

# CHINA STAR ENTERTAINMENT LIMITED

Incorporate in Bermuda with limited liability  
(Stock Code: 326)

## 2016 Environmental, Social and Governance Report



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## ABOUT THIS REPORT

This is China Star Entertainment Limited's ("China Star" or together with its subsidiaries, "the Group") first published Environmental, Social and Governance Report ("the Report") and it presents activities undertaken during the calendar year ended 31 December 2016 (unless specified otherwise).

This Report examines the Group's hotel operations in Macau, which has continuously been the most significant economic, environmental and social impact contributor to the Group's operations. This includes the Group's indirect wholly owned subsidiaries, Hotel Lan Kwai Fong (Macau) Limited ("Hotel LKF"), which manages the hotel operation. The Report currently excludes Classic Management & Services Company Limited ("Classic"), which provides services to the casino within Hotel LKF. The Group will consider expanding the scope of its Environmental, Social and Governance Report to include the casino operations in near future. The Report communicates the Hotel LKF's sustainability policy, commitments and performance.

This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide ("the ESG Reporting Guide") under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited. Given this is the Group's first report of such kind, relevant data are limited to certain environmental and social key performance indicators. The Group will continuously improve and expand on the data collection system and scope of data.

## Awards Received

Recipient	Award Received (in the last 5 years)	Presented by
Club LKF	First Class Restaurant, 2016 Quality Tourism Services Accreditation Scheme	Macau Government Tourism Office
Club LKF	First Class Restaurant, 2015 Quality Tourism Services Accreditation Scheme	Macau Government Tourism Office
Hotel Lan Kwai Fong Macau	Bronze Award, Hotels Group B, Macau Energy Saving Contest 2016	Office for the Development of Energy Sector (GDSE) and Companhia de Electricidade de Macau (CEM)
Hotel Lan Kwai Fong Macau	Champion, Hotels Group B, Macau Energy Saving Contest 2014 and 2013	GDSE and CEM
Hotel Lan Kwai Fong Macau	Bronze Award, Macau Green Hotel Award 2014-2016 and 2010-2013	Direcção dos Serviços de Protecção Ambiental (DSPA)
Hotel Lan Kwai Fong Macau	Top 25 Trendiest Hotels in China, 2012 TripAdvisor Travelers' Choice	TripAdvisor

## QUALITY OF SERVICE

Hotel Lan Kwai Fong Macau is a contemporary boutique hotel in Macau, dedicated to providing leisure and entertainment services to our distinguished guests from around the world. Our experienced hotel management team constantly strives to achieve the utmost highest level of quality services. It is Hotel LKF's goal that through our joint effort, each and every guests feel that "Every moment is intimately heartfelt".

Guest service begins the moment guests step foot into our Hotel. From the greeter at the door to the Reception, we assure our guests are treated with the most delicate and thoughtful service. Our staff at the Reception are always on the feet and eager to offer their services in advance room booking, checking in, flights or ferry booking services, and more. Reception and guest services are available at all hours of the day, ready to serve our guests. We also provide a host of convenient facilities for our guests, including same day laundry and valet service, limousine service, tour and ticketing, and more.

As our guests embark on their journey through our Hotel, their satisfaction is key to our success. Hence, we work closely with our guests and other stakeholders to explore room for improvement. To us, listening to our guests is key for excellent customer service, especially in the hospitality industry. Our **online platforms** are optimized to channel in all commendations and comments. We also have **direct guests comment cards** throughout Hotel LKF for guests to leave compliments and suggestions for improvement. **Mystery shoppers program** are also put in place for specific hotel areas, such as the spa or restaurants, to give us clearer feedback.

Another important aspect is to diligently handle customer complaints, and ensure that ample attention and preventive measures are put in place for each case, so that the same issue does not arise in the future. Each department has its own handling procedures for different scenarios. Our staff members are trained to handle various scenarios to best serve our guests, and they could always rely on their colleague or direct manager if they have any troubling issue they could not resolve in a timely manner.

It is our foremost duty to ensure our guests' stay is pleasant and comfortable. This includes guaranteeing their health and safety on our premises. Accidents do happen sometimes, even though we put in immense effort in preventing them. Ample signs are displayed as necessary, to provide caution to our staff and our guests. So they could be rest assured that their health and safety are our priority. Had there been any unfortunate event, big or small, our Hotel will ensure our guests receive suitable medical attention.

