received from various engagement channels, the Committee has re-examined the results of the previous materiality assessment, considering our contributions, level of control and their relationship with our strategic business objectives. The list of top tier issues not only provides us with an overview of the relative importance of selected sustainability topics to our stakeholders and business, but also enables us to identify priority areas and guides our future actions.

Environment

- Electricity consumption and efficiency
- Packaging material consumption and efficiency

Employment and Labour Standards

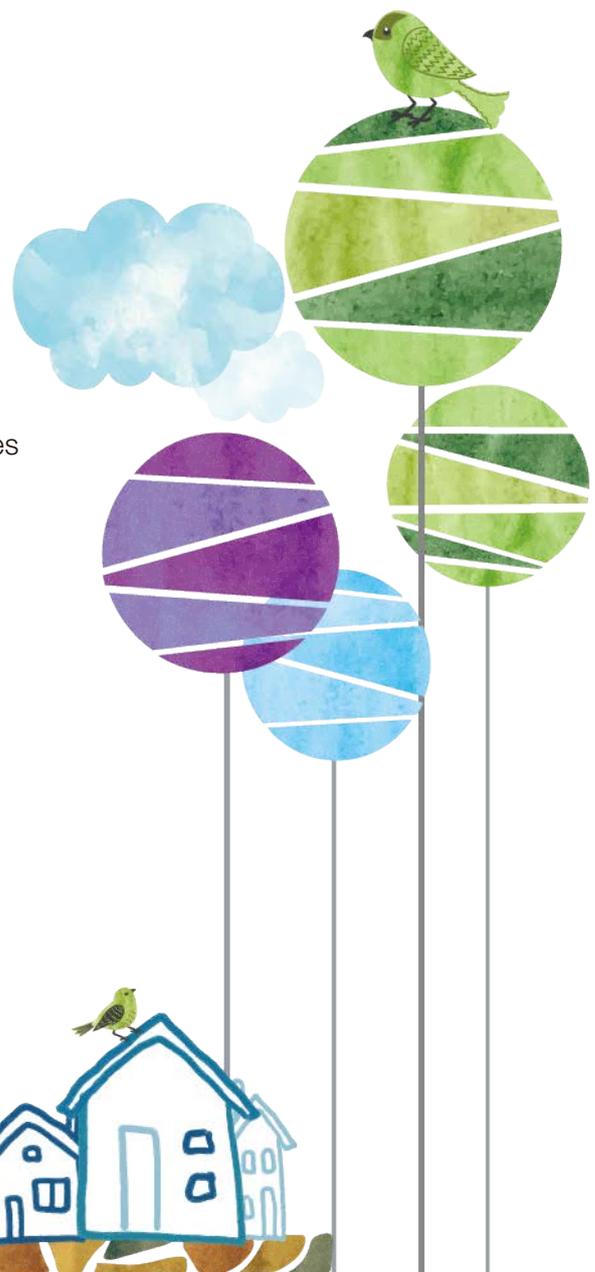
- A safe and healthy workplace
- Employment system

Product Responsibility

- Product quality assurance and recall procedures
- Customer data and privacy
- Products and service related complaints
- Intellectual property rights

Community Investment

- Contribution to communities





PRODUCT RESPONSIBILITY

PRODUCT SAFETY

Consumers trust us to provide them and their families with safe and high-quality products. Our products and processes integrate sustainability, safety and quality at every point in the supply chain. Stringent product safety policies, requirements and procedures are in place to ensure that the Group's products are harmless to customers, employees and the environment, not to mention our strict compliance with all relevant laws and regulations.

Management approach

Assessing and mitigating safety risks is the first step in ensuring product safety. We have a set of guidelines and proper measures in place across our entire supply chain, from procurement, storage, manufacturing, to distribution to customers.

Saint Honore factories have been accredited for a number of quality management and food safety systems, including ISO 9001:2015 Quality Management System, Hazard Analysis and Critical Control Points (HACCP). The food safety laboratory in Shenzhen has been accredited to a newer version of China National Accreditation Services for Conformity Assessment (CNAS) for its competence of laboratory testing.

MAJOR QUALITY MANAGEMENT AND FOOD SAFETY SYSTEMS IMPLEMENTED AT SAINT HONORE

ISO 9001:2015 Quality Management System	Hazard Analysis and Critical Control Points (HACCP)	China National Accreditation Services for Conformity Assessment (CNAS)
Factories in Shenzhen and Hong Kong	Factory in Shenzhen	Microbiological laboratory at factory in Shenzhen

These systems focus on risk-based approach through which factories identify potential risks that may be encountered in the business processes. This is to prevent latent incidents and support implementation of our food safety measures from field to plate.

Periodic internal audits are conducted both in factories and stores to ensure the working environment and products comply with our food safety standards. To align working methods across operation units, we have also established a common food safety assessment guideline for factories and stores of Saint Honore.



Progress areas

Combating against COVID-19



While the pandemic continues, our Food Safety and Supply Team has worked tirelessly to follow extra precautions on hygiene, safety and wellness across the whole supply chain. In Saint Honore, staff members in our factories have their body temperature measured before work. Regular change of surgical face mask is implemented to eliminate any cross-contamination risks. Uniform cabinet with UV light and HEPA-filter sanitisation function were acquired to further scale up the hygiene level in production. Professional sanitisation company was hired to sanitise the entire production area, warehouse and trucks on a regular basis.

