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OVERVIEW

Hua Lien International (Holding) Company Limited (the “Company”) and its subsidiaries (collectively the “Group”) are pleased to present the Environmental, Social and Governance (“ESG”) Report (“this Report”) for the year ended 31st December, 2023 (the “Reporting Period”). This Report summarises the policies, strategies, management approach and performance of the Group in fulfillment of the environmental and social responsibilities during the Reporting Period. This Report should be read in conjunction with the Company’s Annual Report 2023 and the Corporate Governance Report contained therein.

REPORTING FRAMEWORK

This Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited with the four reporting principles of Materiality, Quantitative, Balance and Consistency.

REPORTING BOUNDARY

The Report covers the supporting service operation by one wholly owned subsidiaries of Sino-Africa Technology & Trading Limited (the “Supporting Service Operation”) and the sugar cane growing and sugar manufacturing plant in Jamaica, those are operated by a 70 percent owned subsidiary of Pan Caribbean Sugar Company Limited (the “Planting and Manufacturing Operation”). Supporting Service Operation as well as Planting and Manufacturing Operation represent the core operations of the Group. These represent the core operation and major source of revenue of the Group. During the Reporting Period, there was no significant change to the reporting boundary.

REPORTING PRINCIPLES

The Report adhered to the Reporting Guide and applied the four reporting principles of Materiality, Quantitative, Balance and Consistency.

MATERIALITY

The content of this Report is determined through a systematic materiality assessment process, which include identifying ESG-related issues, assessing their materiality and relevance, preparing and validating the information reported and reviewing stakeholder feedback. Details of the key stakeholder engagement channels and materiality assessment are disclosed in the sections of “Stakeholder Engagement” and “Materiality Assessment”.

QUANTITATIVE

In order to give a comprehensive understanding of the Group’s ESG performance during the Reporting Period, the Group’s ESG performance in current year relative to various quantitative Key Performance Indicator(s) (“KPI(s)”), with comparison to previous year, are disclosed in this Report. Information about the standards, methodologies, assumptions and/or calculation references, and sources of key conversion factors used on these KPIs are stated wherever appropriate in this Report.



BALANCE

This Report aims to provide a balanced representation of the Group's ESG performance. The selected content aims to reflect impartially the impacts of the identified material ESG-related issues on the Group as well as the Group's involvement in addressing these impacts.

CONSISTENCY

As far as reasonably practicable, consistent methodologies are adopted when calculating the KPIs disclosed in this Report or any changes that may affect a meaningful comparison would be stated particularly in this Report.

ESG GOVERNANCE

The Group is committed to the long-term development of its business in a sustainable manner. The Group seeks to embed sustainable practices in its everyday operations and align sustainability goals with the Group's overall strategic direction. The Group is committed to conducting business operations in an ethical and responsible manner. The Group's corporate culture urges the employees to act with integrity and accountability. Thus, the Group has established a comprehensive ESG governance structure to assist the board of directors of the Company (the "Board") in supervising the ESG-related matters. The Group believes that a sound ESG governance is critical to enhance the Group's performance in sustainability development and to ensure the effective assessment and management of the ESG-related matters.

Board

- Takes ultimate responsibility for the Group's overall ESG vision and the long-term sustainable development directions and objectives
- Approves the Group's overall ESG policies and strategies
- Reviews the performance of the Group's ESG sustainable Development
- Approves the Group's ESG report

Senior Management

- Formulates the Group's ESG policies, strategies and work plans/measures for the Board's approval
- Monitors the progress of implementation of the ESG-related work plans/measures
- Supervises and reviews the Group's ESG practices and proposes improvements to the Board
- Reviews the Group's ESG report and other ESG-related disclosures

Various Departments

- Collect data required for the ESG report
- Identify and report to the senior management on significant ESG issues
- Perform ESG risk management and internal monitoring
- Ensure effective implementation of the Group's sustainable development strategy and work plans/measures within the departments



BOARD STATEMENT

The Board holds the ultimate responsibility in overseeing the management of the Group's sustainability issues. The Board considers sustainability issues as part of its strategic formulation and places strong emphasis in aligning the Group's business strategies to the Group's sustainability objectives.

The Board is also responsible for the overall risk management and internal control systems of the Group and for reviewing its effectiveness, which also covers the ESG-related risks to the Group's business. Risk management framework is in place to provide a consistent approach on the risk management processes, including identification, assessment, treatment and reporting of the potential risks identified affecting the key business processes of the Group.

During the Reporting Period, the senior management has assisted the Board in the evaluation of material ESG-related risks and opportunities to the Group's business. Appropriate ESG policies and strategies in dealing with the potential risks and opportunities have been formulated. The Board with the assistance from the senior management in fulfilling its oversight role in managing the Group's ESG matters.

Regarding the materiality assessment, the Group performs the following process to evaluate the materiality in ESG aspects:

1. IDENTIFICATION

Identifies ESG topics by reference to the industry benchmarking and the Reporting Guide.

2. PRIORITISATION

Determines the materiality of each ESG topic based on the importance of each ESG topic to the Group through internal discussion of the senior management. The senior management who possesses a high-level view of all the aspects, is asked to score the importance of each ESG topic.

3. VALIDATION

Ensures that the identified ESG topics are aligned with the sustainable development direction sought by the Group. Validates the results of materiality assessment and proper disclosures are made in the ESG report.

Through the process for materiality assessment, the Board can have better understanding the degree of importance to each ESG topic and would enable the Group to plan its sustainable development direction more comprehensively.

The Board sets the strategic goals and targets in medium-term for the coming three to five years which would enable the Group to develop a realistic ESG roadmap and focus on results of achieving the ESG visions.

The Board with the assistance from the senior management monitors the progress of implementation of the ESG-related work plans/measures and reviews the progress against ESG-related goals and targets. The Board would review carefully the attainability of the targets which should be weighed against the goals. The progress of target implementation and the performance of the goals and targets are closely reviewed from time to time. Rectification would be made if the progress falls short of expectation.







Looking forward, the Board will strengthen the work of ESG risk management and will commit to the responsibility of internal control of ESG-related risks in order to protect both the business development of the Group and the long-term interests of the stakeholders of the Company.



STAKEHOLDER ENGAGEMENT

The Group communicates regularly with key stakeholders through various channels in order to understand their different expectations and identifies the most material ESG aspects to be placed comparatively higher emphasis for reporting in this Report. While higher priority is given to the most material aspects, the Group will continue to monitor and report the other aspects in this Report in order to enhance the corporate transparency.

The table below presents the communication methods between the Group and the key stakeholders for the Reporting Period.

