



king fook holdings limited
景福集團有限公司

STOCK CODE: 280



ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT
2021



CONTENTS

1.	About This ESG Report	2
	Responsibility of the Board	2
	Stakeholder Engagement	2
	Materiality Assessment	4
<hr/>		
2.	Environmental Protection	6
	Resource Optimisation	6
	Environmental Awareness	8
<hr/>		
3.	Employment Practices	9
	Employment and Working Conditions	9
	Training and Development	11
	Occupational Health and Safety	12
<hr/>		
4.	Value Chain Management	13
	Supply Chain Management	13
	Quality Services	13
	Customer Privacy	14
	Product Responsibility	14
	Business Ethics	15
<hr/>		
5.	Community Engagement	16
<hr/>		
	Performance Data Summary	17
	HKEX ESG Guide Content Index	19

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

1. ABOUT THIS ESG REPORT

This annual Environmental, Social and Governance (“ESG”) Report (the “Report”) was prepared in accordance with the requirements of the ESG Reporting Guide set out in Appendix 27 (“ESG Reporting Guide”) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”). It provides an overview of the ESG policies, performance and initiatives of King Fook Holdings Limited (the “Company”) and its subsidiaries¹ (collectively, the “Group”) for the period from 1 April 2020 to 31 March 2021. For a complete list of disclosures, please refer to a HKEx ESG Guide Content Index at the end of the Report.

Responsibility of the Board

The Board of Directors of the Company (the “Board”) has the overall responsibility for the Group’s sustainability strategy and reporting, evaluating and determining the Group’s ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place. The Board has established an ESG Committee which comprises a director of the Company, a member from senior management and an ESG workgroup formed by staff representatives. This ESG Committee evaluates, and advises on, the effectiveness of the Group’s sustainability strategy and policies, and reports regularly to the Board on its operations.

Stakeholder Engagement

The Group regularly engages with its stakeholders to understand their views and expectations on ESG issues and future strategies. The Group identifies stakeholders as individuals and/or entities which interact with the Group and are substantially influenced by, or have an influence on, or have a vested interest in, the Group. Through diverse engagement channels, the Group maintains open and two-way communication with a wide range of stakeholders.

Stakeholder Groups	Key Interests	Engagement Channels
Shareholders	<ul style="list-style-type: none"> • Planning and Development • Business Continuity Planning • Operational Issues • Financial Situation • After-sales Service • Ethics and Integrity 	<ul style="list-style-type: none"> • Annual and Extraordinary General Meetings • Annual and Interim Results Announcements and Reports • Telephone • Company’s Website/Email
Customers	<ul style="list-style-type: none"> • Service Pledge & After-sales Service • Market Information • Shopping Experience • Product Warranty/Enquiry • Legal Compliance • Ethics and Integrity • Offers and Incentives 	<ul style="list-style-type: none"> • Front-line Staff • Customer Service Hotline • Company’s Website/Email • Service Satisfaction Survey • Communication Applications (e.g. WhatsApp) • Social Communication Platforms

¹ Main subsidiaries of the Company include King Fook Jewellery Group Limited and Young’s Diamond Corporation (International) Limited.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Stakeholder Groups	Key Interests	Engagement Channels
Contractors/Vendors	<ul style="list-style-type: none"> • Legal Compliance • Financial Situation • Corporate Governance and Internal Controls • Ethics and Integrity • Service Pledge & After-sales Service • Market Information • Staff Remuneration, Benefits and Well-being • Product Enquiry • Environmental Management • Occupational Health and Safety 	<ul style="list-style-type: none"> • Regular and Ad Hoc Meetings • Briefings and Workshops • Announcements • E-mail Correspondence • Telephone
Industry Associations and Professional Bodies	<ul style="list-style-type: none"> • Corporate Governance and Internal Controls • Market Information • Legal Compliance • Ethics and Integrity • Operational Issues • Shopping Experience • After-sales Service • Company Development • Financial Situation 	<ul style="list-style-type: none"> • Participation in Associations/ Professional Committees • Regular and Ad Hoc Meetings • Announcements/Memoranda
Employees	<ul style="list-style-type: none"> • Business Continuity and Strategic Planning • Corporate Governance and Internal Controls • Environmental Management • Ethics and Integrity • Legal Compliance • Occupational Health and Safety • Operational Issues • Staff Remuneration, Benefits and Well-being 	<ul style="list-style-type: none"> • Regular and Ad Hoc Meetings • Committees and Task Groups • Briefings and Training Workshops • Circulars, Manuals and Policy and Procedure Guidelines • Award and Recognition Schemes • Employee Relation Activities • Performance Appraisal