At Saint Honore stores, hand sanitisers are provided for customers. Fresh bread and buns are wrapped individually to avoid contamination. Air purifiers have been installed to provide clean environment for staff and customers. In 2022, we will also equip our stores in Guangzhou with the air purifiers.





Adopting advanced technology in food processing

When it comes to food, technology is not always the first thing that comes to mind. However, technology over the years has changed how we produce and find our food through applications, robotics, data and processing techniques. Among all, X-ray inspection of food product is becoming increasingly popular. In our manufacturing factories, to prevent any foreign objects in our food products, X-ray inspection equipment has been installed to undergo meticulous scanning within production processes.

X-ray scanners also can perform quality control functions above and beyond foreign substance detection. For example, mooncakes can be checked to assure adequate roundness and salted egg yolks inside can be counted prior to packaging.

Regarding the quality assurance in our frozen supply chain, automatic cold room temperature logger with alert system was newly installed in all our factories to monitor real-time changes in temperature and humidity of our cold rooms to ensure materials and products are kept at required conditions, which can avoid temperature abuse due to faulty equipment or door improperly closed.





Food safety culture

To integrate food safety culture across our operations, our Food Safety and Supply Team takes the lead to promote employee awareness and food safety measures through internal communications, training and monitoring. These are essential to helping employees understand the importance of food safety and be trained in the related management systems and guidelines, covering hygiene practices for food, tools and equipment. Hygiene refresher trainings to Production Supervisors are provided which cover topics on personal hygiene, environmental hygiene, proper food storage, food safety control, etc. Besides, we arranged two workshops for our employees of manufacturing functions to have a more comprehensive understanding of our bakery materials and how to prolong the use of materials. Environmental materials and the development trend were also introduced in the workshops.



Raising the public's awareness on food safety is also our corporate responsibility. In September 2021, we supported an interactive public education event organised by the Food and Medicine Safety Office together with Administration for Market Regulation of Bao An district in Shenzhen. Through a visit to our Saint Honore Shenzhen Factory, we showcased our food safety efforts to a group of citizens and government officials.





CUSTOMER SERVICE

Management approach

The Group strives to market its products and services responsibly and in line with relevant regulatory requirements to maintain customers' trust. To help customers make informed choices and correctly use the products, we truthfully describe product related information, such as allergens, product shelf life and consumption advice, on the product labels. Our customers can also access information regarding our products and services through a number of communication channels, such as leaflets, advertising media, mobile applications, social media platforms, webpages and emails.

In addition to providing clear and reliable information, we have a Customer Service Team to gather and respond to customer feedback. Customers can raise their concerns or provide feedback through various channels, such as email and phone. All customer feedbacks are distributed and handled by relevant divisions, and escalated to management where necessary.

In the event of product recall, we ensure our customers have the right to seek redress. Our Rapid Response Team is responsible for handling the recall procedures and ensuring adequate resources being allocated to implement immediate corrective actions.

Progress areas

New mobile application for facilities maintenance



We strive to give customers a great experience. This can only be happened when our employees across different units and external partners could communicate smoothly and effectively. During the year, we established a hassle-free E&M mobile application for monitoring the functioning of store facilities. Inspectors regularly examine and identify any abnormalities of the equipment including refrigerators, display fridges and fermentation cabinets. With the new app, data such as temperature and size can be checked and recorded in an accurate and precise manner to facilitate the provision of a safe food environment for customers.





CAKE EASY 2.0



Saint Honore upgraded its mobile application Cake Easy with various new and user-friendly features such as the sharing function which allows members to share with their friends for offers or rewards earned. Meanwhile, we understand senior citizens are less used to using smartphones and applications thereon. During the year, we have further reviewed how to offer discounts to reward our loyal customers – same discounts in Cake Easy are now also offered to elderly customers with the Senior Citizen Card. Our Cake Easy ambassadors also provide active assistance to help customers to install and use the application. As at the end of 2021, Cake Easy membership has grown by 24% to over 1 million members. We are also glad that our e-commerce platform was once again recognised as one of the top 10 Quality E-shops by the Hong Kong Retail Management Association in 2021.



SUPPLY CHAIN MANAGEMENT

Management approach

In the face of the ever-changing social, economic and political environment, how to ensure a sustainable supply chain has become a topic with high priority for the Group. In line with our commitment to upholding responsible, fair and ethical business practices, we take a risk-based approach for ingredients and packaging materials, which is an integral part of our business activities. And we believe a sustainable supply chain can only be achieved by greater knowledge sharing and transparency on best practices across the sector.

Assuring the quality and safety of incoming ingredients and packaging materials to meet or exceed our specifications is an integral part of the food safety management. At Saint Honore, we consider a set of factors such as product supply, purchase volume, food safety risk, and impacts of safety and quality incident. The risk level of raw materials is categorised into three classes, allowing us to implement proper control measures based on the risk categorisation. For materials with higher risk, supplier audit, annual due diligence test and in-coming material quality test are required in addition to the basic requirements. These allow us to identify and minimise risks that could potentially cause issues with our supply.



