



## **Sling Group Holdings Limited**

**森浩集團股份有限公司**

*(Incorporated in the Cayman Islands with limited liability)*

**Stock code: 8285**

# **2017 Environmental, Social and Governance Report**

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## ABOUT THE REPORT

Sling Group Holdings Limited (the “Company”) and its subsidiaries (collectively the “Group” or “We”) are pleased to publish the Environmental, Social and Governance Report (the “ESG Report”) for the reporting period from 1 January 2017 to 31 December 2017 (the “Year”). The ESG Report summarizes the efforts and achievement made by the Group in corporate social responsibility and sustainable development. As for the information of corporate governance, please refer to the “Corporate Governance Report” on pages 17 to 27 of the Annual Report 2017.

### SCOPE OF THE REPORT

The ESG Report focuses on the environmental and social performance of the Group’s business in the design and sale of women’s handbags. The disclosure of the key performance indicators (“KPIs”) in the Year will focus on the office operation of an indirect wholly-owned subsidiary of the Company, Senhao Shangmao (Shanghai) Company Limited (“Senhao Shanghai”), in the People’s Republic of China (the “PRC”). The ESG Report presents our sustainability approach and performance in the environmental and social aspects of our business in the Year. The Group will continue to strengthen information collection in order to enhance the performance in environmental realm and to disclose relevant information in sustainable development.

### REPORTING FRAMEWORK

The ESG Report was prepared in accordance with the “Environmental, Social and Governance Reporting Guide” under Appendix 20 to the Growth Enterprise Market (“GEM”) Listing Rules published by the Stock Exchange of Hong Kong Limited.

### STAKEHOLDER ENGAGEMENT

We have engaged employees from different divisions to help us recognize our sustainability performance. The diligently collected and carefully analyzed data underscores was not only the Group’s sustainable initiatives during the Year, but also the basis for the Group to set up short-term and long-term sustainability strategies. The Group will increase the involvement of stakeholders via constructive conversation with a view to charting a course for long term prosperity.

### INFORMATION AND FEEDBACKS

For detailed information about the environmental, social and corporate governance, please refer to the official website (<http://sling-inc.com.hk/>) of Sling Group Holdings Limited. Your opinions will be highly valued by the Company. If you have any advice or suggestion, please email to [info@sling-inc.com.hk](mailto:info@sling-inc.com.hk).

## PROTECTION TO ENVIRONMENT

### EMISSION

The Group is a women's handbag company that primarily designs, promotes and sells women's handbags, small leather goods and travel goods, including handle bags, clutch bags, wallets, coin cases, card holders and suitcases in the PRC. As the Group recognizes the importance of environmental protection, it has strictly abided by the relevant local laws and regulations relating to wastewater, exhaust emissions and waste, such as the Law of the PRC on Prevention and Control of Water Pollution, Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste, and Law of the PRC on Prevention and Control of Atmospheric Pollution. Furthermore, Senhao Shanghai provides trainings about environment, health and safety policy to employees and manufacturers for raising their awareness of environmental protection.

Since the Group focuses on the development and designs of products and engages manufacturers to produce its products, it does not involve any production process or the use of packaging material. Due to the nature of the Group's business, no industrial wastewater is generated directly. Our wastewater is mainly domestic sewage, which enters to municipal drainage system.

As we do not generate any industrial exhaust gas directly, our major exhaust emissions are from vehicles. To reduce the exhaust emissions and maintain the efficiency of vehicles, Senhao Shanghai has adopted an effective fleet management. For example, Senhao Shanghai conducts regular inspection and maintenance for vehicles, avoids idling engine. During the Year, the exhaust emissions generated by the vehicles of Senhao Shanghai are as follows:

<b>Emissions from Vehicles</b>	<b>2017</b>
Nitrogen oxides (kg)	1.25
Sulphur dioxides (kg)	0.04
Particulates (kg)	0.09

The non-hazardous waste generated by the Group, such as general waste, is collected and processed by the local environmental hygiene department for further handling. When there is hazardous waste generated, such as waste ink cartridge and electronic waste, Senhao Shanghai will collect them separately and handle properly. For example, obsolete computers are recycled by qualified companies. During the Year, Senhao Shanghai replaced 10 light tubes and 26 computers in the office. Other hazardous waste and non-hazardous waste generated by the Senhao Shanghai in the Year are as follows:

<b>Wastes</b>	<b>2017</b>
Hazardous waste generated (kg)	7
Hazardous waste generated per square meter (kg/m <sup>2</sup> )	0.01
Total non-hazardous waste generated (tonnes)	8
Total non-hazardous waste generated per square meter (tonnes/m <sup>2</sup> )	0.01