Stakeholder Groups	Major Concerns	Engagement Methods
Investors 	<ul style="list-style-type: none"> Timely updates on financial performance and business strategies and opportunities 	<ul style="list-style-type: none"> Annual and interim financial reports Annual general meeting Announcements and disclosures The Group's website
Employees 	<ul style="list-style-type: none"> Occupational health and safety Fair employment practices 	<ul style="list-style-type: none"> Training and seminars Face-to-face meetings Annual performance appraisals Corporate culture activities
Government and regulators 	<ul style="list-style-type: none"> Compliance with regulatory Requirements 	<ul style="list-style-type: none"> Written correspondence Ad-hoc calls and meetings
Customers 	<ul style="list-style-type: none"> Quality of products and services 	<ul style="list-style-type: none"> Customer visits Customer assessment Exhibitions Customer hotline
Suppliers 	<ul style="list-style-type: none"> Fair and transparent business Conduct Continued engagement 	<ul style="list-style-type: none"> Factory visits Supplier assessment Quality and delivery reviews
Community 	<ul style="list-style-type: none"> Environmental protection Job opportunity 	<ul style="list-style-type: none"> Community activities Job Fairs



MATERIALITY ASSESSMENT

During the Reporting Period, the Group has evaluated the materiality in ESG aspects through the process of (1) identification of ESG topics by reference to the industry benchmarking and the Reporting Guide; (2) prioritization of ESG topics through the internal discussion with the senior management; and (3) validation of ESG topics. There was no significant change in the ESG topics as there was no significant change in the Group's business scope.

The Group's materiality matrix for the Reporting Period was as follows:

		Materiality Matrix		
Importance to Stakeholders	High	<ul style="list-style-type: none"> Anti-discrimination 	<ul style="list-style-type: none"> Greenhouse gas emissions Employment system Development and training Environment and natural resources 	<ul style="list-style-type: none"> Energy Consumption Occupational health and safety Supply chain management Anti-corruption
	Medium	<ul style="list-style-type: none"> Community investment 	<ul style="list-style-type: none"> Product responsibility Water Consumption Climate change 	<ul style="list-style-type: none"> Customer privacy
	Low	<ul style="list-style-type: none"> Preventive measures for child and forced labour 	<ul style="list-style-type: none"> Use of packaging material 	<ul style="list-style-type: none"> Wastes management
		Low	Medium	High
		Importance to Business		
		<ul style="list-style-type: none"> Environment 	<ul style="list-style-type: none"> Employee 	<ul style="list-style-type: none"> Operation



A. ENVIRONMENTAL

1. EMISSIONS (ASPECT A1)

The Group's Supporting Service Operation, which mainly involved the provision of supporting services to sweetener business, does not result in significant air and greenhouse gas emissions, discharges into water and land or generation of hazardous and non-hazardous wastes.

The Group's Planting and Manufacturing Operation, which is the largest sugar cane grower and sugar manufacturer in Jamaica has commitment to improve environmental management processes is underpinned by continuous improvement in the management of direct environmental impacts across its value chain.

The policies about emission including:

- to continuously improve their sustainability-linked environmental practices, to conserve raw materials, reduce greenhouse gas emissions and energy intensity, entrench climate change mitigation and adaptation strategies, promote responsible manufacturing and undertake sustainable agriculture practices;
- to introduce environmentally-friendly initiatives such as reducing unnecessary packaging materials or using packaging materials that can be recycled (thereby reducing our solid waste produced at scene), maximise the reuse of the byproducts of our manufacturing processes, optimise our water footprint per ton of cane produced and implement our water risk management and monitoring strategy;
- to create wider environmental stakeholder awareness and improve responsiveness to key environmental-related performance indicators, including threats brought about by climate change;
- to undertake rigorous review, not only to address legal liability, but also to ensure the implementation of a precautionary approach in relation to the management of environmental impact; and
- to leverage improved environmental performance in our supply chain (eg, quantifying and monitoring greenhouse gas emissions from third-party transporters), managing environmental impacts and focus on weather-related supply chain disruptions.

The Group's Supporting Service Operation as well as Planting and Manufacturing Operation abide by all the applicable environmental laws and regulations of the local governments. The Group has established the environmental protection policies that include both emission reduction and energy-saving policies in order to minimize the impacts on the environment.

During the Reporting Period, the Group's Planting and Manufacturing Operation in Jamaica entrusted an independent consultancy firm to conduct the measurements to the greenhouse gases ("GHG") and other air pollutants emissions. Through the results of measurements, the Group's Planting and Manufacturing Operation have been able to realise the distributions of major GHG emissions, the Group's Jamaica Planting and Manufacturing Operation could improve further the existing energy-saving and emission reducing policies and systems in managing and reducing the GHG emissions.



Emission factors are representative values, relating the quantity of an emission with an activity associated with the release of that emission. Country-specific emission factors have been applied where available, otherwise accepted international proxy emission factors have been adopted.

The electricity grid emission factors applied to our areas of operation vary as a result of the GHG emission intensity of the electricity generation technologies utilised by the countries within which we operate.

The GHG which are managed by the Group include Carbon Dioxide (CO₂), Nitrous Oxide (NO₂) and Methane (CH₄). The other air pollutants which are also managed by the Group include Particulate Matter (PM), Sulphur Dioxide (SO₂), Nitrogen Oxide (NO_x), Carbon Monoxide (CO), Volatile organic compounds (VOCs) and Lead (Pb). GHG and other air pollutants emissions are mainly the result of burning various fuels throughout both agricultural and industrial processes.

The Planting and Manufacturing Operation involved the sugarcane cultivation and milling process, most of the GHG emissions are directly from heavy fuel oil use and bagasse burning and also the use of auto-diesel by corporate fleet, lorries and farming machinery. The Supporting Service Operation is relatively clean, the GHG emission is mainly from use of purchased electricity derived from fossil fuels and the air travel (i.e. the indirect emissions). Our GHG emissions are reported in terms of Scope 1 and 2 as defined in the GHG Protocol:

- Scope 1 are direct GHG emissions as a result of fuel combustion; and
- Scope 2 are indirect GHG emissions from purchased electricity and air travel;

I. GHG Emissions ^(Note 1):

Indicators	2023	2022
Direct emissions (Scope 1) ^(Note 2) (tonnes CO ₂ e)		
Bagasse and Fuel Wood	53,138.3847	61,463.6009
Heavy fuel oil and Auto-diesel	1,299.6693	4,007.9578
	54,438.0540	65,471.5587
Indirect emissions (Scope 2) ^(Note 3) (tonnes CO ₂ e)		
Purchased electricity	0.4590	0.7140
Air Travel	13.2000	0.0000
	13.6590	0.7140
Total GHG emissions (tonnes CO ₂ e) ^(Note 4)	54,451.7130	65,472.2727
Intensity ^(Note 5)		
Total GHG emissions per tonne of sugar produced (tonnes CO ₂ e/tonne) for Planting and Manufacturing Operation	4.4280	5.2732
Total GHG emissions per floor area (tonnes CO ₂ e/m ²) for Supporting Service Operation	0.1856	0.0097



Notes:

1. The GHG emissions data is presented in carbon dioxide equivalent (“CO₂e”).
2. During the Reporting Period, the breakdown of Scope 1 GHG emissions is as follows: carbon dioxide of 54,424.5301 tonnes (2022: 65,437.1368 tonnes), methane of 0.3377 tonnes (2022: 0.5012 tonnes), nitrous oxide of 0.0170 tonnes (2022: 0.0735 tonnes), hydrofluorocarbons of nil (2022: nil), perfluorocarbons of nil (2022: nil) and sulphur hexafluoride of nil (2022: nil).
3. Scope 2 GHG emissions data was quantified by applying the emission factor to MWh of electricity consumed and to the haul miles travelled.
4. The 16.9% decrease in the total GHG emissions was mainly due to the 13.5% decrease in combustion of bagasse from 78,735 tonnes in 2022 to 68,094 tonnes in 2023 as a result of the decrease in processing of sugar cane and the remaining was attributing to the reduction of the consumption of heavy fuel oil as supplemental fuel.
5. The 16.0% decrease in intensity of the Plant and Manufacturing Operation was mainly due to the improvement in stability of bagasse supply reduce the factory downtime by 35.0%. The significant decrease in factory downtime considerably reduced the consumption of heavy fuel oil as supplemental fuel and reduce the intensity of emission.