Key suppliers are evaluated through audits conducted by the Vendor Compliance Team. To guide our suppliers to embed sustainability into their business practices, we present our principles for responsible and ethical operations in the Supplier Code of Conduct. Regular evaluation is conducted on supplier qualification, material specification, supplier and material conformity. Material testing and incoming material quality check are being conducted regularly to ensure that they are in line with our standard procedures.

Progress areas

Swift response to new regulations on harmful substances



During the year, the Hong Kong Government passed the Harmful Substances in Food (Amendment) Regulation 2021 to strengthen the regulation of harmful substances in food, including the prohibition of any edible oil or fat containing partially hydrogenated oil. To ensure strict compliance with the regulation, after a thorough review of our raw material and supplier data, we requested our suppliers to provide details about the ingredients that may contain hydrogenated oil. Suppliers are required to make the statement to confirm that the materials supplied are free of hydrogenated oil.

We have been identifying alternatives for materials that may contain hydrogenated oil with the aim to terminate the use of hydrogenated oil related ingredients. For prepackaged products, information of any hydrogenated oil is stated on the revised ingredients labels.



Product Traceability



In coming years, the Group will formulate a food safety system in line with our business plans. To uphold our rigorous quality and safety standards, we must be able to trace our ingredients back to the source. Therefore, we have been preparing to establish a new and more effective product traceability system for monitoring and management of food safety along the whole supply chain, from raw materials supply to its storage and further to production and delivery.





ENVIRONMENTAL

Environmental protection is always among our top priorities and is an important part of our decision-making process. We are committed to minimising the environmental impact of our daily operations and work in partnership with stakeholders to contribute to a cleaner environment. The CSR Policy demonstrates our commitment to preserving the natural environment and reducing operational footprint. This guides us on carbon reduction, waste minimisation and responsible use of energy, water and other natural resources.

EMISSIONS

Management approach

Climate change has become one of the most pressing issues of our time that present all businesses with physical and transition risks. Recognising the impending impacts that carbon emissions have brought to climate change, the Group has a role to play in reducing carbon emissions and build climate resilience, as underlined in the CSR Policy. Measuring and disclosing our carbon footprint as a first step helps us understand and manage our performance by developing reduction actions and targets. Energy reduction target is set in our annual plan. Through our Environment Team, each business unit is responsible for formulating execution plans and monitoring performance against the reduction target.

Progress areas

Demonstrating our supply chain preparedness amidst climate change



We recognise that climate change poses risks to our business especially that our operation success relies on high-quality raw materials from suppliers around the world. Therefore, effective management of supply chain risk is essential to our sustainable growth. A proactive approach has been adopted to mitigating the disruption of supplies that may be resulted from climate change. We have a list of substitution materials or products in case of any delivery delay or failure in raw materials supplies due to critical climate conditions.

Taking wheat flour which is one of the key ingredients of our bakery business, the crop yield in different regions varies from year to year, depending on weather. To minimise the impact of climate change, contingency plans have been formulated. If major supplying countries or regions have poor harvest due to climate situation, we are flexible to use alternative supplies from other countries or regions.





Many of our bakery products use fruits from Japan. It is agreed that when poor harvest leads to unstable supply, our vendors will shift to other grown areas, for example, the sourcing of strawberries will be shifted from Kumamoto to Nagasaki. Flexible marketing promotion period for related products is also adopted to ensure a higher resilience.

Facilities upgrade for higher energy efficiency



Energy efficiency is one of the factors which we considered when upgrading our hardware and equipment. We have implemented 4G design for our new Saint Honore shops or renovation of our existing stores. Our lighting has been gradually replaced with LED lights. Automatic doors are installed to better preserve indoor temperature which requires fewer air-conditioning facilities.

In our factories, with the increasing proportion of supply under frozen environment, additional resources were allocated to ensure the proper maintenance of related equipment and to avoid incidents of refrigerant leakage. Besides, during the year, we continued to join a number of environmental activities, including the network-wide participation in the World Wildlife Fund's Earth Hour event.

To reduce air emissions from diesel consumption of our own logistics team (not including outsourced delivery fleets), we have been replacing aging trucks with more environment-friendly models. And considering the environmental impacts of the outsourced logistics operation, we will explore enhancing the data collection process and disclosing the relevant information when they become available.





WASTE MANAGEMENT

Management approach

CRA generates certain amount of food waste and other waste such as packaging materials due to our business nature. We fully understand our responsibility to properly manage and reduce the amount of waste throughout our entire production chain. General non-hazardous waste was sent to public refuse stations, while recyclable waste was sent to recyclers for further handling. Disposal of hazardous waste, if any, is carried out by licensed handlers according to local rules and regulations. Wastewater produced in operations mainly includes domestic wastewater discharged to municipal sewage treatment plant.

Considering plastics, particularly plastic packaging, as a critical global crisis that requires immediate attention, we have set up a cross-business unit team to explore sustainability packaging solutions and actions to reduce plastic packaging and consumables in factory and store.