**Our guests are our highest priority. Their comfort is our driving force to excellence.**

## QUALITY OF HOTEL ENVIRONMENT

As our hotel rooms have the highest economic impact and environmental footprint within Hotel LKF, a high standard has to be upheld at all times. At Hotel LKF, policies are in place to safeguard room quality and hygiene, and systems are optimized to ensure our housekeeping staff service each room daily, unless specified otherwise, diligently and efficiently.

Quality assurance on hotel room cleanliness comes in two-folds. First, our housekeeping staff use an itemized checklist to confirm that each aspect of the room is serviced, including amenities, bedding, and beverages, among others. Second, a housekeeping supervisor inspects all serviced rooms before they are released back into the booking system. If anything is unsatisfactory, the supervisor and staff would rectify the issue as efficiently as possible. Additional staff trainings are also available as necessary.

Apart from our hotel rooms, we also set a strict standard upon our restaurants and kitchen area that exceeds statutory requirements. For example, air quality is carefully maintained in both area. The installation of a new electrostatic precipitator filters and removes smoke and grease from the kitchen hood exhaust air. This leads to better air ventilation in the kitchen area, which directly improves workflow and employees' health. Our standard also extends to food handling procedures, approved cleaning agents and cleaning schedules, personal hygiene and other food safety guidelines.

In response to the Government's indoor smoking ban, Hotel LKF took one step further to carefully measure and monitor its indoor air quality on the hotel floor. We track the concentration of carbon monoxide, carbon dioxide, particulate matters (PM2.5 and PM 10), benzo[a]pyrene, as well as total volatile organic compounds (TVOC), to ensure regulatory compliance. This year, we have continuously met and far exceed regulatory requirements, and have proudly showcased the results to our guests. We will strive for continuous improvement to our indoor air quality to guarantee the health and wellbeing of our guests and our staff members.

### Green Guest Rooms

To promote sustainability and raise environmental awareness for our guests, we place emphasis on creating green guests rooms. From using more natural lights to installing dual-flush toilet systems, from using recyclable laundry bags to installing water revitalization devices, these green practices in our guest rooms promote the concepts of sustainability, while complementing the luxurious and comfortable environment our rooms exude.

## Environmental Protection

Climate change has become an irrefutable topic of concern globally and locally. Our guests visit Macau from all corners of the world and we have an obligation to positively contribute and influence, for the wellbeing of our planet earth and our guests.

As a hotel enterprise, we consider environmental protection an important aspect of our operations at Hotel LKF. We strive to increase our corporate responsibility and standards on social and environmental aspects, to incorporate sustainable practices into our daily operations, and to promote sustainability concepts to our staff members and our guests.

A comprehensive environmental protection policy is currently in place to ensure the successful implementation of our sustainability vision. In practice, our goals target three aspects: to reduce electricity consumption, water consumption and waste. We closely monitor and review our usage and consumption in these three areas, with the aim of evaluating the direct and indirect impact our operations might have on the environment.

Hotel LKF's sustainability direction and goals are communicated to each department, in order for each department to plan and execute accordingly. This allows us to improve key performances in each area and to reduce our environmental footprint. Based on the direction, departments could also collaborate and develop the best suited programs. Externally, these policies also help educate our guests on the importance of environmental protection, and increase the effectiveness of our effort.

Our environmental committee promotes environmental awareness internally, actively seeks out area of improvements, implements approved proposals, and evaluates each project's effectiveness against preset goals.

This year, we have partnered with a local third-party sustainability consultancy firm, CKP Sustainability Consultants. They will monitor and assess our performance against policy, key performance indicators, and targets on an annual basis, especially in the three identified aspects: electricity, water and waste. They will also implement and maintain an emission inventory, including Greenhouse Gas emissions.

The Group is not aware of any non-compliance of laws and regulations that have a significant impact on the Group, in relations to air and GHG emissions, discharges into water and land, or generation of hazardous and non-hazardous waste during the reporting period.

