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## 2019 Environmental, Social and Governance Report

Stock Code: 01777.HK

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年  
FANTASIA

花樣年控股集團有限公司  
FANTASIA HOLDINGS GROUP CO., LIMITED



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## ABOUT THIS REPORT

### Purpose of the Report

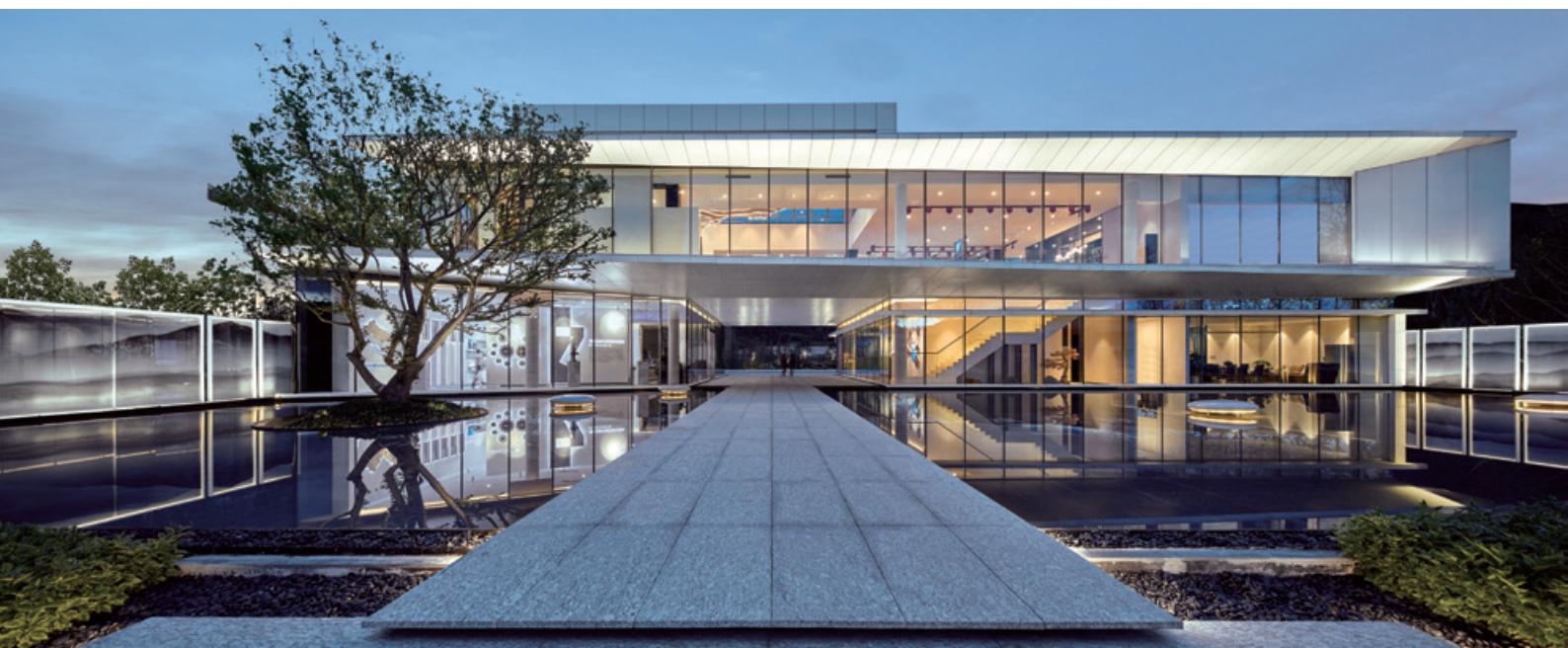
Fantasia Holdings Group Co., Limited (“Fantasia” or the “Company”) together with its subsidiaries (collectively referred to as the “Group”, “we” or “us”) are pleased to publish the sixth Environmental, Social and Governance Report (the “Report”) of the Group, aiming to present stakeholders with the strategy, direction and performance in relation to the sustainable development of the Group over the past year.

### Reporting Period and Scope

The reporting period (the “Reporting Period”) of the Report is from 1 January 2019 to 31 December 2019. Unless otherwise stated, the scope of the Report covers the real estate development business of the Group, including Fantasia Group (China) Co., Ltd., Shenzhen Fantasia Real Estate Group Company Limited and Chengdu Fantasia Real Estate Co., Ltd.\* (成都市花樣年房地產開發有限公司). As the Group has disposed of Shenzhen Fantasia Real Estate Co., Ltd.\* (深圳市花樣年房地產開發有限公司), therefore it was excluded from the reporting scope of the Report. With regard to the Environment, Social and Governance report issued by our subsidiary, Colour Life Services Group Co., Limited (01778.HK), please refer to its company’s website.

### Reporting Standards

The Report is prepared in accordance with the disclosure requirements of the Environmental, Social and Governance Reporting Guide” (the “ESG Guide”) as set out in the Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”), and was passed and approved by the board of directors of the Group in June 2020.





## Reporting Principles

The Report is prepared in accordance with the following four reporting principles:

Principle	Definitions	Responses from the Group
<b>Materiality</b>	The issues covered in the Report should reflect the significant impacts of the Group on the economy, environment and society, or the scope of assessments and decisions of stakeholders being affected.	Through engaging with stakeholders as well as considering the Group's business nature and development, material sustainability issues are being identified.
<b>Quantitative</b>	The Report should disclose key performance indicators in a measurable manner.	The Group will disclose its key environmental and social performance indicators quantitatively where appropriate.
<b>Balance</b>	The Report should reflect fairly the overall sustainability performance of the Group.	The Group has identified the environmental, social and governance issues that have significant impact on the Group's business, including its results and challenges faced by the Group.
<b>Consistency</b>	The Group should confirm that the preparation methods of the ESG report is consistent with those used in previous year(s), or state the revised reporting methods, or illustrate other relevant factors that will affect meaningful comparison.	The revised reporting scope is stated in the Report, apart from that, the reporting scope and reporting method of the Report is substantially consistent with those in last year.

## Information Collection Method

The information cited in this Report comes from the official documents and statistics of the Group and has been reviewed by relevant departments of the Group.

## Release Cycle and Versions of and Access to the Report

This Report is an annual report, which is available in both traditional Chinese and English. An electronic version of the Report can be downloaded from the website of the Stock Exchange as well as the official website of the Group ([www.cnfantasia.com](http://www.cnfantasia.com)). In the event of any conflict or inconsistency between the Chinese and English versions, the Chinese version shall prevail.

## Feedback

Fantasia highly values opinions from every stakeholder, and considers them as the opportunities to promote the sustainability development of the Group. Should you have any thoughts on this Report or the sustainability performance of the Group, you are encouraged to submit to us through [ir@cnfantasia.com](mailto:ir@cnfantasia.com) or +852 3521 1446.

## ABOUT FANTASIA

Fantasia Holdings Group Co., Limited was established in 1998 and was listed on the main board of Hong Kong Stock Exchange in November 2009. At present, it has comprehensively completed its business strategy layout on the foundation of future mobile internet and customer big data era. Through the dual-driven strategy of real estate + community with balancing the development of light assets and heavy assets, Fantasia Group is committed to becoming as the first-class real estate community intelligent developer and the largest community O2O service platform in China, and its business covers over 200 cities in Mainland China. Fantasia also holds a controlling interest in Colour Life Services Group Co., Limited (01778.HK), which has become the largest residential community service operator in the world. While persistently cultivating the domestic market, Fantasia endeavors to expand its business territory to the entire world. Currently, it has established branches in Hong Kong, Taipei, Singapore and Tokyo, and has investments projects in Singapore, the United States and Taiwan.

### Corporate Vision

Corporate vision of Fantasia is committing to be the leading provider of a joyful, colourful and meaningful living space and experience and aims to deliver unique and inspiring living space and experience to value-oriented customers.

### Corporate Mission

Provide life space and experience characterized by unique tastes and abundant contents to clients that pursue value through resources integration; provide inclusive increase and competitive return to shareholders; realize the sustainable growth of strategic cooperative partners and staff; and keep giving back to the society.

### Brand Concept

Brand Concept:  
Fantasia creates value

Brand Personality:  
Powerful, Prosperous, Valuable



On-site photo of Fantasia Huizhou Jiatianxia Project



#### User Level

Enrich Experience - through model innovations with in-depth observation of human nature and internet thinking, the business models become more creative, which provides customers with a uniquely stylish, rich and fruitful living space and living experience full of pleasant surprises.



#### Staff Level

Enrich Life - break through the ordinary and discover one's own potential, create more values by creative thinking while adhering to their own styles and tastes and creating more fun and enriching their own lives.