The 1,813.4% increase in intensity of the Supporting Service Operation was due to the increase in long-haul business air travel for seeking new business opportunities.



II. Other Air Pollutant Emissions:

Indicators	2023	2022
Particulate Matter (PM)	95.3962	110.3504
Sulphur Dioxide (SO ₂)	3.8980	5.7769
Nitrogen Oxide (NO _x)	77.6724	90.6408
Carbon Monoxide (CO)	12.1847	14.7388
Volatile organic compounds (VOCs)	0.8725	1.6767
Lead (Pb)	0.0000	0.0002
Total other air pollutant emissions (tonnes) ^(Note 2)	190.0238	223.1838
Intensity ^(Note 3)		
Total other air pollutant emissions per tonne of sugar produced (tonnes/tonne) for Planting and Manufacturing Operation	0.0155	0.0180
Total other air pollutant emissions per floor area (tonnes/m ²) for Supporting Service Operation	0.0000	0.0000

Notes:

1. The 14.9% decrease in the other air pollutant emissions was mainly due to the 13.5% decrease in combustion of bagasse from 78,735 tonnes in 2022 to 68,094 tonnes in 2023 as a result of the decrease in processing of sugar cane and remaining was attributing to the decrease in consumption of heavy fuel oil as supplemental fuel.
2. The 13.9% decrease in intensity of the Plant and Manufacturing Operation was the improvement in stability of bagasse supply reduce the factory downtime by 35.0%. The significant decrease in factory downtime considerably reduced the consumption of heavy fuel oil as supplemental fuel and that reduced the intensity of emission.

During the Reporting Period, the main source of the Supporting Service Operation's GHG emissions continued to be the indirect emissions caused by purchased electricity, and therefore, GHG emissions could be effectively reduced by saving electricity consumption. While the main source of the for Planting and Manufacturing Operation's GHG emissions continued to be the direct emissions caused by the burning of bagasse and heavy fuel oil and auto-diesel and therefore, GHG emissions could be effectively reduced by better maintenance of the burners and reduce the consumption of heavy fuel oil by maintaining constant and stable of quantity of bagasse and by improving in quality of bagasse with lower-level impurities. Planting and Manufacturing Operation have set the yearly targets in term of energy-saving and implemented various kinds of energy-saving measures to achieve the targets in term of energy-saving in order to mitigate GHG emissions and other pollutant emissions. For details, please refer to the following section "Use of Resources".



III. Waste Management ^{(Note 1):}

Indicators	2023	2022
Total hazardous wastes ^(Note 2) (tonnes)	0.0000	0.0000
Total non-hazardous wastes ^(Note 3) (tonnes)	10,652.0000	14,475.0300
Total wastes (tonnes) ^(Note 4)	10,652.0000	14,475.0300
Intensity ^(Note 5)		
Total non-hazardous wastes per tonne of sugar produced (tonnes/tonne) for Planting and Manufacturing Operation	0.8664	1.1658
Total non-hazardous wastes per floor area (tonnes/m ²) for Supporting Service Operation	0.0001	0.0004

Notes:

1. The Group's Planting and Manufacturing Operation and Supporting Service Operation have classified and collected wastes generated according to the categories of recyclable and non-recyclable.
2. The Group's Planting and Manufacturing Operation and Supporting Service Operation refer to The Natural Resources (Hazardous Waste) (Control of Transboundary Movement) Regulations in Jamaica (the "Act") and The Directory of National Hazardous Wastes (the "Directory"), which has been formulated according to the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes, to assess any hazardous wastes generated. According to the classification in the Act and the Directory, the Group Jamaica Planting and Manufacturing Operation and Supporting Service Operation did not generate hazardous wastes.
3. The non-hazardous wastes of Planting and Manufacturing Operation of residue from sugarcane juice filtration ("filer cake") and combustion ash of bagasse ("boiler ash") generated in the manufacturing process of sugar is recycled to be used as a fertilizer/soil improver directly applied on the sugar cane fields. There were 10,582.0000 tonnes of these non-hazardous wastes were recycled in 2023 (2022: 14,400.0000 tonnes).
4. The 26.4% decrease in the total wastes was mainly due to the 16.1% decrease in sugar cane processed from the 234,282 tonnes in 2022 to 204,121 tonnes in 2023 and the remaining was due to the decrease in extraneous matter in the sugar cane in 2023.
5. The 25.7% decrease in intensity of the Planting and Manufacturing Operation of non-hazardous wastes per ton of output was due to the decrease of extraneous matter such as cane roots and soil in the sugar cane when harvesting in better weather conditions in 2023.

The 75.0% decrease in intensity of the Supporting Service Operation was due to the downsizing in scale through the closing of a subsidiary



IV. Discharge of wastewater or runoffs (effluent) ^{(Note 1):}

Indicators	2023	2022
Total hazardous wastewater ^(Note 2) (m ³)	–	–
Total non-hazardous wastewater ^(Note 3) (m ³)	5,651,589.8467	6,004,823.4746
Total wastewater ^(Note 4) (m ³)	5,651,589.8467	6,004,823.4746
Intensity ^(Note 5)		
Total non-hazardous wastewater per tonne of sugar produced (m ³ /tonne) for Planting and Manufacturing Operation	459.7029	483.6349
Total non-hazardous wastewater per floor area (m ³ /m ²) for Supporting Service Operation	0.0408	0.1692

Notes:

1. The Group's Supporting Service Operation and Planting Manufacturing Operation and have classified and collected wastes generated according to the categories of recyclable and non-recyclable.
2. The Group's Planting and Manufacturing Operation and Supporting Service Operation refer to The Natural Resources (Hazardous Waste) (Control of Transboundary Movement) Regulations in Jamaica (the "Act") and The Directory of National Hazardous Wastes (the "Directory"), which has been formulated according to the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes, to assess any hazardous wastes generated. According to the classification in the Act and the Directory, the Group Jamaica Planting and Manufacturing Operation and Supporting Service Operation did not generate hazardous wastewater.
3. Planting and Manufacturing Operation had implemented measures to reduce the non-hazardous wastewater discharge by re-using the water from Vacuum Pans through the use of two cooling towers to wash sugar canes and by re-using the water from boiler blowdown through the use of two cooling towers for the scrubbers at the boilers.