## Energy Conservation

Maximizing energy efficiency while complementing our effort to create a luxurious and comfortable environment for our guests is a priority for Hotel LKF. Since opening in 2009, Hotel LKF have adopted various energy saving practices and have continuously monitored and properly managed them. These practices are adopted in our guest rooms, hotel lobbies, restaurants and other public areas to ensure best use of energy.

Energy saving practices implemented in our hotel include:

- ✓ Constantly update and monitor electricity and water consumption in a database, and analyze the effectiveness of our environmental initiatives quarterly
- ✓ Improve the management of our cooling and heating equipment, and perform regular cleaning and maintenance on monthly and yearly basis
- ✓ Light switch timers are installed at the office and programmed only to be turned on during office hours
- ✓ All lighting systems have been changed to energy-efficient LED light bulbs. This change is estimated to save approximately 1400 MWh of electricity usage annually
- ✓ An electric heat pump system is installed and connected with the boiler system to provide hot water. Since the installation covers nearly 95% of heat water output, our fuel usage has significantly reduced
- ✓ Kitchen area for Club LKF has replaced gas stove with electric stoves to reduce gas usage
- ✓ New electrostatic precipitator is installed for better air ventilation in the kitchen to comply with Macau health and environmental regulation
- ✓ Sensors and real-time load tracking system are installed to monitor the water pressure, flow rate of our cooling system. Real-time data allows for real-time instruction to the sub-control units to change pump flow rate accordingly, which achieves overall system energy saving of 20-40%

## Water Management

At Hotel LKF, we also apply water saving technology and systems to improve the effectiveness of water consumption within our operations. The following practices are continuously monitored and managed throughout this year:

- ✓ All hotel rooms are equipped with water-saving faucets and showers to reduce water use and ensure no leakage
- ✓ Dual flush toilets are installed in our guest rooms

- ✓ Rainwater collection system is implemented for the use of watering plants and for outdoor cleaning purposes
- ✓ Table cloth and napkins are no longer available for use at Club LKF to reduce laundry load
- ✓ Environmental friendly chemicals is used for cleaning

## **Waste Reduction**

Hotel LKF has implemented a cycle of “Reduce, Reuse and Recycle” procedures in its operations, to reduce the creation of waste by maximizing the potential of recycling in the following practices:

- ✓ Increase waste sorting operations to increase recycling and reduce the amount of waste
- ✓ Set up recycling bins in staff areas to make recycling more efficient and convenient
- ✓ All internal correspondences at Reservation and Reception use recycled paper
- ✓ Install hand dryers in bathrooms to reduce paper waste
- ✓ An employee ID card recognition system is installed to record average number of meals served for staff, in order to estimate food preparation needs and reduce food waste
- ✓ Reusable tableware and utensils are utilized in all restaurants, including staff canteen
- ✓ Central printers are installed in replacement of individual printers and copiers at each department, which reduces paper use and toner consumption
- ✓ All toners are sent back to the supplier for recycling after use

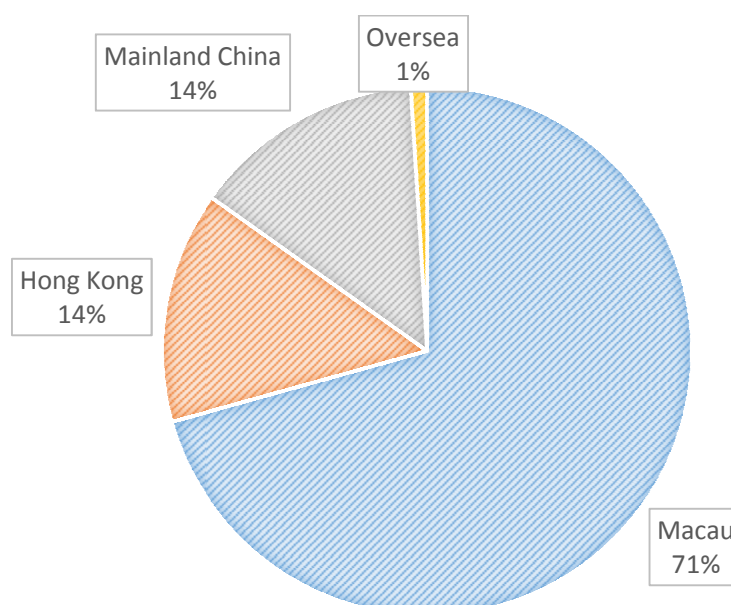
In addition, we also entered into a partnership with Clean the World this year to collect and recycle hotel soap and bottled amenities. We hope that this joint effort will help fight the spread of hygiene-related illnesses in our global community while diverting some of our hotel waste from landfills.



