



# 海天地悅旅集團有限公司

## S.A.I. LEISURE GROUP COMPANY LIMITED

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 1832



Environmental,  
Social and  
Governance Report  
**2018**





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## ABOUT THIS REPORT

S.A.I Leisure Group Company Limited (hereafter the “**Company**” or “**S.A.I.**”) and its subsidiaries (collectively the “**Group**” or “**We**”) recognize the significance of embedding sustainability principles into our day-to-day operation of leisure tourism in order to build the business in a harmonized environment and community.

To create positive impacts and benefits to our stakeholders and continue our leading position in the leisure tourism industry, the Group is devoted to conducting business with the highest standard of integrity and accountability, delivering personalized and sincere hospitality services in enhancing the guest experience, respecting and caring for our employees as well as protecting our environment, in order to share the joint efforts to support the sustainable development.

The Group is pleased to publish the first environmental, social and governance (“**ESG**”) report (the “**Report**”), which is prepared in accordance with the “Comply or Explain” provisions of the Environmental, Social and Governance Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (“**HKEx ESG Reporting Guide**”). The Report focuses on the environmental and social management practices and performance for the period from 1 January 2018 to 31 December 2018 (the “**Reporting Period**”, “**2018**”) with the scope of the Group’s leisure tourism operations including the hotels and resorts, luxury travel retail and destination services in Saipan, Guam and Hawaii, the United States (“**US**”) territories.

The Report has been reviewed and approved by the board of directors of the Company. The Report is available in English and Chinese. If there is any discrepancy between the English and Chinese versions, the English version shall prevail.

The Group values your feedback and opinion on the Report. Please feel free to contact us by the below contact information:

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## ABOUT THE GROUP

S.A.I. is all about “**Sea, Air and Island**”. Founded in 1997 under the distinct leadership of Dr. Tan Siu Lin (“**Chairman Tan**”, Chairman of our Board) and Dr. Henry Tan (Vice Chairman of our Board and our Chief Executive Officer), the Company has grown from a single hotel property in Saipan to a diversified and full-range leisure tourism business in Saipan, Guam and Hawaii that is segmented into hotels and resorts sector, luxury travel retail sector and destination services sector.

The Group manages and self-operates four hotels and resorts in Saipan and Guam under our hotels and resorts sector — **Fiesta Resort Saipan, Kanoa Resort, Century Hotel** and **Fiesta Resort Guam**, and of each targeted to different tourist portfolio and positioned to distinct pricing and recreational needs for our hotel guests. Our resort, Fiesta Resort Saipan — a full-service, family-style resort located in the heart of Garapan, Saipan’s tourism center, has been ranked as the #1 resort in Saipan on TripAdvisor, an independent online traveler community. In addition, we also provide food and beverage, meetings, banquets and other hospitality services in our four hotels and resorts that cater for the needs of both locals and travelers.

In our luxury travel retail sector, we are dedicated to offering genuinely high-end shopping experience and enjoyment to our guests by curating nine world renowned brands of luxurious and leisure clothing, leather goods and fashion accessories, of which five brands are exclusively available only through us in Saipan and Guam. The boutique we operate each houses a single brand and is a stand-alone “concept store”, under franchise and distribution agreements with brand owners to source merchandises against specific operational service and design requirements. Apart from launching boutiques in Saipan and Guam, the Group establishes a presence in Honolulu, Hawaii by taking over five boutiques under an American accessories brand to further expand the luxury travel retail business and our market position.

As a Saipan-based land operator, we have the expertise in providing remarkable Sea, Air, Island experience to our customers. The Group offers three unique excursion tours under our destination services sector — **SeaTouch** (a stingray interaction experience), **Let’s Go** (a 4-wheel drive jungle and mountain adventure) and **Jetovator** (a hydro-powered jetski that propels participants through the air), which are considered as key attractions of the island. The Group also operates three iShop souvenir and amenities stores, offers booking services for third-party operated activities and tours as well as working with tour operators to provide destination-based concierge and travel management services to their packaged holiday guests in Saipan.

Deeply rooted in the local leisure tourism market in Saipan and Guam, the Group strives to leverage our expertise and advantages of the leading market position to continually expand and offer our guests unique and one-stop tourism products and services, and bring fantastic and memorable end-to-end holiday experiences to all travelers.


## STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

To better understand the demands, concerns and expectations of our stakeholders in relevance to our business operation, the Group engaged and maintained regular communications with our major stakeholders through various channels, which are illustrated in the table below:

Types of stakeholder group	Communication channels
Investors and shareholders	<ul style="list-style-type: none"> <li>• Company website</li> <li>• Company's announcements</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Company website</li> <li>• Customer direct communication</li> <li>• Customer feedback and complaints</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Training and orientation</li> <li>• Emails and opinion box</li> <li>• Regular meetings</li> <li>• Employee performance evaluation</li> <li>• Employee activities</li> </ul>
Suppliers and business partners	<ul style="list-style-type: none"> <li>• Procurement process</li> <li>• Regular communication with business partners (e.g. emails, meetings, on-site visit etc.)</li> </ul>
Government authorities and regulators	<ul style="list-style-type: none"> <li>• Documented information submission</li> <li>• Compliance inspections and checks</li> <li>• Regular meetings/luncheons with local government representatives</li> <li>• Forums, conferences and workshops</li> </ul>
Non-governmental organizations ("NGOs")	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Phones</li> <li>• Charity donations and voluntary services</li> </ul>
Communities	<ul style="list-style-type: none"> <li>• Company website</li> <li>• Community activities</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Company website</li> <li>• Company's announcements</li> <li>• Social networking platforms</li> </ul>

In order to identify the ESG issues that are material to the Group for formulating appropriate ESG strategies on ESG management and determining the direction of the Report, the Group has commissioned an independent consultant to conduct a materiality assessment in form of an online questionnaire. Both our internal and external stakeholders are invited to fill in the questionnaire and scored the identified twenty seven ESG issues in accordance with their relevance and importance to the business operation and the stakeholders themselves respectively. Based on the materiality of each of the ESG issues expressed by the stakeholders, the ESG issues are prioritized and shown in the materiality matrix below. The issues which fell in the upper right corner of the matrix were defined as the topics that matter most on the Group's business operation and concern by our stakeholders.





According to the results of the materiality matrix, the Group should focus on the aspects of employment practices and rights, legal compliance related to environmental and socio-economic management, customer issues and rights as well as business ethics.

Looking forward, the Group will continue to review and develop corresponding ESG policies and targets, as well as optimizing the ESG reporting disclosure in order to pursue continuous improvement in our ESG performance in future.

## HEALTHY AND SAFE WORKPLACE

As an all-round leisure tourism operator, the Group recognizes that the safety and health of our employees are important for us to create a long-term sustainable business. The Group strives to provide a healthy and safe working environment for all staff and has established a series of safety and health policies to protect our staff from occupational hazards. The Group has complied with all relevant laws and regulations, including but not limited to the Occupational Safety and Health Administration (“**OSHA**”) Health Act of 1970 and the OSHA Hazard Communication Standard in US.

### *Hotels and Resorts*

The safety and health program manual and employee safety handbook have been established by the Group for all employees to follow so as to maintain safety and health and control possible hazards and risks. A series of policies for safety and action in case of emergency and disasters have been set up to educate our staff how to protect themselves from hazards, such as fire prevention policy, fire emergency policy, emergency evacuation policy, typhoon preparedness policy, earthquake emergency policy and tsunami emergency policy. Various hazards, including respiratory hazard, hearing and noise measurement, will be evaluated to protect those staff who are exposed to such hazards. A policy on OSHA compliance inspection has been established to guide the response and attitude of our management when they are to face an inspection conducted by the regulatory body, as well as the steps to ensure the completion of the corrective actions in order to comply with all OSHA regulatory requirements. Comprehensive safety education and training have been offered to our employees to enhance their safety knowledge and self-safety awareness. Some highlights of safety education and training are shown as follows:

- Hotel safety and security
- Safe + Sound Week for workplace safety and health
- 2018 Great Guam Shakeout to get well prepared in case of big earthquakes
- Annual training to protect employees who are exposed to dust particles, vapors, noise through internal and online modes
- Training to protect employees who are exposed to hazardous chemicals
- First aid/cardiopulmonary resuscitation (“**CPR**”)/automated external defibrillator (“**AED**”) training
- Hazardous material spill response
- Food safety



### **Hotel Safety and Security Training**

Regular hotel safety and security training sessions were held in May, July and September 2018 in Fiesta Resort Saipan to enhance the staff on their knowledge and awareness in hotel safety and security.



### **First Aid/CPR/AED Training**

Our Group values the safety and health of our customers and employees. Both Fiesta Resort Saipan and Fiesta Resort Guam organized first aid/CPR/AED training to the employees in May and June 2018.



