



Convenience Retail Asia Limited 利亞零售有限公司

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



2017

Environmental, Social and Governance Report

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A Fung Retailing Company



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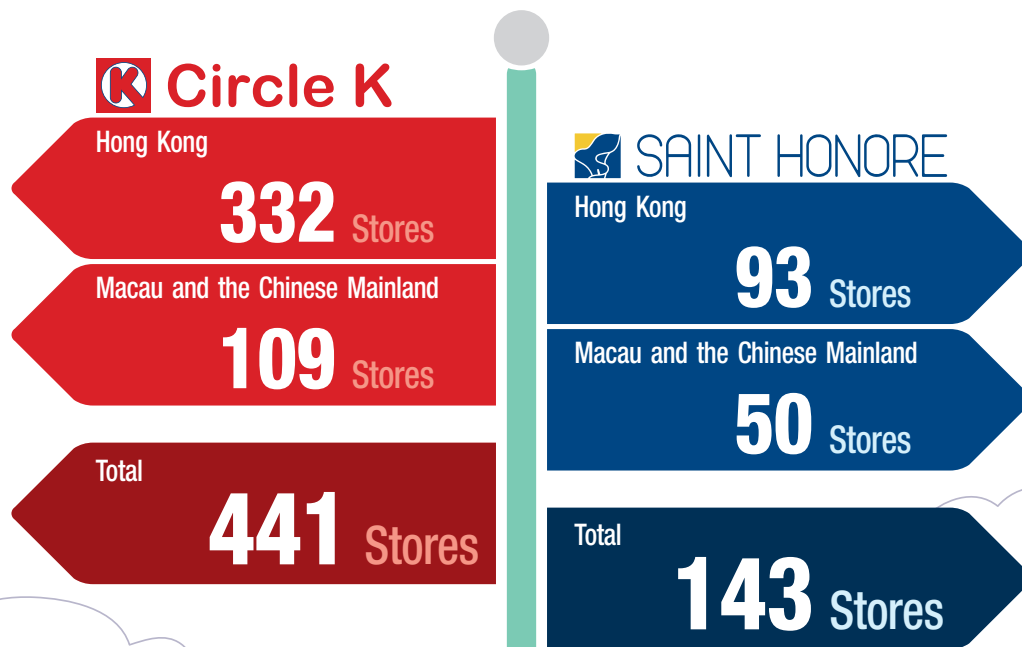
ABOUT THE COMPANY

Convenience Retail Asia Limited (“CRA” or the “Company”) and its subsidiaries (together the “Group”) is a member of the Fung Group and has the exclusive right to use the Circle K brand name, one of the fastest-growing convenience store brands worldwide, for convenience store retailing in Hong Kong, Macau and on the Chinese Mainland.

In addition, the Group owns Saint Honore Holdings Limited and its bakery chain Saint Honore Cake Shop, a household name for bakery products in Hong Kong, Macau and the Pearl River Delta.



The number of stores of Circle K and Saint Honore as at 31 December 2017 was as follows:



ABOUT THIS REPORT

This report is the second Environmental, Social and Governance (“ESG”) Report published by the Company. By reporting the policies, measures and performances of the Group in ESG aspects, it allows all stakeholders to understand the progress and development direction of the Group.

The report is available in both Chinese and English.

Reporting Boundary

This report focuses on the main businesses and operations of the Group for the year of 2017.

In this report, we focus principally on the sustainability aspects of Circle K store operations in Hong Kong, Saint Honore store operations in Hong Kong as well as Saint Honore factories in Hong Kong and Shenzhen.

The Group’s sustainability practices and reporting processes are continuously being reviewed. Efforts are expended in improving the capacity for data collection and reporting across the Group, and a step-by-step approach is adopted to prepare a more comprehensive ESG report. A wider reporting scope may be adopted in the future.



ABOUT THIS REPORT

Reporting Standard

This report is prepared in accordance with Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as contained in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. The four reporting principles, namely the principles of materiality, quantitative, balance and consistency, form the backbone of this report.

To provide stakeholders with an overview of the Group’s performance in ESG aspects, the report not only discloses environmental key performance indicators (“KPIs”) under the “comply or explain” provisions but also reports additional social KPIs under the “recommended disclosures” set out in the ESG Reporting Guide.

Approval

Information in this report is sourced from official documents, statistical data, management and operational information of and collected by the Company and its subsidiaries according to the policies and practices of the Group. The report has been approved by the Group’s Corporate Social Responsibility (“CSR”) Steering Committee and the Board of Directors on 7 March 2018.



MANAGEMENT STATEMENT

The Group embraces the concept of sustainability as a pillar of its corporate identity. As a member of the Fung Group, the Group supports the principles of the United Nations Global Compact, which cover human rights, labour, anti-corruption and environment. The Group takes great care to incorporate these principles into its corporate strategies and daily business activities.

As a retail business servicing the mass market of Hong Kong, environmental and social concerns are vital to the healthy development of the local community as well as our business. To translate this overarching mission into actions, we have established a dedicated and driven team.

Led by our Chief Executive Officer and Chief Operating Officer, the Group's CSR Steering Committee builds a systematic governance structure to make sure all branches of our teams are striding towards the same goal.

The CSR Steering Committee works to bring home the importance of sustainable development in terms of employment, community involvement, product responsibility and environmental protection. Comprising of members from different business units, there is a Working Committee comprising of four working teams under the CSR Steering Committee, namely the Environment Team, the Social Team, the Training and Workplace Safety Team, and the Food Safety and Supply Team.

The CSR Steering Committee defines the Group's CSR strategies, set objectives and approves targets, as well as oversees various initiatives.

The Working Committee regularly reports its actions, performance and achievements to the CSR Steering Committee. The latter closely monitors the Group's sustainability performance and looks for areas for continuous improvement.



MANAGEMENT STATEMENT

CRA is proud of its track record in pushing for sustainable development. Back in 2011, we launched our first three-year plan to reconcile commercial objectives with imperatives of sustainable growth, social prosperity and well-being. As our current three-year plan commenced, 2017 marks a milestone for our continuous efforts in environmental and social aspects. It shows our determination to go beyond the regions of legal requirements, education and support and to take more proactive strategies.

There are four focus areas:

1) “HEARTS” culture

It should come as no surprise that employment is a top priority for CRA. We are indebted to our employees because it is through them that our customers form their impression of our business. Our success is directly linked to the physical and mental well-being of our employees.



