



First Shanghai Investments Limited
Stock Code: 227



2023

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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ABOUT FIRST SHANGHAI

First Shanghai Investments Limited (the “Company”) and its subsidiaries (together “First Shanghai” or the “Group”) are engaged in integrated businesses with years of operational experience, whose core businesses include financial services, property development, property investment and hotel and other businesses, offering professional products and services for customers in Hong Kong, Chinese Mainland and overseas.

OUR BUSINESS



ABOUT THIS REPORT

With the increasing importance of various sustainability-related issues, investors pay more attention to the environmental, social and governance (“ESG”) performance of the enterprises. The Group recognizes stakeholders’ concerns on the ESG-related progress and direction of its business operation, as well as reviews and discloses its own policies, measures and performance through this ESG Report (the “Report”), with an aim to boosting the stakeholders’ confidence in the Group’s operation. The Report has been prepared in both Chinese and English and is available on the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Group’s website (www.firstshanghai.com.hk).

SCOPE OF REPORT

The Report presents the Group’s ESG performance during the year from 1 January 2023 to 31 December 2023 (the “Year”). The scope of the Report is determined based on the principle of materiality, which is consistent with the previous year and comprises the Group’s places of business of the financial services, property development, property investment and hotel segments in Hong Kong, Wuxi and Paris, France (“Each Place of Business”), the revenue from which accounted for more than 98% of major source of revenue. Since the revenue from other businesses accounted for less than 2% of the Group’s total revenue, the Report for the Year does not cover such business segment. The Group will regularly review the scope of the Report in accordance with the principle of materiality to ensure comprehensive and accurate information is provided to all stakeholders.

Business Segment	Location	Place of Business
Financial Services 	Hong Kong	Headquarter office (“Hong Kong Headquarter”)
Property Development, Property Investment and Hotel (“Property and Hotel”) 	Wuxi	Wuxi Sunshine Real Estate Limited (“Wuxi Property Investment Office”): <ul style="list-style-type: none"> • “First Shanghai Plaza”, comprises the DoubleTree by Hilton Hotel Wuxi (“Wuxi Hotel”), the operation of which is entrusted to the Hotel Manager by the Group
	Paris	L’Isle Adam, Paris, France (“L’Isle Adam, Paris”): <ul style="list-style-type: none"> • M Gallery (“Golf Hotel”), a boutique hotel • Golf course and a clubhouse (“Gold Club and Golf Course”)

ABOUT THIS REPORT

REPORTING PRINCIPLES

The Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (the “Guide”) in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the four reporting principles (materiality, consistency, quantitative and balance) set out therein.

Materiality

The Group invited internal and external stakeholders to take part in materiality assessments through questionnaire survey to identify ESG issues which are significant to the Group and its stakeholders as the focus of disclosure in the Report. See the section headed “Materiality Assessment” for details.

Consistency

Unless otherwise specified, the Group adopts the statistical methodologies consistent with that used for the previous reports to maintain its consistency and comparability.

Quantitative

The Group measures its environmental and social performance in a quantitative manner, and discloses the relevant data as well as the standards and methodologies, where possible.

Balance

With the preparation principles of objectiveness and balance, the Group gives a clear picture of the positive and negative impacts, which enable stakeholders to reasonably assess the overall performance of the Group.

REVIEW AND APPROVAL

The information disclosed herein is sourced from the Group’s official documents, statistics and records and has been reviewed and approved by the Board of Directors (Board) of the Group on 25 March 2024.

OPINION AND FEEDBACK

The Group values the opinions of all stakeholders and believes that feedbacks from different perspectives would help improving its performance. If you have any questions or recommendations on the content of the Report or other matters related to sustainable development, please contact us via the following methods:

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MESSAGE FROM THE CHAIRMAN

The global economy will continue to face headwinds due to climate change, tight employment markets, consumer behavior after the pandemics, changes in supply chains and national policy. Amid the trend of digitalization and low-carbon economy, the Group will continue to play an active role in promoting the digitalization and automation of its core business and creating a sustainable business model to cope with the rapidly changing business environment and embrace all valuable business opportunities.

Upholding low-carbon operations, the Group contributes to the fulfilment of the carbon neutrality and carbon peaking targets. We actively manage emissions and use of resource to reduce the negative impact of our core business on the environment. The Group is well aware of the impact of climate change and the importance of response, and has initially identified industry-related climate risks during the Year, and plans to conduct more in-depth analysis and formulate risk mitigation strategies, so as to better cope with the challenges arising from climate change and create more possibilities by having an insight into the risks and changes faced by the Group.

The Group will further enhance customer experience through service digitalization and automation, and expanding its product category and will continue to actively foster market knowledge and address to customers' need. Meanwhile, the Group strives to develop an appropriate employment system and with development opportunities and safe working environment to enhance the sense of belonging and competitiveness of employees. In respect of ethical and incorruptible operations and sustainable supply chains, the Group maintains prudent and proactive measures and adheres to the philosophy of sustainable development.

Looking forward to the future, the Group will continue to integrate sustainability principles into its core business and daily operations, further promote ESG management measures, and maintain close communication with stakeholders to enhance its sustainability performance.

LO Yuen Yat
Chairman
First Shanghai Investments Limited

SUSTAINABILITY APPROACH

Governments and regulatory agencies around the world continue to raise their standards on environmental protection, social responsibility and governance performance, investors and stakeholders are also showing increasing concerns towards sustainability in corporations. In response to such trend, the Group has implemented a systematic sustainability governance to lay the foundation for long-term and steady development.

GOVERNANCE STRUCTURE

The Board of the Group, as the highest governance body, is fully responsible for the ESG matters of First Shanghai. The Board plays the leading role in regularly reviewing the relevant strategies, objectives, policies, measures and risk management to secure sound development. Under the oversight of the Board, each operating department is responsible for the implementation of the work, collecting information and data of the ESG report, and monitoring and reporting on the implementation and performance on a regular basis. The Group will keep on optimizing its corporate performance and standards of governance in sustainable development. We are reviewing our existing governance structure and considering the allocation of additional workforce from the management and key operating department from time to time to assist the Group in making concerted efforts to achieve long-term and sustainable development.

GOVERNANCE STRATEGY

The Group recognizes the importance of monitoring and promoting sustainability for the stable and long-term development of the enterprise, and is committed to integrating the philosophy of sustainability into its governance structure, business strategy and daily operations. The Group conducts regular communication with stakeholders, collects feedback from all parties for reference, and reviews and continuously refines its sustainability approach in respect of material ESG issues. With the goal of driving its own business development and sustainability performance, the Board actively formulates corporate sustainability strategies and targets, and continuously revamps the relevant strategies, policies and measures through monitoring, evaluation and review by various operating departments. In order to maintain good corporate governance, the Group will uphold the concept of sustainability, maintain effective communication with all parties, and constantly improve its ESG performance to achieve its sustainability targets.

RISK MANAGEMENT

The Group has established a sound risk management and internal control system, the effectiveness of which is maintained by the Board. Under the oversight of the Board, the audit committee will regularly review the risk management and internal control system and will complete annual reports. The risk committee will hold regular meetings to review and improve the risk management framework and report to the audit committee. At the same time, the Group has established systematic risk management procedures, with senior management in each operating department responsible for identifying and evaluating significant risks and formulating response strategies and measures to ensure the stability of daily operations.

During the Year, the Group's risk management and internal control system has been proven to be effective. Within the existing risk identification framework, the Group has taken into consideration, including but not limited to, the ESG-related factors to formulate corresponding response actions, in an effort to effectively manage material risks. For details of risk management and internal control, please refer to the "Corporate Governance Report" in the annual report of the Company.

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

COMMUNICATION CHANNELS

Practicing sustainable development cannot happen without the support and participation of stakeholders. First Shanghai attaches utmost importance to stakeholder engagement and actively fosters positive and close connections. Through regular communication, the Group has an understanding of the expectations and needs of various stakeholders, based on which the Group adjusts its sustainability strategy and management. During the Year, the Group continued to collect opinions from stakeholders on a regular basis through diverse communication channels.

Stakeholders group	Communication channels
Directors and employees	<ul style="list-style-type: none"> • Internal communication • Employee activities • Board meetings • Symposium • Dining with management • Company's email and other social platforms • Performance evaluation
Investors and shareholders	<ul style="list-style-type: none"> • Annual general meeting • Company's website • Announcements and notices • Annual and interim reports • ESG report
Suppliers	<ul style="list-style-type: none"> • Routine review mechanism of suppliers • Regular communication and meetings • Bidding and procurement process
Business partners	<ul style="list-style-type: none"> • Regular reports on hotel business by hotel management • Seminar for industry players
Customers	<ul style="list-style-type: none"> • Customer's opinion collection box and complaint mechanism • Questionnaire • Regular meetings with customers service agents • Investment seminars • Customer service hotline • Online customer service
Communities	<ul style="list-style-type: none"> • Volunteer activities • Company's website
Regulators	<ul style="list-style-type: none"> • Lectures • Regular reporting
Non-governmental organizations	<ul style="list-style-type: none"> • Award scheme and charter • Sponsorship and donation

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

MATERIALITY ASSESSMENT

During the Year, in order to ensure the independence of these material issues, the Group, with the assistance of independent third-party advisor, conducted a three-step materiality assessment to identify ESG issues which are material to the Group and its stakeholders.