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Stakeholder Groups	Key Interests	Engagement Channels
Legal Authorities/ Government	<ul style="list-style-type: none"> • Corporate Governance and Internal Controls • Legal Compliance • Operational Issues • Ethics and Integrity • Financial Situation 	<ul style="list-style-type: none"> • Annual Reports • ESG Reports • Interim Reports

Materiality Assessment

The Company conducted a three-step assessment exercise to identify and determine material ESG issues applicable for the Group's disclosure in this Report.

Step 1: Identification

- Engaged with internal and external stakeholders to identify their key interests and the relevant ESG topics.

Step 2: Prioritisation

- Prioritised the identified topics through a ranking exercise using a scale from 0 (not relevant) to 5 (crucial).

Step 3: Validation

- The ESG Committee reviewed and confirmed a finalised list of material key performance indicators ("KPIs") for disclosure.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Based on the engagement results, topics scored 3 or above, located in the top right quadrant of the Materiality Matrix below, are regarded as “Material Aspects”:

		Materiality Matrix				
External Assessment (Impact on Stakeholders)	Crucial					
	5					
	4	<ul style="list-style-type: none"> • B7 Anti-corruption 				
	3	<ul style="list-style-type: none"> • B8 Community Investment 	<ul style="list-style-type: none"> • B5 Supply Chain Management • B6 Product Responsibility • B1 Employment • B2 Health and Safety 			
	2	<ul style="list-style-type: none"> • A1.3 Total hazardous waste produced • A1.6 How hazardous and non-hazardous wastes are handled 	<ul style="list-style-type: none"> • A1.1 Types of emissions and respective emissions data • A1.2 Greenhouse gas emissions • A1.5 Measures to mitigate emissions • A2.1 Direct and/or indirect energy consumption by type • A2.2 Water consumption • A2.3 Energy use efficiency initiatives • A2.4 Issue in sourcing water that is fit for purpose, water efficiency initiatives • A3.1 Significant impacts of activities on the environment and natural resources and the actions taken to manage them 			
Not relevant	1	<ul style="list-style-type: none"> • A1.4 Total non-hazardous waste produced 	<ul style="list-style-type: none"> • A2.5 Total packaging material used for finished products 			
	0	Not relevant				
		Internal Assessment (Impact on Business)				
					Crucial	

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

2. ENVIRONMENTAL PROTECTION

The Group's *Environmental Protection Policies* outline its approach to the sustainable management of its environmental footprint and continuous enhancement of the environmental performance. Considering the nature of the Group's business operations, it focuses its efforts on resource stewardship, emission reduction and cultivation of environmental awareness amongst staff to appropriately manage its impacts on the environment and natural resources.

In the reporting year, the Group complied with all applicable legal and regulatory requirements² regarding environmental protection, including air and greenhouse gas ("GHG") emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, and there were no non-compliance cases in this regard.

Resource Optimisation

As electricity consumption contributes to over 90% of the Group's carbon footprint, the Group emphasises energy efficiency and actively identifies reduction opportunities across its stores and offices to reduce the associated environmental impacts. During its daily operations, the Group selects products with Grade 1 Energy Labels or better energy efficiency such as LED lights when replacing office lighting equipment and other electrical appliances. Other measures include regular maintenance of the air-conditioning system and replacement of the air filters. To enhance energy efficiency while ensuring a comfortable work environment, the Group adopts air-conditioning zoning to maintain indoor air temperature between 24°C and 26°C. As a signatory of the Environmental Bureau's Charter on External Lighting since April 2016, the Group has installed an automatic lighting system on the outdoor signboards of its retail stores, which further reduces electricity consumption and light nuisances during non-business hours. Additionally, aside from introducing video conference systems in place of business travel, the Group also reduces the unnecessary trips of its company fleet.