The non-hazardous wastewater from Planting and Manufacturing Operation will go to the reverse osmosis plant where the wastewater will first neutralize in a holding tank and then passes through two settling ponds which filters out heavy particles before it is discharged. After these wastewater treatments, all effluents are considered safe for direct discharge into surrounding streams and canals in accordance the regulations in Jamaica.

4. The 5.9% decrease in the total wastewater was mainly the 5.9% shortening of day facility operated of the Planting and Manufacturing Operation from 153 days in 2022 to 144 days in 2023.
5. The 4.9% decrease in intensity of the Planting and Manufacturing Operation was because less water was consumed to remove the extraneous matters when the extraneous matters in sugar cane decreased in 2023.

The 75.9% decrease in intensity of the Supporting Service Operation was due to the downsizing in scale through the closing of a subsidiary.



2. USE OF RESOURCES (ASPECT A2)

The Group believes that in the long run, due performance of environmental responsibility would definitely improve the effectiveness of the utilisation of the Group's resources and would raise the economic efficiency of the Group.

The Group's Supporting Service Operation as well as Planting and Manufacturing Operation have established the environmental protection, energy-saving and emission reducing policies and strived to integrate the environmental considerations into the daily operation. With the policies implemented in practice, different department was coordinated to ensure the policy direction and effectiveness on environment protection. The taskforce was also responsible for the planning of the energy saving and emission reducing solutions and supervising their implementations. The taskforce applied the energy saving objectives into the workshops.

Supporting Service Operation as well as Planting and Manufacturing Operation continue to identify the potential and the approaches for energy saving and reducing the amount of energy consumption in order to meet the energy saving and emission reducing indicators as requested by the local governments. Supporting Service Operation and Planting and Manufacturing Operation has already formulated a series of energy management systems to raise the efficiency of energy usage.

For the Supporting Service Operation, the main use of resource is the electricity consumption accounts for the majority of indirect greenhouse gas emissions and its scale is insignificant given the size of the Group's operation. To achieve energy efficiency, the Group adjusts the central air-conditioning system of the office on a seasonal and timely basis each year to ensure the indoor temperature is moderate and to reduce electricity consumption. Energy-efficient fluorescent tubes or electricity-saving fluorescent tubes are fully installed in order to save energy and reduce resources consumption. The use of energy-efficient fluorescent tubes or electricity-saving fluorescent tubes can reduce daily electricity consumption. To reduce electricity consumption, our employees turn on the lights and air-conditioning system depending upon usage in the office.

For the Planting and Manufacturing Operation, water, energy and other materials represent three inputs used by all of our operations. The policies for water, energy and other materials are as follows:

Water, which is a vital raw material for the operation, is sourced directly from rain, sustainable, secure and legally compliant water resources such as underground water and indirectly from municipal service providers. Water consumption volumes are measured using a variety of site-specific methods to ensure on-going compliance with water use licenses, and is reported internally on a weekly basis. Water discharge volumes and methods are monitored to ensure compliance with relevant national statutes (eg, discharge qualities and quantities). As part of our overall water management strategy, water management models have been customised to improve water efficiency opportunities in an effort to reduce water consumption and maximise the recycling of water in our secondary processes.



The energy and other material inputs used in the Group's production processes are relevant to the extent that they impact on the conservation of the global resource base and are the focus of our efforts to reduce resource intensity and the management of our total operational costs. Where practical, we use input materials that promote environmental responsibility. Factory by-products, in the form of filter cake and boiler ash are applied to cane fields as natural fertilisers. The use of our by-products as nutrient supplements decreases the Group's reliance on organic fertilisers, thereby resulting in decreased costs, resource intensity and GHG emissions while herbicides, pesticides and fungicides are applied under control for not exceeding limit per hectare of cane grown.

In the sugar production process, steam is generated using bagasse, which is the renewable fibrous residue that remains after the extraction of juice from the crushed stalks of sugar cane. This steam is used to provide the process heating requirements of the sugar production process, and then to generate renewable electricity through co-generation. The electricity is primarily used within the sugar manufacturing process, to power milling, refining and packaging processes, with excess exported to provide national electricity grids in future.

In certain period, the renewable energy derived from bagasse is not sufficient to provide all energy requirements of the production processes and supplementary fuel of heavy fuel oil is required, which is non-renewable.

The Supporting Service Operation and Planting and Manufacturing Operation continue to identify the potential and the approaches for energy-saving and reducing the amount of energy consumption. They have conducted examinations on problems and insufficiencies in respect of energy usage and prepared the energy-saving planning report. They have continued to prepare the corporate's energy-saving self-inspection reports and set target in term of energy-saving. After the performing of an energy audit for assessing and improving energy efficiency, they have implemented certain approaches for energy-saving and reducing the amount of energy consumption and have already formulated a series of energy management systems to raise the efficiency of energy usage. They have then set the yearly targets in term of energy-saving in order to cooperate with the local government for fulfilment the energy conservation plan. They have continued to prepare the corporate's energy-saving self-inspection reports. Through these reports, they have been able to review the effectiveness of the implemented energy management systems.



I. Energy Consumption:

Indicators	2023	2022
Direct energy consumption (MWh)		
Renewable energy used ^(Note 1)	150,552.1585	174,149.1460
Non-renewable energy used ^(Note 2)	4,957.7702	14,927.9662
	155,509.9287	189,077.1122
Indirect energy consumption (MWh)		
Purchased electricity	1.1000	1.6000
	155,511.0287	189,078.7122
Intensity		
Total energy consumption per tonne of sugar produced (MWh/Tonne) for Planting and Manufacturing Operation.	12.6493	15.2285
Total energy consumption per floor area (MWh/m ²) for Supporting Service Operation	0.0149	0.0217

Notes:

- 1 The direct renewable energy consumed by the Group's Planting and Manufacturing Operation include only bagasse and fuel wood (consumed by electricity generators). During the Reporting Period, the breakdown of the direct energy consumption of renewable energy is as follows: bagasse of 150,468.8251 MWh (2022: 173,982.4793 MWh) and fuel wood of 83.3334 MWh (2022: 166.6667 MWh).
- 2 The direct non-renewable energy consumed by the Group's Planting and Manufacturing Operation include heavy fuel oil (consumed by electricity generators) and auto-diesel (consumed by corporate fleet, lorries and farming machinery). During the Reporting Period, the breakdown of the direct energy consumption of non-renewable energy is as follows: heavy fuel oil of 2,761.3173 MWh (2022: 12,303.7392 MWh) and auto-diesel of 2,196.4529 MWh (2022: 2,624.2271 MWh).
- 3 The overall 17.8% decrease in the total energy consumption was mainly due to the 13.5% decrease in combustion of bagasse from 78,735 tonnes in 2022 to 68,094 tonnes in 2023 as a result of the decrease in processing of sugar cane and the remaining was attributing to the decrease in consumption of heavy fuel oil as supplemental fuel.
- 4 The 16.9% decrease in intensity of the Plant and Manufacturing Operation was mainly resulting from due to the improvement in stability of bagasse supply reduce the factory downtime by 35.0%. The significant decrease in factory downtime considerably reduced the consumption of heavy fuel oil as supplemental fuel and that reduced the intensity of emission.