Our “HEARTS” culture comprises Happy, Energized, Achievements, Respect, Training and Success. We make every effort to create an employment environment where everyone is treated with dignity and appreciated for his or her unique capabilities.

2) Social contribution

In CRA, giving back to community is more than donation and voluntary services. We aim to integrate our business strength into our social services that can generate optimal benefits through the skill or knowledge of our employees, or advantage of our extensive network. Most of the times, we join force with other organizations on various activities. These social service partners are carefully selected who share the same vision with us and together are able to achieve that synergy.

3) Food safety

Food safety is at the crux of our business. By means of internal communications, training, monitoring and case sharing, our Food Safety and Supply Team strives for increased employee vigilance and consumer protection through continuous improvement in the entire product supply chain.

MANAGEMENT STATEMENT

4) Environmental protection

As observed worldwide, constant transformation has become the new norm. Our daily lives are increasingly subjected to changes in the environment and our mode of conducting business and social interactions are progressively influenced and shaped by the development of technology.

In response to the sustainability challenges of today, we are constantly rethinking and changing the mode we operate. Incorporation of greener technology and methods into our business helps us reduce our impact on the environment so that we could provide more sustainable services and products for consumers.

Apart from the above four key areas, we are highly aware of the importance of integrity and ethics at workplace in our sustainability journey. We take a zero-tolerance approach to bribery and formulate a Code of Conduct and Business Ethics, which provides clear guidelines on anti-bribery and anti-corruption.

Under the Group's Whistleblowing Policy, employees can report any concern, including actual or potential misconduct, possible impropriety or fraud in financial reporting, accounting, risk management and internal control matters, to either senior management or the Group Chief Compliance and Risk Management Officer. Any stakeholders can also report similar concerns by writing in confidence to the Group Chief Compliance and Risk Management Officer. The Group will handle such reports with care and will treat the whistleblower's concerns fairly and properly.

The Group is not aware of any material non-compliance with the relevant laws and regulations during the reporting year.

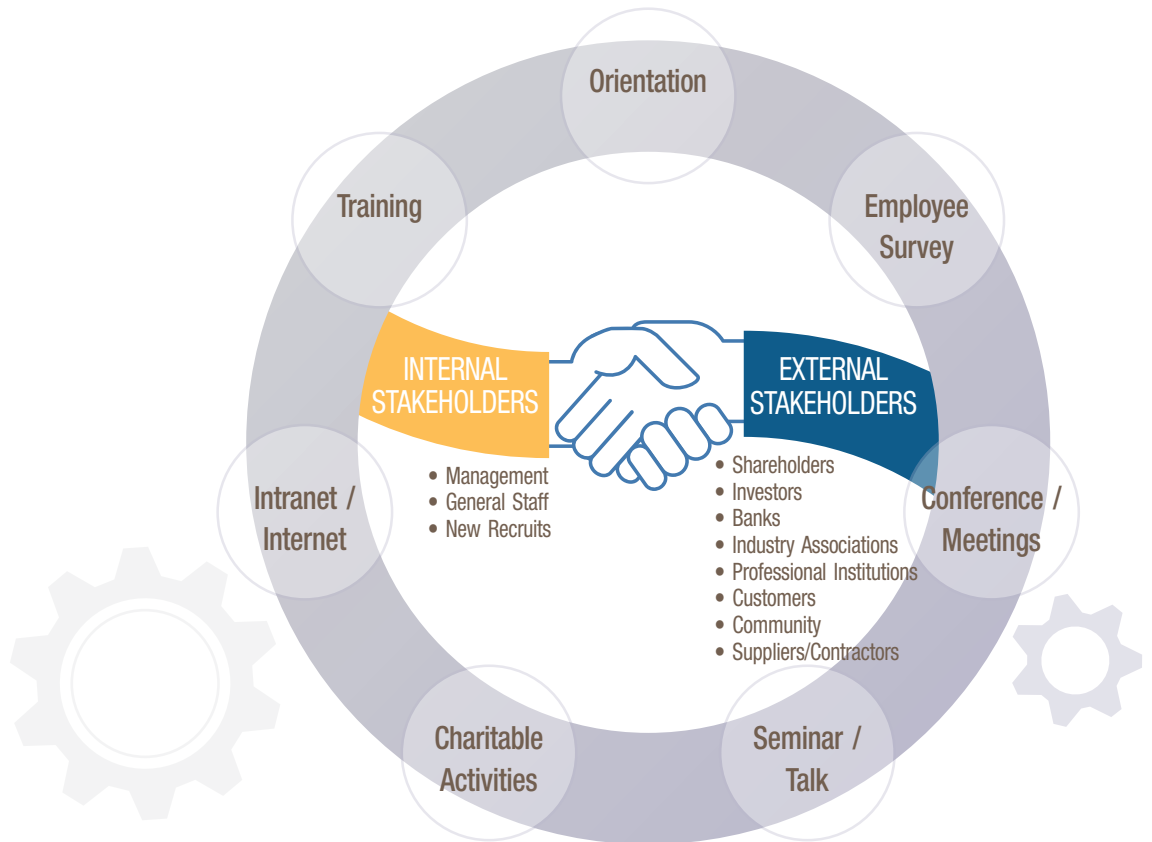
We always look inwards for initiatives to promote sustainable development. Our employees have always been a starting point and a solid foundation in whatever we do. Embracing a bottom-up approach, we are keen to listen to employees' opinions and feedback. All in all, CRA will commit itself to relentlessly innovate and embed sustainable values in our business for good.

STAKEHOLDER ENGAGEMENT

The Group constantly communicates with key internal and external stakeholders via various channels. Stakeholder participation allows the Group to ensure the alignment of our business and sustainability strategy with their perspectives and expectations.

This continuous communication journey also safeguards a regular interval for the Group to keep up the pace of change, identify and prioritise any emerging ESG risks, and turn them into opportunities.