## PROTECTION TO ENVIRONMENT

### RESOURCES CONSERVATION

As an environmentally friendly corporate, we bear the responsibility to protect the nature. As part of our initiatives to reduce energy consumption, Senhao Shanghai has maximized the use of natural light, divided the office area into different light zones using independent lighting switches and minimized unnecessary lighting fixtures. Energy-efficient electric equipment is adopted, with lighting fixtures and filters of air-conditioners cleaned regularly to maintain the efficiencies of lighting and air-conditioning system. Other measures are also employed to enhance the energy efficiency of air-conditioning system, such as avoiding the positioning of air-conditioners with direct sunlight exposure, applying anti-ultraviolet films on windows, as well as placing sealing strip on doors and windows and carrying out regular leakage checks. In addition, Senhao Shanghai conducts regular monitoring on the energy consumption and will make appropriate follow-up if the usage is abnormal.

To conserve resources, the participation of employees is essential. We always promote energy saving tips and other environmental protection measures to employees by means of emails and posters, such as switching off the lighting fixtures, air-conditioners and other electronic devices when not in use and setting the temperature of air-conditioners at an energy-efficient level, to fulfill their environmental responsibilities. Senhao Shanghai allows employees to dress casually every Friday and in hot weather, so as to minimize the use of air-conditioning. During the Year, details of energy consumption of Senhao Shanghai are as follows:

<b>Energy Consumption</b>	<b>2017</b>
Total energy consumption (MWh)	87
Total energy consumption per square meter (MWh/m <sup>2</sup> )	0.11
Purchased electricity (MWh)	59
Fuel consumption of vehicles (MWh)	28

The Group endeavours to promote the awareness of cherishing water resources to employees, thus water saving reminders are put up in the toilet, for instance, the reminder of turning off the faucet tightly. Senhao Shanghai uses equipment with water-efficient labels and dual-flush toilets, as well as reducing water pressure to the lowest practical level, in order to lower the water consumption. Water consumption monitoring and water pipe leakage tests are also conducted regularly and dripping taps are fixed promptly to prevent water waste. The water consumption of Senhao Shanghai in the Year is as follows:

<b>Water Consumption</b>	<b>2017</b>
Total water consumption (m <sup>3</sup> )	298
Total water consumption per square meter (m <sup>3</sup> /m <sup>2</sup> )	0.37

## PROTECTION TO ENVIRONMENT

### GREEN OPERATION

In consideration of potential threats brought by climate change to the communities, the Group advocates green operation. Besides growing plants in office area, recycling bins are set up for collecting recyclable material, such as waste paper, metals and plastics. The usage of material is evaluated before the procurement of office equipment to avoid overstock. Senhao Shanghai encourages employees to reuse envelopes, folders, file cards and other stationery and reduces the use of disposable and non-recyclable products, for the purpose of waste reduction.

Furthermore, we place great importance on minimizing production waste and product waste. Thus, we encourage our manufacturers to minimize the use of packaging material to the greatest extent. In respect of obsolete products, we inspect the conditions of such products and arrange product repair, as and when necessary. If the products are in good and resalable conditions, such products would be sold as normal products to our customers at a discount through e-commerce platforms or to the third party retailers who operate outlets. In respect of returned products, if they are not in good or reasonable condition, we would sell such products at our employees and family sales which are opened to our employees, their families and friends.

In pursuance of paperless office, the Group always promotes the use of electronic communication channels for information dissemination to reduce paper consumption and use of ink. Senhao Shanghai has set the computers and printers to default duplex and economical modes, and reminded employees to use paper on both sides and print double-sided by placing reminders next to printers. All discarded papers, except paper printed with confidential information, are recycled by waste paper recycling companies. The removal of greenhouse gas emissions from recycling paper by Senhao Shanghai in the Year is amounted to 67 kg CO<sub>2</sub>e. Moreover, Senhao Shanghai monitors paper consumption and printing volume regularly, and sets print quota for users when necessary.