#### Company Level

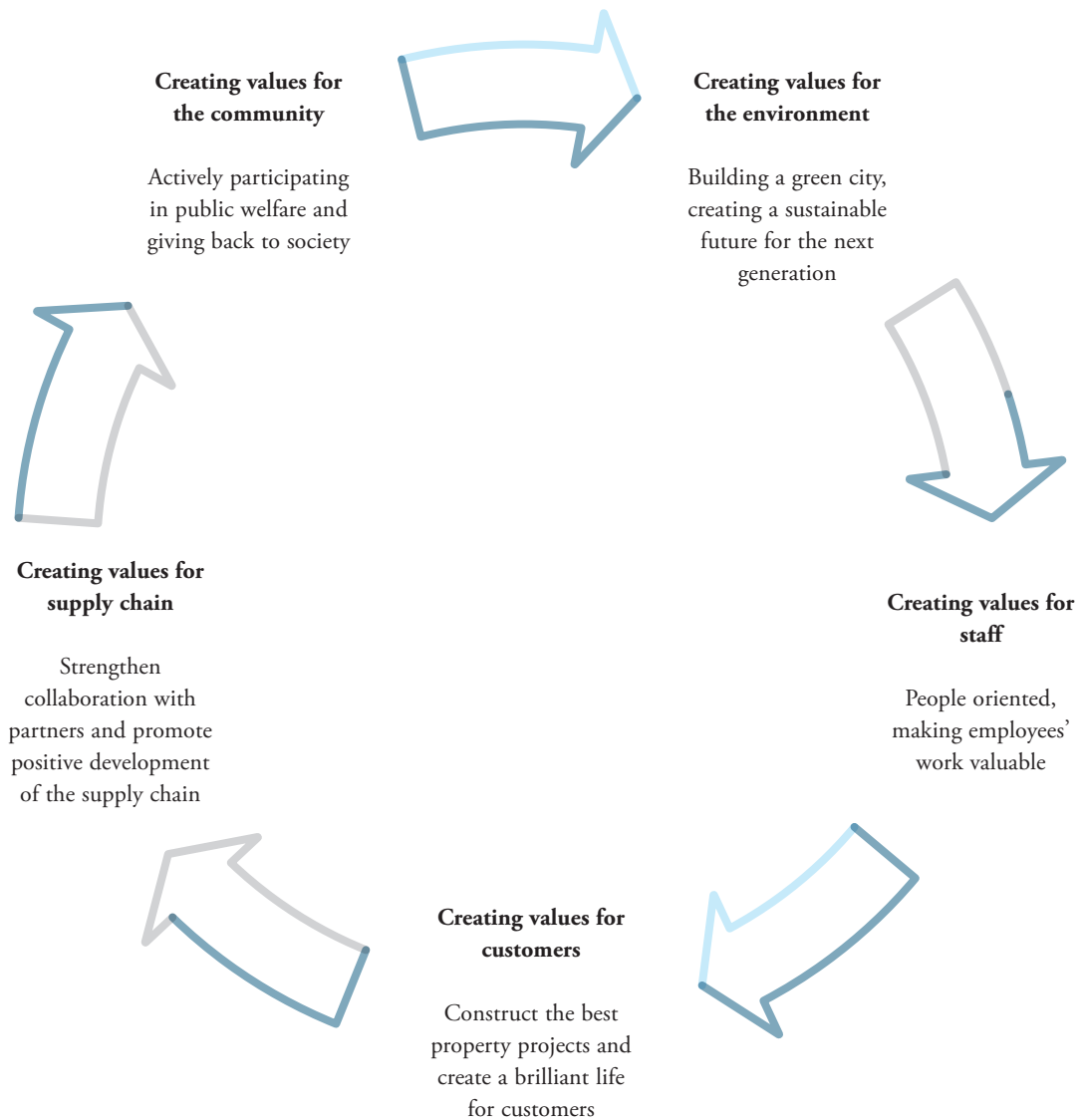
Enrich the Platform - consolidates and coordinates the resources of various sectors including community services, finance, business, cultural tourism and elderly care with concepts of the internet and willpower to go beyond conventional thoughts with experience optimization as the main aim in order to innovate business model, continuously improve and promote and optimize the utilization of resources and enrich customers' experience.

### Awards, Recognitions, Honors and Organizational Memberships

- Top 100 2019 China Real Estate Companies (2019中國房地產卓越100榜)
- China's Top 100 Real Estate Enterprises (中國房地產百強企業) for 11 Consecutive Years from 2009 to 2019
- 2019 China Top 100 Real Estate Enterprises – Top 10 in Resilience (2019中國房地產百強企業穩健性TOP10)
- 2019 China Top 100 Real Estate Enterprises – Top 10 in Financing Capacity (2019中國房地產百強企業融資能力TOP10)
- Rank 72 among China Top 500 Real Estate Developers 2019(2019中國房地產開發企業500強)
- Rank 66 among 2019 Best 100 China Real Estate Listed Companies with Strongest Comprehensive Strengths (2019中國房地產上市公司綜合實力100強)
- Quality China Real Estate Enterprises Award 2019 – Quality China Real Estate Enterprises Award (優質中國房地產企業大獎2019—優質中國房地產企業大獎)
- 2019 Best 10 of South China Real Estate Developers Brand Value (2019中國房地產開發企業品牌價值華南10強)
- Top 10 Valuable Brands in Guangdong-Hong Kong-Macao Greater Bay Area of China 2019(2019中國粵港澳大灣區品牌價值TOP10)
- 2019 Operation Capacity Award for Listed Real Estate Enterprises in China (2019中國上市房企運營能力獎)
- Annual Brand Development Award for Real Estate Enterprises (年度品牌發展房企獎)
- National Excellent Enterprise with Foreign Investment – Excellent Tax Payment and Turnover (全國外商投資企業—雙優企業)

## SUSTAINABLE DEVELOPMENT OF FANTASIA

Fantasia believes that integrating the idea of sustainable development with the business and strategic development of the Group is the key to promoting sustainable development. Adhering to the brand concept of “Fantasia Creates Value”, we actively fulfill our corporate social responsibility and are environmentally and socially responsible. We expect to create values for stakeholders in the fields of environment, employment, products and services and supply chain as well as the community.





## Corporate Governance

The Group is committed to maintaining a high standard of corporate governance to ensure the effectiveness of the management and to safeguard the interests of all shareholders. The Group has established the Audit Committee, the Remuneration Committee and the Nomination Committee under the Board of Directors. The Board of Directors and its committees regularly assess and review the effectiveness of their work based on their terms of reference. As a result, continuous improvement in enhancing overall efficiency and strengthening internal audit and risk control can be achieved. We will continue to review and enhance its corporate governance standard.

### Governance of Sustainability Matters

We believe that effective corporate governance is vital to the sustainable development of the Group. The Board of Directors bears the ultimate responsibility for overseeing the Group's environmental, social and governance risk management activities and monitor substantial risks within the Group. The Board of Directors identify, assess and determine the environmental, social and governance risks. We collect internal and external statistics and stakeholders' opinions through various channels such as historical figures, future forecasts and cases and information about other related companies at home and abroad, and formulate relevant risk countermeasures. The management of the Group ensures that the environmental, social and governance risk management and internal control systems are effective in the business environment in which we operate. The Board of Directors is responsible for monitoring and ensuring that the risk management measures and monitoring systems adopted by the Group are appropriate in order to effectively manage and control major environmental, social and governance risks.

For other matters regarding the corporate governance of the Group, please refer to the Corporate Governance Report in our 2019 Annual Report.