### **Safe + Sound Week**

The staff in Fiesta Resort Guam participated in Safe + Sound Week in August 2018 to identify and manage workplace hazards. Safe + Sound Week is a national event to recognize the success of implementing safety and health programs in the workplace.



Personal protective equipment has been provided to protect employees from potential safety and health hazards. Besides, to ensure the safety and health of our customers, every employee who handles food is required to obtain health and food handler certificates every twelve months.





### **Luxury Travel Retail**

The Group mainly follows the emergency procedures as stated in the Tenant handbook provided by the landlords in our luxury travel retail business and advise our staff how to act in case of such conditions happening.

### **Destination Services**

Coastal Resources Management (“**CRM**”) marine operator handbook and water sports safety operating procedure have been provided for all related staff to follow to ensure the safety and health of all tour guides and customers.

During the Reporting Period, there was no material non-compliance in relation to relevant safety and health laws and regulations among the Group.

## **CARE FOR OUR EMPLOYEES**

As a responsible employer, the Group values our employees as our most important asset and strives to provide an excellent working environment to our employees. To comply with relevant laws and regulations, such as the Federal Fair Labor Standards Act, the Guam Minimum Wage and Hour Act, the Family and Medical Leave Act, the Guam Child School-Related Leave Act, Worker’s Compensation Law of Guam, the Commonwealth Workers’ Compensation Law, Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Americans with Disabilities Act, the Equal Pay Act of 1963 and the Pregnancy Discrimination Act of 1978, the Group has formulated a set of Human Resources policies relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal employment opportunity, diversity, anti-discrimination and other benefits and welfare. To ensure the relevant policies can be clearly communicated with our employees, each subsidiary of the Group has put in place an employee handbook to provide introduction to our employees on policies, working conditions and benefits of their employment.

### **Recruitment, Promotion, Compensation and Benefits**

The Group has adopted transparent recruitment and promotion structures with clear employment agreement, performance appraisal form and evaluation rating guideline to ensure our employees can receive a fair employment condition.

For employees working in hotels and resorts sector, the Group offers overtime pays pursuant to the applicable laws, illness or injury compensation insurance, health insurance, life insurance plan and retirement plan to our employees. Our employees are eligible to one free duty meal per day in the staff canteen during scheduled meal breaks and are entitled to paid vacation leave, sick leave, bereavement leave, jury or witness duty leave, voting leave, family and medical leave, military leave and major disaster volunteer leave.

For luxury travel retail sector and destination services sector, our employees are entitled to paid vacation leave, sick leave, and maternity/paternity leave. The Group also offers medical insurance, workers’ compensation insurance, retirement plan, life insurance and overtime pays pursuant to the applicable laws to our employees.

## Equal Employment Opportunity, Diversity and Anti-Discrimination

The Group is committed to providing an equal employment opportunity environment which is free from discrimination and any kind of harassment, and to ensure that people are treated fairly in all areas associated with our business operation. The Group has established equal and fair policies to guarantee equal employment opportunity (e.g. recruitment, promotion, transfer or wage practices etc.) for our employees disregard their race, skin color, religion, gender, national origin, age, ancestry, disability and any other classification protected under relevant laws. Discrimination and/or any kind of harassment is strictly prohibited in the Group and all employees have the responsibility to follow the Group's policies in equal employment opportunity, diversity and anti-discrimination.

During the Reporting Period, there was no incident of non-compliance in relation to relevant employment and labor laws and regulations among the Group.

## Awards and Recognition Activities for Employees

The Group recognizes the professional performance of our employees towards our valuable customers and has arranged a series of awards and recognition activities to acknowledge the outstanding efforts made by our employees and to express our gratitude to their work and commitment. The highlights of the related awards and activities are shown below:

### Administrative Professionals Day

Fiesta Resort Guam of the Group recognized the professional work of their administrative staff and treated them with gifts and banquet in Administrative Professionals Day in Apr 2018.



### Guam Hotel & Restaurant Association ("GHRA") HERO Awards

Two of our employees in Fiesta Resort Guam were nominated in 'Lifesaving' and 'Integrity' categories in HERO Awards held by GHRA in June 2018. One of our staff, Banjo Gorit, who has demonstrated a high level of integrity in protecting property and/or initiating the return process for lost or stolen property at the workplace, won the Integrity Award.



### International Housekeepers Week

Fiesta Resort Guam recognized the outstanding efforts of their housekeeping team and thank them for their excellent job and hard work in the International Housekeepers Week held in September 2018.