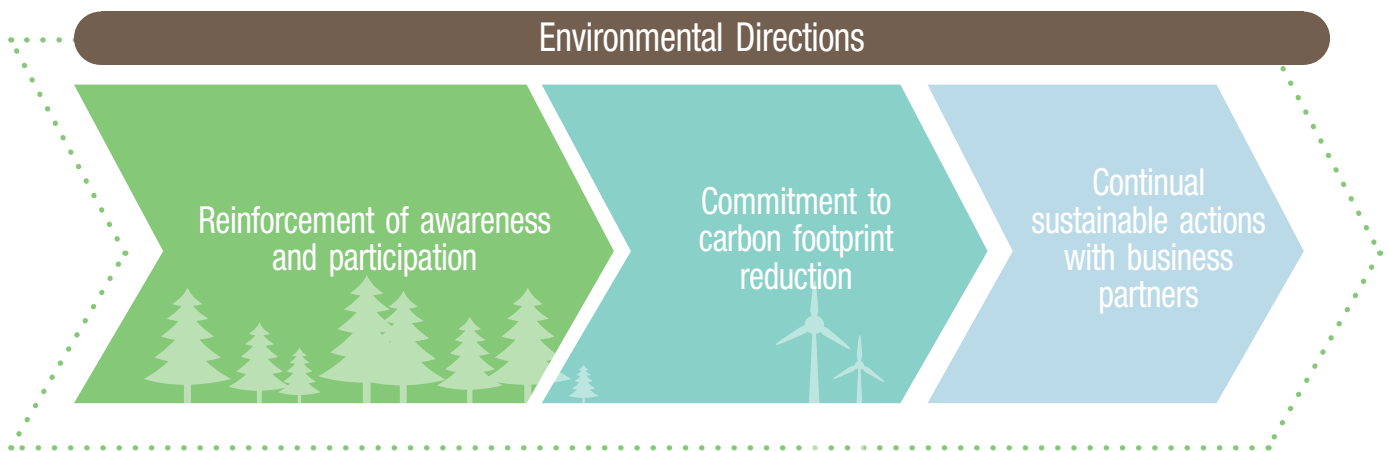
Main means of stakeholder engagement:



To ensure the effectiveness of stakeholder engagement, the Group dedicates itself to establishing communication mechanisms for transparency, integrity and accuracy and providing timely response.

ENVIRONMENTAL

Our Corporate Social Responsibility Policy provides a guiding framework on how to manage and reduce the impact of our business activities to the environment, with a commitment to continual improvement.



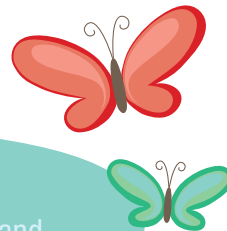
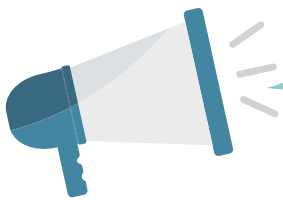
The Environment Team aims at promoting green actions and practices throughout our operations and to set forth proactive sustainability goals. In 2017, we continued our focus on the reduction of carbon footprint (sometimes defined as carbon emissions and greenhouse gas emissions) generated by our consumption of energy. In addition, we have established a set of environmental KPIs and adopted various measures to improve our performance in environmental protection.

ENVIRONMENTAL

Emissions

Our Commitment

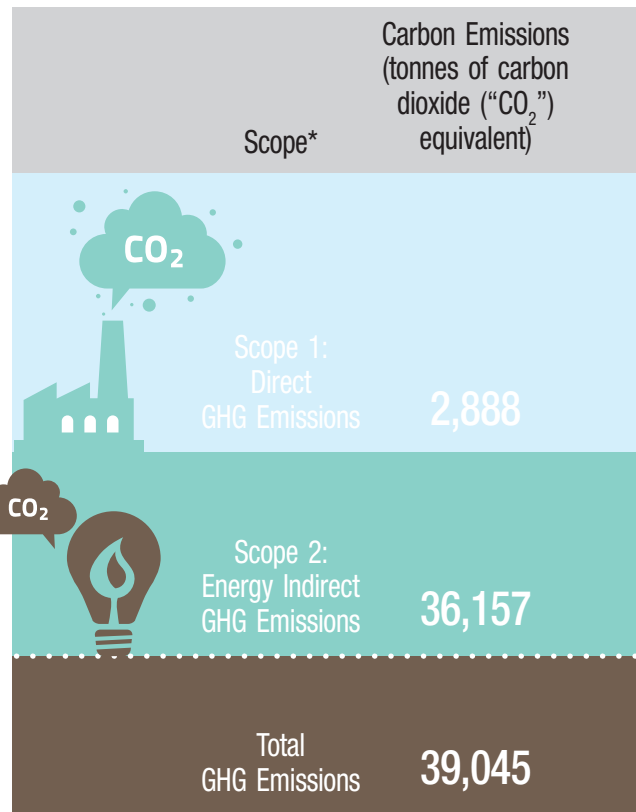
We make every effort to reduce air and greenhouse gas emissions, as well as waste disposals through the implementation of environmental policies and measures.



Greenhouse Gas Emissions

We understand that greenhouse gas (“GHG”) emissions are closely related to climate change and global warming. As such, companies around the world are doing their parts to develop their own carbon reduction measures and targets.

While we continued our focus on carbon emissions generated by energy consumption, we commissioned an external professional consultancy firm to conduct a carbon assessment to quantify the carbon emissions from the reporting operations. The assessment refers to a set of local guidelines and international standards such as the ISO 14064-1 and GHG Protocol. This assessment enables us to better understand the use of resources and develop specific action plans to further enhance efficiency and develop more comprehensive carbon reduction targets.



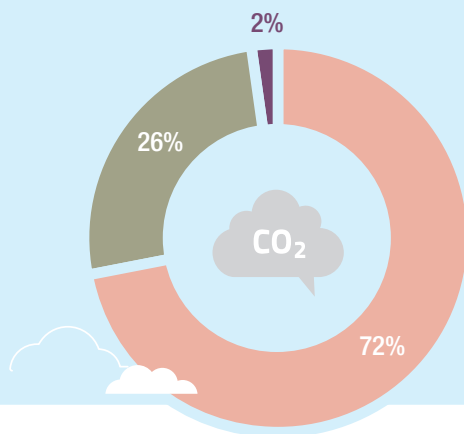
*Scope 1 includes direct GHG emissions from stationary and mobile sources by combustion of fossil fuel such as town gas, natural gas, petrol and diesel, and fugitive emission releases from equipment and systems; while Scope 2 includes energy indirect GHG emissions by consumption of resources such as electricity and town gas.

ENVIRONMENTAL




Total carbon emissions by business units

(in tonnes of CO₂ equivalent)

In 2017, energy indirect GHG emissions accounted for over 90% of the total GHG emissions while electricity consumption was the largest contributor to the Group's GHG emissions. Comparing the GHG emissions of business units, retail store sector was the largest contributor due to business scale dominating the carbon assessment. To demonstrate individual performance in carbon management, the below table presents carbon intensity of different operations.