### Anti-corruption

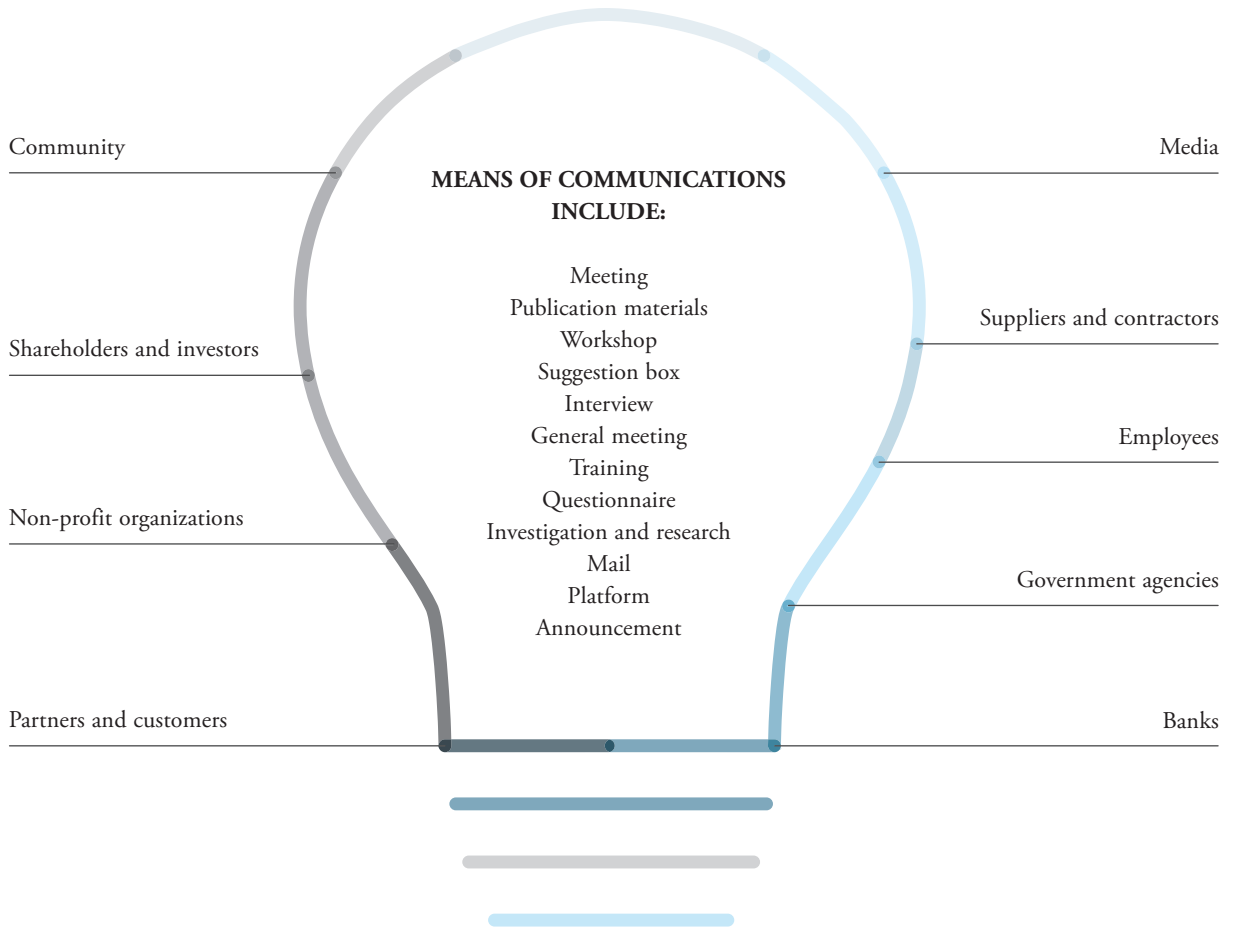
To prevent corruption, bribery, extortion, fraud, money laundering and other violations of business ethics and integrity, the Group strictly complies with the relevant laws and regulations including the Criminal Law of the PRC (《中華人民共和國刑法》), the Anti-Unfair Competition Law of the PRC (《中華人民共和國反不正當競爭法》) and the Company Law of the PRC (《中華人民共和國公司法》), and has formulated Guidelines for Management of Conflicts of Interest and Supervision Management System in order to strengthen governance and internal control and to safeguard the legal rights and interests of the Group and shareholders. We have established a monitoring mechanism and an accountability system to monitor and investigate employees' fraud or misconducts, including accepting bribes, forging documents and data, and using their powers to obtain personal benefits. We require all staff members to comply with the Company's Code of Conduct and codes of ethics and relevant laws and regulations, and at the same time, add integrity clauses to the contracts with partner suppliers, and encourage them to report suspected cases to the Group's Audit and Supervision Department and cooperate in the investigation. If the case is true, we will promptly take remedial measures after the investigation, and punish or even transfer the personnel or suppliers involved in fraud to judicial authorities to reduce the Company's losses. In order to cultivate the corporate culture of fairness and transparency, we will give cash rewards to whistleblowers. Reporting channels include the Group's website, email, WeChat public account "Huayang qingfeng" (花樣清風), telephone and mail.

During the Reporting Period, the Group was not aware of any violations of the relevant laws and regulations on corruption, bribery, fraud, extortion and money laundering of its subsidiaries and employees.



Communication with Stakeholders

The importance of stakeholder engagement is absolutely beyond doubt for the Group to implement comprehensive sustainable development. We have identified employees, shareholders and investors, business partners and customers, banks, government agencies, media, suppliers and contractors, non-profit organizations and the community as the categories of the Group’s key stakeholders, and have kept close contact with them through a series of formal and informal communication channels. We listen to their voices and suggestions, which are crucial to the formulation of our sustainable development policies and measures.



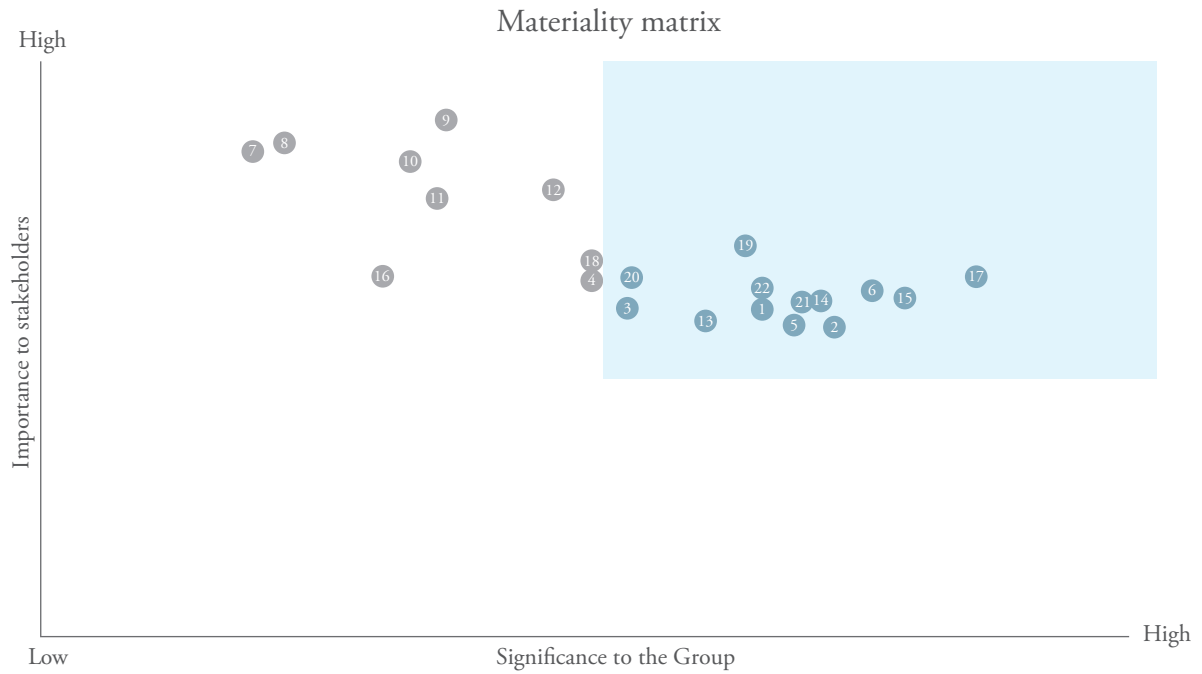
## Materiality Assessment

In addition to the above regular communication channels, we also engaged an independent sustainability consultant to assist the Group in conducting a materiality assessment. We invited stakeholders from different sectors to conduct an online survey to score the materiality of various environmental, social and governance issues to the Group in order to better understand their stances and opinions, hence laying the foundation for the formulation of future sustainable development policies and measures. The procedures of this materiality assessment include:

1. Identifying Environmental, Social and Governance issues  
According to the past and present results of communication with stakeholders, requirements of the Listing Rules and the latest sustainable development trends in the industry, identify 22 environmental, social and governance issues relatively significant to the Group.
2. Evaluate the materiality  
Invite stakeholders to conduct an online survey to give ratings to the materiality of the 22 issues to the Group.
3. Analysis of the results  
Our consultant then conducted statistical and materiality analysis on the issues based on two materiality parameters, namely stakeholders' scores on the issues and the materiality of the issues to the Group, and mapped the results of the analysis onto a materiality matrix to illustrate the importance of the 22 issues to our stakeholders and the Group's business.

In the Reporting Period, the results of the materiality analysis are set out in the materiality matrix below, in which the 13 issues located on the top right-hand corner are the issues that the stakeholders are more concerned with in this analysis, and they will be the key disclosures in this Report.





**List of important issues**

- |    |   |    |  |
|----|---|----|--|
| 1  | Employment arrangements (including: recruitment, promotion and dismissal procedures)      | 14 | Supply chain environment and social risk monitoring and management |
| 2  | Employee benefits (including: salary, working hours, leaves and benefits)                 | 15 | Anti-corruption system   |
| 3  | Diversity and equal opportunities, as well as prevention of discrimination and harassment | 19 | Customer data privacy and information security                     |
| 5  | Prevention of child labor and forced labor  | 17 | Service quality (health and safety, quality inspection)            |
| 6  | Training and development  | 20 | Participation in volunteer activities                              |
| 13 | Supplier selection and review   | 21 | Charitable donations   |
|    |   | 22 | Community inclusive activities                                     |

**Other issues considered**

- |   |   |    |   |
|---|---|----|---|
| 4 | Occupational safety and health                            | 10 | Energy management                                 |
| 7 | Management of air pollutants and greenhouse gas emissions | 11 | Other resources management (including papers)     |
| 8 | Wastewater discharge and waste management                 | 12 | Environmental impact of other business activities |
| 9 | Water resources management                                | 16 | Intellectual property protection                  |
|   |   | 18 | Complaints and advertising management             |



## CREATING VALUES FOR THE ENVIRONMENT

As a leader in the real estate development industry, Fantasia is committed to integrating environmental protection elements such as emission reduction, energy saving and water saving into its business operations, leading green life and building a green city for our next generation. As such, we review the environmental protection compliance of our business and be responsible for the environment. We have identified applicable laws and regulations which have significant impacts on the business of the Group, including but not limited to:

- Environmental Protection Law of the PRC
- Law on Appraising of Environment Impacts of the PRC
- Regulations on Environmental Protection Management for Construction Projects of the PRC
- Administrative Measures for Discharge Authorization in Guangdong Province
- Regulations of Urban and Rural Planning in Jiangsu Province
- Law on Prevention and Control of Water Pollution of the PRC
- Law on Prevention and Control of Pollution by Solid Waste of the PRC
- Law on Prevention and Control of Atmospheric Pollution of the PRC
- Law on Prevention and Control of Environmental Noise Pollution of the PRC

In addition to ensuring that the business complies with applicable laws and regulations, we also proactively seek and implement appropriate energy-saving and emission-reduction measures to continuously optimize environmental performance. During the Reporting Period, we were not aware of any violation of laws and regulations by the Group in terms of the environment, which had a significant impact on the Group.