-12%



Reduction in GHG emissions compared to 2019/20 level

5 years' target to reduce GHG intensity and energy intensity



Reduce GHG intensity by 10% by 2024/25 using 2017/18 as the base year

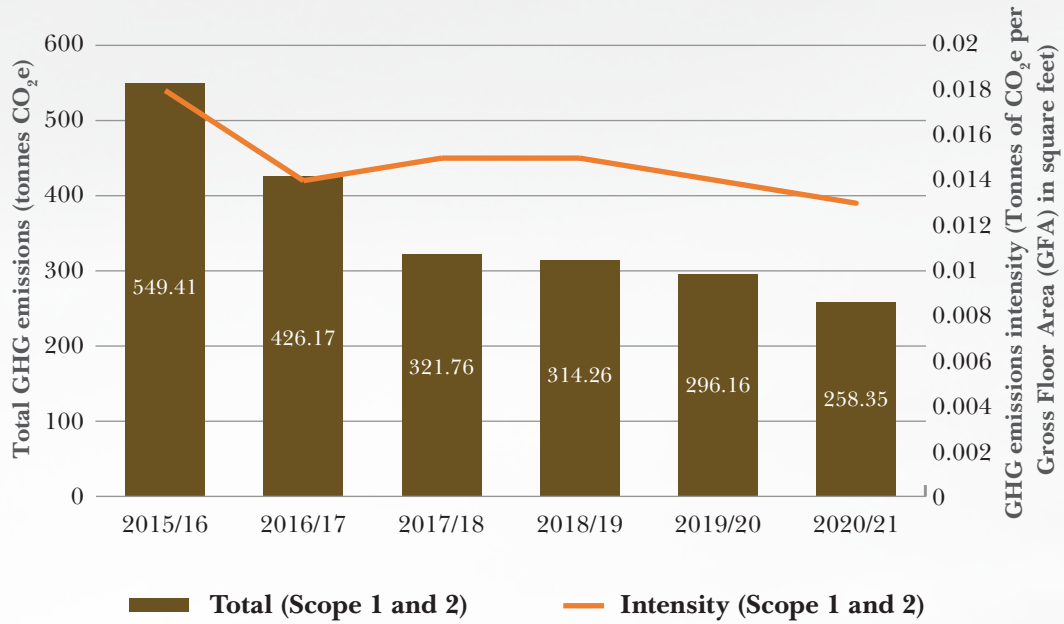


Reduce energy intensity by 10% by 2024/25 using 2017/18 as the base year

² The laws and regulations most relevant to the Group include, but are not limited to, the Waste Disposal Ordinance (Chapter 354, Laws of Hong Kong).

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

GHG emissions in total and intensity



Note: Please refer to Note 9 on page 17 on coverage of Scope 1 and 2.

Proper waste management is vital to alleviating the burden on Hong Kong’s landfills and improving resource efficiency. The Group ensures all construction waste generated from renovation of its retail stores are handled and disposed of properly in accordance with the Waste Disposal Ordinance (Chapter 354, Laws of Hong Kong) and other applicable regulations. In addition, the Group has followed the principles of reuse, reduce and recycle to minimise solid waste generation at its offices and stores. For instance, the Group encourages employees to adopt double-sided printing and reuse paper whenever possible. Recycling bins are placed throughout its offices to collect different types of waste such as paper and printer toners. This year, the Group removed single-use plastic bags from its operations by replacing them with reusable and paper alternatives. Furthermore, during the selection of packaging materials such as gift boxes, the Group takes environmentally-friendly principles into account and prioritises those which are generally durable and recyclable. The Group also encourages the wider use of social media and electronic messages as promotional platforms to further reduce paper usage. Acknowledgements were given in recognition of its sound waste management practices. During the reporting year, the Group received the Wastewi\$e Certificate – Basic Level.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



While the Group's businesses mainly operate in leased offices and stores where water supply is managed by the landlords, it has taken proactive steps to conserve valuable water resources. In addition to communicating water-saving tips to staff, regular inspections on pipes and taps are conducted to prevent water leakage.