- Circle K and Saint Honore stores in Hong Kong
- Saint Honore factories in Hong Kong and Shenzhen
- Logistics team, not including outsourced delivery fleets

Business Unit	Intensity of Carbon Emissions (tonnes of CO ₂ equivalent)
Circle K and Saint Honore stores in Hong Kong (emissions/number of store days)	 0.19
Saint Honore factories in Hong Kong and Shenzhen (emissions/finished products produced, kg)	 0.0007
Logistics team* (emissions/travel distance, km)	 0.0008

* Outsourced delivery fleets are not included

ENVIRONMENTAL

To reduce our carbon emissions, the Group in the reporting year rolled out a variety of energy-saving initiatives, including upgrade of bakery rack lighting, signage lighting and sign wings to LED and centralisation of bread production. We also replaced inefficient equipment including ovens, fermentation tanks and ovenware with higher energy efficiency models.

In 2017, Circle K Hong Kong and Saint Honore Hong Kong are pleased to receive the “Joint Energy Saving Award” and “Silver Award – Retail and Service Chain Store”, respectively, at the CLP GreenPlus Recognition Awards, which appreciated their efforts in improving energy efficiency and recognised their energy-saving performance.

During the year, Saint Honore Hong Kong is also delighted to receive the Platinum Award at the Charter on External Lighting Award from the HKSAR Government Environment Bureau (the “Environment Bureau”) for fulfilling the pledge to switch off external lighting during the preset times.



Saint Honore – the “Silver Award – Retail and Service Chain Store” from CLP



Circle K – the “Joint Energy Saving Award” from CLP



Saint Honore – the Platinum Award at the Charter on External Lighting Award from the Environment Bureau

ENVIRONMENTAL

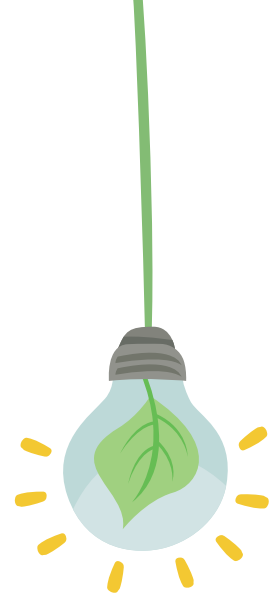
Air Emissions

Diesel consumption of the logistics team (not including outsourced delivery fleets) is the major contributor of our air emissions.

In the reporting year, a GPS monitoring system was installed at all trucks for us to better manage fuel consumption of our logistics team by providing driver the best drive circuit.

Besides, we carried out a trial run for reducing emissions from our logistics team, using a new stacking method for distributing frozen dough between Hong Kong and China. The model helps improve the stacking of products and successfully utilize the stacking volume of each truck. With increased storage capacity, we can reduce the frequency of travels and our emissions.

We have been reviewing the environmental impacts of the outsourced logistics operation for delivery to Circle K and Saint Honore stores in Hong Kong. We will consider disclosure of their emissions when a more mature system is in place.



ENVIRONMENTAL

Waste Disposals

Considering the business nature, there are usually some edible yet un-sellable products. The Group has started the food donation scheme for over 5 years and cooperates with several charities such as Foodlink Foundation, Feeding Hong Kong and Food For Good for donation of breads and festive products etc. In 2017, we donated breads to 42 organizations with a monthly average of 22,500 pieces.

Though we have been participating in food donation initiative to minimise our environmental impact, we understand that waste reduction is a better solution. We will continue to monitor our waste management and reduction process, and conduct a better waste measurement in our operation.

Use of Resources



Our Commitment

We are committed to promoting efficient use of resources.

We believe that effective use of resources, including energy, water and other raw materials, does not only institute continuous improvement of business processes but also serve to protect the environment. Apart from our on-going initiatives on reducing energy consumption, we have also adopted a series of measures related to paper consumption and water conservation.

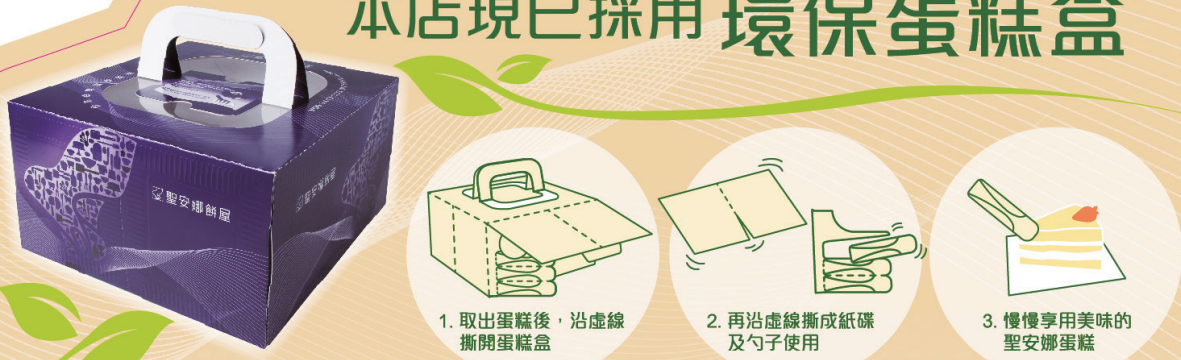
ENVIRONMENTAL

Due to our business nature, we acknowledge that our daily operation involves significant consumption of raw materials and packaging materials. As part of our measures to reduce food waste at source, we have been regularly monitoring and adjusting our consumption of different kinds of raw materials. Regarding our consumption of packaging materials, they are mainly paper boxes and plastic bags.

We are cautious of the use of packaging materials during our manufacturing processes and try hard to control the use without sacrificing product quality and safety. Recently, we are replacing paper boxes with plastic trays whenever possible in our factories.

One of the key highlights of Saint Honore Hong Kong to promote environmental friendly practice is the use of eco-friendly cake box. It is an environmental friendly and multi-functional cake box printed with soy ink and with embossment and perforation lines which can be torn apart to be used as plates and spoons to replace the use of disposable or traditional tableware. We encourage our customers to join us and work together to build a green habit and make a contribution to environmental protection while sharing happiness at the same time.

本店現已採用 環保蛋糕盒*



*適用於半磅及1磅裝蛋糕盒

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Saint Honore environmental friendly cake box



ENVIRONMENTAL

Circle K Hong Kong is also committed to promoting smart use of resources. As part of its sustainability initiatives to promote community awareness about energy conservation, it fully supports CLP's "Power Your Love" programme by offering a Circle K Hong Kong electronic coupon to the participants (who commit to energy saving mission) as a reward during the promotion period. Such Circle K coupon can be used to redeem one pack of "Super Soft Sandwiches" for free at Circle K stores in Hong Kong to encourage and appreciate participation. It is a very meaningful collaboration which not only helps to save energy, but also promotes community awareness.