## Energy Management

The air emissions and direct greenhouse gas emissions (Scope 1)<sup>1,2</sup> of the Group were mainly caused by fuel consumption of vehicles. In addition, each office of the Group consumes purchased electricity in the course of daily operations, which indirectly causes greenhouse gas emissions (Scope 2)<sup>1</sup>. The air, greenhouse gas emissions and energy consumption data<sup>3</sup> of the Group during the Reporting Period and 2018 are detailed as follows:

Indicator	Unit	2019	2018
Total energy consumption	MWh	1,540.57	1,537.59
Purchased electricity	MWh	1,357.23	1,537.59
Unleaded petrol	MWh	183.34	N/A
Intensity of total energy consumption	MWh/sq.m.	0.16	0.12
Total greenhouse gas emissions (Scopes 1 and 2)	tonnes of CO <sub>2</sub> equivalent	768.62	810.23
Direct emissions (Scope 1)	tonnes of CO <sub>2</sub> equivalent	53.55	N/A
Indirect emissions (Scope 2)	tonnes of CO <sub>2</sub> equivalent	715.07	810.23
Intensity of total greenhouse gas emissions	tonnes of CO <sub>2</sub> equivalent/sq.m.	0.08	0.07
Nitrogen oxides (NO <sub>x</sub> )	kg	10.05	N/A
Sulfur oxides (SO <sub>x</sub> )	kg	0.30	N/A
Particulate matter (PM)	kg	0.74	N/A

<sup>1</sup> According to the Greenhouse Gas Inventory Protocol - Corporate Accounting and Reporting Standards (Revised Edition) issued by the World Enterprise Sustainable Development Association and the World Resources Institute, Scope 1 direct emissions cover greenhouse gas emissions directly generated by businesses owned or controlled by the Group, whereas Scope 2 indirect emissions cover the indirect energy greenhouse gas emissions caused by the Group's internal consumption (purchased or acquired) of electricity, heat, refrigeration and steam.

<sup>2</sup> Due to the optimization of the data collection system of the Group during the Reporting Period, the data for 2019 included new relevant data on fuel consumption of vehicles.

<sup>3</sup> The environmental data of the Group during the Reporting Period only covers the operating offices of Fantasia Group (China) Co., Ltd.\* (花樣年集團(中國)有限公司), Shenzhen Fantasia Real Estate Group Limited\* (深圳市花樣年地產集團有限公司) and Chengdu Fantasia Real Estate Co., Ltd.\* (成都市花樣年房地產開發有限公司).

In order to minimize the power consumption at the offices, optimize the energy performance of the Group and reduce carbon emissions, we have implemented the “Energy Conservation and Consumption Reduction Management System” to strengthen the management of electricity consumption at the offices, which includes the office light switch schedule and control lighting time of each office area to avoid unnecessary waste of energy. According to the System, we require all offices and departments to strictly manage daily electricity consumption, including:

- Use lighting equipment reasonably, do not turn on lighting equipment or reduce using it when employees leave the offices with enough lighting
- Regularly conduct inspections in the lobby, public areas of various office floors and independent offices, stairs, corridors, washrooms and other areas to reduce using lighting and other electrical equipment and timely turn off
- Require employees to turn off their computers after work, and arrange regular inspections to ensure that employees’ computers are turned off
- Set the air conditioners at the offices to a specific temperature, turn off the air conditioners when vacated, cultivate a habit of closing the doors to reduce power consumption of the air conditioners
- Every Friday and the day before statutory holidays, companies are required to turn off the lifts on the lower floors according to the actual working conditions so as to encourage stair climbing among employees

### Waste Management

The non-hazardous wastes involved in the Group are mainly general refuse generated from daily office work. Due to the nature of our business, we have not produced significant hazardous waste, nor have we consumed finished product packaging. The following table shows the non-hazardous waste data<sup>4,5</sup> of the Group during the Reporting Period and 2018:

Indicator	Unit	2019	2018
Total non-hazardous waste produced	tonnes	15.19	2.55
Paper	tonnes	0.15	0.54
Other general refuse	tonnes	15.04	1.62
Density of total non-hazardous waste produced	kg/sq.m.	1.54	0.21

Even though waste is not a major emission of the Group, we are still very concerned about the situation of waste generation, and will properly manage and control the collection, disposal and recycling of waste. In order to reduce waste from the source, we actively promote the concept of “paperless office” by encouraging employees to use electronic channels for daily office and communication as much as possible, and promoting double-sided printing and reusing of paper to reduce paper consumption and disposal. In addition, we also encourage employees to bring their own cups and try not to use disposable paper cups.

<sup>4</sup> The environmental data of the Group during the Reporting Period only covers the operating offices of Fantasia Group (China) Co., Ltd.\* (花樣年集團(中國)有限公司), Shenzhen Fantasia Real Estate Group Limited\* (深圳市花樣年地產集團有限公司) and Chengdu Fantasia Real Estate Co., Ltd.\* (成都市花樣年房地產開發有限公司).

<sup>5</sup> Due to the optimization of the Group’s data collection system during the Reporting Period, the data for 2019 included data on other general refuse of Fantasia Group (China) Co.,Ltd.\* (花樣年集團(中國)有限公司).

## Water Management

The water consumption of the Group is mainly provided by local municipal water supply agencies and property management companies. We have not encountered any issues in obtaining suitable water sources. The water consumption data of the Group during the Reporting Period and 2018 are as follows<sup>6</sup>:

Indicator	Unit	2019	2018
Total water consumption	m <sup>3</sup>	15,414.00	14,152.40
Intensity of total water consumption	m <sup>3</sup> /sq.m.	1.56	1.15

Although water consumption is not a major concern of the real estate business, Fantasia is aware of the issue of increasingly tight water resources, and is committed to promoting the concept of cherishing water and educating the employees to save water. We require employees to turn off the faucets right after use. In addition, water-consuming appliances will be maintained, and those with leakage problems will be timely repaired to avoid wasting water.

## Green Real Estate

In order to realize the concept of building a green city and leading a green life, Fantasia adopts stringent management and control over the impact of development and construction of real estate projects on the environment and natural resources:

<b>Development</b>	<ul style="list-style-type: none"> <li>When selecting the sites for projects, water source protection areas or areas with fragile ecological environment will be avoided to refrain from damaging the surrounding environment</li> <li>For application for development projects, get the approval of environmental impact reports and water and soil conservation plans by local environmental authorities, and obtain pollutant discharge permits to ensure that development will not cause significant adverse impact on surrounding environment</li> </ul>
<b>Construction</b>	<ul style="list-style-type: none"> <li>Strictly manage the environmental protection measures on construction sites, require construction personnel to properly pile up construction waste, clean up construction waste and sewage in a timely manner, and at the same time properly implement dust suppression measures by covering or greening idle construction sites to reduce pollution</li> <li>Contractors are required to sign and abide by environmental protection code and resource conservation statement, implement measures related to emission reduction, waste reduction, energy saving and water saving, and closely monitor the environmental performance and compliance during construction</li> <li>Use recyclable materials and assembled products as much as possible to improve the environmental protection standards on construction sites</li> </ul>

<sup>6</sup> The environmental data of the Group during the Reporting Period only covers the operating offices of Fantasia Group (China) Co., Ltd.\* (花樣年集團(中國)有限公司), Shenzhen Fantasia Real Estate Group Limited\* (深圳市花樣年地產集團有限公司) and Chengdu Fantasia Real Estate Co., Ltd.\* (成都市花樣年房地產開發有限公司).



CREATING VALUES FOR STAFF

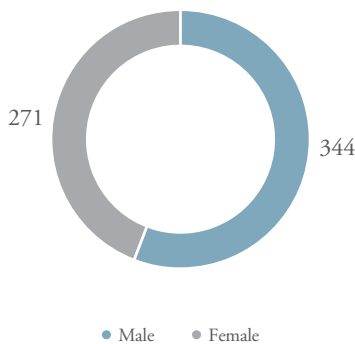
We believe that the current achievements of Fantasia are indispensable from the supports and contributions of our employees. Therefore, the Group cherishes every employee and strives to safeguard the rights and well-being of employees. By optimizing systems such as recruitment, remuneration, training and development, as well as employee communication, we can reward our employees for their contributions and grow together with them.