Environmental Awareness

To build a lasting environmentally conscious culture, the Group proactively raises its employees' awareness through education campaigns and training programmes. It regularly organises talks on environmental protection issues and encourages staff to participate in green activities. Internal guidelines are displayed throughout the stores to remind employees of responsible consumption behaviours. At office premises, posters and signs are put up to educate employees on different ways to conserve natural resources.

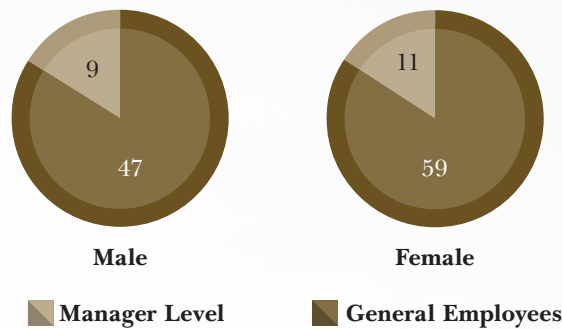


3. EMPLOYMENT PRACTICES

The Group recognises employees are the engine which sustains its business success. With this in mind, the Group is committed to its people-centric approach to build an inclusive and harmonious workplace which supports professional development and protects well-being of its staff.

Employment and Working Conditions

**Total employees by gender
& employment category**



The Group cherishes its employees and treats them with respect in a work environment free from discrimination and harassment at all times. All staff are protected by the Group's *Employment Policies* which prescribe equal opportunities throughout the recruitment and career advancement procedures regardless of race, gender, disability, family status or marital status.

As a responsible employer, the Group values fair employment practices and the labour rights of all employees. Child and forced labour are strictly prohibited within its operations and along the supply chain. A grievance mechanism is in place for employees to raise and report concerns to designated personnel through a confidential channel. All relevant documents, information and interview records are kept confidential.

To maintain a motivated and competent workforce, the Group offers its employees attractive remuneration packages and comprehensive fringe benefits, including health insurance, discretionary bonus and a range of leave entitlements such as marriage and birthday leave. Aspiring to become an employer of choice in the industry, the Group regularly reviews and improves its staff benefits and policies. Aside from providing new-born babies of its staff with celebration gifts and offering employees product discounts, the Group awarded colleagues who have been serving for ten years or above a "Service Years Award" in commendation of their long-term commitment and contribution to the Group.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

As a signatory of the Labour Department's Good Employer Charter and an active participant of the Happiness at Work Promotional Scheme, the Group works to maintain work-life balance for staff members and build a positive work environment through its family-friendly policies and staff activities. For instance, employees assigned shifts on Saturdays can work on an on-call basis to allow them to spend more time with their families. While the annual dinner was cancelled considering the health concern posed by the pandemic, the Group offered each of its colleague a special bonus as a token of appreciation for their hard work over the challenging year.



In the reporting year, the Group complied with all applicable laws and regulations³ in relation to staff, including employee compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare as well as labour practices, and there were no non-compliance cases in these matters.

³ The laws and regulations most relevant to the Group include, but are not limited to, the Employment Ordinance (Chapter 57, Laws of Hong Kong), the Sex Discrimination Ordinance (Chapter 480, Laws of Hong Kong), the Disability Discrimination Ordinance (Chapter 487, Laws of Hong Kong), and the Family Status Discrimination Ordinance (Chapter 527, Laws of Hong Kong).