The 31.3% decrease in intensity of the Supporting Service Operation was resulting from was due to the decrease in purchased electricity consumption after downsizing in scale through the closing of a subsidiary.



II. Water Consumption:

Indicators	2023	2022
Ground (borehole)	6,279,540.9410	6,672,012.2496
Municipal	3.0000	16.0500
Total water consumption (m ³) ^(Note 2)	6,279,543.9410	6,672,028.2996
Intensity ^(Note 3)		
Total water consumption per tonne of sugar produced (m ³ /tonne) for Planting and Manufacturing Operation	510.7809	537.3721
Total water consumption per floor area (m ³ /m ²) for Supporting Service Operation	0.0408	0.2181

Note:

1. The extraction of underground water in Jamaica is under permit granted.
2. The 5.9% decrease in the total water consumption was mainly due the 5.9% shortening of day facility operated of the Planting and Manufacturing Operation from 153 days in 2022 to 144 days in 2023.
3. The 4.9% decrease in intensity of the Planting and Manufacturing Operation was because less water was consumed to remove the extraneous matters when the extraneous matters in sugar cane decreased in 2023.

The 81.3% decrease in intensity of the Supporting Service Operation was due to the decrease in purchased water after downsizing in scale through the closing of a subsidiary.

During the Reporting Period, water consumption volumes are measured using a variety of site-specific methods to ensure on-going compliance with water use licenses, the Planting and Manufacturing Operation is complied with relevant requirement under the permits. During the Reporting Period, the Group's Planting and Manufacturing Operation and Supporting Service Operation have no issue in sourcing water.

As part of the water management strategy to reduce the loss of sugar production to inadequate irrigation efficiency, the mitigation and adaptation strategies implemented during the Reporting Period by irrigation simulation and optimisation programmes were initiated.



III. Packaging Material Used ^{(Notes 1):}

Indicators	2023	2022
Total packaging material used (tonnes) ^(Notes 2)	111.3500	113.4600
Intensity ^(Notes 2)		
Total packaging material consumption per tonne of sugar produced (Tonnes/Tonne) for Planting and Manufacturing Operation	0.0091	0.0091
Total packaging material consumption per tonne of good shipped (Tonnes/Tonne) for Supporting Service Operation	0.0000	0.0000

Notes:

1. The packaging materials used in the finished products by the Group's Planting and Manufacturing Operation as well as Supporting Service Operation include plastic (woven bag, stretch film etc.) of 100.7600 tonnes (2022: 101.7600 tonnes) and wood (wooden crates, wooden pallet etc.) of 10.5900 tonnes (2022: 11.7000 tonnes).
2. The 1.9% decreases in the total packaging material of the Planting and Manufacturing Operation used was because the 1.0% decrease in raw sugar output in 2023.
3. There was no change in in intensity of the Planting and Manufacturing Operation in 2023.

The Group's Planting and Manufacturing Operation as well as Supporting Service Operation have placed great emphasis on the recycling of packaging materials and tried to minimise the total packaging materials used in order to reduce the generation of waste and save the cost of packaging materials. During the Reporting Period, it is estimated that about 10.5900 tonnes (9.5%) (2022: 11.7000 tonnes (10.3%)) of the wooden crates and plastic woven bag have been reused, and recycled or resold to local recycling agents.

During the Reporting Period, the Supporting Service Planting and Manufacturing Operation have adopted the following initiatives to achieve the target in term of energy-saving:

1. Use high-efficiency facilities to reduce electricity consumption;
2. Place waste separation bins to facilitate recycling incentives;
3. Promote environmental awareness among employees to save energy, water and natural resources and to reduce waste; and
4. Shut down equipment, electricity, water, gas and air-conditioning supply when they are not needed.

During the Reporting Period, the Supporting Service Planting and Manufacturing Operation have no issue in sourcing water that is fit for the purpose.



3. THE ENVIRONMENT AND NATURAL RESOURCES (ASPECT A3)

The Group Supporting Service Operation as well as Planting and Manufacturing Operation continue to put environmental protection policies into practice as the Group believes that those energy-saving and emission reduction policies are not only environmentally friendly but also conducive to cost-saving. The Group also believes that those policies would eventually lead the Group to achieve sustainable development of the environment and the business of the Group.

The Group's Supporting Service Operation as well as Planting and Manufacturing Operation are mindful of the role that we play in relation to the sustainable development of the regions in which we operate and our strong interdependence with the local communities and natural environments in those areas, our management of the environment is guided by the commitment to minimising any negative impacts that we may have on the environment, or which may contribute to climate change.

During these years, the Group's Supporting Service Operation as well as Planting and Manufacturing Operation continue to invest in environmental improvements, with the aim of introducing cost-effective measures to prevent environmental degradation and improve environmental management systems. These include the adoption the energy-saving and emission reduction measures in relation to the cleaner production, such as the replacement of the energy-exhausting old machineries with the new machineries in order to increase the efficiency while saving the energy. Such measures have increased the efficiencies of both energy-saving and emission reduction and improved the working environment of the workshops and the investment in improving water and wastewater treatment infrastructure.

The Group's Supporting Service Operation as well as Planting and Manufacturing Operation is committed to minimising the environmental impact of the operations and by operating the businesses in ways that support sustainable use of the available natural resources. The Group strives to conserve energy and other valuable natural resources, to reduce waste and to participate in recycling and other environmental protection efforts. During the Reporting Period, there was no confirmed non-compliance incident or grievance in relation to the Group's Supporting Service Operation as well as Planting and Manufacturing Operation which had significant impact on the environment or natural resources.

The Group plans to further enhance the environmental performance through the following issues:

1. Use energy, water and other material input more efficiently;
2. Identify and manage environmental risks continuously;
3. Monitor and comply with new requirements of all applicable laws and regulations in relation to the environmental protection issues;
4. Increase recycling and reuse waste; and
5. Promote the employees' environmental awareness and education.



4. CLIMATE CHANGE (ASPECT A4)

The Group recognises that tackling climate change is a global consensus. The Group realises that climate change may affect the business operations and therefore, the Board has established relevant policies and procedures to identify, assess, monitor and manage the issues about climate change which are included in the ESG-related matters. Material climate-related risks would be identified and managed under the Group's risk management framework.

Increased frequency and severity of extreme weather events such as extreme cold or heat, heavy rainstorm, typhoons may disrupt operations by damaging the power grid, hampering and injuring employees on the way or during their work. The extreme weather events may interrupt business operations, damage the Group's assets and disrupt the supply chain. The Board identifies these potential risks, prioritises those with potential severe impacts and takes precautionary measures to mitigate or avoid these potential severe impacts.

In addition, there would have more stringent climate legislations and regulations to support global vision for carbon neutrality. Stricter environmental laws and regulations may expose an enterprise to higher risks of claims and lawsuits and the enterprise reputation may also decline due to failure to meet the compliance requirements for climate change. The related capital investment and compliance costs thus increase. In response to the legal risks as well as the reputation risks. In respect of the climate change, the Group regularly monitors the existing and emerging trends, policies and regulations relevant to the climate change.

During the Reporting Period, the Group has not been significantly impacted by any climate-related risks.