Our commitment to reducing greenhouse gas emissions across the business can also be reflected by holding video conferences to avoid any unnecessary overseas business travel, while direct flights are chosen for inevitable business travel to reduce greenhouse gas emissions. The Group advocates the selection of low-carbon or local food and easily accessible locations when organizing activities, while employees are encouraged to travel by public transport and participate in events held by green groups, so as to reduce the carbon footprint. Moreover, we optimize the routes of transportation and goods delivery for the third party logistics service providers. During the Year, the greenhouse gas emissions of Senhao Shanghai are as follows:

<b>Greenhouse Gases</b>	<b>2017</b>
Total greenhouse gas emissions (tonnes CO <sub>2</sub> e)	70
Total greenhouse gas emissions per square meter (tonnes CO <sub>2</sub> e/m <sup>2</sup> )	0.09

## CARES ON EMPLOYEES

### EMPLOYMENT AND WELFARE

The Group acts in strict compliance with the local laws and regulations regarding employment, employee benefits and labour standards, such as the Employment Ordinance of Hong Kong, PRC Labour Law, and PRC Labour Contract Law. As we believe that hiring, motivating and retaining qualified employees are crucial to our success as an online and offline distributor, we are committed to providing a harmonious and comfortable workplace.

A non-discrimination policy is adopted throughout the entire hiring process, for the purpose of respecting cultural and individual diversity. All applicants receive equal opportunities and are considered solely based on their academic knowledge, abilities and relevant work experience, regardless of age, gender, nationality, pregnancy or disability. Once employed, new employees are required to provide copies of identification documents for age verification and prevention of child labour. To avoid any form of forced labour, we make sure employees clearly understand their job positions and entitled welfare before signing the employment contract. Employees are on duty in accordance with the laws and regulations relating to working hours and are given sufficient rest. If employees work overtime, they may be offered overtime payment or compensation leave in line with the policies of the Group. Outstanding wages will be paid to resigned employees on time as required by the relevant local laws and regulations, and exit meetings will be held to understand their reasons for leaving.

As at 31 December 2017, the Group had 100 employees, who are all permanent employees, in Hong Kong and PRC and the number of employees by age group, gender and geographic region are as follows:

<b>Number of Employees</b>	<b>2017</b>
<b>By Age Group</b>	
Below 30 years old	27
Between 30 to 50 years old	71
Over 50 years old	2
<b>By Gender</b>	
Female	78
Male	22
<b>By Geographic Region</b>	
Hong Kong	8
PRC	92

The Group endeavours to offer its employees attractive remuneration packages, which include salaries, bonus, retirement benefit scheme contributions and other benefits. Our remuneration policies, including promotion, bonus, salary increment and other benefits, are formulated on the basis of operating results of the Group, employees' individual performance, working experience, respective responsibilities, merits, qualifications and competence, as well as comparable to the prevailing market practice, standards and statistics. The remuneration policies are reviewed by the

## CARES ON EMPLOYEES

management of the Group regularly. Contributions are made to different insurances according to the local laws and regulations. For instance, Senhao Shanghai pays “Five Social Insurances and One Housing Fund” for employees including basic endowment insurance, basic medical insurance, unemployment insurance, employment injury insurance, maternity insurance and Housing Provident Fund. Apart from public holidays, employees are entitled to annual leave, marriage leave, funeral leave, maternity leave and paternity leave.

We also place great emphasis on the work-life balance of employees, thus leisure activities are often held for employees’ pleasure. During the Year, Senhao Shanghai organized weekly badminton game and monthly birthday party, as well as celebration parties on International Children’s Day, Halloween and Christmas. Employees from Senhao Shanghai have also participated in “The Color Run 2017” in Shanghai to support its promotion of healthiness and happiness by bringing the community together.

## HEALTH AND SAFETY

The Group attaches great importance to the protection of health and safety of employees and closely observes the local laws and regulations related to occupational health and safety, such as the Occupational Safety and Health Ordinance of Hong Kong and Law of the PRC on the Prevention and Control of Occupational Diseases. Contributions are made to labour insurance for our employees in Hong Kong, while extra accident insurance, medical insurance and regular physical checkups are offered to employees in the PRC, so as to prevent and control occupational diseases. Senhao Shanghai provides trainings in environment, health and safety policy to employees and manufacturers for enhancing the safety awareness. To build an injuries-free workplace, personal protection equipment is prepared to employees according to the needs of job position. At the same time, employees should follow the safety rules and fire prevention measures, and maintain a clean and organized workplace.

## TRAINING AND DEVELOPMENT

For the sake of establishing an excellent team to cope with the rapid development and efficient operation of the Group, we conduct regular appraisals on employees’ performance. Promotion is executed in terms of the abilities of employees on a fair basis. To facilitate new employees’ adaptation to the job, orientation in relation to policies and structure of the Group, and history of our brands is provided to new employees and a senior shop assistant is assigned to help new shop assistant get familiar with the operation practice in retail shops. Before launching new product, product-related trainings are provided, with other internal trainings held annually. Subsidies are given to employees who are in pursuance of relevant professional qualifications related to the industry or their job positions. With respect to the development of our designers, they regularly visit local and international fashion centers, attend various trade and/or fashion exhibition, and actively observe trends while seek inspiration through various channels, including fashion shows, exhibitions and magazines, in order to acquire experience, as well as keep abreast of the latest fashion trends and seasonal theme.