### Labor Standards

The Group has put in place strict policies against any child and forced labor by complying with the relevant laws and regulations. Such laws and regulations include but are not limited to the Federal Fair Labor Standards Act and the Guam Minimum Wage and Hour Act. The Group does not tolerate any child and forced labor and will review the employment practices from time to time to avoid this from happening.

During the Reporting Period, the Group has fully complied with laws and regulations relating to the prevention of child and forced labor.

## DEVELOPMENT AND TRAINING

The Group believes that our employees are our valuable asset. We treasure the nurture of talents and are devoted to educating and building the capacity of our staff through various career development programs and training.

Our hotels and resorts sector has established the training and development procedures for professional development and success of our employees. Both universal and focused training are provided to employees on a monthly basis through our quality service academy program.

Some examples of universal training and focused training are shown as follows:

Universal Training	Focused Training
<ul style="list-style-type: none"><li>– Orientation training to new employees</li><li>– Equal employment opportunity</li><li>– Customer service</li><li>– Effective communication</li><li>– Leadership</li><li>– Team building</li><li>– Time management</li></ul>	<ul style="list-style-type: none"><li>– American Hotel and Lodging Association Front Desk Representative Certification</li><li>– Housekeeping skills</li><li>– International Housekeepers Week</li><li>– Front desk skills</li><li>– Food and beverage service</li><li>– Kitchen skills</li></ul>



### ***Training on Equal Employment Opportunity***

Fiesta Resort Saipan and Fiesta Resort Guam organized regular training on equal employment opportunity to the employees in January, February, March, August and September 2018 to ensure that the working environment is free from any kind of discrimination.



### ***Training on Customer Service Excellence***

The Group strives to provide excellent customer service to our customers. Fiesta Resort Saipan provided regular training on customer service excellence to the employees in January, April and June 2018 to enhance their skills and quality in customer service.



### ***Team Building***

The Group understands that team spirit and productive team building are important for the success in our business. Fiesta Resort Saipan organized training on team building in July 2018 to enhance the team spirit and working relationship of the employees.



### **American Hotel & Lodging Association Front Desk Representative Certification**

Front desk representatives play a key role in giving our customers an excellent experience in Hotels & Resorts. To enhance the front desk skills, Fiesta Resort Guam encouraged the front desk staff to achieve the Front Desk Representative Certification held by the American Hotel & Lodging Association.



### **Training on Housekeeping Skills**

To enhance our housekeeping quality and skills, both Fiesta Resort Saipan and Fiesta Resort Guam organized training on housekeeping skills in June and August 2018.



### **Luxury Travel Retail**

Our luxury travel retail sector provides the orientation training for new staff to introduce how they are to perform their job in excellence. Besides, the Group also provides the US Equal Employment Opportunity Commission training to promote equality in the working environment.

### **Destination Services**

Tour guides working in the Group should attend tour guide training course and obtain tour guide certification. The tour guides have to pass the certification exam and the certification should be renewed every three years. The employees who operate the jetovator are required to be strong swimmers and they must have swimming skills shown in their past working experience. The Group will subsidize them to take first aid course and get the certificate as qualified life guards.



## SERVICE AND PRODUCT RESPONSIBILITY

As a full-range leisure tourism operator, the Group strives to maintain our competitive position in tourist industry in Saipan, Guam and Hawaii and sustain the long-term business growth. This is built upon attracting more travelers for visit and impressing our guests for more returning visits. To achieve this objective, the Group is dedicated to delighting our travelers with gracious hospitality, sales services and distinct excursion tours, in gaining their trust and confidence as well as being recognized as their preferred choice.

### Services Excellence for Our Guests

#### Hotels and Resorts


The Group spares no efforts to offer memorable and unique guest experience through customer-focused, warm and sincere hospitality services. The Group has formulated internal customer service guidelines, including but not limited to greeting, telephone etiquettes and attitude in customer care, anticipating the needs and expectations of guests and handling guest requests, for our staff in demonstrating the excellent standard of service, as well as working collaboratively to enhance the customer satisfaction and loyalty.

Besides, the Group carries out a guest satisfaction survey, which is served as a performance indicator, to understand the performance of our existing services and the evolving expectations from our guests in future. The Group also continuously improves our services by reviewing the constructive comments and feedback from the travelers on the online travel platforms. Regular on-the-job training and refresher training are organized to our staff to ensure that we uphold the consistency with our committed service standards, evaluate the quality and performance of our customer services as well as training up our staff with essential skills and knowledge in pursuing flawless service.