Progress areas

Collaborate to go green

CRA has partnered with non-governmental organisations and business partners to promote sustainable packaging and food rescue. During the year, we continued to join a number of environmental activities, including the red packet and mooncake recycling programmes of Greener Actions as well as a bag recycling event of the Environmental Protection Department's Green Community programme.





Go plastic-free

The issue of packaging and plastic pollution which has made international headlines is a concern in our retail business. While we have reduced providing plastic cake-cutting knives, utensils and extra plastic bags to customers unless requested, we are exploring the use of packaging materials made of biodegradable or recyclable content while upholding our quality and safety standards. During the year, we have arranged two workshops for our employees across different production units to learn about the latest development of environmental materials.



RESOURCE MANAGEMENT

Management approach

Our operations consume a significant amount of water, raw materials and packaging materials. Therefore, using resources in an efficient and sustainable manner has been a priority in our business strategy. Our Environment Team works hard throughout the year to work with our line managers to identify opportunities to improve resources utilisation through improved process, improved equipment and new technology. In 2021, the Group sourced water from municipal supply and faced no issue in sourcing water fit for purpose.

We continuously improve processes to reduce resource consumption. Cleaning our baking utensils and containers consumes vast amount of clean water. We have carefully selected auto-washing machines that are both energy and water efficient and gradually upgraded them into our production lines in Hong Kong and Shenzhen factories. Besides, production of cake base had been centralised to achieve higher production efficiency and more effective use of resources.



Progress areas

Reinforcing green culture



Building a company green culture is key to achieving environmental enhancement. In 2021, we continued to raise awareness of the importance of avoiding single-use plastic during the month-long EcoDrive Enough Plastic Campaign.



As a way to remind our people of the simple steps to help protect the environment, a “Happy Sharing Eco-friendly Tips” initiative was held. Our people are encouraged to share daily environmentally friendly tips. Messages were shared on our internal platform.





EMPLOYMENT

As a retailer, our operations are about people and employees are our most valuable asset. Our HEARTS culture summarises our commitment to our employees which are: Happy, Energised, Achievements, Respect, Training and Success. Our human resources policies and initiatives are formulated around these values.

EMPLOYEE RELATIONS

Management approach

The Group strives to ensure a fair, trusting, respectful, inclusive and diverse culture. We list our employment practices such as recruitment, employee development and other benefits and welfare in the Employee Handbook, so that employees can understand the employment policies and terms.

To promote equal opportunities and diversity across the Group, we have an Equal Employment Opportunity Policy and a Code of Conduct and Business Ethics in place. Employee are treated with fairness irrespective of their individual differences such as ethnicity, gender, marital status, age, and disability. Our recruitment, rewards and compensation policies are based on employees' ability and performance, while we offer fair remuneration based on employees' roles and responsibilities, which are reviewed annually.

To enhance employees' well-being, we deliver comprehensive welfare and benefits schemes. Our remuneration packages provide eligible employees with a number of benefits in addition to the statutory requirements. For example, eligible employees receive extra one-day family-friendly leave every year, as a pro-family initiative.

Progress areas

During the year, Saint Honore Cake Shop Limited and Omni Beauty Retailing Limited (Zoff) have been accredited as signatory organisations of the "Good Employer Charter" 2020, and in addition, also been recognised as "Family-friendly Good Employer" by the Labour Department, in recognition of our companies' efforts in promoting family-friendly employment culture and implementing various friendly human resource management practices. We also received a Certificate of Appreciation to acknowledge our commitment to promoting a Breastfeeding Friendly Workplace.



Festive celebration

It has been our tradition to celebrate festivals with colleagues. Through giving out goodies, we wish to share positive energy among our people under social gathering restrictions amidst the pandemic.

- Daffodils bulbs were given out for colleagues to grow flowers to celebrate Chinese New Year.
- Sweet chocolate boxes were distributed to all staff in celebration of Valentine's Day.
- Giving out of fresh carnations for all colleagues to express love to all the mums on Mother's Day.



HEALTH AND SAFETY

Management approach

Employee health and safety is a priority at all times across all our business operations. In line with its commitment stated in the CSR Policy, the Group seeks to ensure a healthy and safe working environment by means of risk management and systematic measures.

We have emergency procedures in place to manage risks brought by a range of ad-hoc incidents. The emergency guideline sets out proper procedures in handling emergencies for employees and emergency drills are conducted from time to time.



Progress areas

Caring for employees' wellness



We always put our employees' wellness as our top priority and encourage them to maintain a healthy lifestyle. To promote mental and physical well-being, an employee assistance programme is designed to provide support for employees encountering stress or difficulties. Employees can approach our third-party counsellors either face-to-face or through hotline counselling services in confidentiality.

COVID-19 prevention was a top priority in our workplace. A series of precautionary measures were adopted in our stores, warehouse, logistics fleet, factories as well as our office. For details, please refer to the case highlight on page 15.

In addition to our Wellness Wednesday activity where fresh fruits were distributed to colleagues for maintaining a healthy lifestyle, we organised health talks to cover different topics. On 4 June 2021, a webinar was held to provide information on reduced carbohydrate diet.