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Training and Development

The Group recognises the development and personal growth of employees as an integral component of its business sustainability. As such, it provides a range of training and development opportunities to upskill its employees. For instance, to strengthen internal ESG competence, the Group provided designated colleagues with relevant training. Through connecting the dots between sustainability and business development, the Group can better position itself during the transition to a low-carbon economy. Specific to the health crisis, the Group arranged for all frontline staff to join the “Community Health Ambassador” Personnel Registration Scheme through which participants manage to enhance their health awareness and mental resilience in response to the pandemic. Through in-house training and external programmes which focus on a wide spectrum of topics such as interpersonal skills, risk management, sales and marketing and product delivery, staff are equipped with up-to-date knowledge, practical skills and hands-on experience which enable them to thrive in an ever-changing business environment. Upon completion of the training programmes, the Group will conduct post-training evaluations and tests with the attendees to assess the effectiveness of individual programmes.

Type of training	Description	
In-house training	On-the-job training	Intensive training and a mentorship scheme for new recruits or staff promoted/transferred with guidance from experienced employees.
	Routine training	Held regularly throughout the year such as the induction programme and training on product knowledge.
	Special training	Organised based on the needs of employees, including training on computer use, company policies, new products, management skills and leadership.
External training	The Group provides subsidies for employees to attend work-related training organised by external parties, including workshops, seminars and professional examinations.	



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Occupational Health and Safety

Ensuring workplace health and safety is the Group's first and foremost task. The Group has formulated internal *Occupational Safety and Health Guidelines* with reference to relevant regulatory requirements in Hong Kong, covering accident prevention, fire precaution, workplace environment control, workplace hygiene, first aid and manual handling operations. The Group reviews the guidelines and procedures on a regular basis with a view to achieve zero incidents at the workplace. In addition to health insurance, the Group provides staff with subsidies for check-ups and dental services. To ensure workplace hygiene, the Group provides its staff with appropriate personal protective equipment such as masks, hand sanitizers and alcohol disinfectant wipes as well as arranges regular disinfection for effective pest control.

To nurture a safety-first culture internally, the Group partnered with the Labour Department to organise seminars on prevention against potential safety hazards. Regular safety inspections of office facilities such as fire-fighting equipment are conducted where damaged ones are repaired or replaced immediately to ensure all necessary items are in good condition. The Group also provides fire safety training to all staff to enhance their awareness on escape planning, evacuation and fire extinguishing.

In the reporting year, the Group strictly complied with relevant laws and regulations⁴ relating to occupational health and safety and there were no confirmed cases of non-compliance in this respect.

The Uncompromising Commitment to Health and Safety

Acting swiftly since the initial period of the Coronavirus ("COVID-19") outbreak, the Group has remained committed to protecting its staff through implementing a range of measures to reduce the transmission risk on its premises and stores. In addition to stepping up regular disinfecting procedures, the Group has adopted a flexible approach arranging its staff to work in shifts in order to minimise direct contact with each other. Furthermore, all employees were provided with surgical masks and other disinfectant supplies.

In an endeavour to continue its operations amidst the uncertainties surrounding COVID-19, the Group has also developed *Emergency Response Guidelines* for its frontline staff to ensure they are well informed on how to handle abnormal situations.

⁴ The laws and regulations most relevant to the Group include, but are not limited to, the Occupational Safety and Health Ordinance (Chapter 509, Laws of Hong Kong).

4. VALUE CHAIN MANAGEMENT

The Group understands quality control and value chain management are crucial for building customer confidence and is the foundation for success in the luxury goods retail industry. It has implemented stringent quality control measures and supply chain management protocols to better manage its value chain.

Supply Chain Management

The Group partners with suppliers and contractors who share its sustainability considerations and ethical standards. Relevant departments of the Group select suppliers for their respective operational needs based on the supplier's business status, operating practices and product characteristics prior to developing formal business relationships. To ensure the quality of its products and services, the Group assesses suppliers and contractors on an annual basis with reference to four aspects, namely, basic supplier profile information, on-site investigation, overall performance and ESG conditions. Taking these assessment results into account, the Group will consider the suitability of maintaining the business relationship or whether alternative procurement solutions will be necessary. This holistic approach to supply chain management enables the Group to enhance its operational efficiency and minimise ESG-related risks along the supply chain.