5. ENVIRONMENTAL COMPLIANCE

The Group's Supporting Service Operation as well as Planting and Manufacturing Operation manages its operations in line with environmental permits issued by government agencies in the countries in which we have operations and continuously monitors for any non-compliance of permit parameters.

We encourage and plan interaction and engagements with local authorities to discuss changing environmental legal requirements and solicit clarity where these may impact on our operations.

In the event that any environmental concerns or complaints are raised from external agencies and the communities in which we operate, these are treated with utmost importance. All entities keep a "complaints register" and any complaints are directed to management for consideration, response and action if necessary. During the Reporting Period, no environment-related submissions were received through our formal complaints mechanisms.

During the Reporting Period, there is no significant incidents, enforcement notices, environmental prosecutions or environmental citations were issued to any of the group's operations. No fines or penalties were imposed by any government agency.



B. SOCIAL

1. EMPLOYMENT AND LABOUR STANDARDS

EMPLOYMENT (ASPECT B1)

The Group respects its employees and endeavours to provide better working conditions for its employees. The Group has established various policies in relation to the labour practices including the remuneration and dismissal, recruitment and promotion, working hours, holidays, disciplinary practice, equal opportunity, diversity and other benefits and welfare so as to provide a fair, healthy and safe working environment for all employees and at the same time, to provide a system of control to the Group to reduce the exposure to any risk concerning labour issues. The Group will update the policies from time to time in order to align with the updates of the rules and regulations of the respective places where the Group has business operations and the changing of the business environments.

For protecting the interests of employees, the Group executes the labour contracts with the employees according to the labour laws of the Jamaica and the PRC and Jamaica. For providing better assurance to the employees, the Group pays social insurances for eligible employees. The holidays and the benefits and welfare entitled by the employees are not less than the rules and regulations specified by the labour laws of the Jamaica. The working hours for the employees are set in accordance with the rules and regulations specified by the labour laws and the labour contract laws of the Jamaica and the PRC. The Group terminates the labour contracts with the employees in strict compliance with the labour laws and regulations of the Jamaica and the PRC.

The Group's Planting and Manufacturing Operation is a major source of employment for the urban and rural communities in which it operates, offering direct employment through full, part-time and seasonal jobs across the spectrum of its agricultural and manufacturing activities. Our continuing strategy of striving to be an employer of choice in Jamaica agri-business sector is coupled with a commitment to continual investment in our people in order to sustain the business and to maintain our position as an industry leader. Our human resource philosophy is based upon equal opportunity, irrespective of race, religion or gender, and recognises excellence within our existing employee base to favour internal succession management. The Group provides equal opportunity for employees in respect of promotion, appraisal, training, development and other aspects in order to build up a sound career platform for employees. The Group bases on the principles of fairness, equality and objectivity to establish an assessment system and promotion mechanism. Talents are identified through the specific processes under the system and mechanism.

Human resource management and associated operational strategies are determined by the business needs of the group's operating entities with direction from the corporate office. These strategies appropriately embrace the macro-environment prevailing in each country of operation, with alignment being achieved through the group's strategic Intent. Ensuring that the operational strategies are met is a work ethic of continuous improvement which encourages focused, skilled employees to realise their full potential and to "make a difference" in their areas of operation.



Key areas of human resource focus include workplace safety; continuous improvement benchmarking; targeted manpower succession planning; talent and performance management; the maintenance of collaborative industrial relations; human resource development and business understanding; human rights; workplace diversity; localisation programmes and the health and welfare of employees and their dependants. These are issues considered to be material to the organisation because of the actual or potential impact they may have on the organisation, the risks they may pose or the opportunities they may present, and the extent to which they may influence stakeholder assessments of the company and consequent decisions by them. All relevant laws and regulations are also material considerations.

All human capital-related developments, including staff movements, skills development activities and health and safety incidents, form part of Group's internal management reporting processes.

During the Reporting Period, the Group was not aware of any material breach of labour laws and regulations.

As at 31st December, 2023, the Planting and Manufacturing Operation in Jamaica and Supporting Service Operation in the PRC had a total of 651 (2022: 649) employees.

I. Workforce

Indicators	2023	2022
Number of employees	651	649
By gender		
Male	556	547
Female	95	102
By employment type		
Permanent ^(Note)		
Staff	126	131
Non-staff	207	223
Non-permanent staff	318	295
By age group		
Under 30	89	115
30-50	242	229
Over 50	320	305
By region		
Jamaica	650	648
PRC	1	1

Note: Permanent Staff assumes regular employment with the company and are paid on a monthly basis with all monthly staff company benefits including pension; Permanent Non-staff assumes regular employment with the company and are paid on a fortnightly basis with all fortnight employee company benefits including pension; and Non-Permanent Staff are temporary employment on part-time/seasonal/contractual basis and are paid at a specific rate without pension.



II. Employee Turnover:

Indicators	2023		2022	
Number and rate (%) of employee turnover ^(Note)	30	(9.0%)	30	(8.5%)
By gender				
Male	25	(9.0%)	22	(7.4%)
Female	5	(9.1%)	8	(13.8%)
By age group				
Under 30	5	(45.5%)	5	(38.5%)
30-50	9	(7.0%)	10	(7.6%)
Over 50	16	(8.3%)	15	(7.4%)
By Role				
Management	0	(0.0%)	7	(26.9%)
Non-management	30	(9.7%)	23	(7.0%)
By region				
Jamaica	30	(9.0%)	29	(8.2%)
The PRC	0	(0.0%)	1	(50.0%)

Note: Based on number of permanent employees.

HEALTH AND SAFETY (ASPECT B2)

The Group aims at providing a safe working environment for its employees and protecting its employees from occupational hazards. These safety objectives apply not only to the Group but also to the Group's business partners, contractors and all others working with the Group. For realizing these objectives, it relies on the cooperation of the employees from all levels within the Group including the management and the supports from the Group's business partners, contractors and all others working with the Group. In this connection, the Supporting Service Operation as well as Planting and Manufacturing Operation have specified in respective contract requested the contractors and all others working within the areas of the Supporting Service Operation as well as Planting and Manufacturing Operation to execute the production safety and responsibility terms in contracts. This help to clarify the responsibilities of both parties in respect of the safety production, in order to protect the health and safety of those working in the Supporting Service Operation as well as Planting and Manufacturing Operation.

The Group is committed to achieving a high standard of occupational health and safety and have maintained a low accident frequency rate. The Group believes that being a group with the greatest concern for its employees would gain the supports from the employees, customers and the stakeholders. The Group has established the occupational health and safety policies that strictly comply with the laws and regulations of the places where the Group has business operations. The Group will regularly arrange health check-up for employees, frequently check on the proper implementation of safety precaution measures and will carry out safety drills regularly.



The employees of Planting and Manufacturing Operation were unionized. To ensure continuing collaborative relationships, the group engages across a range of labour forums, eg, regular union meetings, collective bargaining forums and others to promote sound employee interaction and compliance with internationally recognised labour practices. Subject matter typically includes conditions of employment, remuneration, safety initiatives and other issues of mutual concern.