Circle K's collaboration with CLP

As one of the continuous sustainability efforts, Circle K Hong Kong and Saint Honore Hong Kong support Earth Hour event by turning off non-essential store lights and signs for one hour on the day of the event.

The Environment and Natural Resources

The Company understands that, in order to generate long-term values for stakeholders and local communities, it is important to minimise the negative environmental impact of its business operations. Apart from the emissions and the use of resources, it has no other significant impacts on the environment or the natural resources.

EMPLOYMENT

Employment

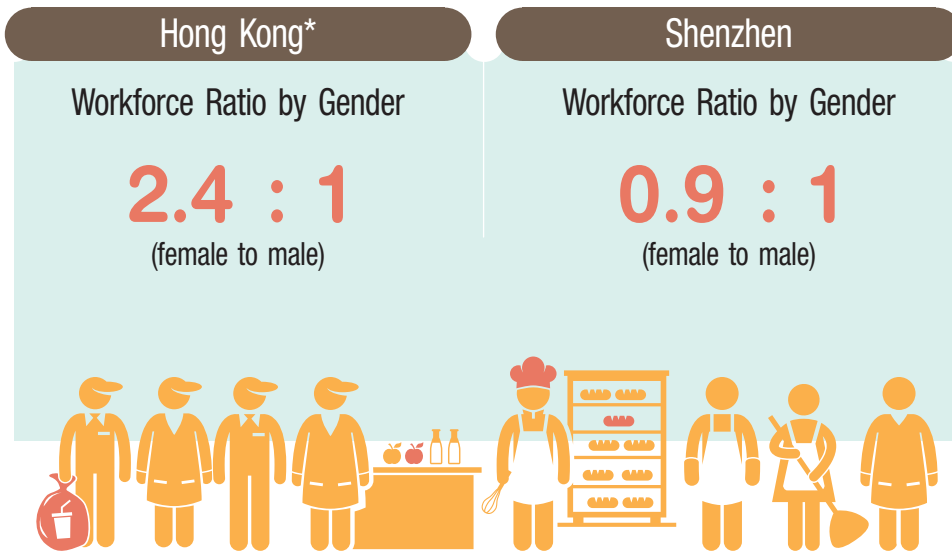


The Company treasures talent as it is the foundation of the Company's business growth and key for driving success and maintaining sustainable development. The Group strives to provide its employees a safe and suitable platform for career development and advancement.

Policies relating to employment system, including but not limited to compensation and benefits, recruitment and promotion, working hours and rest periods, are communicated through the Employee Handbook. There is also an Equal Employment Opportunity Policy to promote equity and diversity across the Group.

There was about a total of 5,900 employees in Hong Kong and Shenzhen as at the end of December 2017, including Hong Kong operations and Saint Honore factory in Shenzhen.

EMPLOYMENT



*Includes office, frontline and warehouse employees in Hong Kong.

As a supporter of the recruitment principles of fairness and impartiality, we provide equal opportunities for all applicants and employees regardless of race, gender, marital status, age, and disability. Employees are hired based on ability and merit, and are promoted based on their performance. Our commitments to equal opportunity and anti-discrimination are stated in the Employee Handbook.

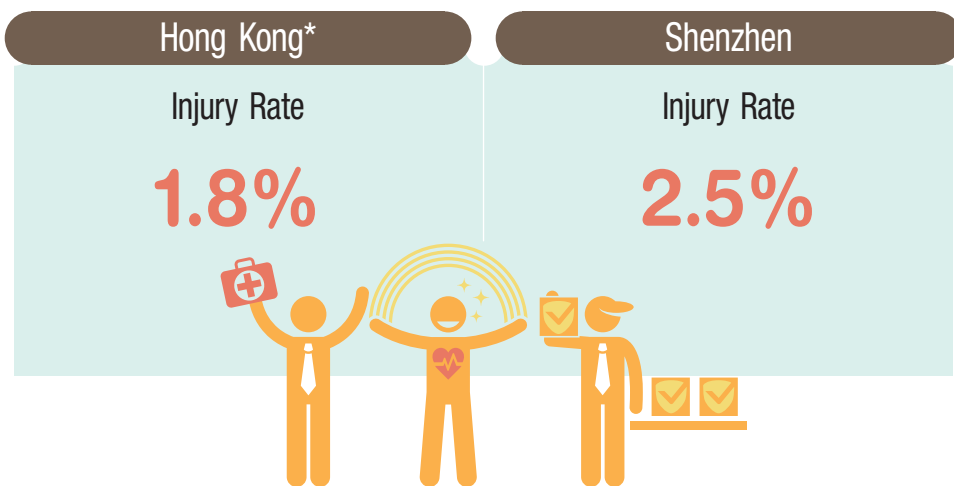
As an initiative to foster a pro-family environment and promote a loving family culture, the Group provides eligible employees every year an extra one-day family friendly leave to help them balance their works and family lives. The family friendly leave does not limit to child care but includes parent care and birthday.

EMPLOYMENT

Health and Safety



Our commitment to providing and maintaining a safe and healthy workplace is stated in the Corporate Social Responsibility Policy. To foster a culture of safety, the Group has provided all employees with clear guidelines regarding occupational safety measures in the Employee Handbook. There are specialized and dedicated teams to identify and manage operational safety risk, and providing suitable preventive training programmes.



*Includes office, frontline and warehouse employees in Hong Kong.

EMPLOYMENT

Workplace safety is critically important for our operations. Regular safety inspections are carried out to ensure safety and prevent problems before they occur. All employees are provided with suitable safety equipment and training.

We always welcome comments from our employees and work closely with them to continuously improve our safety performance together. During the year, we collected feedback from the store employees and identified a selection of suitable chairs, including height adjustable ones, for choosing. Besides, to manage security risk, there are proper emergency procedures for various ad-hoc incidents.

Apart from physical fitness, we also care about the mental health of our employees. The Group has been providing employee assistance programme which includes face-to-face and hotline counselling services for employees who may encounter stress or difficulties. The programme is supported by external counsellors to ensure professionalism and confidentiality. In 2017, the Group held a Wellness Month in March under the theme of Green and Health.