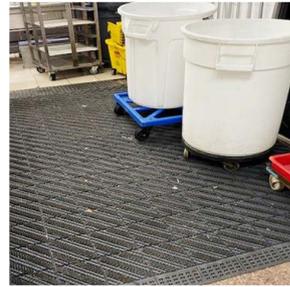
To protect our colleagues from the peak season of winter influenza, CRA rolled out a seasonal influenza vaccination programme to provide onsite vaccination at their ease and convenience.





Safety practices and facilities

To provide a hygienic and safe working environment for our people, we have invested in different automation, equipment and machines to reduce the physical burden of employees. Our factories are equipped with labour protective equipment, automated external defibrillator (AED), non-slip lights and carpets, air-purifiers, etc. Also, automatic door were installed for frequently used freezer to reduce strain on hands. At our smart warehouse, inspections are regularly conducted for continuous enhancement, including the installation of the new ventilation system.



Risk evaluation and inspection at Shenzhen factory

Regular safety inspections are conducted by our Training and Workplace Safety Team to identify any potential risks. For general risks, relevant units will be notified for ratification, upon which the concerned areas will be re-examined. In case of any major risks, enhancement project will be implemented to minimise the risks.

Besides, risk assessments are also carried out on new machines such as case washers and dough kneaders periodically to detect any potential danger. Precautionary measures will be formulated upon evaluation.





Occupational safety trainings

CRA offers mandatory safety induction training for all new employees on applicable standards and regulatory requirements. To enhance safety standards in our operations, trainings on workplace health and safety were conducted by certified safety engineers or safety officers on a monthly basis, covering topics such as 5S quality management, proper handling of production equipment, personal protective equipment, storage safety, electricity safety, road safety, fire safety, prevention of work-related pain and first aid.

Our internal e-learning platform Ho2Hok launched in 2020 continued to provide online safety trainings for colleagues to attend courses anywhere and anytime. Topics in 2021 included occupational safety overview, chemicals handling, fire safety, and manual handling.



Injury and follow up

Where there are any injury incidents, our Training and Workplace Safety Team is responsible for performing a thorough investigation of root causes and implementing follow-up course of actions and preventive measures. In 2021, the work injury rates recorded in Hong Kong, Macau and Shenzhen were 2.0%, 1.7% and 1.5% respectively. Common work injury incidents were sprain, clash, cut, slip and fall, and burnt. The Team conducted investigations and implemented follow-up course of actions to prevent reoccurrence, such as refreshing employees' knowledge over proper operation procedures and safety guidelines, improving work environment and provision of appropriate personal protective equipment.





DEVELOPMENT AND TRAINING

Management approach

We believe that investing in employee training and development is a key driver for building a talented and engaged workforce. Through learning and development opportunities, our employees are able to acquire professional knowledge and skills to enhance competencies in terms of career growth and development.

Our Competency Model sets out a clear framework for our employee development approach. It defines the knowledge, skills and attributes needed for different positions, which help us make informed decisions about talent recruitment, retention, succession, and career development strategies. We consistently communicate these competencies to our employees through our Employee Handbook.

Performance management is an essential part of promoting engaged and high-potential employees. There is a performance management and career development process for our employees. We evaluate employees' performance, provide continuous feedback and assess and identify training needs during annual performance appraisal.

Progress area

In the reporting period, 94% employees of Saint Honore in Hong Kong, Macau and Mainland China have been trained with a total of 22,969 training hours. Average training hours completed by employee reached its highest record at 8.31 hours, increased by 71% compared to the previous year (2020: 4.85).



Specialist training

A wide range of specialist trainings are provided to our colleagues. During the year, training sessions were provided to cover new professional knowledge and development trend.

In line with our sustainability strategy, we endeavour to educate our staff about the importance of pursuing sustainable operation. In February and October 2021, trainings on the topics of “An Overview of Sustainability Development (可持續發展知識概覽)” and “Know More about Environmental Protection (環保知多D)” were conducted respectively.

Besides, to maintain a high standard of corporate governance, a whistleblowing training course was launched in July 2021 to help employees understand more about how and to whom they can report misconduct and how they will be protected.

Digital payments are evolving quickly and it is crucial for our frontline staff to keep abreast of the new trend. In 2021, training sessions on digital payments were held, with the participation of staff members.



LABOUR STANDARDS

The Group strictly upholds best practices in labour and human rights standards and strives for maintaining a respectful workplace, free from discrimination and harassment of any form and with equal employment opportunities, training, performance assessment, disciplinary and grievance processes, etc.

We prohibit the employment of child labour and eliminate all forms of forced and compulsory labour in any of our operations. Policies and guidelines regarding overtime work, allowances and compensation leave are communicated to our employees through the Employee Handbook and the related human resource policies as well as the Equal Employment Opportunity Policy.



COMMUNITY INVOLVEMENT

Our business is closely linked to the community we operate in. A thriving community is the base for our sustainable success and its engagement initiatives are core factors when we determine our business priorities.