Quality Services

The Group embraces a customer first spirit and strives to enhance customer experience through its professionalism and commitment to customer care. To keep abreast with latest consumer trends, opinions, and retail needs, the Group has set up various channels to collect customer feedback. Customers are welcome to express their views and may make enquiries or complaints with regard to the Group's goods and services by phone, email or in person. The Group will review complaint cases during regular management meetings to further improve its service quality. In the reporting year, there were no complaints relating to the Group's product and service.

In response to the health crisis, the Group has implemented multiple preventive measures to ensure the health and safety of its customers. For instance, the Group has introduced ultraviolet sterilisation services to help customers disinfect their jewellery and electronic devices. To protect everyone in its stores, temperature screening stations have been set up at the entrance which monitor customers for the symptoms of fever. Professional air purifiers are also in place to keep its stores clean and well-ventilated.

Despite the challenges imposed by COVID-19, the Group's professionalism and commitment to service excellence have been well recognised by the industry; it won Hong Kong Economic Journal's "2020 Listed Company Excellence Award".

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



Customer Privacy

The Group takes great care to handle and protect customers' personal data and privacy. Prior to collection of personal data, the Group ensures customers are well-informed of the purpose and use of data and class of transferees. All employees are required to follow the Group's *Privacy Policy* which is based on the requirements of relevant laws and regulations⁵. Only authorised personnel can access customer information and all personal data must be handled in an appropriate manner. In the reporting year, the Group complied with all applicable laws and regulations relating to privacy matters, and there were no cases of non-compliance in this regard.

Product Responsibility

The Group is fully committed to providing customers with products which meet its high safety, quality and reliability standards. All product shipments received from the Group's suppliers must pass a detailed and robust quality inspection process in accordance with its stringent quality assurance procedures. The Group takes full responsibility for any product that is defective in terms of safety or quality.

The Group aims to provide accurate information on its products to enable its customers to make well informed decisions. It ensures all advertisement contents, sketches, labels, and marketing materials are in full compliance with all relevant laws and regulations relating to marketing and labelling, including the Trade Descriptions Ordinance (Chapter 362, Laws of Hong Kong).

⁵ The laws and regulations most relevant to the Group include, but are not limited to, the Personal Data (Privacy) Ordinance (Chapter 486, Laws of Hong Kong).

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

The Group respects third party intellectual property rights and does not permit any infringement whatsoever. During the reporting year, the Group had complied with the relevant laws and regulations⁶ relating to health and safety, advertising and labelling of its products.



Business Ethics

The Group upholds the highest ethical standards and accountability throughout its operations, and adopts a zero-tolerance approach to corruption or malpractice of any form including bribery, money laundering, extortion and fraud. All employees are required to strictly follow the Group's *Ethics Policy* which sets out guidelines for professional behaviour to ensure compliance with relevant laws and regulation⁷. To raise staff awareness and knowledge of proper conduct, anti-corruption best practice procedures, and prevention of unethical behaviour, the Group organises regular training sessions with the Independent Commission Against Corruption (ICAC) of Hong Kong. Employees must also fully declare any forms of conflicts of interest and complete the Group's "Individual Interest Declaration Form" before the start of their employment.

In accordance with the Group's *Whistle-blowing Policy*, designated channels are provided for all employees, customers, shareholders, investors, suppliers and contractors to report any improper behaviours. To ensure whistle-blowers the freedom to report grievances without fear of reprisal, all cases are treated confidentially.

In the reporting year, the Group complied with all applicable laws and regulations relating to bribery, extortion, fraud and money laundering, and there were no cases of non-compliance in these matters.

⁶ The laws and regulations most relevant to the Group include, but are not limited to, the Trade Descriptions Ordinance (Chapter 362, Laws of Hong Kong) and the Competition Ordinance (Chapter 619, Laws of Hong Kong).