The Group organizes occupational health and safety education and training for their employees. Employees are educated continuously to raise their occupational health and safety knowledge and awareness and their emergency response capabilities. The Group monitors regularly the workplace and the personal safety facilities provided to the employees in order to timely detect any potential safety risk and to correct all improper actions. They should ensure that all production processes and activities should be carried under the safety and health management.

During the Reporting Period, the Group's Planting and Manufacturing Operation as well as Supporting Service Operation organize occupational health and safety education and training for their employees. Employees are educated continuously to raise their occupational health and safety knowledge and awareness and their emergency response capabilities. The Group's Planting and Manufacturing Operation as well as Supporting Service Operation continue to monitor regularly the workplace and the personal safety facilities provided to the employees in order to timely detect any potential safety risk and to correct all improper actions. They should ensure that all production processes and activities should be carried under the safety and health management.

During the Reporting Period, the Group was not aware of any material non-compliance of applicable occupational health and safety laws and regulations.

I. Work-related fatalities^(Note):

Indicators	2023	2022	2021
Number of employee	0	0	0
Rate (%)	0	0	0

Note: Work-related fatalities are commonly called "occupational deaths/fatalities" and are defined as the deaths that occur while the person is at work or performing work related tasks.

II. Lost days due to work injury^(Note):

Indicators	2023	2022
Number of lost days	171	132

Note: Lost days due to work injury is defined as the number of man-days that cannot be worked as a consequence of an employee being unable to perform their usual work because of an occupational disease or incident. A man-day refers to 8 working hours.



DEVELOPMENT AND TRAINING (ASPECT B3)

The Group encourages its employees to exert their potential and to align their personal developments with the growth of the Group, so as to promote mutual development between individual employee and the Group. The Group has established various policies in relation to the employees' education and training so as to ensure that employees pursue continuous self-development in line with the Group's business needs.

The Supporting Service Operation as well as Planting and Manufacturing Operation have established a set of training system and process including "induction training", "vocational technical training" and "management skill training" in order to improve the overall quality and professional skills of the employees. New employees must participate in the "induction training", which includes the training topics of the Group's goals and policies, corporate culture, production safety, necessary skills etc. The "vocational technical training" aims to provide and strengthen the employees' professional skills specific to their job positions, production safety awareness, personal communication skills etc. The "management skill training" aims to enhance the daily management capability of the employees at the management level.

The Supporting Service Operation as well as Planting and Manufacturing Operation also organize occupational health and safety education and training for their employees. Employees are educated continuously to raise their occupational health and safety knowledge and awareness and their emergency response capabilities. The Supporting Service Operation as well as Planting and Manufacturing Operation monitor regularly the workplace and the personal safety facilities provided to the employees in order to timely detect any potential safety risk and to correct all improper actions. They should ensure that all production processes and activities should be carried under the safety and health management.

The training content is evaluated from time to time in order to maintain the effectiveness of the trainings.

During the Reporting Period, the employees of the Supporting Service Operation as well as Planting and Manufacturing Operation received a total of 1,164 (2022: 280) hours of training.

Indicators	2023		2022	
Overall average hours of training per employee and percentage (%) of employees who received training	11.9 hours	(15.1%)	4.8 hours	(8.9%)
By gender				
Male	12.3 hours	(16.9%)	4.9 hours	(9.9%)
Female	1.5 hours	(4.2%)	4.0 hours	(3.9%)
By age group				
Under 30	11.9 hours	(20.2%)	8.4 hours	(9.6%)
30-50	11.9 hours	(14.9%)	4.0 hours	(14.8%)
Over 50	11.9 hours	(13.8%)	4.0 hours	(4.3%)
By employee category				
Management	4.0 hours	(20.8%)	4.0 hours	(19.2%)
Non-management	12.3 hours	(14.8%)	4.9 hours	(8.5%)



LABOUR STANDARDS (ASPECT B4)

The Group implements its labour standards in strict compliance with the labour laws and regulations of the places where the Group has business operations. The Group maintains strict recruitment process to avoid cases of child labour and forced labour to be occurred at anyone of the business operations. The Supporting Service Operation as well as Planting and Manufacturing Operation implement the labour standards as well as the recruitment process in strict compliance with the rules and regulations specified by the Labour Law of the PRC and the Jamaica.

During the Reporting Period, the Group was not aware of any material non-compliance of relevant child and forced labour laws and regulations.

2. OPERATING PRACTICES

SUPPLY CHAIN MANAGEMENT (ASPECT B5)

The Group works with the suppliers with the same objectives and develops mutually-successful working relationships with the key suppliers. The Group strictly follows its policy, which is constructed under the Group's corporate culture of integrity, and professional standard in the selection of suppliers and purchasing process. Although the cost of purchasing is a major consideration in selecting suppliers, the Group also considers the suppliers' corporate social responsibility performances, including the suppliers' performances on the aspects of legal and regulatory compliance, business ethics, labour practice and environmental protection etc.

The Board has established relevant policies and procedures to identify, assess, monitor and manage the issues about environmental and social risks of the supply chain which is included in the ESG-related matters. Material environmental and social risks along the supply chain would be identified and managed under the Group's risk management framework. In order to fulfil the Group's environmental and social responsibilities, the Group has not only implemented relevant policies regulating its practices in daily operations but also given attention to the mitigation of the environmental and social risks that may affect the supply chain.

During the Reporting Period, the Supporting Service Operation as well as Planting and Manufacturing Operation had 16 (2022: 20) key suppliers.

Indicators	2023	2022
Number of key suppliers ^(Note)	16	20
By region		
Jamaica	15	18
PRC	1	2

Note: Key supplier is defined as supplier of products and/or services to the Sugar Business whose purchase sum exceeded J\$20 million (approximately HK\$1 million).



The Group has implemented a set of guidelines for the supply chain management, which is available on the Group's information portal for internal use. The purposes of the set of guidelines are not only for unifying the selection of suppliers and purchasing process but also for ensuring transparency in the selection of suppliers and purchasing process to guard against bribery and corruption. In this connection, the Supporting Service Operation as well as Planting and Manufacturing Operation have requested the suppliers and the out-sourcing parties to execute the anti-bribery confirmation, urging them not to provide any benefits to the employees of the Supporting Service Operation as well as Planting and Manufacturing Operation. The selection of suppliers shall be subject to a series of internal assessments and approval processes and supervised by the internal audit department. The engagement of suppliers is strictly controlled under the "Guideline for the Assessment and Control of the Suppliers". The Group shall review the set of guidelines from time to time in order to further strengthen the supply chain management.

Except some local items, the Group has adopted a system in its supply chain management to centralize the purchase of materials, tools and machineries required by the Supporting Service Operation as well as Planting and Manufacturing Operation. Priority will be given to suppliers who have obtained ISO 14001 environmental management certification. The Group has monitored closely the inventories of the materials and tools and constantly analyzed the consumption of the materials and tools. The Group has maintained a supplier list, which is evaluated and updated regularly. With these measures, the Group manages its supply chain smoothly.