<p>1 Identifying relevant issues</p>	<ul style="list-style-type: none"> Identifying 22 ESG issues which are relevant to the Group with reference to the Guides of the Stock Exchange, reporting trends and industry practices.
<p>2 Prioritizing the issues</p>	<ul style="list-style-type: none"> Inviting internal and external stakeholders to take part in online surveys to rate the materiality of ESG issues. Collecting and evaluating opinions on the impact of the issues on the Group's corporate value (financial materiality) and the impact of the Group on economy, environment and society (impact materiality) to determine the overall level of materiality of each issue. Developing materiality matrix and prioritizing the ESG issues.
<p>3 Verifying material issues</p>	<ul style="list-style-type: none"> The results of the materiality assessment are reviewed and confirmed by the Board.

Taking into account the impact of the issues on the Group's corporate value and the impact of the Group on economy, environment and society, the matrix below illustrates the overall level of materiality of the 22 ESG issues. The issues in the upper right corner are deemed to be the most material issues and are highlighted in the Report.



STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

Issues (in descending order of significance)		Level	Materiality
21 15 20 12 17	Risk management Privacy and data security Business ethics Labour standards Responsible investment	1	Material
16 13 8 11 9 22 10 14 18 19	Responsible marketing Product and service liability Employment practices Occupational health and safety Diversity and equal opportunity Intellectual property protection Training and development Customer engagement Responsible supply chain management Community engagement and investment	2	Secondary
5 3 4 7 1 2 6	Water resources Waste Energy Climate change and resilience Gas emissions GHG emissions Materials	3	Others

Through the new methodology of materiality assessment, five material issues were identified during the Year, namely risk management, privacy and data security, business ethics, labour standards, and responsible investment.

Material issues		Corresponding chapter
21	Risk management	Sustainability approach – risk management
15	Privacy and data security	Social – product and service responsibility (data privacy and network security)
20	Business ethics	Governance – compliant operation, corruption-free operation
12	Labour standards	Social – employment management
17	Responsible investment	Social – product and service responsibility

ENVIRONMENTAL

OUR POLICIES

Response to Climate Change

- “Climate Change Policy”

Resources Management

- “Greenhouse Gas Policy”
- “Exhaust Gas Emission Policy”
- “Policies on Hazardous and Non-hazardous Waste Management”
- “Energy Management Policy”
- “Water Resources Management Policy”
- “Paper Management Policy”
- “Policies for Minimizing the Significant Impact of the Operation on the Environment and Natural Resources”
- “Hazardous Waste Environmental Emergency Plan”

RESPONSE TO CLIMATE CHANGE

The world is facing the social and economic impacts and multiple risks brought by climate change. Chinese Mainland has emphasized the promotion of a comprehensive green transition of economic and social development, and has set targets to reduce energy consumption to achieve carbon peaking and carbon neutrality. Meanwhile, the Hong Kong government has proposed long-term environmental plans, including achieving carbon neutrality by 2050. These targets reflect a serious attitude and active response to climate change.

As time gets closer to the target time for achieving carbon neutrality, First Shanghai has begun to actively preparing a low-carbon operation plan, striving to effectively contribute to the “dual carbon” goals. In this process, we were fully conscious of the importance of mitigating the impacts caused by its operations on the environment. We not only strictly follow the laws, regulations and standards of where it operates, and formulate a series of internal policies and regulatory systems based on its business nature, including “Climate Change Policy”. The policies and systems aim to manage the emissions, resource utilisation and climate risks and opportunities arising from our business in different operating locations, so as to minimize the negative impact on the environment.

CLIMATE RISK MANAGEMENT

The Group convinces that managing climate risks and improving climate adaptation and resilience are vital to ensure the sustainability of its business. It is an indispensable part of business strategies to identify and effectively manage climate risks and opportunities, which not only enables us to deal with climate-related issues and develop strategic responses, but also enables us to grasp and take advantage of new opportunities emerging in the market.

During the Year, the Group, with firm conviction, conducted a preliminary analysis on the climate risk-related reports of the World Bank and United Nations Environment Programme Finance Initiative (UNEPFI) as well as the results of climate risk analysis by the peers. Thus, we identified the industry-related climate risks that are relevant to our business, enabling us to manage the risks more effectively and identify new opportunities.

Risk Type	Description	Industry Influence	Financial Services	Property and Hotel
Transition Risks	Policies and regulations	<ul style="list-style-type: none"> More carbon taxes and other carbon fees introduced to the market 	✓	✓
		<ul style="list-style-type: none"> Regulators issue more environmental and climate-related laws and regulations on industry operation 	✓	✓
	<ul style="list-style-type: none"> Regional and national commitments to carbon neutrality increase the pressure on various industries to move towards carbon neutrality New types of legal risks 	<ul style="list-style-type: none"> In order to meet local energy efficiency and emission standards or tenants' needs (for example, early renovation of heating or cooling systems), a large amount of capital investment is needed, which leads to an increase in the demand for purchasing low-emission building materials (such as steel, cement and wood) May affect the existing operation mode of the Group and increase the operating cost Face lawsuits for not complying with environmental regulations 	✓	✓
	Technologies	<ul style="list-style-type: none"> Low-carbon products and technologies gradually increase market share 	✓	
	Market	<ul style="list-style-type: none"> Capital flows favor low-carbon industries, and sunk assets in high-carbon industries may bring fluctuations to the market Carbon pricing will lead to an increase in financing cost Water, energy and raw material prices rise 	✓	<ul style="list-style-type: none"> As investors and lenders price the transition risk at the market level (for example, in economies that rely on carbon-intensive industries), lead to an increase in the financing cost Due to the carbon-intensive building system, the cost of public utilities increase

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Risk Type		Description	Industry Influence	Financial Services	Property and Hotel
Transition Risks	Reputation	<ul style="list-style-type: none"> Consumer preference shifts 	<ul style="list-style-type: none"> Sustainable development and climate change factors should be considered in operation, otherwise it may gradually lose market share If the Group is too slow to respond to consumers' and shareholders' demands for sustainable development, production process and information disclosure, and cannot meet their expectations, the Group may face reputation damage Carbon-intensive assets are not attractive to occupiers who have set carbon reduction targets 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓
	Physical Risks	Acute	<ul style="list-style-type: none"> Extreme weather damages the enterprise or its secured assets Supply chain stability is impaired 	<ul style="list-style-type: none"> Asset damage brings losses Seriously affect daily operations Increase related insurance expenses Extreme weather affects the safety of employees on business travels Affect the operation mode of the enterprise and increase the operating cost Increase the uncertainty of income To improve the ability of buildings to resist physical risks, the Group needs to increase relevant investments (e.g., raising buildings, green rooftops, protecting electromechanical systems and computer servers) Increase maintenance cost Due to the disturbance of surrounding traffic or other infrastructure, the demand for housing in the local market where it operates is affected As a result of extreme weather, the output of raw materials is affected, resulting in the instability of supply chain (e.g., raw materials, products and services), which in turn affects the stability of the enterprise's own operations 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Physical Risks	Chronic	<ul style="list-style-type: none"> Sea level rises 	<ul style="list-style-type: none"> Increase in risk of flooding in coastal areas may result in asset losses and increase insurance expenses 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓
		<ul style="list-style-type: none"> Increase in the number of extremely hot/cold days 	<ul style="list-style-type: none"> Increasing the use of refrigeration or heating equipment results in an increase of related energy use costs, which in turn increase the operating costs of enterprise Influence employees' work efficiency 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓

In order to strengthen the resistance and response capabilities of Each Place of Business against climate-related incidents, the Group will review relevant mechanisms and systems on a regular basis. The Group has formulated corresponding policies and procedures, setting out the response measures and guidelines when facing relevant events, to reduce the risks and losses caused by climate change. In addition, we will strengthen the supervision of relevant policies and procedures to ensure effective implementation of solutions.

1. Planning and Preparation

- Prepare emergency plans and lists of supplies in advance, ensure the safe evacuation zones and routes with clear direction are in place at each place of business, and assess emergency supplies such as communication equipment and batteries.
- Upgrade computer equipment for improving the efficiency and safety of work arrangements at home.

2. Reducing Damages

- Through prompt response measures, make sure employees and customers are evacuated promptly and accommodated in the safe zones.
- Equipment and items that may bring potential hazards shall be kept at appropriate places, and reinforcement measures shall be implemented to ensure safety.
- When personal safety is assured, relevant party shall contact local law-enforcement departments as soon as possible to ensure the safety of all people and implementation of response plans against the incident.

3. Post-disaster Arrangement

- The Group shall carry out inspection on the facilities at Each Place of Business in terms of their working conditions and safety and conduct repair and maintenance when it is safe to do so.