The Group strictly complies with all employment-related laws and regulations, including but not limited to the Labor Law of the PRC (《中華人民共和國勞動法》), Labor Contract Law of the PRC (《中華人民共和國勞動合同法》), the Social Insurance Law of the PRC (《中華人民共和國社會保險法》), the Regulations on Management of Housing Provident Fund (《住房公積金管理條例》), the Law of the PRC on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》), Provisions on Prohibition of Child Labor (《禁止童工規定》) and other relevant regulations. During the Reporting Period, we were not aware of any significant violations of laws and regulations by the Group in respect of employment.

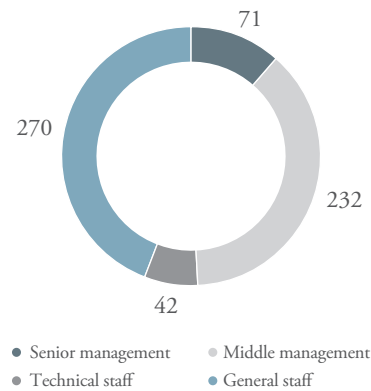
Becoming an Ideal Employer

During the Reporting Period, Fantasia Group (China) Co.,Ltd., Shenzhen Fantasia Real Estate Group Company Limited and Chengdu Fantasia Real Estate Co., Ltd.\* (成都市花樣年房地產開發有限公司) employed a total of 615 employees in the PRC. The gender, employment category and age distribution of employees are as follows:

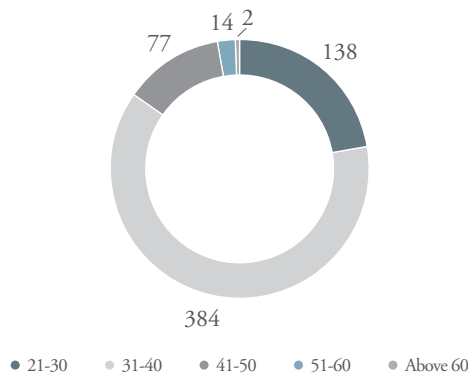
Total employees by gender



Total employees by employment category



Total employees by age group



We are committed to becoming the ideal employer in the eyes of our employees. We uphold the principles of equality, diversity and anti-discrimination, without respect to recruitment, promotion, determination of remuneration, training and development as well as other employment-related processes. Employees will all be treated equally, regardless of their gender, educational background or geographic locations. We will identify the most suitable talents to become part of Fantasia through internal recruitment, online recruitment, job fairs, headhunting companies and other channels. In addition, the Human Resources Department conducts campus recruitment every year in accordance with the specific needs of the Group to recruit fresh graduates as “new pillars”, and provides a number of training programs and plans to facilitate their integration into the workplace.

Throughout the recruitment process, we adopted the principle of “zero” tolerance for the employment of child labor and forced labor. We will confirm the identities of newly recruited employees to ensure that their age, education and background meet the requirements of the Group and avoid child labor and forced labor. If child labor or forced labor is found, we will immediately take the person involved away from the workplace, and notify the Human Resources Department to verify their identities and arrange health checks for them, and will also promptly check for loopholes in the human resources process and make rectification to avoid the same issue happening in the future.



## Protect Rights and Interests of Employees

The “Employee Handbook” has set out the terms of remuneration and benefits, dismissal, working hours, leave, overtime work, compensation and other arrangements, including ending labor relations and termination procedures with clear terms on compensation arrangements and responsibilities of both parties, to protect the interests of both parties. The remuneration of employee consists of fixed salary, performance bonus and benefits. We adopt a five-day work week with an average of no more than 40 working hours per week. In addition to statutory holidays and public holidays, employees can also apply for sick leave, casual leave, compensation leave and annual leave, marriage leave, maternity leave, nursing leave and bereavement leave, etc. According to the Social Insurance Law of the PRC (《中華人民共和國社會保險法》), we will pay pension insurance, maternity insurance, medical insurance, work injury insurance, unemployment insurance and housing provident fund for employees in mainland China. Other employee benefits cover:

Health Coverage	Cash Benefits	Employee Care
<ul style="list-style-type: none"> <li>• Business group accident insurance</li> <li>• Medical insurance for critical illness</li> <li>• Annual physical examination</li> <li>• Gym room</li> </ul>	<ul style="list-style-type: none"> <li>• Festival fee</li> <li>• Off-site subsidies</li> <li>• Benefits to senior management</li> <li>• Trainee housing allowance</li> <li>• Red packet for Chinese New Year</li> </ul>	<ul style="list-style-type: none"> <li>• Travel</li> <li>• Birthday greetings</li> <li>• Activities</li> <li>• Anniversary celebration</li> <li>• Gatherings</li> <li>• Club</li> <li>• Evening parties</li> <li>• Afternoon tea break</li> <li>• Annual commendation conference</li> <li>• Free parking</li> </ul>

## Value Two-Way Communication

Fantasia advocates a harmonious workplace culture and values two-way communication between the management and employees. We believe that regular listening and proper adoption of employees’ suggestions will help us to continue to progress and achieve success. We hope to maintain sincere and close communication with the employees through the management at all levels and the Human Resources Department in order to provide employees with workplace supports and gather their opinions and appeals. We also provide employees with an open space for information exchange through office automation systems. If an employee tenders a resignation application, the Human Resources Department will arrange an exit interview to understand the employee’s thoughts and reasons for resignation, listen to the employee’s opinions and make improvements.

## Safeguarding Employees’ Health

Employees are undoubtedly the most valuable assets of Fantasia, hence we attach high importance to the physical and mental health of the employees, and strictly comply with relevant regulations of the Law of the PRC on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》) and the Safety Production Law of the PRC (《中華人民共和國安全生產法》) to fully implement occupational health and safety measures in a workplace where the employees can work free from harm. During the Reporting Period, we were not aware of any major violations of laws and regulations by the Group in providing a safe working environment and protecting employees from occupational hazards.

<b>Occupational Health and Safety Measures</b>	<ul style="list-style-type: none"> <li>• Arrange training on occupational health and safety, including natural disaster prevention and treatment measures to enhance employees’ emergency response skills and strengthen response capabilities</li> <li>• Arrange annual medical examination</li> <li>• Purchase business group accident insurance and medical insurance for critical illness</li> <li>• Provide personal protective equipment, including helmets and gloves, etc.</li> </ul>
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Meanwhile, in order to make a work-life balance for the employees and strengthen the connection with them, we organize various recreational and sports activities from time to time for employees to participate in.

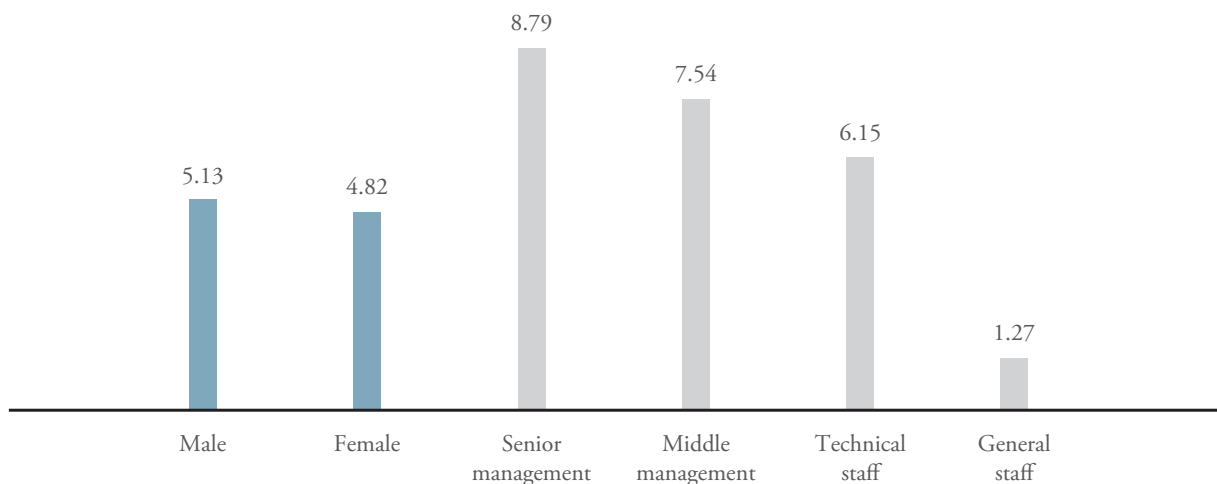
### Nurturing Fantasia’s Talents

Fantasia places considerable importance to talent cultivation and vigorously promotes a corporate culture of continuous learning and innovation, thereby improving the expertise, skills and capability development of employees through well-established career development mechanism and training system. At the same time, we will fully complement their personal development direction so that they can continue to thrive at Fantasia and are nurtured to become “Fantasia Talents”.