⁷ The laws and regulations most relevant to the Group include, but are not limited to, the Prevention of Bribery Ordinance (Chapter 201, Laws of Hong Kong).

5. COMMUNITY ENGAGEMENT

The Group is dedicated to contributing positively to the Hong Kong community through staff volunteering, in-kind donations and collaboration with a wide range of external organisations to build a more connected and vibrant society.

To cultivate a greater volunteering spirit amongst staff, the Group has set up a “Community Investment Participation” programme which awards employees with an additional day off for volunteering 30 hours or more, or donating blood twice a year. This programme has successfully encouraged more staff participation in a range of volunteering activities.

This year, the Group took part in “Green Low Carbon Day” organised by The Community Chest. All funds raised through this campaign are designated to food rescue, redistribution of community resources, urban greening and organic farming. Meanwhile, at a time when anti-epidemic supplies were tight, the Group donated 16,000 face masks to vulnerable members of the community through Hong Kong Family Welfare Society and St. James’ Settlement, respectively.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

PERFORMANCE DATA SUMMARY

HKEx KPI	Unit	2020/2021	2019/2020
A. Environmental			
A1.1	The types of emissions and respective emissions data⁸		
– NO _x	Grams	58.34	82.69
– SO _x	Grams	3.05	3.78
– PM	Grams	4.30	6.09
A1.2	Greenhouse gas emissions in total and intensity⁹		
Scope 1	Tonnes	0.56	0.70
Scope 2	Tonnes	258.35	295.46
Scope 3	Tonnes	0	6.22
Total (Scope 1 and 2)	Tonnes of CO ₂ e	258.91	296.16
Intensity (Scope 1 and 2)	Tonnes of CO ₂ e per Gross Floor Area (GFA) in square feet	0.013	0.014
	Tonnes of CO ₂ e per full-time employee (FTE)	2.05	2.43
A1.4	Total non-hazardous waste produced and intensity		
– total			
Paper waste	Tonnes	0.69	0.55
Paper waste (recycled)	Tonnes	1.18	20.77
Construction Waste	Tonnes	0	2.00
– intensity			
Paper waste	Kg per GFA in square feet	0.034	0.025
	Kg per FTE	5.48	4.51
Paper waste (recycled)	Kg per GFA in square feet	0.058	0.95
	Kg per FTE	9.39	170.25
Construction Waste	Kg per GFA in square feet	0	0.091
	Kg per FTE	0	16.39
A2.1	Energy consumption by type and intensity		
– Direct Energy (fuel consumed by vehicles)	kWh	1,890	2,339
– Indirect Energy (Electricity purchased for consumption)	kWh	322,249	371,038
– total	kWh	324,139	373,377
– intensity	kWh per GFA in square feet	15.96	17.04

⁸ Nitrogen oxides (NOx), Sulphur oxides (SOx) and Particulate matter (PM) emissions includes vehicular emissions from the Group's fleet of vehicles.

⁹ Scope 1 refers to direct GHG emissions. The emission sources of the Group are mobile combustion source and fugitive emission source. Scope 2 refers to energy indirect emissions which resulted only from the generation of the Group's purchased electricity. Scope 3 refers to other indirect GHG emissions. The Group chose to disclose the emissions associated with business air travel.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