## Sourcing Responsibility

As a responsible hospitality enterprise, Hotel LKF encourages the increase use of sustainable products and services. We also proactively examine opportunities to improve Hotel LKF's sustainability performance across its supply chain.

In an effort to support local businesses and reduce our environmental footprint in transportation, we mainly source our products locally by qualified suppliers. Currently, over 70% of our suppliers are local Macau businesses.



By collaborating with our suppliers, we are able to foster a more meaningful and long term relationship, while benefitting the environment and wellbeing of our communities. This year, we have begun working with our laundry supplier in assessing their water and electricity use. We will further our effort in developing and implementing a more holistic approach in responsible sourcing by influencing our supply chain to ensure our sourcing becomes more sustainable.

Apart from our sourcing practice, Hotel LKF made a commitment to completely cease serving shark fin dishes at all restaurants under Hotel LKF. We wish that our effort in banning shark fin would have an impact in protecting valuable shark species in the region and maintaining the health of our marine ecosystem. The ban on shark fin is the first step in Hotel LKF's continuous effort in developing a Sustainable Sourcing Policy.

# QUALITY OF OUR STAFF

## Employee Satisfaction

We attach great importance to caring for our staff members, as they are Hotel LKF's most valuable assets. We aim to provide a harmonious work environment and a rewarding career development path, and sincerely wish that each member enjoys a fulfilling and satisfactory work experience here at Hotel Lan Kwai Fong Macau.

At Hotel LKF, staffs are remunerated based on work performance, professional experience, and other industry practices. Apart from basic salaries, pension fund, housing allowances, meal allowances, medical schemes and discretionary bonuses, share options are also awarded to certain staff according to the assessment of individual performance. Annual performance appraisals are reviewed and conducted annually based on professional abilities and team values, and serve as a guidance for promotion or salary adjustments. All other related policies are based on local labor laws of Macau, and are documented in our Staff Handbook.

In addition to the remunerations, we provide a supportive and diverse workforce, fair and safe working environment, and compatible trainings for career advancements. We wish that our staff members achieve their full potential and continuously grow personally and professionally.

Number of Full-time staff (As of 31 December, 2016)

Nationality	Gender		Total
	Male	Female	
Local (Macau)	168	125	293
PRC	86	94	180
Hong Kong	4	0	4
Taiwan	6	29	35
Vietnam	35	24	59
<b>Grand Total :</b>	<b>299</b>	<b>272</b>	<b>571</b>

## Work Life Balance

Our Management reminds our staff members to enjoy work amid their respective responsibilities and schedule. Hotel LKF organizes multiple events for staff to participate in throughout the year, including gardening workshops, touring Ecological Zones of Macau, and trail hiking. Annual barbecue and birthday parties are also organized to celebrate with our staff. These events are not only educational, but also inspire individuals to work together through teamwork and help build personal characters.

Furthermore, we also hosted “Dress Casual Summer” events between June and August. During this period of time, all Back of the House staff members are encouraged to dress light to work, while we maintain air-conditioning temperature at 25 °C in the office.



Dish garden Workshop in May



DIY Recycle Bag Workshop in August



Ecological Zones of Macau Tour in September



Special Olympic Soccer Match in October



Trail Hiker 2016 in October



Annual Barbecue in December

## Fair Employment

**We will not tolerate discrimination or harassment of employees by anyone.**

Hotel Lan Kwai Fong Macau is fully aware the importance of equal employment opportunity. We have developed employment guidelines and implemented strict anti-harassment policies. We ensure that equal opportunity is apply to all aspects of employment including, but not limited to, recruitment, hiring, training, promotion, compensation and benefits.