COMMUNITY ENGAGEMENT

Management approach

The Group underlines its commitment to engaging and supporting communities in the CSR Policy. Our Social Team takes the initiative to learn about the needs of our employees and the communities, which forms the basis for developing engagement plans aligned with their expectations and our strategy. Employees are invited to share their ideas on designing community initiatives, as we believe that active employee volunteerism delivers more meaningful impact when engaging with our communities. We have integrated their feedback and ideas into our engagement plans and some of them have been put into practice.

There is a Volunteer Leave Policy in place to encourage employees to participate in voluntary activities so as to contribute to society.

Progress areas

In 2021, our Social Team rolled out a range of engagement activities with the focus on promoting employee contribution to the environment and society, caring for the elderly and collaborating with the communities on engagement initiatives.

During the year, our people volunteered over 1,404 hours in 31 activities. The Group contributed over HK\$2.4 million to support community initiatives focusing on social, environmental protection as well as people.

Saint Honore Cake Shop Limited and Omni Beauty Retailing Limited (Zoff) are delighted to announce that they have received the “10 Years Plus Caring Company Logo” and the “Caring Company Logo 2019-21” respectively by the Hong Kong Council of Social Service (HKCSS). The awards not only recognise our endeavour and contributions to society over the years, but also affirm our colleagues’ active involvement in charitable and volunteer programmes.



Links with our community

Bread donation



As a leading bakery in the city, we always wish to share our best with the community. The Group have worked with Foodlink Foundation Limited, the Women's Service Association and Breadline to donate bread to the less fortunate. During the year, 230,000 loafs of bread were donated to 25 charitable organisations. Our volunteers also helped on the logistics of bread donation, contributing 1,170 volunteer hours.

In addition, a total of 200,000 bread vouchers were donated earlier to Feeding Hong Kong, who worked hand in hand with 84 local charities to distribute these vouchers to more than 60,000 elder people and underprivileged families in Hong Kong for redemption of our bakery products during the year.





Share warmth with the community

CRA joined hands with Lim Por Yen Integrated Home Care Services Centre and organised a giveaway activity to celebrate Chinese New Year with the elderly. Despite the pandemic, we shared festive joy by sending gifts including knit scarfs and hats that were hand-made by our colleagues.



We also worked together with The Evangelical Lutheran Church of Hong Kong to send love and care by giving out gift bags in traditional festive periods of Chinese New Year, Dragon Boat Festival and Mid-Autumn Festival. In September, we also donated Saint Honore mooncakes to Po Leung Kuk Padma & Hari Harilela Integrated Rehabilitation Centre for celebrating the festival.

Our colleagues at Shenzhen Factory distributed over 350 boxes of mooncakes and necessities to social welfare organisations including an elderly home “西鄉敬老院”, a children relief centre “太陽村鄱陽湖兒童救助中心”, and a disabled rehabilitation centre “越秀區殘疾人康復中心” during the Mid-Autumn Festival.





CRA volunteering efforts

In 2021, our colleagues and their family members participated in Heifer HK 20K Animal Virtual Run to raise fund by running, walking or hiking anywhere, anytime. The fund raised in the event was allocated to the Weicheng Haliha Poverty Alleviation Project in Hebei Province, China to help families to break out from poverty.

On 25 August, our volunteers and their family joined the Tung Wah Group of Hospitals Flag Day 2021 to raise fund in support of TWGHs' social and education services.

On 30 September, 20 of our volunteer team members took part in the Food Parcel Packing Activity organised by Feeding Hong Kong. Apart from assisting in the packing of food, participants also paid a visit to organiser's store to gain understanding on how food waste and poverty issues of Hong Kong are addressed with food banks.



Fundraising for Henan Zhengzhou floods disaster relief

In July, heavy rainfalls caused severe flooding in the Henan Province, leading to transportation disruptions and infrastructure damage, seriously impacting the daily lives of people there. Colleagues at Shenzhen Saint Honore organised an internal fund raising activity and passed the raised fund to Zhengzhou Red Cross Society.





PERFORMANCE SUMMARY

For a fair comparison of performance, the figures in 2020 have been restated due to the changes in recent business activities. The latest scope excludes Circle K and includes the operations of Saint Honore store operation in Hong Kong and Macau, and factories in Hong Kong, Macau and Shenzhen, which in line with the scope of 2021 performance.

ENVIRONMENTAL PERFORMANCE

Indicator and Unit	GHG Emissions	
	2021	2020 (restated)
Scope 1 emissions (in tonnes of CO ₂ -e)	6,011	4,659
Scope 2 emissions (in tonnes of CO ₂ -e)	15,946	15,098
Total carbon emissions (in tonnes of CO ₂ -e)	21,957	19,757
Intensity of carbon emissions by Saint Honore stores in Hong Kong and Macau (tonnes of CO ₂ -e/number of store day)	0.13	0.13
Intensity of carbon emissions by Saint Honore factories in Hong Kong, Macau and Shenzhen (tonnes of CO ₂ -e/finished products produced in kg)	0.0010	0.0010
Intensity of carbon emissions by our own logistics team (tonnes of CO ₂ -e/travel distance in km)	0.0008	0.0007

Indicator and Unit	Air Emissions [^]	
	2021	2020
Nitrogen oxides (NOx) (in tonnes)	5	4
Sulphur oxides (SOx) (in tonnes)	–	–
Respiratory suspended particles (RSP) (in tonnes)	–	–

[^] Air emissions refer to those emitted by our own logistics team.