Wellness month

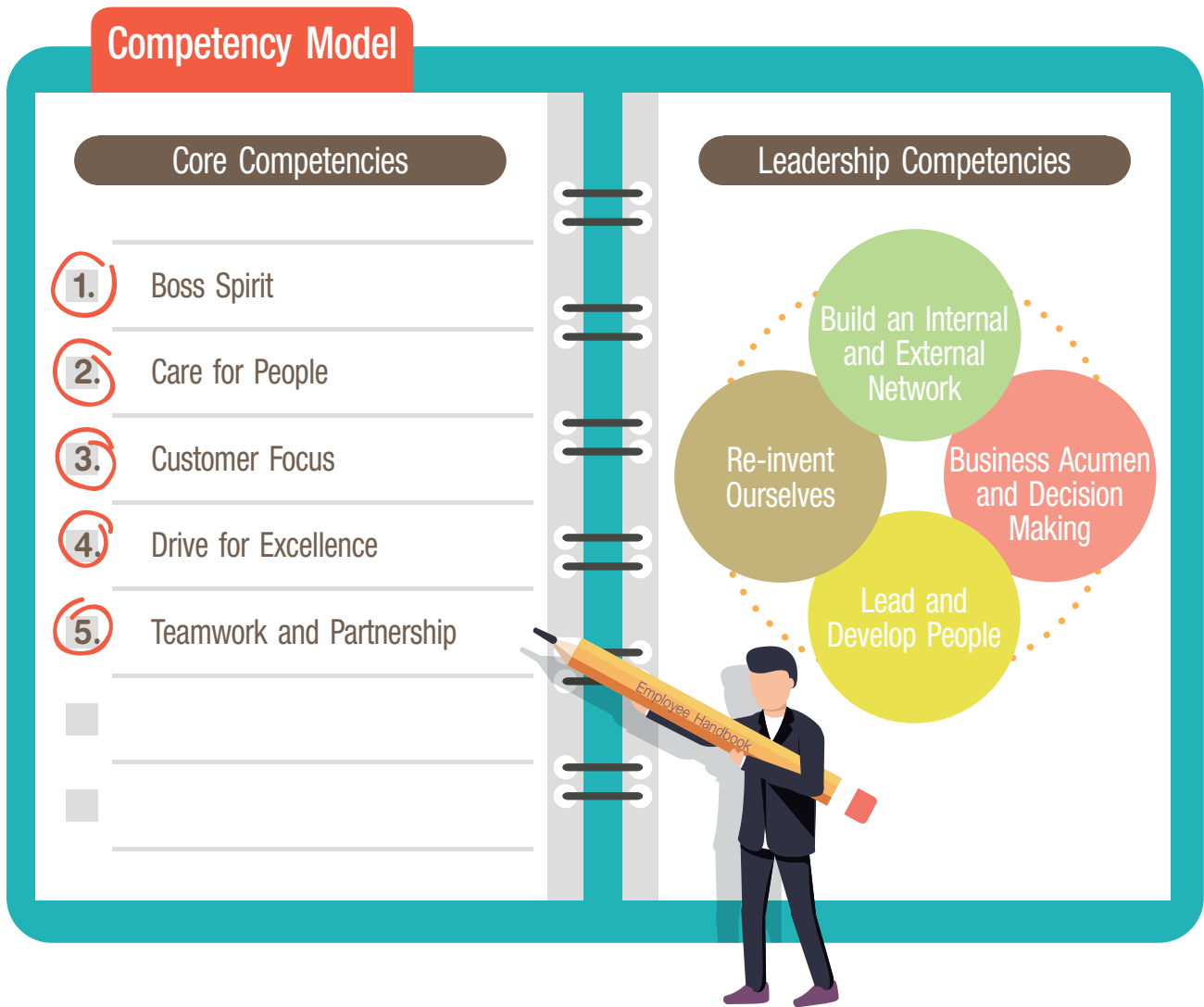
EMPLOYMENT

Training and Development



We believe that training is essential to continuous improvement in employees' performance, as well as contributing to their career growth. In this light, the Group has built a competency model, defining universal attributes needed for our employees at different working positions. This framework provides a clear ground for recruitment and hiring, performance management and career planning.

EMPLOYMENT



This model is presented in the Employee Handbook to promote consistency and create a transparent working atmosphere. To support employees in developing and planning their careers, the annual performance appraisal is designed to build an effective communication platform with employees to provide feedback, share ideas for improvement and to recognize individual training and development needs.

EMPLOYMENT

In 2017, we continued our investment in training and development through both internal and external training courses, covering different topics from sales and customer service skills to compliance requirements.

The Group also nurtures a culture of continuous learning. Employees are encouraged and supported in taking part in the Recognition of Prior Learning (RPL) programme under the Qualifications Framework. This allows them to gain official recognition of their various working experience, knowledge and competencies. There are currently more than 370 colleagues from Circle K and Saint Honore, including Sales and Operations teams and Supply Chain Management and Logistics teams, being awarded RPL Level 2 to Level 4 with over 700 recognitions being given by the Vocational Training Council.



Saint Honore cross-border training

Cross-border training program does not only improve communication between the two communities but more importantly, it helps extend the capacity of employees to access and strategically leverage learning beyond a traditional training model. In 2017, three chefs from Saint Honore Guangzhou team joined a 10-day Bakery and Pastry Training Programme organized by Hong Kong office, which provided a great opportunity to enrich their cake and bread making skills and to exchange views on the way ahead.



EMPLOYMENT

Circle K Service Day

We believe that it is important for our head office employees to understand the challenges that our frontline employees face every day, and all our head office employees are invited to spend some time working with our frontline employees in March 2017 Service Day. The Service Day successfully brings different teams together, providing a platform to share knowledge and build friendship as well as to share happiness with customers.



With employees at different locations, the Group explores extending training opportunities to all employees in a timely manner, while traditional classroom training model has its limitations. In light of this, the Group plans to launch an e-platform in 2018, which provides information on training to thousands of employees simultaneously, regardless of where they are.

EMPLOYMENT

Labour Standards



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

There are guidelines regarding overtime work, allowances and compensation leave etc in the Employee Handbook and the Equal Employment Opportunity Policy. All forms of forced and compulsory labour are eliminated whilst child labour is strictly forbidden in any workplace.

PRODUCT RESPONSIBILITY

The Group has in place a set of policies and various management systems to ensure that products we sold are in compliance with local rules and regulations related to health and safety, advertising and labelling.