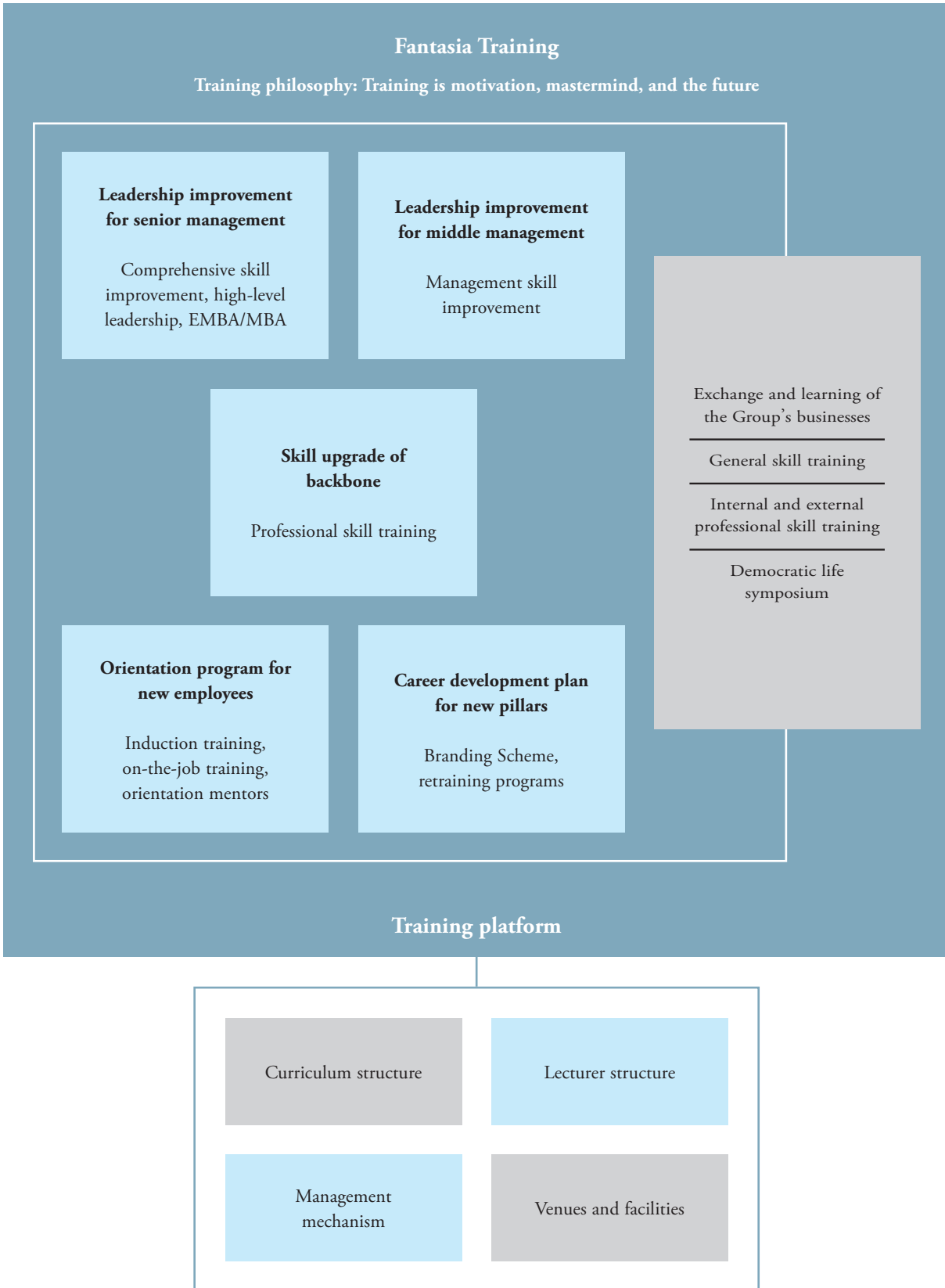
In terms of employee development, we have established a career development passageway combining management and professional channels to allow employees to develop according to their career plans. The management and various departments will formulate key performance indicators for the upcoming year or months, and conduct assessments based on the objectives to measure the specific performance of employees’ work quality, work efficiency, customer services, initiative and innovation. The assessment results will provide an objective basis for salary adjustments, career development, rewards and punishments, and training for the employees.

Regarding employee training, we have set up a comprehensive training system – “Fantasia Training”. Through diversified internal and external training courses and exchange learning opportunities, for example, management skill improvement, induction training, the “Branding Scheme” for fresh graduates, comprehensive skill upgrade, etc., the management, key members or new employees can also continue to absorb the latest knowledge and skills, and constantly equip themselves for work. During the Reporting Period, the total training hours of the Group exceeded 2,500 hours.

Average hours of staff training by gender and employment category







## CREATING VALUES FOR CUSTOMERS

Constructing warm, high-quality and warranted real estate projects has been the steadfast persistence of Fantasia. We believe that ensuring the quality of products and services is not only the core responsibility of Fantasia, but also the foundation for business progression. Currently, our business focused on four major regions, namely Pearl River Delta, Yangtze River Delta, Beijing-Tianjin Metropolitan Area and Chengdu-Chongqing Economic Zone, as well as the central area of the PRC covering Beijing, Shanghai, Shenzhen, Tianjin, Dongguan, Huizhou, Chengdu, Wuhan, Suzhou, Wuxi, Nanjing, Guilin, Dali, Ningbo, etc. We strive to abide by the laws and regulations in relation to the health and safety, advertising and privacy of products and services, in order to be responsible to the customers and the public. Among which, major laws and regulations applicable to the Group include but not limited to:

Title of the laws and regulations		
Ordinance of Quality Control on Construction Works (《建設工程品質管制條例》)	Regulations on the Operation and Management of the Urban Property Development (《城市房地產開發經營管理條例》)	Measures for Administration of Pre-sales of Commodity Properties (《城市商品房預售管理辦法》)
Regulations on the Supervision and Administration of Construction Safety and Production (《建築安全生產監督管理規定》)	Product Quality Law of the PRC (《中華人民共和國產品品質法》)	Advertising Law of the PRC (《中華人民共和國廣告法》)
Measures on Administration Regarding Permission for Commencement of Construction Works (《建築工程施工許可管理辦法》)	Safety Production Law of the PRC (《中華人民共和國安全生產法》)	Provisions on the Release of Real Estate Advertisements (《房地產廣告發佈規定》)
Urban and Rural Planning Law of the PRC (《中華人民共和國城鄉規劃法》)	Fire Protection Law of the PRC (《中華人民共和國消防法》)	Regulatory Measures on the Sale of Commercial Houses (《商品房銷售管理辦法》)

During the Reporting Period, we were not aware of any substantial violation of relevant laws and regulations in respect of health and safety, advertising and privacy of products and services. By virtue of the business nature, the Group was not involved in any product labelling issues.

### Products

Fantasia treats every real estate project as the crystal of our devotion as we strived to build top-notch, high-quality and safe real estate projects in a bid to provide a warm home for the customers and shelter them from the storm. We devote meticulous attention to details in construction, as small as every brick and tile. We have established a series of policies and guidelines from project construction, inspection and acceptance, and delivery, which allowed the project staff to ensure project quality by abiding by them and strictly implementing the procedures and standards therein.



### Construction

- Evaluating the design from construction organizations before project construction, covering management measures including quality control, construction progress, technology standards (including underground construction, rebar construction, concrete construction, redecoration construct, etc.), safe production and civilized construction, in order to strictly standardize the quality of the entire construction process
- Formulating the Project Construction Inspection System of Fantasia Real Estate Group and regularly carrying out inspections on the projects under construction, which include the implementation of construction management system at each construction unit, on-site test and measurement, appearance and quality, construction safety, etc., in order to identify and monitor matters that should be rectified



### Inspection and Acceptance

- Formulating systems including “Operation Guideline for Risk Detection”, “Operation Guideline for Simulated Project Inspection and Acceptance”, “Operation Guideline for Simulated House Inspection and Acceptance”, and establishing mock inspection and acceptance teams to standardize the inspection and acceptance content, procedures and personnel responsibilities of various houses to ensure the quality of houses delivered
- Formulating standards of inspection and acceptance, conducting strict inspection and acceptance procedures after project completion, checking whether the masonry, plastering, doors and windows, railings, decorative tiles, electricity and gas, water supply and drainage works meet the construction requirements and standards, and supervising the progress of rectification to ensure the quality of the project can meet the standard before moving-in



### Moving-in

- Carrying out inspection and acceptance before project delivery, completing rectification of the problems identified within the time given and double-checking the scope of inspection and acceptance including on-site perception. Perception requirements including indoor, public area, greening and house exterior shall meet the completion standard 30 days before delivery
- After completion and being qualified for inspection and acceptance of a project, delivery shall be made in accordance with “Operation Guideline for Centralized Delivery” formulated by the Group, and information such as energy conservation measures adopted for the project and warranty period shall be explained to the client in the course of sales
- Before moving-in, ensuring that the necessary documents for moving-in as required by the national and local laws and regulations as well as the relevant documents related to “Commodity House Purchase and Sale Contract” are obtained, and issuing “Move-in Notification”, “Residence Quality Warranty” and “Residence User Guide” in order to keep customers at ease to move-in

## Services

For the after-sales service of the project, we are also meticulous. We have formulated a number of system documents to standardize the after-sales service and maintenance processes to provide customers with the most intimate and sincere service.