Indicator and Unit	Energy Consumption	
	2021	2020 (restated)
Petrol (in MWh-e)	55	40
Diesel (in MWh-e)	4,493	3,886
Towngas (in MWh-e)	405	379
Natural Gas (in MWh-e)	6,372	5,612
Electricity (in MWh-e)	27,902	25,978
Total energy consumption (in MWh-e)	39,227	35,895
Intensity of energy consumption by Saint Honore stores in Hong Kong and Macau (MWh-e/number of store days)	0.25	0.24
Intensity of energy consumption by Saint Honore factories in Hong Kong, Macau and Shenzhen (MWh-e/finished products produced in kg)	0.0016	0.0016
Intensity of energy consumption by own logistics team (MWh-e/travel distance in km)	0.0032	0.0029

Indicator and Unit	Water [^]	
	2021	2020 (restated)
Total water consumption (in cubic metres)	191,379	166,911
Intensity of water consumption by Saint Honore stores in Hong Kong and Macau (cubic metres/number of store days)	0.52	0.57
Intensity of water consumption by Saint Honore factories in Hong Kong, Macau and Shenzhen (cubic metres/finished products produced in kg)	0.0109	0.0101

[^] No issue in sourcing water.



Indicator and Unit	Waste [^]	
	2021	2020
Total hazardous waste produced (in tonnes) [^]	–	–
Total non-hazardous waste produced (in tonnes) [^]	2,094	1,759
Intensity of non-hazardous waste produced of Saint Honore factories in Hong Kong, Macau and Shenzhen (tonnes/finished products produced in kg)	0.0001	0.0001

[^] Amount of waste produced only covers Saint Honore factories in Hong Kong, Macau and Shenzhen as waste generation of Saint Honore stores in Hong Kong and Macau is not considered as material to our operations.

Indicator and Unit	Packaging materials [^]	
	2021	2020
Total packaging materials used (in tonnes)	1,329	1,221
Packaging materials used per unit produced of Saint Honore factories in Hong Kong, Macau and Shenzhen (tonnes/finished products produced in kg)	0.0001	0.0001

[^] Amount of packaging materials used only covers Saint Honore factories in Hong Kong, Macau and Shenzhen as packaging materials use of Saint Honore stores in Hong Kong and Macau is not considered as material to our operations.



SOCIAL PERFORMANCE

Indicator	Employment and Labour Practices	
	2021	2020
By Employment Type		
Full-time	1,916	1,935
Part-time	575	468
Temporary	272	82
Total Workforce	2,763	2,485
By Gender		
Female	1,708	1,515
Male	1,055	970
By Age Group		
Below 40 years old	1,449	1,292
40 years old and above	1,314	1,193
By Geographical Location		
Hong Kong	1,421	1,411
Macau	231	208
Shenzhen	1,111	866



Indicator	Turnover Rate	
	2021	2020
Total Workforce	55.7%	24.0%
By Gender		
Female	40.6%	23.1%
Male	80.1%	25.4%
By Age Group		
Below 40 years old	75.8%	39.4%
40 years old and above	36.7%	11.5%
By Geographical Location		
Hong Kong	21.0%	14.1%
Macau	16.9%	18.3%
Shenzhen	108.0%	41.5%

Indicator for Work-related Fatalities	Health and Safety	
	2021	2020
Number and rate of work-related fatalities	0	0

Indicator for Work-related Injuries	2021	2020
		(Restated)
No. of lost days due to work injuries	1,050	710
Work-related injury rate	1.8%	1.6%
Hong Kong	2.0%	1.8%
Macau	1.7%	0.5%
Shenzhen	1.5%	1.5%



Indicator	Development and Training				2020			
	2021							
	Employee Trained Rate	Number of Employee Trained	Total Training Hours	Average Training Hours per Employee	Employee Trained Rate	Number of Employee Trained	Total Training Hours	Average Training Hours per Employee
Total Workforce	94%	2,606	22,977	8.32	94%	2,325	12,048	4.85
By Gender								
Female	95%	1,625	14,648	8.58	94%	1,428	7,545	4.98
Male	93%	981	8,329	7.89	92%	897	4,503	4.64
By Employee Category								
Office employees	51%	154	1,215	4.05	66%	263	1,804	4.51
Frontline employees	99%	1,112	10,310	9.18	98%	952	4,647	4.80
Factory/Warehouse Employees	100%	1,340	11,452	8.55	99%	1,110	5,597	5.02

Number of Suppliers				
By Geographical Location of Suppliers	Chinese			
	Mainland	Hong Kong	Macau	Japan
Total number of suppliers for Saint Honore factories	168	126	18	1
By Supplier Type	Food		Packaging	
	Food	Packaging	Others	
Total number of suppliers for Saint Honore factories	230	62	21	



REPORTING APPROACH

By reporting the policies, practices and performances of the Group in ESG aspects, it allows all stakeholders to understand the progress and development direction of the Group. This report complies with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. The four reporting principles, namely the principles of materiality, quantitative, balance and consistency, form the backbone of this report. The Report has been approved by the Committee and the Board on 17 March 2022.