## OPERATING PRACTICES

### SUPPLY CHAIN MANAGEMENT

The Group strategically focuses its resources on the design and development of products, promotion of the brands and management of sales network. Having considered the capital investment needed in establishing and running a factory for production of our products, we choose to engage suppliers as our products' manufacturers. The suppliers are generally responsible for procurement of raw materials for the production of our products. Internal measures are set up for governing the procedures in selecting and evaluating suppliers, and monitoring their continuous performance.

In the event of engaging a new supplier, our quality control team of the product design and development department will conduct on-site examinations of the potential supplier's facilities to assess its production and technical capabilities, and working conditions of the manufacturing facilities, in order to ensure compliance with our manufacturing standards. We also request the potential suppliers to produce sample products for examination. Only the suppliers who pass our examinations will be selected. Regular reviews on suppliers' performance are also undertaken in terms of their on-time delivery, maintenance rate, return rate, etc.

To provide high quality products, it depends on the selection of suitable suppliers to certain extent. Whenever we finalize the product designs for the upcoming season, we select suppliers from our existing network based on various requirements, including the complexity of product design, experience of suppliers, level of craftsmanship, production capacity and effectiveness of quality control. Priority will be given to the suppliers who provide environmentally friendly products or obtained the certificate of environmental management system when applicable. On the other hand, stringent selection on service providers of warehouse and logistic are conducted. The service provider of warehouse is considered on its location, environment, and equipment while logistic company is selected according to its delivery, management and performance pledge.

Apart from selling products directly through our online and offline retail points, third party retailers are engaged for the products sales through their own online or offline retail points. Therefore, we have developed standard procedures for our retailer-operated retail points and enter into cooperation agreements with third party retailers. We select third party retailers conscientiously based on a number of criteria, including their background, industry experience, scale of operation, financial condition, reputation and retail point location. Regular monitoring, review and assessment on the sales, financial and operational performance of third party retailers are undertaken in order to ensure the end customers undergo wonderful shopping experience from the third party retailers. The third party retailers are required to install our information management system and supply us with sales data on a weekly or monthly basis for a better understanding of their performance.

## OPERATING PRACTICES

### QUALITY ASSURANCE

Since the Group primarily designs, promotes and sells women's handbags, small leather goods and travel goods in the middle-end women's handbag market, we have conformed to the laws and regulations in regard to retail industry, including the Trade Description Ordinance of Hong Kong, PRC Law on the Protection of the Consumer Rights and Interests, and PRC Product Quality Law. Factual trade description is provided to consumers during our sales and advertisement.

Our brand portfolio comprises of two brands, which are tailored to the preferences of consumers in varying age groups, including the licensed brand, ELLE, and the self-owned brand, Jessie & Jane. In order to design trendy and appealing products, and keep abreast with the latest fashion trends and seasonal theme, our designers regularly visit local and international fashion centers, attend various trade and/or fashion exhibition, and actively observe trends while seek inspiration through various channels, including fashion shows, exhibitions and magazines. After market research and planning, and formation of product plans, design team will create product designs, and designers will select raw materials and instruct the manufacturers to produce product prototypes. During the time of our review and comment on the prototypes, the licensor reviews, modifies and/or approves our designs for ELLE products before the products launch.

As we engage manufacturers to produce the products, we place strong emphasis on product quality by implementing quality control measures to ensure that finished products produced by manufacturers are of high standard. We examine the quality of raw materials purchased by manufacturers on a sampling basis, perform our testing and have the raw materials tested by third party laboratories, while our quality control personnel visits the production facilities of manufacturers before the start of product manufacturing, in order to ensure that the raw materials are up to our quality control standard. Also, various quality checks are carried out by our on-site quality control personnel throughout the production process, including on-site inspections, examination of semi-finished products and finished products, and testing on finished products on sampling basis, to assure the products produced are of good and consistent quality. If any defects or irregularities are discovered, we will review the findings and follow up with manufacturers. After the manufacturing process, manufacturers will pack the finished products according to our instructions and our quality control personnel will then inspect the packaging on a sampling basis to ensure that the packaging of finished products meets requirements and specifications.