The Group recognizes the seriousness of climate change impacts and the importance of addressing these impacts. Therefore, we will conduct more in-depth impact analysis and develop corresponding countermeasures, enable Each Place of Business to better resist the challenges brought by climate change in the future, mitigate its impact on operations, and create more possibilities for our future.

ENVIRONMENTAL

CARBON REDUCTION AND ENERGY MANAGEMENT

First Shanghai has been committed to promoting a great variety of environmental protection measures for energy saving and carbon reduction, in order to reduce GHG emissions and promote green financial services. Thereby, we expect to retard the process of climate change, adapt to the challenges it brings, and strengthen our ability to response to climate change. As a conglomerate, we are aware of that the energy consumption is one of the major resource usage in the day-to-day operations of First Shanghai. In accordance with “Energy Management Policy” and “Exhaust Gas Emission Policy”, we manage energy utilisation and efficiency, monitor air pollutants and GHG emissions from mobile or immobile energy, and strive to reduce the negative impact of operations on air quality and the environment.

In order to reduce energy consumption, we have set targets for the Hong Kong Headquarter, expecting to reduce electricity consumption by at least 5% in 2025 compared with the year 2020. We expect to further reduce energy consumption and greenhouse gas through effective regulatory measures. To set more directed targets and improve our performance, we are closely monitoring environmental key performance indicators, and will disclose more information in due course at a later stage.

Operating Equipment

- Give priority to energy-saving appliances, to reduce energy consumption and improve energy efficiency
- Use energy-saving light tubes and energy-saving lamps, as well as adopt voice control or light control lighting system, to reduce electricity consumption by hotel
- Replace low electric-efficient devices with higher electric-efficient products regularly to further save energy
- Clean the dust screen and fan coil unit of air conditioning system on a regular basis, to ensure efficient operation of the system
- Activate devices in sleep mode appropriately, to achieve energy-saving effect without affecting the performance of the equipment
- Use vehicles meeting the latest emission standards, optimize driving route planning and practice green travel
- L'Isle Adam, Paris progressively replaces green maintenance equipment such as blowers and trimmers, etc by electric ones
- L'Isle Adam, Paris adopts electrically driven installations for heating system, restaurant kitchen and storage room, and course watering system
- Wuxi Hotel adopts air source heat pump, to reduce steam consumption
- Wuxi Hotel replaces the old system with low efficiency by the air conditioning system with centrifugal chillers for higher energy efficiency

Daily Operation

- Minimize its carbon footprint by efficient use of resources and implementing green office measures
- Monitor power consumption on a monthly basis for the early detection and rectification of devices that consume power erratically
- Advocate the Energy Saving Charter on Indoor Temperature and maintain an average indoor temperature between 24 – 26°C to save energy and provide a comfortable working environment
- Encourage online meetings to reduce motor vehicle emissions and emissions generated from business trip
- Turn off air conditioners, lightings and electronic products in the work place every day and reduce standby status so as to reduce energy consumption
- Choose local suppliers with first priority to reduce GHG emissions during transportation
- Take into account the factors related to climate change in the procurement process and promote the use of low-carbon and energy-efficient products and materials
- Encourage employees to take high-speed railway for travel between Chinese Mainland and Hong Kong and reduce the use of company cars; stipulate to use unleaded gasoline only for company cars if needed to reduce the emissions of polluting gases

GHG EMISSIONS

During the Year, the Group's total GHG emissions amounted to 6,386.0 tonnes of CO₂e, with a corresponding intensity of 0.004 tonnes of CO₂e/m² and 20.4 tonnes of CO₂e/HK\$ million. Compared with the prior year, the overall GHG emissions were similar to the prior year, with a significant change in Scope 1, mainly due to the full recovery of hotel business in Wuxi, resulting in a significant increase in the use of natural gas.

GHG Emissions	Unit	2023	2022 ¹	Percentage of Changes
Scope 1	tonnes of CO ₂ e	333.3	169.0	97.2%
Scope 2	tonnes of CO ₂ e	6,028.9	6,207.5	-2.9%
Scope 3	tonnes of CO ₂ e	23.8	16.4	45.1%
Total GHG emissions	tonnes of CO ₂ e	6,386.0	6,392.9	-0.1%
GHG intensity (in area)	tonnes of CO ₂ e/m ²	0.004	0.004	-
GHG intensity (in revenue)	tonnes of CO ₂ e/HK\$ million	20.4	18.7	9.1%

AIR POLLUTANTS

During the Year, the Group emitted a total of 662.6 kg nitrogen oxides, 1.3 kg sulphur oxides and 23.9 kg respiratory suspended particles. Although the use of natural gas during the year increased significantly due to the full recovery of hotel business in Wuxi, resulting in an increase in overall emissions, the slight increase caused a large percentage of change due to low emissions. Overall, the Group's air pollutants emissions during the year increased at a reasonable rate compared to the current business conditions.

¹ During the reporting year, the Group made improvement in environmental data collection and updated different methodologies and coefficients, therefore, certain environmental data for 2022 have been restated in this report to ensure the fairness of data comparison.

ENVIRONMENTAL

Air Pollutants Emissions	Unit	2023	2022 ²	Percentage of Changes
Nitrogen Oxides	kg	662.6	497.9	33.1%
Sulphur Oxides	kg	1.3	0.8	62.5%
Respiratory Suspended Particles	kg	23.9	18.6	28.5%

ENERGY

During the Year, the total energy consumption of the Group was 15,339.1 MWh, with the consumption intensity of 0.01 MWh/m². Total energy consumption decreased slightly by 1.5% compared with the prior year, while the overall performance was similar to that of the prior year.

Energy Consumption	Unit	2023	2022 ²	Percentage of Changes
Direct energy	MWh	1,196.4	748.2	59.9%
Indirect energy	MWh	14,142.7	14,826.0	-4.6%
Total energy consumption	MWh	15,339.1	15,574.2	-1.5%
Energy intensity (in area)	MWh/m ²	0.01	0.01	-

RESOURCES MANAGEMENT

Waste

Due to the nature of our business, the Group inevitably discharges certain amounts of wastes from its operation, which impose some impacts on the environment. In accordance with the "Policies on Disposal of Hazardous and Non-hazardous Wastes" and the "Paper Management Policy", and taking into account the characteristics of each operating business, we develop corresponding waste reduction measures and ensure legitimate and proper treatment of such wastes. We strive to implement the 4R environmental protection strategy (i.e. Reduce, Reuse, Replace and Recycle) to minimize waste.

Based on the three ways (being recycling, reusing and reducing, and proper disposal), the Group formulates corresponding measures to reduce the generation and disposal of waste, extend the overall product life, and ensure proper disposal of unavoidable waste.

Reducing and Reusing

- Promote electronic operations, including reducing use of paper and setting double-sided printing as default mode of printers
- Reuse materials such as old envelopes, folders, cartons and stationery
- Use electronic greeting cards and subscribe online newspaper and magazine to gradually replace hard copies
- Reduce provision of plastic bottled water for the customers

² During the reporting year, the Group made improvement in environmental data collection and updated different methodologies and coefficients, therefore, certain environmental data for 2022 have been restated in this report to ensure the fairness of data comparison.

Recycling

- Set up waste collection boxes at prominent location of Each Place of Business to encourage recycling
- Collect and dispose the recyclable items generated during the Chinese New Year, the Mid-autumn Festival and other festivals

To ensure the proper disposal of wastes, the Group sorted and stored such wastes based on their elements, and engaged qualified agencies to carry out subsequent treatment and disposal. We will treat used light tubes and electronic wastes, as well as waste residues, waste oil, waste chemicals and other hazardous wastes generated by the places of business of our property and hotel sector according to the established policies and procedures. In addition, we will also properly treat other sewage, such as segregating the grease in the sewage before it is discharged into public sewers, so as to mitigate the impact on the environment and water resources. In order to ensure the effectiveness of our policies and measures, we will record the production of wastes on a regular basis and review the treatment mechanism to reduce unnecessary resource consumption and mitigate the burden on the environment.

During the Year, the Group produced 0.4 tonnes hazardous waste and 308.9 tonnes non-hazardous waste, with a corresponding intensity of 0.0002 tonnes/thousand sq.m. and 0.2 tonnes/thousand sq.m. respectively.

Waste Generation	Unit	2023	2022	Percentage of Changes
Total generation of hazardous waste³	tonnes	0.4	0	N/A
Hazardous waste intensity (in area)	tonnes/thousand sq.m.	0.0002	0	N/A
Total generation of non-hazardous waste⁴	tonnes	308.9	307.3	0.5%
Non-hazardous waste intensity (in area)	tonnes/thousand sq.m.	0.2	0.2	–

For the Hong Kong Headquarter, the Group undertakes to reduce the use of paper with the target of reducing the amount of paper used by at least 10% from the year 2020 to 2025, and promotes reduction, recycling, recover and reduction of waste from the source. During the year, the Group consumed a total of 24.4 tonnes of paper, with a corresponding intensity of 0.01 tonnes/thousand sq.m..