*We are committed to maintaining a working environment that is free from all forms of harassment and discrimination based upon race, color, religion, gender, national origin, ancestry, age, sexual preference, mental or physical disability, or any other basis protected by law.*

*We will not tolerate discrimination or harassment of employees by anyone, including any supervisor, co-worker, vendor, contractor, client or customer. Employees may not discriminate against any other employee, applicant, guest or visitor, either.*

Hotel LKF has procedures in place by which colleagues can raise, in confidence, matters of serious concern in areas such as harassment or discrimination. We investigate all complaints of this nature thoroughly and promptly. Appropriate disciplinary action would be taken, up to termination of employment, had an investigation confirm any such incidence, in order to protect and maintain the spirit of Equal Employment Opportunity.

## Corporate Ethics

Hotel LKF conducts business in a professional and ethical manner. Our policies set guidelines on the proper standards of business conduct. They also ensure that we comply with all laws and regulations, as well as industry practices.

As a member of the Hotel Lan Kwai Fong Macau, employees are expected to uphold the highest standard of law and morality. They shall not make use of any official powers to engage in any public or private affairs that is considered detrimental to the interests of the company, including but not limited to, giving or receiving of illicit payments. Moreover, employees are not allowed to divulge or disclose any confidential information regarding the business or guests, to anyone outside Hotel LKF or use such information to further personal interest. Violation will be subject to disciplinary actions or dismissal.

These employment policies are described in details within our periodically reviewed “Staff Handbook” and are communicated as part of the Orientation training every member receives upon hiring. Further discussion in the use of information and communication systems, disclosure of confidential information, responsible gaming, as well as other rules and regulations relating to ethical behavior are described in details within our Staff Handbook.

In addition, we ensure our hotel strictly adhere to local employment ordinances. This includes assuring that no forced or underage labor are permitted in the company, by carefully confirming that all background, education and work references are properly checked.



## Safety Management

Hotel LKF's primary objective is to provide quality services in a safe environment. Therefore, caring for our guests, staff, suppliers and public's health and safety is an indispensable part of our business.

Hotel LKF strives to provide our staff with a safety and healthy work environment, which aligns with our hotel mission. Along with a safe and healthy work culture all-encompassing within our hotel, our staff have been able to provide superior service to our guests, and be part of our on-going effort to improve work safety.

## Crisis Management Committee

Our Hotel Crisis Management Committee was formed in 2009 to better serve our goals for occupational safety and environmental wellness, and to manage these aspects systematically. The committee's main objectives are to integrate and unify the management of each department's sudden crisis, to predict potential crisis, and to plan for contingencies and preventive measures.

The Crisis Management Committee would also ensure all staff understand and adhere to all the related regulations in occupational health and safety. In-house regular meetings and fire safety trainings are provided to educate staff on our contingencies in various crisis situation and their respective responsibilities under safe conditions. This in turn promotes occupational safety awareness and crisis prevention. Since 2009, the trained staff has gradually increased, and materials have changed based on potential crisis. In addition, our staff members receive Red Cross' first aid trainings every 2 years.



## Work Injury Workshop

To further promote work safety and to minimize injury at work, Hotel LKF has organized four work injury workshops. This year, 43 staff members have participated in understanding high potential injuries and respective preventive measures. We also educate our staff on local labor laws to stay updated and well informed.

According to our records, 8 staff were injured while fulfilling their responsibilities, and a total of 92 work days were lost due to work injury. We have fully investigated each injury cases and are committed to ensuring preventive measures are in place to avoid any future harm to our staff.

## Training Needs

In today's corporate environment, human resources is one of our most valuable assets. Developing personal behavior and improving quality and standards go a long way towards the success of our company. We recognize that training is a continuous process that improves personal behavior and performance in attitude, knowledge and skillset. It helps with our staff's career advancement, to ensure they have the proper training to fulfill their current and future job duties. It also provides the knowhow and attitude that are required for specific duties, such as heavy machine operations or serving guests at our hotel's front desk.

Due to the difference in nature of work for all our staff, it is important for Hotel LKF to cater training needs by department. Our Policies and Procedures of Human Resources department set out training and development goals and standards. We ensure each employee is provided with the most basic knowledge about Hotel LKF and advance knowhow for their respective responsibilities.

For example, all Housekeeping staff members receive sustainability guidance training every two months. The trainings remind our housekeeping staff of particular sustainable practices, based on hotel standards and guest complaints. These practices include waste sorting and recycling, environmental friendly reminder card for guests, and various electricity and water saving measures.