The Group strives to support the environmental and social initiatives in the supply chain as the stakeholders become more concerned about the environmental issues and stress the importance of using environmental-friendly materials. The Supporting Service Operation as well as Planting and Manufacturing Operation have priority in purchasing products with greater energy efficiency, reusable and recyclable capacity in order to minimise the impacts on the environment and society.

PRODUCT RESPONSIBILITY (ASPECT B6)

The Group aims at providing its customers with the qualified products as the Group understands that product quality is fundamental to the brand reputation and sustainable development of the Group. The Group has formulated its internal policies and procedures in accordance with the relevant rules and regulations in relation to health and safety, advertising, labelling and privacy matters with respect to its products. Thus, the Planting and Manufacturing Operation have implemented the effective quality management systems, to control strictly the manufacturing processes of its products and the product quality. All products are manufactured according to the specified procedures and are required to undergo a thorough quality inspection process in order to assure the products quality. Meanwhile, the Planting and Manufacturing Operation have carried out sampling inspection on the products to ensure that the products have met the requirements of safety manufacturing standards.

The Group's Supporting Service Operation as well as Planting and Manufacturing Operation have maintained a customer service team to handle the enquiries about the products from the customers. The customer service team handles the customers' feedbacks and complaints according to the stated procedures. If any complaint is received, the Group will conduct an investigation, follow up and feedback to the customer to ensure that the complaint is being effectively handled. Meanwhile, the Group will conduct in-house reviews to prevent the occurrence of similar incidents. The Planting and Manufacturing Operation strictly follow the formal complaint mechanism to handle all cases in a fair and systematic manner. During the Reporting Period, the number of complaints received by the Planting and Manufacturing Operation amounted to one. It related to impurities and had promptly handled.



During the Reporting Period, no products were subject to recalls for safety and health reasons.

Considering the intellectual property as its intangible and valuable assets, the Group believes that the protection of the intellectual property rights is pivotal to the Group's sustainable business development. The Group manages and protects its intellectual property rights through registration, maintenance and enforcement measures. The Group has made registrations for its trademark in Jamaica. The Group would not tolerate any infringement of its intellectual property rights and would take legal action against such infringement.

As a renowned brand in the sugar industry in Jamaica, the Group has established the internal policies to regulate the practice in brand promotion, marketing and planning, any misrepresentation made in marketing materials or exaggeration of offerings is strictly prohibited by the Group. For any marketing and promotional activities, the Planting and Manufacturing Operation ensure that relevant activities observe applicable rules and regulations in the Jamaica. No false nor misleading contents shall be contained in any advertisement.

Data protection and security is considered to be crucial to the Group's long term business development and corporate reputation.

The data from the customers is strictly managed and protected by the Group in order to ensure the customers' privacy and confidentiality. The Group has formulated its internal policies and strictly followed the regulation in the collection, disclosure, usage, retention, and storage of data to ensure data integrity and safety.

The Planting and Manufacturing Operation endeavours to maintain a secure environment for safeguarding all information collected. For instance, the Group's servers and computers being protected with access passwords to prevent unauthorised access and possible information leakage. Besides, employees are made aware of their responsibilities to respect the privacy of customers and to protect any customer data from external parties.

During the Reporting Period, the Planting and Manufacturing Operation did not encounter any breached of customer privacy or loss of customer data or any private information leakage.

ANTI-CORRUPTION (ASPECT B7)

The Group's corporate culture is the important part of the Group's operating practices and the key components of the Group's corporate governance framework. They provide the guiding principles for the employees to perform justifiably and behave with integrity, uprightness and honesty. The Group's corporate culture puts all employees under stringent obligations as to the manner to which they should deal with the issues of bribery, conflicts of interest and compliance with the Group's policies and practices etc. Details of the Group's corporate culture are included in an employee's handbook distributed to each employee joining the Group. The handbook is also available on the Group's information portal for internal reference. The Group has provided anti-corruption training for the employees in order to reinforce their awareness of the Group's ethical standards. Seminars related to anti-corruption are held regularly for the Board and the employees and enhance their awareness against corruption and bribery.



The Group does not only require all its employees to behave with integrity but also requests its suppliers and business partners to observe the same ethical standards. The Supporting Service Operation as well as Planting and Manufacturing Operation request the suppliers and business partners to execute the anti-bribery confirmation for urging them not to provide any benefits to the employees of the Supporting Service Operation as well as Planting and Manufacturing Operation. The Group also prohibits all its employees from taking advantages of their powers and authorities for personal interests. The Group treats the issues on bribery, extortion, fraud and money laundering very seriously and complies with the laws of the place where the business of the Group carries on, to report the issues to the relevant Government authorities.

The Group has maintained a whistle-blowing system to allow whistleblowers to disclose information in relation to any misconduct, malpractice or irregularity through a confidential reporting channel. All the reported cases would be investigated in a fair and proper manner by the Internal Audit Department of the Group. The Group Internal Audit Department will classify the reported cases according to their natures and reports the cases directly to the Board of Directors or the Audit Committee of the Group. The investigation reports of the reported cases will send to the Audit Committee of the Group for review.

During the Reporting Period, there was no legal cases regarding corrupt practices brought against the Planting and Manufacturing Operation or its employees and the Group was not aware of any non-compliance with the relevant laws and regulations relating to bribery, extortion, fraud and money laundering.

During the Reporting Period under review, the Group was not aware of any material breach of laws and regulations pertaining to the prevention of bribery, blackmailing, fraud and money-laundering.

3. COMMUNITY

COMMUNITY INVESTMENT (ASPECT B8)

The Group is guided by its corporate culture of being a responsible business. The Group aims to achieve its business objectives within a framework of ethics and high standards, taking into account the needs of the communities in which the Group operates.

Most investments of the Planting and Manufacturing Operation have lasted for about decade. The employees and the assets of the Group are firmly embedded in the communities of such places. The businesses of the Group are closely intertwined with the social well-being of such communities. Thus, the Group places priority in creating value for the communities and make the meaningful contributions to the communities. The Group considers the unemployment rates of the local communities of the Planting and Manufacturing Operation and places priority for recruiting candidates from the local communities in order to relief the local employment pressure. The Group has actively involved in the local community greening construction in order to support the environmental protection policies of the local government.



The Group is guided by its corporate culture of being a responsible business. The Group aims to achieve its business objectives within a framework of ethics and high standards, taking into account the needs of the communities in which the Group operates. The people and the assets of the Group are firmly embedded in the communities of such places. The businesses of the Group are closely intertwined with the social well-being of such communities. Thus, the Group places priority in creating value for the communities and make the meaningful contributions to the communities. The Group considers the unemployment rates of the local communities of the places where the Group has business operations and places priority for recruiting candidates from the local communities in order to relief the local employment pressure. The Group has actively involved in the local community greening construction in order to support the environmental protection policy of the local government.

During the Reporting Period, the Planting and Manufacturing Operation take up the social responsibilities and donated J\$0.8 million (HK\$0.004 million) to support local sport events (2022: J\$1.4 million (HK\$0.007 million)) to provide health support to poverty group).

Planting and Manufacturing Operation was committed to continue to provide more study opportunities for Jamaicans who were serious about improving their qualifications and has set up scholarship for children of employees.