The Group will review the established objectives according to the conditions and strategies of Each Place of Business, and expand its scope properly and timely, to further reduce the environmental impacts caused by wastes generated in our operations.

WATER RESOURCES

Water is an irreplaceable precious resource on the earth. The Group strives to reduce the consumption of water resources to protect the environment. The Group turns it into action and actively promotes the philosophy of “cherish fresh water and avoid water wastage” to employees. In addition, in accordance with the “Water Resources Management Policy”, we develop different water-saving policies and measures for Each Place of Business and encourage all departments and employees to actively participate in and aim at environmental protection. We will review our established water efficiency targets regularly and develop specific quantifiable water-saving targets when appropriate to strengthen supervision of water consumption, and ensure our ongoing and effective works on environmental protection.

³ There were only small amount of hazardous waste produced by the Group in its operations.

⁴ Non-hazardous waste includes general waste, waste paper, waste plastics, waste metals, waste wood.

ENVIRONMENTAL

Reduce consumption from the source

- Post slogans at conspicuous places to encourage the employees to save water
- Install water-saving devices, such as water-saving faucets or sensor faucet
- Carry out regular inspection and maintenance of water plumbing fixtures to prevent unnecessary waste of water
- Reduce possibility of water waste due to excessive water storage

Make efficient use of water

- Encourage employees to water plants with drinking water that is no longer to be used
- Encourage employees to use recycled water for basic cleansing

During the Year, total water consumption of the Group amounted 190,021.6 m³, with a water consumption intensity of 0.1 m³/m². The Group did not encounter any problems in obtaining suitable water sources.

Water Resources Consumption	Unit	2023	2022	Percentage of Changes
Water consumption in total	m ³	190,021.6	215,999.0	-12.0%
Water consumption intensity (in area)	m ³ /m ²	0.1	0.1	-

Mitigating Environmental Impact

Our operations inevitably bring impacts on the environment. As a conglomerate engaged in diversified businesses, First Shanghai knows well about that and makes an assessment on the possible impact of its various operation segments and processes. On this basis, we have formulated a series of policies and regulations and mitigation measures to reduce the impact of business activities on the environment and natural resources. In addition to implementing the policies and regulations such as “Policies for Minimizing the Significant Impact of the Operation on the Environment and Natural Resources” and “Hazardous Waste Environmental Emergency Plan”, we carry out proper monitoring and management of the implementation of relevant measures, to ensure that their effects are fully embodied.

For the operation of property and hotel sector, we develop a set of response measures in accordance with the regulations and requirements of “Hazardous Waste Environmental Emergency Plan”. The measures aim to mitigate or prevent environmental pollution issue arising from leakage and pollution accidents, ensuring that our business operations can protect the environment. In terms of chemical products used during the operation, the Group shall pay relevant pollution discharge taxes to the product suppliers according to relevant regulations, so as to take responsibility for the impacts brought about by the use of such products. We have also established an emergency response mechanism. We shall be able to take necessary response measures at once upon the occurrence of leakage or pollution accidents to reduce the pollution and impact on the environment.

In the future, the Group will continue to uphold the spirit of innovation, seek different ways to integrate the principles of sustainable development and green finance into its business operations, and positively support carbon reduction and environmental protection.

OUR POLICIES

Employees

- "Staff Handbook"
- "Equal Opportunity Policy"
- "Policy on Prevention of Child Labor or Forced Labor"
- "Occupational Safety and Health Ordinance"
- "Employee Training Policy"
- "Employee Training and Development Policy"

Customers

- "Compliance Manual"
- "Operation Manual"
- "ESG Investment Management Measures"
- "Product Supervision and Management Policy"
- "HACCP Food Safety Procedures Manual"
- "Sites Crisis Team Manual"
- "Advertising Review Guidelines"

Community

- "Community Charity Policy"

EMPLOYEES

Excellent work teams are not only the foundations of the Group's development, but also the key factor of the Group's success. First Shanghai has established a clear human resources policy and system, which not only protects the basic interests and well-being of employees, but also provides opportunities for learning, training and development. We believe that this will help to enhance employees' loyalty to the Company and their competitiveness, and make them more confident and motivated in their work. Adhering to the philosophy of "people-orientation", we will continue to work hard in the future to achieve this purpose.

SOCIAL

EMPLOYMENT MANAGEMENT

The Group strives to maintain a sound human resources policy and system to attract, motivate and retain excellent talents at different levels. We have formulated a series of policies, guidelines and related measures such as the "Staff Handbook", the "Equal Opportunity Policy" and the "Policy on Prevention of Child Labor or Forced Labor", covering recruitment and dismissal, remuneration and promotion, benefits and welfare, diversity, equal opportunities and anti-discrimination. By conveying via different channels, we ensure that all employees understand and observe the relevant systems.

Talent recruitment and retention

The Group strives to provide competitive remuneration packages and employee benefits. Healthcare coverage includes Chinese and Western medicine out-patient clinics, specialist out-patient clinics, and physical therapy, which is also provided to the spouses and children of employees, so as to take care of the health of their relatives. Employees have access to paid holidays such as annual leave, marriage leave, sick leave, maternity and paternity leaves, examination leave and birthday leave, and other paid leaves.

Our remuneration system takes into account various factors, including the responsibilities of employees, personal and business performance, and the market conditions in which we operate. To build a positive working environment and ensure the fairness of the remuneration system, we conduct market reviews on a regular basis and adjust the remuneration packages and benefits in a timely manner.

To retain excellent employees, we provide internal development and promotion opportunities based on their work performance, professional qualifications and abilities. We also regularly hold performance review meetings with employees, in order to understand their demands and expectations and make appropriate adjustments to their remunerations and positions based on the results of the evaluation and the review of remuneration packages.

Diversity, equal opportunity and anti-discrimination

Every employee has unique abilities and visions. The Group believes that promoting inclusiveness and diversity in the workplace is conducive to business success. We strive to develop a fair, equal and respectful environment so that every employee can unleash their potential. In all employment practices and procedures such as recruitment, dismissal and promotion, we provide equal opportunities with the principle of fairness and impartiality. Decisions are not affected by any factors unrelated to work, such as gender, race, sexual orientation, religion, nationality and age. We strictly forbid any form of discrimination, sexual harassment or unequal treatment.

Labor standards

We recruit employees only through lawful ways and prohibit use of child labor and forced labor. During the recruitment process, we review the identity documents of job applicants to ensure their working eligibility and avoid employment of child labor by mistake. The human resources department, direct department supervisors, the management of the Company will review the qualifications of job applicants, conduct interviews and give job offer notice to applicants. Entire recruitment process shall be formally completed only upon obtaining the applicant's consent, so as to ensure there is no forced labor. We shall not coerce employees to work involuntarily during non-business hours by seizing ID documents, deceiving, threatening and other means. Should any employee leave the job either voluntarily or involuntarily, the Group shall provide compensation or arrangement according to the established policy and provisions of the employment contract.

Employees communication

The Group has established procedures for complaint handling so that employees can lodge a complaint in writing or via email when they encounter any non-compliance practice. We will make sure complaints from employees are dealt with seriously and confidentially, and ensure fair and impartial investigation is in place. Disciplinary actions will be imposed and rectification measures will be taken based on the findings of the investigation.

During the Year, the Group had a total of 439 employees, including 127 employees based in Hong Kong, 214 in Chinese Mainland and 98 in Paris, France. In addition, the place of business in Hong Kong and Wuxi hired 19 and 1,620 other workers, respectively, to facilitate the day-to-day operation of relevant place of business.

OCCUPATIONAL SAFETY AND HEALTH

The Group has always put the health and safety of employees in the first place, recognizing that a safe and healthy working environment has an important impact on the productivity and morale of employees. For this purpose, we have formulated a series of policies such as “Occupational Safety and Health Policy” and “Policies on Concerning the Physical and Mental Health of Employees”. The policies aim to provide specific and clear work safety procedures and guidelines for employees in different positions, in order to ensure the personal and property safety of our employees, as well as to reduce the probability and potential risks of unexpected emergency and accidents. The safety measures will be continuously improved to ensure that employees feel at ease and comfortable at work.

We believe that occupational safety and health policies need to be effectively performed to ensure the health and safety of employees. Therefore, we will make sure all projects within the policies are supported by sufficient manpower and material resources to fulfill our commitment to the health and safety of employees. We review the occupational safety and health policy every year and draft the content that needs to be revised.

Safe working environment

We regularly conduct inspections and assessments in the workplace to prevent accidents in the workplace. We regularly check the fire protection system and have a first aid kit in good condition and in compliance with law as well as keep fire escape routes and aisles clear of clutter, so as to evacuate quickly and safely in case of emergency and protect the safety of employees and visitors.

In addition to keeping a clean, tidy and safe working environment, we also ensure there is adequate and appropriate ventilation indoors to maintain good air quality. In order to make employees feel comfortable at work, we provide equipment such as standard desks and chairs, foot rests, wrist rests or computer screen filters to avoid muscle strain or other occupational diseases.