### After-sales service

- To improve the after-sales service process, customers can lodge complaints through the telephone hotline and online platform and we would also communicate with customers during the contract signing, delivery, moving-in and other segments, to collect their opinions and make improvements with best endeavor, thereby meeting their expectations
- The “Fantasia Club” was established to organize different activities in order to enhance the relationship with the customers and allow them to experience “Fantastic Lives” in their spare time



### Warranty

- For completed residential projects for sales and residence houses for sales (commercial apartments), we would provide customers with maintenance services during the warranty period. Customers can report for repairs through telephone, direct visit, letter, network or referral by project property service center and other channels. The on-site engineer of the project will notify the person in charge of the construction unit to arrive at the site within 1 hour (within 15 minutes for urgent repair project). Repair quality shall be executed in accordance with the “Unified Standard for Construction Quality Inspection and Acceptance” and “Code for Decoration Inspection and Acceptance”
- Establishing the standard of time for completion of indoor repairs which shall be different based on the types of problems, such as cracks, shedding, leakage, damage of electrical appliance, damage of sanitary ware, etc.
- Setting up a warranty satisfaction questionnaire, regularly revisiting the repaired properties every week, and regularly analyzing and following up the satisfaction data

### Advertising and Promotion

In the course of advertising and promotion, Fantasia strictly abides by the relevant requirements of laws and regulations related to advertising. Before publishing the content of commodity housing, the management of the Group is responsible for reviewing the sales information to ensure the authenticity of the relevant content, so as to avoid releasing promotion materials with misleading information to the public. In addition, we also provide employees with adequate sales and promotion related training, allowing them to be equipped with sufficient and accurate knowledge to promote products.

### Privacy Protection

The daily operations of the Group involve certain privacy information, including customer personal data, financial information, and group confidential information. We attach great importance to privacy protection, and require employees to strictly perform their confidentiality responsibilities, properly store all privacy information, and do not disclose such information without permission. Through the Group's data leakage protection system, we will encrypt the data that is stored in electronic appliances and transmitted via the internet, to avoid data leakage which would incur loss to the Group and customers.

### Intellectual Property

We have provided the comprehensive protection and management of the Group's intellectual property rights including copyright, trademark rights and patent rights in accordance with the Trademark Law of the PRC (《中華人民共和國商標法》) and other relevant requirements. We have registered trademarks of the Group within the scope of the registration permit and obtained the registration certificate. For key brand materials, we have applied for registered trademarks to protect them by law; when the trademark registration term expires, we will apply for renewal if it is needed to continue to use. In cooperation with our partners, if there is a matter involving ownership and protection of intellectual property rights and protection, we will clarify the ownership of intellectual property in the contract with the partner, require the partner to make non-infringement commitment, and pay attention to the implementation of commitments in the course of performance. In accordance with the actual situation, the Group will also register copyrights in time for copyrighted brochures, product drawings, appearance works and decorations. We regularly provide training to our employees to enhance their understanding of observation and protection of intellectual property through legal knowledge training and case discussions.





## CREATING VALUES FOR SUPPLY CHAIN

During the Reporting Period, in order to reduce the carbon emission generated from the transportation of products, the Group mainly engages with suppliers based in Mainland China.

As a responsible corporate, Fantasia exerts strict management over the environmental and social risk of the suppliers, requiring them to include sustainability development factors into the decision-making procedures of daily operation and business, which helps Fantasia to push forward the sustainability development of the entire supply chain.

<b>Environment</b>	<ul style="list-style-type: none"> <li>Contractors are required to sign and abide by the environmental protection code, restrict the discharge of exhaust, dust, sewage and waste during construction, and implement energy-saving and water-saving measures to reduce pollution during construction</li> <li>Third-party organizations are appointed to inspect the contractors regularly with regular meetings and monitor the contractors' performance to ensure that the construction process meets environmental protection requirements</li> </ul>
<b>Society</b>	<ul style="list-style-type: none"> <li>Contractors are required to purchase work-related injury insurance for employees engaged in dangerous operations to comply with the Construction Law of the PRC (《中華人民共和國建築法》)</li> <li>Contractors are required to eliminate child labor and forced labor</li> </ul>

In addition, through a series of policy systems such as “Engineering Management Handbook for Fantasia Real Estate Group”, “Construction Cooperation Requirements”, “On-site Construction Award and Penalty Management Measures”, “Contractor and Supplier Evaluation System”, the Group imposes strict regulation and assessment on contractor’s work to ensure the products and services they provided meet the requirements of the Group and strive for perfection.



Kunming FANTASIA • LAKESIDE EDEN Experience Center

CREATING VALUES FOR THE COMMUNITY

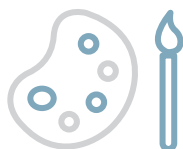
“Fantasia creates value”. As a leading company in the real estate industry, Fantasia has been deeply cultivating communities for many years and is committed to giving back our achievements to society and creating value for the community. Since 2013, we have initiated the Shenzhen Fantasia Charity Foundation, with “Enjoy the Public Welfare” as the core concept, and with the purpose of “promoting the development of public welfare undertakings, building an amusing, interesting and abundant happiness in life!”, to vigorously promote 3 major public welfare projects, namely art welfare, education welfare and elderly care welfare, in hope to provide support to organizations and groups in need by pooling resources and volunteers. In order to show the public our determination and efforts to devote ourselves to community charity, we will publish the monthly report of the Foundation on the Group’s website every month, including monthly work summary, donation profile, income and expenditure situation, future cost budget, etc. with an aim to disclose the work of the Foundation in an open and transparent way.

日行一善，乐享公益，设立于二零一三年

公益基金会  
花 样 年  
FANTASIA  
NO-ADVERT-ON

During the Reporting Period, we were honored to invite Jiang Yu-heng (姜育恒), a Chinese male singer, to hold Colour Benefit Life – A Concert with an “Old Friend” Jiang Yu-heng on a Starry Night (彩惠人生—今夜星光灿烂·我和我的「老朋友」姜育恒北京演唱会) at the Wukesong Arena in Beijing in August 2019. All revenue generated therefrom shall be donated to the Foundation to support its work.





#### Art welfare

- Since 2006, “Fantasia • Voyage to Happiness” (花樣年•發現幸福之旅) large-scale art welfare project, bringing together works of famous and emerging artists and contributing to the public welfare
- “Zhi – Museum of Art” (知•美術館) was established to hold art exhibitions, provide a platform for exchange, display and research of Chinese art, and promote the diversity of Chinese art



#### Education welfare

- Donations were made to Ji’an Fantasia Hope Primary School and Chengdu Fantasia Qixiang School (成都花樣年其相學校) for consecutive 14 years and staff volunteering teaching support schemes were implemented to establish a “New Hope in Rural Education” model
- Fantasia • Education Support Scheme (花樣年•教育樂助計劃) was developed with donations made to Rainbow Houses and “Rainbow Class” (七彩課堂) activities regularly organized in order to provide extracurricular activities for the children of farmers



#### Elderly-care welfare

- The innovative industry poverty alleviation model of “buying instead of donating, poverty alleviation and assistance to agriculture” was developed and assistance for the sale of special agricultural products in Suichuan was provided, so that the elderlies in the villagers are able to acquire resources to rely upon and provide for themselves
- Donations were continued to be made to elderly nursing houses mini elderly care centers in Gaoping Town, Suichuan to improve the lives of local elderly





### Education Welfare

“Quality education” is an important item of the Sustainable Development Goals of the United Nations. Fantasia has always adhered to the concept of “allowing every child to enjoy fair and quality education” and is committed to promoting rural education, especially to develop education welfare projects for left-behind children in Ji’an County, Jiangxi Province. Since 2006, Fantasia has made donations to build and operate Ji’an Fantasia Hope Primary School and Chengdu Fantasia Qixiang School (成都花樣年其相學校) for 14 consecutive years, and has continued to implement a number of public welfare programs, such as employee volunteering education support programs, one-to-one student support, and teacher reward funds, summer camps, shoe box gifts, caring white sneakers and other activities. The school’s education level has been continuously improved, in which students can get the best quality and most suitable education, and create a “new hope for rural education” model. Currently, Fantasia Hope Primary School has expanded from only one teaching building in 2005 to a boarding school with multiple buildings such as teaching building, student apartment, second teaching building, preschool education building, etc., and becomes the primary school at village level with the highest donation amount and the best conditions.