Product Safety



Upholding the concept of end-to-end quality, Circle K has established strict standards in product procurement which encompass quality and product safety. At Saint Honore, a quality assurance system enables us to safeguard food safety and minimise food related risks throughout the entire supply chain from material assurance, storage, manufacturing, distribution to sales. While both factories in Hong Kong and Shenzhen have been certified with the ISO 9001 standard, our factory in Shenzhen also has achieved accreditation of the Hazard Analysis and Critical Control Points (HACCP) and its in-house microbiological laboratory has obtained the China National Accreditation Services for Conformity Assessment (CNAS) certification.

A critical element of food safety is maintaining proper temperature from field to plate. In 2017, one of the most important measures on food safety and logistics management is the introduction of extensive GPS coverage for better fleet and cold chain management. The GPS navigation function helps us to track and trace in-transit temperatures and manage the cold chain at all time.

PRODUCT RESPONSIBILITY

The Food Safety and Supply Team — Work Directions

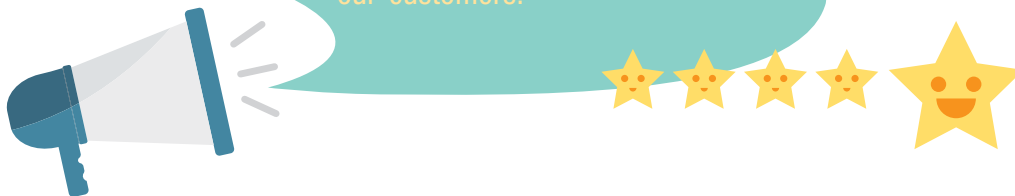


The Group has also established a Rapid Response Team for handling the recall procedures in case there is a batch of products needed to be recalled. The team will be activated to make sure adequate resources will be allocated and to take immediate actions effectively.

Customer Service

Our Commitment

High quality customer service is one of the keys for long-term success in the retail industry. We are dedicated to providing the best-quality services to our customers.



As a customer-focused service provider, we consider customers as one of our most important stakeholders. We are committed to serving our customers to the best of our ability and continually elevating the levels of service excellence. Making customer interactions more personal, professional and effective, we have successfully built and maintained good relationships with customers and stand out from the rest.

PRODUCT RESPONSIBILITY

At Saint Honore, we emphasize building a Total Quality Culture and strive to integrate it into our day-to-day work. In 2017, we organized a series of training programmes for corporate office, frontline, operation and factory employees in Hong Kong and Shenzhen. Through a variety of interactive activities, participants learnt about being all-rounded in delivering excellent customer service. Topics of the training programmes covered the following ten aspects:



Saint Honore Total Quality Culture training

PRODUCT RESPONSIBILITY

At Circle K, customer service excellence stands for “Speed”, “Tidiness” and “Friendliness”. In recognition of its outstanding customer service, Circle K won awards given by the Hong Kong Retail Management Association in 2017.



Circle K – service & courtesy awards by the Hong Kong Retail Management Association

The Group also respects customer privacy. We have implemented strict data security measures and mechanisms to protect all systems data, including customers’ data collected under our customer relationship programmes. Besides, we only collect personal data that are relevant and required for the operation. Without customer’s consent, we will not disclose personal data outside the Group.

To make sure our employees are fully aware of their responsibility, the Group has established a Code of Conduct and Business Ethics, which provides more guidelines regarding protection of personal data and copyright. Our suppliers are also requested to warrant that the supplied products do not infringe or violate any patents, trademarks, copyrights or intellectual property rights of any third parties.

PRODUCT RESPONSIBILITY

Supply Chain Management



By formulating and having the Supplier Code of Conduct in place, the Group strives to ensure that all suppliers acknowledge and understand our expectation on them to conduct business with sustainability and respect their employees, society and the environment.

The Group puts in great efforts to manage potential risks throughout its supply chain. At Saint Honore, the risk assessment for procurement of raw materials is intended to better manage various risks in the supply chain. Assessments including supplier audit, material specification, annual due diligence and in-coming material test are arranged in accordance with the risk levels of the suppliers. In addition, working closely with the Vendor Compliance team of the Fung Group, audits on selected suppliers were conducted during the year. As stated in its sustainability strategies under the new three-year plan, the Group continues to collaborate with suppliers to build a safer, healthier and greener supply chain.