Following the disposal of convenience store business in December 2020, the Group has refined the reporting scope by restating the performance indicators of 2021 for easier comparison and including more operations under Saint Honore for the financial year ended 31 December 2021 in this report. This report covers Saint Honore store operations in Hong Kong and Macau, and Saint Honore factories in Hong Kong, Macau and Shenzhen. The relevant businesses account for 82% of the Group’s total revenue.

Over the past few years, the Group has been invested resources in sustainability data management. Compared with the previous report, the reporting scope of the environmental KPIs has been significantly expanded. Looking forward, we will continue to enhance data quality in order to expand the coverage of the environmental targets to other operations.

REPORTING PRINCIPLES



This report covers aspects that reflect significant environmental and social topics identified through stakeholder engagement. Internal and external factors such as business strategy and stakeholder concerns are taken into account during the process.

Information is presented with quantitative measures whenever feasible. By doing so, it enables a transparent comparison of trends over years.



This report presents information on a consistent basis so that stakeholders can analyse and evaluate changes in performance over time. A due diligence process is conducted to ensure quality and accuracy of information disclosed.

Both achievements and challenges faced by the Group are presented in this report, ensuring a comprehensive picture of performance is reasonably reflected.





SUMMARY OF ENVIRONMENTAL AND SOCIAL DISCLOSURES

Description of Disclosures		Chapter	Page No.	Remarks
A. Environmental				
A1 Emissions				
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	Environmental, Performance Summary	21-25 37-42	No reportable cases of breaches in legal or regulation compliance
A1.1	The types of emissions and respective emissions data			
A1.2	Greenhouse gas emissions in total			
	Intensity of greenhouse gas emissions			
A1.3	Total hazardous waste produced			
	Intensity of hazardous waste produced			
A1.4	Total non-hazardous waste produced			
	Intensity of non-hazardous waste produced			
A1.5	Description of emissions target(s) set and steps taken to achieve them.			
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.			



Description of Disclosures		Chapter	Page No.	Remarks
A. Environmental				
A2 Use of Resources				
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	Environmental, Performance Summary	21-25 37-42	
A2.1	Direct and/or indirect energy consumption by type in total			
	Direct and/or indirect energy intensity			
A2.2	Water consumption in total			
	Water intensity			
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them			
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them			
A2.5	Total packaging material used for finished products			
	Total packaging material used for finished products with reference to per unit produced			
A3 The Environment and Natural Resources				
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	Environmental	21-25	No significant impacts of activities on the environment and natural resources
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them			



Description of Disclosures		Chapter	Page No.	Remarks
A. Environmental				
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	Environmental	21-25	
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			
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, Performance Summary	26-32 37-42	No reportable cases of breaches in legal or regulation compliance
B1.1	Total workforce by gender, employment type, age group and geographical region			
B1.2	Employee turnover rate by gender, age group and geographical region			



Description of Disclosures		Chapter	Page No.	Remarks
B. Social				
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	Employment, Performance Summary	26-32 37-42	No reportable cases of breaches in legal or regulation compliance
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year			
B2.2	Lost days due to work injury			
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored			
B3 Development and Training				
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	Employment, Performance Summary	26-32 37-42	
B3.1	The percentage of employees trained by gender and employee category			
B3.2	The average training hours completed per employee by gender and employee category			



Description of Disclosures		Chapter	Page No.	Remarks
B. Social				
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	Employment	26-32	No reportable cases of breaches in legal or regulation compliance
B4.1	Description of measures to review employment practices to avoid child and forced labour			
B4.2	Description of steps taken to eliminate such practices when discovered			
B5 Supply Chain Management				
General Disclosure	Policies on managing environmental and social risks of the supply chain	Product Responsibility, Performance Summary	14-20	
B5.1	Number of suppliers by geographical region		37-42	
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored			
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored			
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored			



Description of Disclosures		Chapter	Page No.	Remarks
B. Social				
B6 Product Responsibility				
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Sustainability Governance, Product Responsibility, Performance Summary	6-9 14-20 37-42	No reportable cases of breaches in legal or regulation compliance
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons			There were no recalls concerning the provision and use of products and services for safety and health reasons.
B6.2	Number of products and services related complaints received and how they are dealt with			In 2021, we received a total of 125 complaints from our reporting operations. There were no substantiated complaints received relating to the provision and use of products and services that have a significant impact on our operations.
B6.3	Description of practices relating to observing and protecting intellectual property rights			
B6.4	Description of quality assurance process and recall procedures			
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored			



Description of Disclosures		Chapter	Page No.	Remarks
B. Social				
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	Sustainability Governance, Performance Summary	6-9 37-42	No reportable cases of breaches in legal or regulation compliance In 2022, there were no concluded legal cases of corruption brought against the Group or its employees.
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			
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored			
B7.3	Description of anti-corruption training provided to directors and staff			
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	Community Involvement, Performance Summary	33-36 37-42	
B8.1	Focus areas of contribution			
B8.2	Resources contributed to the focus area			