Occupational safety and health education

We arrange for employees to participate in occupational safety and health training activities and seminars, aiming to raise their awareness of occupational safety and learning relevant preventive measures, the content of which covers topics such as health and safety, first aid in the workplace, use of fire extinguishers, proper posture and action training. In addition, by distributing occupational safety brochures, we remind employees of possible dangers at work. Employees shall participate in the fire drills on a regular basis, so as to realize how to act in an emergency to ensure life safety.

Crisis management

In view of the operating characteristics of the Group's property and hotel businesses, the Group has formulated policies such as the “Sites Crisis Team Manual”, which provide a series of specific recommended solutions to safety accidents, covering various possible situations. We ensure that employees are able to take immediate response measures in accordance with such solutions when an accident occurs, including injury treatment, medical needs and other steps. Thereby, we can not only ensure the safety of customers and employees, but also make the business return to normal operation as soon as possible to minimize losses.

SOCIAL

Five steps to crisis management

1. Feedback and reporting

In the event of a crisis, employees report the situation to relevant parties and organizations such as the crisis management team, regional managers, and the international rescue center.

2. Evaluation

The crisis management team will conduct an assessment on the on-site situation and decide on emergency measures. When the assessment is completed, they will notify persons in charge involved in the incident handling, and provide the latest situation report and the next action plan. To ensure the safety of all people, they will be responsible for guiding the on-site personnel to evacuate safely and orderly when necessary.

3. Handover

To ensure that the incident is properly handled, the on-site crisis management team shall hand over the command to the relevant person in charge and the command center as soon as possible.

4. Implementation and reporting

The relevant person in charge and the command center will communicate with the hotel crisis management team about their decisions and action plans, the team of which is composed of different employees, who perform their duties and coordinate with each other. Thereby, we are able to ensure that all the handling steps can be properly implemented as soon as possible, so as to effectively resolve any crisis that may arise.

5. Resolving

We carry out continuous crisis management and prevent the further spread of the crisis until the relevant crisis is completely solved. After the crisis is over, we conduct post-emergency assessment and analyze the causes of the crisis and the response to the crisis, so as to improve the future crisis management strategy.

During the Year, the Group recorded a total of 14 work-related injury cases, which resulted in a total of 516 working days lost. The Group has dealt with and responded to such cases in accordance with the established procedures and policies. We understand that in order to prevent reoccurrence of similar incidents, we shall carry out more in-depth training for our employees and take more stringent measures. Therefore, we have strengthened relevant training courses and improved the level of management and supervision, so as to ensure that all regulations and procedures can be strictly performed.

TRAINING AND DEVELOPMENT

The Group is committed to business development, and also attaches great importance to the improvement of the working ability and professional skills of employees. Thus, we continuously improves the talent training and development system, aiming at providing diversified training and development opportunities for employees. To make employees perform better and achieve a greater sense of accomplishment in their work, the Hong Kong Headquarter and the Property and Hotel segment have formulated policies such as the “Employee Training Policy” and the “Employee Training and Development Policy”, respectively. The Human Resources Department will regularly collect employees' opinions and suggestions through questionnaires, identify the training programs employees desire to participate in, and make appropriate training plans and arrangements according to the analysis results.

In addition, we have established a corresponding training system for existing and newly joined employees. The training system aims to enhance employees’ understanding and skills of their jobs and enable them to fully demonstrate their potentials in the job, enhance work efficiency and achieve career development goals.

Employees trained	Average training hours
309 in total	23.8 hours in total

Orientation Trainings for New Employees	Annual Trainings	External Trainings
Provide relevant employee manuals and trainings related to the posts and the Group's operations, strengthen employees' knowledge on the Group, make them understand the requirements of the Group, and assist to equip them with basic knowledge and skills necessary for day-to-day operations and positions.	We work with employees to mutually develop necessary trainings and development plans for the employees based on their performance and individual career expectation, and offer in-house trainings or further development opportunities to help employees acquire the skills they need to meet their career development expectation.	We encourage employees to actively seek opportunities for advanced studies related to their positions. Employees can apply to the head of the department to participate in external trainings of courses or lectures that are conducive to improve their work skills.

SOCIAL

Professional Skill Trainings	
Financial Services segment	Property and Hotel segment
We provide training courses such as customer service, language training, and regulations update, and arrange licensed employees of the financial services sector to participate in professional trainings on finance and insurance businesses, and courses related to financial products, accounting and financial standards.	We will provide training programs covering various fields such as management training, client relationship management, conflict management, financial management, occupational skills and languages, in response to the operational needs of the property and hotel business.

CUSTOMERS

First Shanghai is committed to providing customers with high-quality professional products and services based on the principle of customer-orientation and service-first. We have established internal policies, monitoring measures and procedures for different businesses and operating environment to guide the work of our employees at Each Place of Business. Through a sound management system, we ensure that our business operations meet the needs and expectations of our customers, and provide guarantee to our customers.

PRODUCT AND SERVICE RESPONSIBILITY

Financial Services segment

The Group has formulated a policy on product risk disclosure based on the code of conduct and guidelines on advertising issued by the SFC. The “Compliance Manual” and the “Operation Manual” of the Hong Kong Headquarters set out the requirements related to our financial services and products, including risk disclosure, due diligence, customer assessment, etc. Our employees are required to explain to our customers the risks of investing in financial products and assess the suitability of our customers to assist them in making appropriate investment decisions. The Group has established a dedicated due diligence mechanism for financial products to ensure that our financial products and services meet the needs of our customers while also complying with all regulatory standards and regulations. In addition, we will assess the ESG risks of our investment projects in accordance with the “ESG Investment Management Measures”. By combining ESG information with traditional financial data, with reference to relevant standard ESG ratings and based on our assessment results, we make investment decisions that are most aligned with our objectives and policies.

Property and Hotel segment

Food safety

Wuxi Property Investment Office and Wuxi Hotel attach utmost importance to food safety, thus they have established the “Product Supervision and Management Policy” and the “HACCP Food Safety Procedures Manual”. We recognize that food safety has a direct bearings on the health of our customers, so we never take it lightly. Wuxi Hotel has adopted the Hazard Analysis and Critical Control Points (“HACCP”) management system to strengthen the identification and control of hazards to ensure food safety. The “HACCP Food Safety Procedures Manual” covers guidelines on the processing steps which are required to be followed for various categories of food, the cleaning and maintenance of facilities and equipment, personal hygiene of our employees, food recall procedures, takeaway catering services, etc.

We conduct regular food safety review and random inspections of the food we produce to ensure that food safety standards are met. In addition, we regularly provide relevant training on food safety to our employees, enabling them to stay on top of the important knowledge and operational skills of food safety. If there are potential problems in our products or facilities, Wuxi Hotel will immediately take necessary measures to avoid or mitigate the impact of such problems on the health and safety of our customers.

If we are noticed from any government authorities or our suppliers that food is contaminated, we will work closely with the food supplier to ascertain whether any affected food has entered the food supply chain. We will contact the hotels that have received the batches of contaminated food directly and request them to quarantine such batches of the food as soon as possible.

Operation facilities

In terms of the management of operation facilities, Wuxi Hotel and L'Isle Adam, Paris have a system of regular inspection and maintenance in place to avoid potential risks exposed to the customers and employees. For outdoor venues and facilities, such as golf courses, appropriate adjustments to their operations will be made according to weather conditions and other related factors, with an aim to offer our customers safety guarantee and professional services to the greatest extent.

Crisis management

Wuxi Hotel has formulated the "Crisis Management Manual" and provided relevant training to foster the ability of employees to respond to various emergencies or special circumstances to ensure the safety of themselves and the customers.

Customer engagement

The Group's core mission is to build long-lasting relationships with customers. To this end, we have set up various communication channels, such as telephone, email, face-to-face meetings, etc., to maintain close engagement with our customers. Through conducting irregular questionnaire surveys, we collect the opinions from our customers, which serve as our important reference, so as to continuously improve the quality and service standards of our products and better meet the needs of our customers. The Financial Services business has a dedicated Customer Service Department to address customers' questions and related matters to ensure that customers' questions can be addressed in a timely and professional manner. At Wuxi Hotel, we require all employees to follow the guidelines regarding service etiquette so that our customers can have an impressive experience at the hotel.

In order to better sustain our service quality and optimize the related procedures, First Shanghai has established a complaint platform, which is not only used by external stakeholders, but also used by our internal employees, where they can make complaints about product and service safety, intellectual property rights, data privacy and other aspects. Upon receipt of any complaint, we will assign a dedicated department to conduct investigation, and make appropriate response and develop rectification measures based on investigation findings.

During the Year, the Group received a total of 35 complaints from customers, which were mainly related to complaints about waiting time and food quality from hotel customers. All cases were handled in accordance with established procedures and properly resolved. The Group has investigated and followed up on the complaints in accordance with established procedures, and formulated improvement measures in respect of the compliant cases. We treat this as an important step in improving our performance and will make continuous efforts to offer better services and products to our customers.