HKEx KPI	Unit	2020/2021		2019/2020					
A2.2	Water consumption in total and intensity¹⁰								
– total	m ³	N/A		N/A					
– intensity	m ³ per GFA in square feet	N/A		N/A					
	m ³ per FTE	N/A		N/A					
A2.5	Packaging materials used for finished products in total and intensity¹¹								
– total	Tonnes	3.83		4.13					
– intensity	Grams per Piece	611		638					
B. Social									
B1.1	Total workforce by employment type and gender¹²		Male	Female	Male	Female			
	Full-time	No. of people	56	70	52	70			
	General Employees	No. of people	47	59	43	59			
	Manager Level	No. of people	9	11	9	11			
	Total workforce by employment type and age group		40 or below	41–59	60 or above	40 or below	41–59	60 or above	
	Full-time	No. of people	43	58	25	44	53	25	
	General Employees	No. of people	40	44	22	42	39	21	
	Manager Level	No. of people	3	14	3	2	14	4	
B1.2	Employee monthly turnover rate by gender		Male	Female	Male	Female			
			%	0.62	1.07	1.05	0.87		
	Employee monthly turnover rate by age group		40 or below	41–59	60 or above	40 or below	41–59	60 or above	
			%	1.53	0.45	0.67	1.88	0.29	0.96
B2.1	Number and rate of work-related fatalities								
– number	No. of people	0		0					
– rate	%	0		0					
B3.1	Percentage of employees trained by gender and employee category		Male	Female	Male	Female			
	General Employees	%	93.62	88.14	88.37	86.44			
	Manager Level	%	100	90.91	88.89	100			
B3.2	Average training hours completed per employee by gender and employee category								
	Male	Hours	10.03		12.88				
	Female	Hours	8.95		11.07				
	General Employees	Hours	7.89		10.75				
	Manager Level	Hours	17.57		17.49				

¹⁰ Due to the nature of the retail industry, the Group mainly runs its business in leased offices and shops where water supply is managed by their respective landlords. Therefore, water consumption data is not available.

¹¹ Data cover packaging materials of all accessories, including wood, paper, cloth, metal and plastics.

¹² All employees of the Group are based in Hong Kong.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

HKEX ESG GUIDE CONTENT INDEX

Aspect	HKEx KPI	Description	Page(s)/Remarks
A. Environmental			
A1 Emissions	A1	General Disclosure	6–8
	A1.1	The type of emissions and respective emissions data	17
	A1.2	Greenhouse gas emissions in total and intensity	17
	A1.3	Total hazardous waste produced and intensity	Due to the business nature of the Group, this KPI is considered not material
	A1.4	Total non-hazardous waste produced and intensity	17
	A1.5	Description of measures to mitigate emissions and results achieved	6
A2 Use of Resources	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	7
	A2	General Disclosure	6–8
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	17
	A2.2	Water consumption in total and intensity	Due to the nature of the retail industry, the Group mainly runs its business in leased offices and shops where water supply is managed by their respective landlords. Therefore, water consumption data is not available.
	A2.3	Energy use efficiency initiatives and results achieved	6
	A2.4	Issue in sourcing water, water efficiency initiatives	8
A3 The Environment and Natural Resources	A2.5	Total packaging material used for finished products	18
	A3	General Disclosure	6–8
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	6–8

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspect	HKEx KPI	Description	Page(s)/Remarks
B. Social			
B1 Employment	B1	General Disclosure	9–10
	B1.1	Total workforce by gender, employment type, age group and geographical region	18
	B1.2	Employee turnover rate by gender, age group and geographical region	18
B2 Health and Safety	B2	General Disclosure	12
	B2.1	Number and rate of work-related fatalities	18
	B2.2	Lost days due to work injury	8 lost days
B3 Development and Training	B2.3	Occupational health and safety measures	12
	B3	General Disclosure	11
	B3.1	Percentage of employees trained by gender and employee category	18
B4 Labour Standards	B3.2	Average training hours completed per employee by gender and employee category	18
	B4	General Disclosure	9–10
B5 Supply Chain Management	B5	General Disclosure	13
	B6 Product Responsibility	B6	General Disclosure
B6 Product Responsibility	B6.2	Number of products and service-related complaints received and how they are dealt with	13
	B6.3	Description of practices relating to observing and protecting intellectual property rights	14
	B6.4	Description of quality assurance process and recall procedures	13–14
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	14
	B7 Anti-corruption	B7	General Disclosure
B7 Anti-corruption	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	15
	B7.2	Preventive measures and whistle-blowing procedures, how they are implemented and monitored	15
B8 Community Investment	B8	General Disclosure	16
	B8.1	Focus areas of contribution	16