## Community Support

Situated at the heart of Macau, our community is vast and diverse. To support our community, we first define our community members and reach out in various ways. At Hotel LKF, our staff has formed its own community and together we reach local business owners, local elderly groups, and students.

As aforementioned, local businesses make up the majority of our suppliers, and we wholeheartedly support their business and treasure our relationship with respective business owners and their staff members.

In hope to shine a light on climate change, this year, Hotel LKF joint hands with World Wide Fund for Nature (“WWF”) and celebrated Earth Hour 2016 in March with our staff and our guests. We turned off our exterior façade lighting, decorative lights in our rooftop balcony, and all non-essential office lights. We encouraged our hotel guests to join us in supporting sustainability by turning off unnecessary lights in the hotel rooms. In June, we also invited our guests to join us in an equally meaningful event, “Light-off One Hour”, as part of the Energy Conservation Week organized by the Office for the Development of Energy Sector.

In September, Hotel LKF donated 24 boxes of mooncakes to an elderly home nearby our Hotel, to celebrate Mid-Autumn Festival. Hotel LKF also donates to “Walk for Million” each year in support of providing study grants and scholarships to students in need. Hotel LKF joined “Macau Eco TrailHiker 2016” in October with the theme, “Exploring the Greener Side of Macau with You.” We sought to raise environmental awareness among local community and encourage our employees to live a more eco-friendly lifestyle.

In addition, we also entered into a partnership with Clean the World this year to collect and recycle used hotel soap and bottled amenities. This program aims to eliminate unnecessary waste from landfills while distributing recycled bar soap products to children and families in need in Asia and around the world to promote hygiene education.

We are proud of our work in serving our communities and playing a part in creating positive and meaningful impact in enriching each other’s lives. With everyone in the community acting for the common good, we believe we are leading the way towards sustainability.



# ESG REPORTING GUIDE AND REFERENCES

The Group has complied with the “Comply or Explain” provision as set out in Appendix 27 of the Listing Rules. The table below is the summary of the reporting compliances.

KPIs	Description	Page Reference
<b>A. Environment</b>		
<b>Aspect A1: Emissions</b>	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	5-8
KPI A1.1	The types of air emissions and respective emissions data.	-
KPI A1.2	Greenhouse gas emissions in total and, where appropriate, intensity.	-
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity.	-
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity.	-
KPI A1.5	Description of measures to mitigate emissions and results achieved.	5-8
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	7
<b>Aspect A2: Use of Resources</b>	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	5-8
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	-
KPI A2.2	Water consumption in total and intensity.	-
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	6
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	6-7
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	-
<b>Aspect A3: The Environment and Natural Resources</b>	General Disclosure: Policies on minimizing the issuer’s significant impact on the environment and natural resources.	5-8
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	5-8
<b>B. Social</b>		
<b>Aspect B1: Employment</b>	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.	9-12

KPIs	Description	Page Reference
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	9
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	-
<b>Aspect B2: Health and Safety</b>	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.	13-14
KPI B2.1	Number and rate of work-related fatalities.	-
KPI B2.2	Lost days due to work injury.	14
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	13-14
<b>Aspect B3: Development and Training</b>	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	14
KPI B3.1	The percentage of employees trained by gender and employee category.	-
KPI B3.2	The average training hours completed per employee by gender and employee category.	-
<b>Aspect B4: Labour Standards</b>	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	11-12
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	11-12
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	11-12
<b>Aspect B5: Supply Chain Management</b>	General Disclosure: Policies on managing environmental and social risks of the supply chain.	8
KPI B5.1	Number of suppliers by geographical region.	8
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	8
<b>Aspect B6: Product Responsibility</b>	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.	3-4
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	-
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	3-4

KPIs	Description	Page Reference
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	-
KPI B6.4	Description of quality assurance process and recall procedures.	3-4
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	3-4, 11-12
<b>Aspect B7: Anti-corruption</b>	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.	11-12
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	-
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	11-12
<b>Aspect B8: Community Investment</b>	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.	15
KPI B8.1	Focus areas of contribution.	15
KPI B8.2	Resources contributed to the focus area.	15