SOCIAL

Responsible marketing and labeling

A responsible attitude is essential to protect the rights and interests of consumers and keep up the reputation of the Group. We strive to provide adequate and clear information to our customers and to ensure that the content of advertisements or promotional materials is not false, defamatory, misleading or deceptive. The “Compliance Manual” of the Hong Kong Headquarters and the “Advertising Review Guidelines” of the Wuxi Hotel set out the approval procedures for advertisements. All advertisements or promotional materials shall be approved by the relevant departments and heads of such departments before publication or release. The Group arranges relevant departments to conduct regular review on the compliance of advertisements or promotional materials, to ensure the authenticity of relevant descriptions. If any illegal advertisements or promotional materials are found during the review, we will immediately cease using such promotional content and publish a public statement stating our stances and solutions of such case.

In respect of product labelling, the Group will assess the non-compliant labelling practices and immediately cease sourcing the goods from the relevant suppliers or terminate the relationship between the both parties, so as to avoid the continued use of non-compliant products. For marketing management of Financial Services business, please refer to “Product and Service Responsibility”.

Data privacy and network security

Given that our business operation involves extensive customer information and data, we are well aware of the importance of respecting and protecting customer information. Therefore, the Group shall collect personal data and banking information from customers, only with their explicit consent. Once collected, we will properly keep such information and ensure that it is not misused. After use, we will keep it properly or destroy it in an approved manner. The Group will not keep or use such information in any manner without the consent from the customers.

To ensure that our daily operations free from hackers or malware attacks, all software used by the Group shall be downloaded from legitimate, safe and reliable sources. We do not allow our employees to download or use the software via unauthenticated or unofficial sources. To further enhance its security, firewalls are installed on all electronic devices to block any unauthorized access, and physical firewalls are also installed in the server rooms of the hotels to prevent any possible security threats and protect the data of our business and customers.

During the Year, Wuxi Hotel provided trainings on data and privacy security to its employees, which enable its employees to understand the data and privacy security policies, requirements and responsibilities, the methods of identifying different types of data and maintaining data security, identify potential data threats and behaviors that may impair data security, learn about unauthorized network access and software, and how to report acts that jeopardize data security.

Protection of intellectual property rights

Except for those independently developed or owned by the Group, all materials containing third party intellectual property rights may only be used and published with the approval of relevant departments and heads of such departments and consent from the intellectual property owner (if applicable). The Group prohibits the use of any products protected by intellectual property rights that are obtained by illegal means, it only uses software downloaded from legitimate sources, so as to protect the rights of intellectual property owners.

The Group will conduct regular review on the implementation of relevant procedures and measures to ensure compliant operation. Upon identification of any non-compliance, the Group will immediately cease using such materials, and deal with the issue through established procedures and formulate rectification measures.

COMMUNITY

As a socially responsible company, First Shanghai has always been concerned about the communities where it operates. We uphold the motto of “benefiting from the society, giving back to the society” which is also the main driver of our contribution to the community. We strive to build strong connections and interactions with local communities and maintain our leverage for empowering the communities.

Every community has its own unique needs and expectations. As such, we have developed the “Community Charity Policy”, which provides guidelines for Each Place of Business in setting community investment objectives and actions to respond to and support the needs and aspirations of the communities where they operate. The Group's community investment projects cover a wide range of areas, including environmental conservation, education and community support and development.

Donations	In-kind donations	Volunteer activities
HK\$51,497 in total	Equivalent to HK\$13,962	250 hours in total

The Group provides assistance to environmental protection organizations and charitable organizations, and actively participates in related volunteer activities to promote local environmental protection and community development, so as to mitigate the impacts brought about by social and economic activities. After the earthquake that struck Türkiye in early 2023, the Group also proactively fulfilled its social responsibility to donate goods and materials to the disaster area, thereby making contributions to the local earthquake relief work.

Environmental Conservation

- Employees of the Group continued to support various activities organized by the World Wildlife Fund (WWF) during the Year, including assisting WWF in fundraising on Flag Day and participating in “Walk for Nature” organized by WWF. The 2023 “Walk for Nature” was held as a charity walk to raise funds, allowing the employees to learn about the latest information on wetland species and habitat conservation methods under the guidance of professional docents, as well as to support WWF's conservation and education work through donations.

Volunteer Services

- The Group organized a honey collecting activity with Domaine Des Trois Gouttes. Our employees actively participated in this activity to share beekeepers' workloads during the busiest period. Through hands-on involvement, our employees have deeply felt the hard-won nature of food and recognized the importance of treasuring the Earth's resources.
- The Group organized volunteer activities with Le Clos du Nid, an organization supporting people with physical or mental disabilities, to keep vegetable farm of the Group's hotel and help to plant various vegetables and spices, attesting to our responsibility and commitment to ESG.

Education Program

- In order to support longer-term development of children from disadvantaged background and alleviate intergenerational poverty in the community, the Group actively participates in the “Wind Beneath My Wings” Growth Navigator Program III sponsored by the Child Development Fund where through employees serving as “Mentor” for the youth, they educated knowledge of financial management and provided insights for life planning among the youth, allowing the youth to gain adequate support in their personal development journey.

GOVERNANCE

As a conglomerate with financial services, property and hotel and other businesses as its core businesses, First Shanghai strives to provide professional and high-quality products and services. Therefore, the Group places great emphasis on professional and compliant operations, and strictly complies with the laws and regulations of the countries and regions in which the Group operates, as well as relevant internal policies and procedures, in order to meet customers' expectations. The Group is dedicated to maintaining its professional standard and integrity, and providing high-quality services and products by implementing stringent internal control procedures, and managing and overseeing its operations in good faith.

OUR POLICIES

Compliant operation, corruption-free operation

- "Prevention of Bribery and Anti-Money Laundering Policy"
- "Prevention of Fraud and Blackmail Policy"
- "Compliance Manual"

Supply chain management

- "Supply Chain Management Policy"
- "Supply Chain Policy relating to Environmental Risk Management"
- "Responsible Procurement Policy"

COMPLIANT OPERATION

Compliance with regulations is vital to the operation and sustainability. Non-compliance with laws and regulations may adversely affect the business operations, performance, financial condition and reputation of the Group. The Group has adopted internal policies, guidelines and procedures, and established procedures to investigate and deal with potential non-compliances to ensure that its operations are in compliance with laws and regulations and high standard of business ethics are maintained. The "Compliance Manual" provides clear guidance for employees in the performance of their daily duties. We require all departments to strictly implement the relevant policies of compliant operations, review the relevant systems on a regular basis, and make adjustments in due course. Each business department shall develop and specify corresponding rules and regulations according to their respective operation characteristics and approaches.

During the Year, the Group did not experience any non-compliance of laws and regulations related to ESG that had a material impact on the Group, nor did it receive any corruption litigation against the Group and its employees. The following laws and regulations have been identified as having a material impact on the Group:

Aspect	Laws and regulations that have a material impact on the Group	
Emissions	Hong Kong	"Air Pollution Control Ordinance"
	Chinese Mainland	"Environmental Protection Law of the People's Republic of China"

Aspect	Laws and regulations that have a material impact on the Group	
Emissions	France	"LAW no. 2018-1021 of November 23, 2018 "ELAN" (Evolution du logement, de l'Aménagement et du numérique), and related decree called "Décret tertiaire" "Article L229-25 of Code de l'environnement"
Employment and labor practices	Hong Kong	"Employment Ordinance" "Minimum Wage Ordinance" "Employees' Compensation Ordinance" "Mandatory Provident Fund Schemes Ordinance"
	Chinese Mainland	"Social Insurance Law of the People's Republic of China" "Employment Promotion Law of the People's Republic of China" "Labor Contract Law of the People's Republic of China"
	France	"French Labor Code" "Golf Collective Bargaining Agreement"
Occupational health and safety	Hong Kong	"Occupational Safety and Health Ordinance"
	Chinese Mainland	"Production Safety Law of the People's Republic of China"
	France	"French Labor Code" "French Social Security Code"
Product responsibility	Hong Kong	"Trade Descriptions Ordinance" "Prevention of Copyright Piracy Ordinance" "Personal Data (Privacy) Ordinance" "Securities and Futures Ordinance" "Code of Conduct for Persons registered with the Securities and Futures Commission"
	Chinese Mainland	"Protection of Consumer Rights and Interests of the People's Republic of China"
	France	"French Civil Code" "European regulation no. 178/2002 of January 28, 2002 on the requirements of food law, the European Food Safety" "Authority and food safety procedures" "French Consumer Code" "European regulation of April 29, 2004 on the hygiene of foodstuffs" "Rural and Maritime Fishing Code: article L233-4" "Decree no. 2016-1331 of October 6, 2016 on companies' obligations with regard to locker rooms and catering in the workplace" "Decree of December 21, 2009 on sanitary rules in the retail, storage and transport of products of animal origin and foodstuffs containing them" "Order of October 8, 2013 on sanitary rules applicable to the retail, storage and transport of food products and foodstuffs"

GOVERNANCE

Aspect	Laws and regulations that have a material impact on the Group	
Anti-corruption	Hong Kong	"Prevention of Bribery Ordinance" "Anti-Money Laundering and Counter-Terrorist Financing Ordinance"
	Chinese Mainland	"Anti-Money Laundering Law of the People's Republic of China" "Anti-Unfair Competition Law of the People's Republic of China" "Criminal Law of the People's Republic of China"
	France	"LAW no. 2016-1691 of December 9, 2016 on transparency, the fight against corruption and the modernization of economic life (known as the "Law Sapin II")"

CORRUPTION-FREE OPERATION

Under the operating principles of honesty and integrity, the Group adopts a zero-tolerance attitude towards any form of dishonesty, misconduct or corruption such as bribery, extortion, fraud, blackmail and money laundering. We have defined our stance in the "Prevention of Bribery and Anti-Money Laundering Policy" and the "Prevention of Fraud and Blackmail Policy". The "Compliance Manual" sets out clear guidance on business ethics and responsibility, covering soliciting or accepting benefits. We require all directors and staff to uphold the highest standards of conduct in engaging in all businesses.