COMMUNITY INVESTMENT

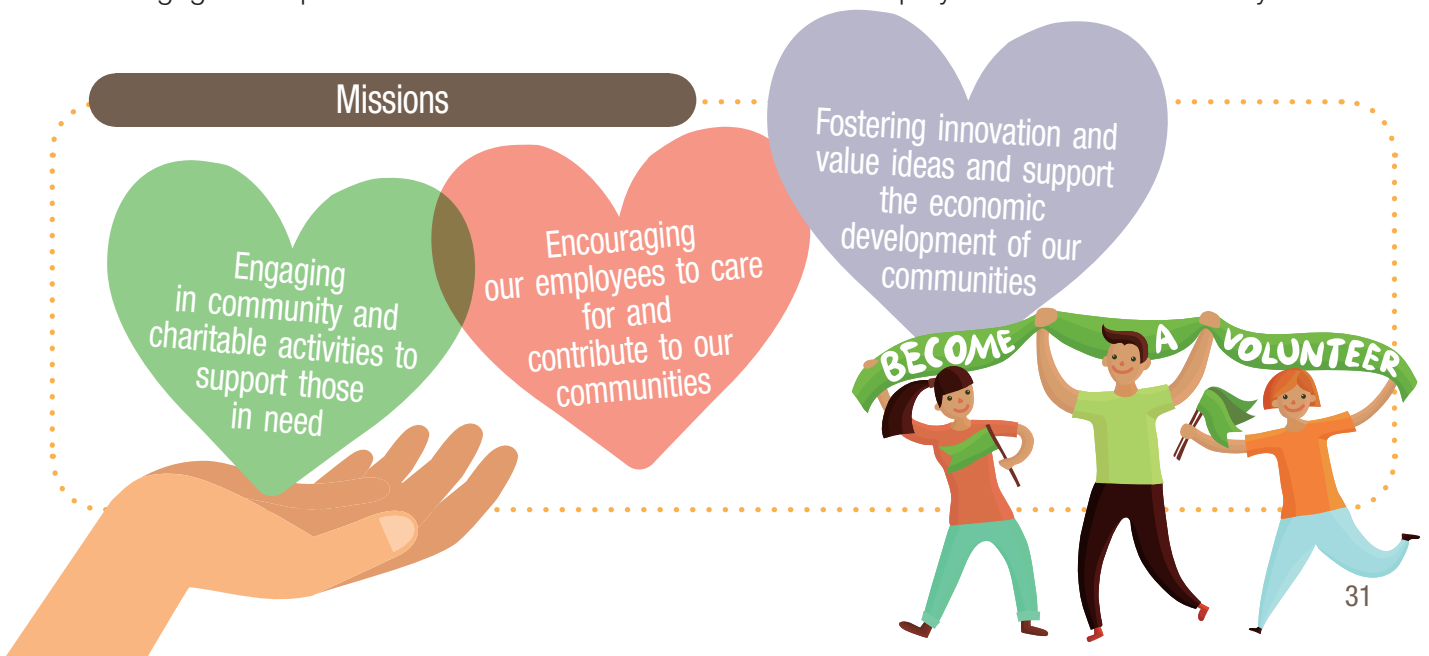


Our Commitment

We place high priority in creating value for the communities we serve, with a strong commitment to improve their well-being.

The Group is well aware that the community is playing an increasingly influential role in the continuity of our business. As a corporate citizen, we are committed to creating an inclusive community by encouraging our employees to care for and contribute to the communities where we operate.

Recognizing the pressing need of society, community engagement is one of the commitments highlighted in our Corporate Social Responsibility Policy. The community strategy is supported by our Social Team, which is responsible for identifying, overseeing and implementing a wide range of engagement plans and actions for the benefits of our employees and the community.



Missions

Engaging in community and charitable activities to support those in need

Encouraging our employees to care for and contribute to our communities

Fostering innovation and value ideas and support the economic development of our communities

BECOME A VOLUNTEER

COMMUNITY INVESTMENT

With these missions in mind, the Group in the reporting year focused on the areas of promoting employee contribution to society, caring for the elderly and collaborating with social service partners in its community investment initiatives.

We recognize that innovation mostly proceeds through bottom-up approach. In 2017, we invited employees to share their ideas on community programme design. A number of suggestions from the employees have been implemented and have contributed to planning of different initiatives.

One of the ideas is to sell flags outside our retail stores so that frontline employees could also take part in this meaningful event during working hours. On 30 August 2017, over 250 employees and their family members joined the Tung Wah Flag Day. The participation number beat the previous years and achieved the highest turnouts for the Company's community activities.



Participation in Tung Wah Flag Day

COMMUNITY INVESTMENT

Voluntary Work

In order to encourage our employees to participate in voluntary work, we have put in place a Volunteer Leave Policy to provide extra leave for eligible employees who volunteer for charity activities held on working days. In 2017, we organized several voluntary work programmes such as Tung Wah Flag Day Fundraising as mentioned above, Volunteer Visit to Hong Kong Dog Rescue and Christmas Party with the Elderly etc.



Visit to Hong Kong Dog Rescue



Weaving hats and scarves for the elderly



Participation in the annual fundraising event "Race to Feed" organized by Heifer International



Participation in Walk for Millions organized by the Community Chest

COMMUNITY INVESTMENT

Leveraging Our Expertise

Rather than organizing one-time events, we also focus on providing continuous supports by leveraging the expertise of the Group. By utilizing our greatest strength, we could make the greatest impact to those in need.

Cash withdrawal service by the elderly without the need to make purchases

A partnership pilot scheme with EPS Company (Hong Kong) Limited was announced in November 2017. Starting from 5 March 2018, this pilot scheme will provide cash withdrawal service to the elderly at 34 Circle K convenience stores via EPS enhanced EasyCash service without the need to make purchases.

Collaboration with the New Life Psychiatric Rehabilitation Association

In partnership with the New Life Psychiatric Rehabilitation Association (“New Life”), we have initiated a social integration project to help them integrate into society. We have been helping them to manage two New Life convenience stores at Kowloon Hospital since 2014. Such project aims to help people in recovery from mental illness to gain retail experience to enter into the job market.



COMMUNITY INVESTMENT

Charitable Donation

Donation for a recognized cause strengthens our business connection to the well-being of our community. We encourage our employees to participate in sponsorships or involvement in various community and charitable activities to support those in need. There is regular food donation scheme as mentioned in the environmental section.

As a result of our continuing efforts, Circle K and Saint Honore were delighted to receive “10 Years Plus Caring Company” and “5 Years Plus Caring Company”, respectively, for 2016/2017 from the Hong Kong Council of Social Service. We are also pleased to receive recognition from the Social Welfare Department for the appreciation of Saint Honore’s support, efforts and involvement in volunteer service.



Saint Honore – recognitions from the Social Welfare Department

OTHER ESG PERFORMANCE AT A GLANCE

Air emission	Types of emission	Quantity
	Nitrogen oxides [#] (in kg)	3,795
	Sulphur oxides [#] (in kg)	5
	Respiratory suspended particles [#] (in kg)	320
Use of energy	Types of consumption	Quantity
	Petrol (in MWh)	150
	Diesel (in MWh)	3,359
	Towngas (in MWh)	479
	Natural Gas (in MWh)	3,607
	Electricity (in MWh)	62,682
	Total energy consumption (in MWh)	70,277
	Intensity of energy consumption by Circle K and Saint Honore stores in Hong Kong (MWh/number of store days)	0.31
	Intensity of energy consumption by Saint Honore factories in Hong Kong and Shenzhen (MWh/finished products produced in kg)	0.0013
Intensity of energy consumption by own logistics team (MWh/travel distance in km)	0.0031	
Water	Types of consumption	Quantity
	Total water consumption (in cubic metres)	188,737
	Intensity of water consumption by Circle K and Saint Honore stores in Hong Kong (cubic metres/number of store days)	0.30
	Intensity of water consumption by Saint Honore factories in Hong Kong and Shenzhen (cubic metres/finished products produced in kg)	0.0095
Waste	Types of waste	Quantity
	Total hazardous waste produced* (in tonnes)	—
	Total non-hazardous waste produced* (in tonnes)	1,363
	Intensity of non-hazardous waste produced of Saint Honore factories in Hong Kong and Shenzhen (tonnes/finished products produced in kg)	0.0001
Packaging material	Types of consumption	Quantity
	Total packaging materials used* (in tonnes)	1,376
	Packaging materials used per unit produced of Saint Honore factories in Hong Kong and Shenzhen (tonnes/finished products produced in kg)	0.0001

[#] Refers to own logistics team

* Refers to Saint Honore factories in Hong Kong and Shenzhen



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