## Highlight of education welfare projects in 2019:

- In 2019-2020, a new teaching building was built and the original teaching building was transformed into male dormitory whereas the existing student dormitory was transformed into a female dormitory, so as to resolve the currently overcrowded situation where teachers sharing dormitory with students and male students sharing dormitory with female students
- The “Warm Spring Action” (暖春行動) was held at the end of March. Directors of the Foundation and the volunteers of the real estate companies went to Hope Primary School together to donate books and sports equipment
- The 3rd “花young夏令營” (Hua Young Summer Camp) was held, where 3 city kids lived with 15 rural kids for 1 week, allowing the city and rural kids to interact with each other and achieve mutual growth
- Spine checking service, blood pressure measure, teeth checking, retina checking and knowledge promotion for oral hygiene were provided for primary 5-6 students in Hope Primary School, in order to enhance students’ awareness of health knowledge
- The 12th Student Education Fund Tour was commenced to provide care for student growth, with a focus on the psychological health of the students, and volunteers were invited to participate in voluntary teaching, providing students with psychological consultation, donating beddings and old books, participating in the “Blue Envelope” (藍信封) activity and having correspondence with students, etc.
- In response to the call of “99 Charity Day” (99公益日) from Tencent, the Group participated in the annual internet public welfare activity and carried out 2 public welfare projects, in order to raise fund for primary school students through methods such as promotion by message forwarding in WeChat groups and sharing posts on WeChat Moments
- Nearly 1,200 primary school students were donated a pair of sneakers and shoe box gifts, which include small gifts such as stationery, books, etc., which were collected from the public to bring hope to the students





In the future, the Charity Foundation will continue to attach importance to left-behind children and education quality and the established teaching buildings are expected to provide better education for schools, thereby providing a better future for students.





### Elderly Care Welfare

Fantasia also attaches importance to elderly care services and has been concurrently promoting both rural and urban elderly care projects for years through plans on establishing elderly care centers, providing elderly care services and pushing forward industrial poverty alleviation, in order to allow elderlies to acquire resources to rely upon and enjoy retirement life.

#### Fantasia Elderly Care and Poverty Alleviation Mode in Suichuan

Fantasia has always been concerned about the problem of an aging society. In light of the poverty of the elderly left behind in rural areas because of the young labor population working in other cities, we have commenced the “Fantasia Elderly Care and Poverty Alleviation Mode in Remote Villages in Suichuan” Project since 2018 with Gaoping Town, Suichuan, Jiangxi Province as a starting point to explore innovative elderly care models for institutional elderly care, distributed mutual elderly care and industrial poverty alleviation. We are committed to building the best rural elderly care homes in the local area. The local elderly care home in Gaoping Town, Suichuan has not been available to move in due to fire safety issues. In view of this, the Foundation made a donation to the elderly care home during the Reporting Period to add fire safety equipment such as fire sprinkler system, stretcher and elevators. At present, the elderly care home has completed the fire safety facilities upgrade and reconstruction, which meets the fire safety requirements. In September 2019, the “Fantasia Public Welfare regarding Support for Education and Respect for Elderly Ji’an Tour” ceremony for moving into the elderly care home in Gaoping Town, Suichuan was held to arrange local elderlies to move-in officially. In addition, we have also established mini elderly care homes in 8 villages in Gaoping Town, and employed nearby villagers as nursing workers to look after the elderlies in the village who are not taken care of but can still manage their lives. The Foundation donated fitness equipment and surrounding farmland to these mini elderly care homes, so that the elderlies can do exercise and provide for themselves.



In addition, we have noticed that Suichuan County has reputation of roots of red regime, fairy-tale wonderland, the famous springs in Jiangxi, the treasure of world renowned tea (“紅色政權之根·雙仙福地之境·江西名泉之譽·世界名茶之珍”), township of layered terraces (“梯田之鄉”), hometown of pressed duck (“板鴨之鄉”). It has supreme natural conditions to produce high-quality agricultural products, such as tea, rice dumpling, rice cake, etc. Taking tea as an example, Gouzaonao tea (狗牯腦茶) from Suichuan is regarded as the “Maotai (茅台) of the tea world”. Although it has widespread reputation, it has not yet been able to expand local sales channels because of the shortage of senior labor and the transportation restrictions in remote areas. Fantasia is determined to encourage the local elderlies to produce agricultural products through the industrial poverty alleviation model, so that they can acquire resources to rely upon and live with dignity. Therefore, we, together with the local government and agricultural associations, assisted with the promotion and sales of agricultural products, and sold Suichuan specialty steamed rice cakes, Dragon Boat Festival gift boxes, and tea leave products through the Caizhiyun (彩之雲) platform under Colour Life Services Group Co., Limited, a subsidiary of the Group, in order to promote the innovative industrial poverty alleviation model of “buying instead of donating, poverty alleviation and assistance to agriculture”. The profits generated will be used, in proportion, in elderly care and poverty alleviation public welfare project in Suichuan to help local elderlies to overcome poverty and improve their lives.

Highlight of elderly care public welfare projects in 2019:

- The “Warm Spring Action” (暖春行動) was held at the end of March. Managers of the Foundation and the volunteers of the real estate companies went to elderly care homes together to donate stretchers and elevators amounting to RMB200,000
- Over RMB700,000 was donated the elderly care home in Gaoping Town, Suichuan for the addition of equipment such as furniture, televisions, laundry machines, fitness equipment, fire safety sprinkler system, stretchers, to upgrade the standard of elderly care service
- In response to the call of “99 Charity Day” (99公益日) from Tencent, the Group participated in the annual internet public welfare activity and carried out 2 public welfare projects, in order to raise fund for elderlies in poverty in Suichuan through methods such as promotion by message forwarding in WeChat groups and sharing posts on WeChat Moments
- “Flood and Disaster Relief with Connect Effort” (抗洪救災 同心同行) care donation event was organized to donate RMB100,000 to assist with the rescue after storms and rebuild after disasters in Longnan Town, Ganzhou, Jiangxi

Urban Community Elderly Care Project

In addition to rural elderly care projects, Fantasia also proactively implements urban community elderly care projects. Through donations from the Foundation, under the brand of “Ankangnian Retirement Life Service Center” (安康年養老服務中心), it provides professional community comprehensive elderly care services and home-based convenient elderly care services for community residents in Shenzhen, Chengdu, Nanjing, etc., in order to provide support to elderlies in need and enable elderlies to get together, communicate and enriching their retirement lives through entertainment, care, academic research and communication activities.



## ESG REPORTING GUIDE INDEX

Subject Areas, aspects, general disclosure and key performance indicators		Section/Statement	Pages
A. Environmental			
Aspect A1: Emissions			
General Disclosure (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.		Creating values for the environment	12-15
KPI A1.1	The types of emissions and respective emission data.		
KPI A1.2	Greenhouse gas emissions in total and intensity.		
KPI A1.3	Total hazardous waste produced and intensity.		
KPI A1.4	Total non-hazardous waste produced and intensity.		
KPI A1.5	Description of measures to mitigate emissions and results achieved.		
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.		
Aspect A2: Use of Resources			
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.		Creating values for the environment	12-15
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.		
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.		
KPI A2.5	Total packaging material used for finished products and with reference to per unit produced.	The Group's business does not involve packaging.	N/A
Aspect A3: Environment and Natural Resources			
General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources.		Creating values for the environment	12-15
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		

Subject Areas, aspects, general disclosure and key performance indicators		Section/Statement	Pages
B. Social			
Employment and Labor Standards			
Aspect B1: Employment			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.		Creating values for staff	16-20
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.		
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Relevant information was not disclosed for the Reporting Period.	N/A
Aspect B2: Health and Safety			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		Creating values for staff	16-20
KPI B2.1	Number and rate of work-related fatalities.	Relevant information was not disclosed for the Reporting Period.	N/A
KPI B2.2	Lost days due to work injury.		
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Creating values for staff	16-20
Aspect B3: Development and Training			
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		Creating values for staff	16-20
KPI B3.1	The percentage of employees trained by gender and employee category.	Relevant information was not disclosed for the Reporting Period.	N/A
KPI B3.2	The average training hours completed per employee by gender and employee category.	Creating values for staff	16-20
Aspect B4: Labor Standards			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.		Creating values for staff	16-20
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor.		
KPI B4.2	Description of steps taken to eliminate such practices when discovered.		



Subject Areas, aspects, general disclosure and key performance indicators		Section/Statement	Pages
Operating Practices			
Aspect B5: Supply Chain Management			
General Disclosure Policies on managing environmental and social risks of the supply chain.		Creating values for supply chain	25
KPI B5.1	Number of suppliers by geographical region.	Relevant information was not disclosed for the Reporting Period.	N/A
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.	Creating values for supply chain	25
Aspect B6: Product Responsibility			
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		Creating values for customers	21-24
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The Group is not involved in product manufacturing.	N/A
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Number of products and services related complaints received: Relevant information was not disclosed for the Reporting Period Responding methods to complaints about products and services received: Creating values for customers	21-24
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property	24
KPI B6.4	Description of quality assurance process and recall procedures.	The Group is not involved in product manufacturing.	N/A
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Creating values for customers	21-24

Subject Areas, aspects, general disclosure and key performance indicators		Section/Statement	Pages
Aspect B7: Anti-Corruption			
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.		Anti-corruption	8
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 whistleblowing procedures, how they are implemented and monitored.		
Community			
Aspect B8: Community Investment			
General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		Creating values for the community	26-32
KPI B8.1	Focus areas of contribution.		
KPI B8.2	Resources contributed to the focus area.		

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**HONG KONG BRANCH  
SHARE REGISTRAR AND TRANSFER OFFICE**

Computershare Hong Kong Investor Services Limited  
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**STOCK CODE**

The Stock Exchange of Hong Kong Limited  
Stock Code: 01777

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