Whistleblowing mechanism

We have established complaint and anonymous whistle-blowing channels and response mechanisms to enable to detect and deter any possible misconduct in a timely manner and ensure the legality and ethics of our business operations. Stakeholders can report any suspected misconduct or corruption incidents, and staff can report to the heads of departments. The Group will strictly keep the personal data of all whistleblowers and related case information confidential. After collecting the reported case and related information, the management and compliance department will conduct an in-depth investigation. If the reported case is proven to be true, the Group will take disciplinary action or report to the competent law enforcement department depending on the severity of the case and findings of the investigation.

Awareness training

In order to enhance employees' awareness of business honesty and integrity, we organize a number of trainings and activities every year. These trainings and activities are designed to make employees have a deeper understanding of these principles and to integrate them into their work. Employees of financial services business segment are required to receive additional training on anti-money laundering and counter-terrorist financing to ensure that they are disciplined in the provision of financial services. We also disseminate these principles through internal communications to enhance the understanding and practice of all employees and to promote a culture of compliant operation and integrity.

SUPPLY CHAIN MANAGEMENT

Supplier assessment

The Group's procurement procedures, supplier selection, management and assessment processes are conducted in accordance with its internal policies and procedures. Such policies and procedures, including the "Supply Chain Management Policy" and the "Responsible Procurement Policy", not only maintain fairness in the selection and management of suppliers, but also ensure that our supply chain is aligned with the concept of sustainability, to facilitate the delivery of the highest quality products and services to our customers.

Supplier selection

- We will make comprehensive assessment on the suppliers based on the information provided by them, including compliance, procurement practices, fair trade, human rights, animal welfare and commitments to environmental protection and other aspects.
- We will take into consideration the location of the suppliers and source locally to the greatest extent to reduce air pollution from transportation and avoid over-packaging for protecting goods in long-distance transit.
- In selecting hotel managers, Wuxi Property Investment Office will take into consideration their past operating records and their commitment to environment and society in the operating policies.

Supplier assessment

- We will carefully select suppliers based on the results of the assessment, and include qualified suppliers in the supplier list.
- The list of suppliers will serve as an important reference, and we will conduct strict management of the suppliers on the list and regularly review their performance to ensure that their operations, products or services meet the requirements stipulated by both parties.

We not only emphasize the cooperation and management of our suppliers, but also their environmental and social performance. In order to practice the concept of sustainability throughout the supply chain management, the Group identifies the environmental and social risks of suppliers in accordance with the "Supply Chain Environmental and Social Risk Management Policy", the "Supply Chain Policy Related to Environmental Risk Management" and the "Supply Chain Policy Related to Social Risk Management", and integrates ESG factors into the selection and management of suppliers.

GOVERNANCE

We expect our suppliers to offer quality products and services which meet the environmental and social standards of the Group:

Environmental standards

- Improving the environmental performance of our business operations, including reducing emissions and waste generation, and enhancing resource efficiency
- Saving energy and reducing environmental pollution
- Meeting the environmental standards and requirements

Social standards

- Confidentiality agreements are in place to ensure the privacy and security of information
- Complying with applicable laws and regulations related to ESG
- Adopting an internationally recognised ESG management system
- Devoting to a commitment to sustainable development

During the Year, the Group has cooperated with 723 suppliers in total, of which 50 product and service providers were based in Hong Kong, 278 in Chinese Mainland and 395 in Europe and North America.

Sustainable procurement

According to the nature and needs of each business, the Group prioritises the procurement of energy-saving, low-carbon and eco-friendly products or services to promote sustainable procurement. Taking products as an example, we will prioritise the sourcing of products with the following attributes:

- With greater energy efficiency
- Utilizing clean technology or clean fuels
- Products with improved recyclability, high recycled content, reduced packing, greater durability and non-disposable
- Emitting fewer irritating or toxic substances during installation or use
- Materials resulting in smaller production of toxic substances, or of less toxic substance, upon disposal
- Avoiding potential harm to health

The Group will continuously and closely monitor the performance of its suppliers, and will regularly review their business and operational processes and put forward substantive rectification measures to improve the overall performance of the supply chain. By taking ESG as key considerations, we will constantly enhance our supply chain management to achieve our business objectives while fulfilling our corporate responsibility.

OVERVIEW OF KEY PERFORMANCE INDICATORS

ENVIRONMENTAL PERFORMANCE

	Unit	2023				2022 ⁵
		Hong Kong	Wuxi	Paris	Total	Total
Air pollutant⁶						
Nitrogen Oxides	kg	1.2	131.3	530.1	662.6	497.9
Sulphur Oxides	kg	0.0	0.9	0.4	1.3	0.8
Respiratory Suspended Particles	kg	0.1	0.2	23.6	23.9	18.6
Greenhouse gas⁷						
Scope 1 ⁸	tonnes of CO ₂ e	6.0	244.7	82.6	333.3	169.0
Scope 2 ⁹	tonnes of CO ₂ e	156.3	5,786.0	86.6	6,028.9	6,207.5
Scope 3 ¹⁰	tonnes of CO ₂ e	10.6	12.4	0.8	23.8	16.4
Total GHG emissions	tonnes of CO ₂ e	172.9	6,043.1	170.0	6,386.0	6,392.9
GHG intensity (in area)	tonnes of CO ₂ e/m ²	0.1	0.8	0.0001	0.004	0.004
GHG intensity (in revenue)	tonnes of CO ₂ e/ HK\$ million	NA	NA	NA	20.4	18.7
Waste						
Total hazardous waste¹¹	tonnes	0.4	0	0	0.4	0
Hazardous waste intensity (in area)	tonnes/thousand sq.m.	0.2	0	0	0.0002	0
Total non-hazardous waste	tonnes	5.1	247.4	56.4	308.9	307.3
Non-hazardous waste intensity (in area)	tonnes/thousand sq.m.	2.8	34.3	0.03	0.2	0.2

⁵ During the reporting year, the Group made improvement in environmental data collection and updated different methodologies and coefficients, therefore, certain environmental data for 2022 have been restated in this report to ensure the fairness of data comparison.

⁶ The calculation of air pollutant emissions was mainly referenced to the Technical Guide for Preparation of Air Pollutant Emission Inventory for Road Vehicles (Trial Implementation) (《道路機動車大氣污染物排放清單編制技術指南(試行)》) and the Technical Guide for Preparation of Primary Source Emission Inventory for Respirable Particulate Matter (Trial Implementation) (《大氣可吸入顆粒物一次源排放清單編制技術指南(試行)》) and the Non-road Mobile Source Air Pollutant Emission Inventory Preparation Technical Guide (Trial Implementation) (《非道路移動源大氣污染物排放清單編制技術指南(試行)》) issued by the Ministry of Ecology and Environment of the People's Republic of China. Vehicle emissions and natural gas combustion were the main sources of the emissions.

⁷ The calculation of GHG emissions was mainly referenced to the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong launched by the Environmental Protection Department and the Electrical and Mechanical Services Department of Hong Kong and the Guidelines for Accounting and Reporting Greenhouse Gas Emissions from Operators of Public Buildings (Trial Implementation) (《公共建築運營企業溫室氣體排放核算方法與報告指南(試行)》) issued by the National Development and Reform Commission of China.

⁸ Scope 1 represents direct GHG emissions, including mobile sources such as vehicles from offices in Hong Kong and factories in Chinese Mainland.

⁹ Scope 2 represents energy indirect GHG emissions, including purchased electricity at all places of business.

¹⁰ Scope 3 represents other indirect GHG emissions, including waste paper, fresh water and sewage treatment at the place of business in Hong Kong, as well as business travel at all places of business.

¹¹ The Group only generated a small amount of hazardous waste in its operations.