Besides, we have a clear operation guideline for our retail employees, so as to ensure the quality of services provided by our retail employees is up to standard. We also engage online store operators for their IT support, customer service and delivery service, so as to facilitate the operation of the self-operated online retail points. The online store operators assist us to upload information and design our online stores websites and/or third party-operated e-commerce platforms. When end customer purchases products from our self-operated online retail points, online store operators will arrange the delivery as well. In order to ensure that finished products are delivered to our warehouse and sales network on time, we keep close communication with the manufacturers, third party retailers and third logistics companies on timing of delivery.

## OPERATING PRACTICES

Further to the quality of services provided by third party retailers, we conduct on-site supervision to the retailer-operated retail points from time to time to ensure they are operated in accordance with our policies and operational procedures. We place great emphasis on the training of employees at retail points and provide in-house training on various retail operation matters to the third party retailers. The moment when employee joins the third party retailers or before commencement of their work at retailer-operated retail points, such training is conducted.

### AFTER SALES SERVICES

Apart from the rigorous quality control procedures, we also provide high quality after sales services. For the products sold through third party e-commerce platforms, customers are given the rights to return the products within 7 days of receipt without giving a reason. For our products sold through the offline retail points operated by the Group or third party retailers, end consumers are generally allowed to return the products within 7 days without giving a reason, provided that the products are in saleable condition when returned. If there is any product quality issue, we would allow return of products within 90 days after purchase.

To further enhance the customer satisfaction, we provide life-long maintenance service for the leather products of ELLE to our customers and only charge for the material costs. The online store operators we engaged assist us to reply our end customers' queries about our products and services on a daily basis on our behalf, while a department is designated for handling complaints from our customers or third party retailers. A sound complaint handling procedure is established, including understanding the issue raised by customers, taking immediate actions to deal with the product repair issue, conducting the follow-up actions, as well as summarizing and analyzing the cases received. Most of complaints received in the Years were solved by repairing by manufacturers, while the remaining cases were caused by man-made loss or natural loss. If there is any product defect issue within the product warranty period, which is six months after delivery of products by manufacturers to us, we would arrange return of products to the manufacturers.

## OPERATING PRACTICES

### **OBSERVATION ON INTELLECTUAL PROPERTY RIGHTS**

Our licensed brand, ELLE, and our self-owned brand, Jessie & Jane, trademarks and other intellectual property rights are important to our success. To observe the intellectual property rights of the Group and other parties, we have abided by the laws and regulations related to intellectual property rights, such as Trade Marks Ordinance and Copyright Ordinance in Hong Kong, PRC Trademark Law, and Advertisement Law of the PRC. Intellectual property protection clauses are set out in agreements with our suppliers, third party retailers and others to protect our trademarks and other intellectual property rights, for instance limiting the number of brand labels used by the manufacturers. At the same time, we respect intellectual property rights and do not tolerate any breach of third parties' copyrights.

### **PROTECTION OF DATA AND PRIVACY**

The Group has conformed to the laws and regulations in relation to data and privacy protection. Maintaining the information of the Group, such as keeping information about sales, research and development, and all sensitive information from clients, with highest degree of confidentiality is the responsibility of employees and employees should refrain from disclosing any confidential information to third parties without consent from the Group. Confidentiality clauses are listed in agreements with our suppliers, third party retailers and others to protect our trade secrets. In addition, we are committed to protecting our software system away from virus by prohibiting employees to download software not related to work.

### **ANTI-CORRUPTION**

The Group upholds the integrity throughout its operation and closely observes the laws and regulations regarding anti-corruption, such as the Prevention of Bribery Ordinance of Hong Kong and Criminal Law of the PRC. Under the policy relating to conflict of interest, employees are strictly forbidden to undertake any activity which collides or competes with the interests of the Group during the employment. Employees are also required to make declaration on any possible conflict of interest. During the Year, the Group has no legal cases regarding corrupt practices.

## CONTRIBUTION TO COMMUNITY

The Group spared no efforts in making contributions to the community. During the Year, in the cooperation of our self-owned brand, Jessie & Jane, with the charity, “One Two Free Teddy”, we have designed a handbag for the charity. Part of the money earned was donated to “Hidden Treasures Home” in Fuzhou of the PRC through One Two Free Teddy for helping the orphans. In the future, we will continue to contribute to the community in various ways to help the underprivileged.

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<b>Aspect A2: Use of Resources</b>	<p><b>General Disclosure</b></p> <p>Policies on the efficient use of resources, including energy, water and other raw materials.</p>	Resources Conservation	4
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