OVERVIEW OF KEY PERFORMANCE INDICATORS

	Unit	2023				2022
		Hong Kong	Wuxi	Paris	Total	Total
Energy¹²						
Direct energy ¹³	MWh	21.9	862.2	312.3	1,196.4	748.2
Indirect energy ¹⁴	MWh	229.9	11,982.4	1,930.4	14,142.7	14,826.0
Total energy consumption	MWh	251.8	12,844.6	2,242.7	15,339.1	15,574.2
Energy intensity (in area)	MWh/m ²	0.1	1.8	0.001	0.01	0.01
Water resource						
Total water consumption	m ³	1,187.0	99,604.2	89,230.4	190,021.6	215,999.0
Water consumption intensity (in area)	m ³ /m ²	0.6	1.3	0.05	0.1	0.1

SOCIAL PERFORMANCE

		2023				2022
		Hong Kong	Wuxi	Paris	Total	Total
Number of employees¹⁵						
Gender	Male	66	109	61	236	221
	Female	61	105	37	203	205
Age	30 and below	22	55	47	124	132
	31-40	41	52	22	115	97
	41-50	31	51	15	97	102
	Above 50	33	56	14	103	95
Rank	Senior management	18	2	15	35	37
	Middle management	29	49	20	98	127
	General employees	80	163	63	306	262
Employment type	Full-time	127	192	95	414	419
	Part-time	0	22	3	25	7
Total		127	214	98	439	426
Number of other workers						
Gender	Male	13	578	0	591	458
	Female	6	1,042	0	1,048	1,141
Age	30 and below	0	150	0	150	343
	31-40	4	602	0	606	509
	41-50	2	715	0	717	635
	Above 50	13	153	0	166	112
Total		19	1,620	0	1,639	1,599

¹² During the reporting year, the Group made improvement in environmental data collection and updated different methodologies and coefficients, therefore, certain environmental data for 2022 have been restated in this report to ensure the fairness of data comparison.

¹³ Including petrol and natural gas.

¹⁴ Including purchased electricity and heat.

¹⁵ Total number of employees at the end of the Reporting Period.

OVERVIEW OF KEY PERFORMANCE INDICATORS

		2023				2022
		Hong Kong	Wuxi	Paris	Total	Total
New employee rate¹⁶						
Gender	Male	24%	57%	46%	45%	37%
	Female	25%	77%	65%	59%	31%
Age	30 and below	41%	155%	89%	110%	70%
	31-40	34%	33%	23%	31%	19%
	41-50	23%	29%	20%	26%	19%
	Above 50	3%	46%	14%	28%	16%
Total		24%	67%	53%	51%	34%
Employee turnover rate¹⁷						
Gender	Male	21%	64%	56%	50%	41%
	Female	23%	86%	51%	61%	38%
Age	30 and below	36%	173%	79%	113%	77%
	31-40	27%	19%	36%	25%	27%
	41-50	23%	31%	33%	29%	19%
	Above 50	6%	70%	21%	43%	21%
Total		22%	75%	54%	55%	39%
Health and safety¹⁸						
Number of work-related injuries		1	2	11	14	14
Lost days due to work-related injuries		20	27	469	516	530
Number of work-related fatalities		0	0	0	0	0
Work-related fatality rate		0	0	0	0	0
Number of employees trained¹⁹						
Gender	Male	47 (71%)	98 (90%)	29 (48%)	174 (74%)	154 (70%)
	Female	21 (34%)	92 (88%)	22 (59%)	135 (67%)	152 (74%)
Rank	Senior management	12 (67%)	1 (50%)	10 (67%)	23 (66%)	23 (62%)
	Middle management	14 (48%)	45 (92%)	19 (95%)	78 (80%)	96 (76%)
	General employees	42 (53%)	144 (88%)	22 (35%)	208 (68%)	187 (71%)
Total		68 (54%)	190 (89%)	51 (52%)	309 (70%)	306 (72%)
Average training hours (hour)^{20, 21}						
Gender	Male	7.5	43.2	5.5	23.5	21.2
	Female	3.5	42.1	7.1	24.1	26.3
Rank	Senior management	9.0	24.0	12.3	11.2	6.8
	Middle management	5.9	44.1	9.7	25.8	29.7
	General employees	4.7	42.4	3.5	24.5	23.1
Total		5.6	42.6	6.1	23.8	23.7

¹⁶ New employee rate (in percentage) = number of new employee of the category/total workforce of the category at the end of the Reporting Period X 100%.

¹⁷ Employee turnover rate (in percentage) = number of turnover of the category/total employees of the category at the end of the Reporting Period X 100%.

¹⁸ Including employees of the Group and other workers.

¹⁹ Employee trained rate (in percentage) = number of employee trained in the category/total employees of the category at the end of the Reporting Period X 100%.

²⁰ Average training hours = total hours of training received by employees of category/total employees of the category at the end of the Reporting Period.

²¹ Due to the improvement in data collection and analysis, data of year 2022 have been restated.

OVERVIEW OF KEY PERFORMANCE INDICATORS

Supply chain management		2023	2022
Region	Hong Kong	50	41
	Chinese Mainland	278	278
	Europe and North America	395	356
Total		723	675
Percentage of suppliers implementing the relevant practices	Select suppliers	63.1%	13.2%
	Identify and manage environmental risks of the supply chain	57.4%	63.0%
	Identify and manage social risks of the supply chain	57.4%	63.0%
Suppliers obtaining various system certifications	ECOVADIS	3	0
	ISO 9000	4	3
	ISO 9001	21	7
	ISO 10002	2	0
	ISO 14000	1	0
	ISO 14001	12	1
	ISO 14064	1	0
	ISO 20000	2	2
	ISO 22000	3	0
	ISO 22716	1	0
	ISO 26000	4	0
	ISO 27001	9	7
	ISO 27017/27018	1	2
	ISO 45001	1	0
	ISO 50001	2	0
	OHSAS 18001	5	3
	WEEE and RoHS requirements	5	1
	Energy label verification	2	1
Total		79	27
Product responsibility			
Percentage of products sold or shipped subject to recalls for safety and health reasons		0	0
Number of products and service related complaints		35	126
Anti-corruption			
Number of concluded corruption cases brought against the issuer or its employees		0	0

CONTENT INDEX OF THE ESG REPORTING GUIDE OF THE STOCK EXCHANGE

Aspects, General Disclosures and KPIs	Description	Page/Remark
Mandatory Disclosure Requirements		
Governance Structure	<ul style="list-style-type: none"> (i) a disclosure of the board's oversight of ESG issues. (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses). (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses. 	5-6
Reporting Principles	<p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	4
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report.	3
A1 Emissions		
General Disclosure	<p>Information on:</p> <ul style="list-style-type: none"> (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 	10, 14-18, 29
A1.1	The types of emissions and respective emission data.	15-16, 33
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	15, 33
A1.3	Hazardous waste produced in total and intensity.	17, 33
A1.4	Non-hazardous waste produced in total and intensity.	17, 33
A1.5	Description of emission target(s) set and steps taken to achieve them.	14-15
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction targets set and steps taken to achieve them.	16-17

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Aspects, General Disclosures and KPIs	Description	Page/Remark
A2 Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	14-18
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A2.2	Water consumption in total and intensity.	18, 34
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	14-15
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	17-18
A2.5	Total packaging material used for finished products and with reference to per unit produced.	This issue is not related to the operation of the Group
A3 The Environment and Natural Resources		
General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resource.	18
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	18
A4 Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	10-13
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	10-13
B1 Employment		
General Disclosure	Information on : (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	19-20, 29
B1.1	Total workforce by gender, employment type, age group and geographical region.	21, 34
B1.2	Employee turnover rate by gender, age group and geographical region.	35

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Aspects, General Disclosures and KPIs	Description	Page/Remark
B2 Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	21-23, 29
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	35
B2.2	Lost days due to work-related injuries.	23, 35
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	21-23
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	19, 23-24
B3.1	The percentage of employees trained by gender and employee category.	23, 35
B3.2	The average training hours completed per employee by gender and employee category.	23, 35
B4 Labor Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labor.	19-20, 29
B4.1	Description of measures to review employment practices to avoid child and forced labor.	20
B4.2	Description of steps taken to eliminate such practices when discovered.	20
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	28, 31-32
B5.1	Number of suppliers by geographical region.	32, 36
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented and how such practices are implemented and monitored.	31-32
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how such practices are implemented and monitored.	31-32
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how such practices are implemented and monitored.	31-32

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Aspects, General Disclosures and KPIs	Description	Page/Remark
B6 Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	24-26, 29
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	36
B6.2	Number of products and service related complaints received and how they are dealt with.	25, 36
B6.3	Description of practices relating to observing and protecting intellectual property rights.	26
B6.4	Description of quality assurance process and recall procedures.	24-25
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	26
B7 Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	28-30
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	28, 36
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	30
B7.3	Description of anti-corruption training provided to directors and staff.	30
B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	27
B8.1	Focus areas of contribution.	27
B8.2	Resources contributed to the focus area.	27