The Group provides food and beverage, meeting and banquet services in our hotels and resorts and hence food safety is our fundamental concern. To safeguard the public health and the food safety, our Food and Beverage (“**F&B**”) department in our hotels and resorts has adopted the best practices on food handling in accordance with the applicable local laws and regulations (e.g. The Guam Food Code and Food Handlers Rules and Regulations in Saipan). All the employees who handle food and beverage have attended related training courses and obtained respective Health Certificate and/or Food Handler’s Certificate under the statutory requirements of the local authorities. Our managerial staff of F&B department is well-trained and qualified with the leading industry programs such as Servsafe. Constant supervisions of food preparation processes and food hygiene conditions are conducted by our F&B managerial staff in order to ascertain vigorous control on food preparation and handling. On the other hand, the Group sources food ingredients and beverage from the reputable wholesalers within the Western Pacific Region and carries out regular sample checks on the purchased goods against our wholesalers to guarantee the foods supplied are from safe and reliable sources.

The Group also arranges regular internal training courses for F&B team (e.g. food safety control, food and beverage serving training), enabling our staff to acquire the latest skills and knowledge on F&B industry and to capably cater for the needs of customers.





To maintain an environment with better indoor air quality to all guests, smoking is prohibited in all enclosed areas of our hotels and resorts, including but not limited to guest rooms (except the rooms are designated as smoking rooms), restaurants (including attached bars), restrooms, lobbies and hallways. All the guests are only allowed to smoke in designated smoking areas. The Group has taken measures, such as displaying “No Smoking” signs in our hotels and resorts, removing ashtrays and requesting the guests to refrain from smoking within the prohibited area, in order to provide a comfort and smoke-free environment for our guests.

### **Luxury Travel Retail**


To enhance the high-end shopping experience to our guests, the Group endeavors to create a pleasant comfortable shopping environment and provide professional customer services to our guests with our expression of respect, gratitude and humility.

The Group has set up internal customer services standards and etiquettes, which are in line with the branding strategies, customer service requirements and fashion styles of different international recognized brands, for our sales associates to follow in the sales cycle. For instance, the Group requires our staff to answer the phone calls with a clear and pleasant voice, maintain the cleanliness of the boutiques, introduce the brands and its products to our customers with accurate brand knowledge, and be aware of the personal appearance, posture, attitude and behavior during customer interaction in order to provide exceptional services to our customers. The Group offers orientation training to our new hired employees and on-the-job training to our sales associates in order to uphold the excellent standard of customer services.

### **Destination Services**

The safety of the participants in our excursion tours is the top priority that we concern. The Group has established corresponding safety operating procedures (e.g. CRM marine operator handbook and water sports safety operating procedure) for excursion tours operations and outlined the safety standards of the tours together with emergency plan to minimize and mitigate the safety risks posed to the guests.

Prior to the beginning of the tours, the Group offers a mandatory safety briefing session to all the participants to ensure they understand and strictly follow the safety rules during the tours. All participants must sign off the waiver to accept the aforementioned potential risks, legal liabilities and insurance indemnity arising from the recreational activities before the commencement of the tours. Our tour guides also ensure that the participants can fulfil the minimum requirements (e.g. age, height and weight) set for each activity to prevent any severe injury occurrence. For the customers who purchase the tours from our partnered tour operators, the Group makes sure safety briefings are conducted by the third-party service providers before the commencement of the tours. Our tour guides further demonstrate the operation of the equipment and elaborate the important issues that shall be cautious during the activities onsite to the participants to assure they can enjoy our unique excursion tours in the safest way. For the water recreational sports, our instructors reviews the weather forecast and tide reports and evaluate the suitability of daily activities operation through their professional judgement and experience, this can ascertain no activities are being operated under the adverse weather and safeguard the participants in due course.



All our tour guides are qualified with a valid tour guide certification issued by the local authority in Saipan. They are experienced in leading land and marine tours with competency of emergency situations handling to safeguard our participants. All the equipment and crafts, including the safety equipment, are with proper maintenance after the daily operation and inspections are conducted regularly to ensure the equipment is functioned in optimal condition. The Group continues to offer regular training to our tour guides, with the aim to deliver safe, stunning and enjoyable tour experience to our guests.

## **Customer Complaint Handling**

### ***Hotels and Resorts and Destination Services***

The Group values the comments or concerns raised from our guests regarding to our services offered. Through addressing the customers' enquiries and/or complaints, we understand the needs and expectations of our customers on the provided products and services, as well as driving us to make continuous improvement on the quality of our hospitality services, land and marine tours.

The Group has a structured customer complaint handling procedures in place for respective business sectors and devises the standards to cope with the customer complaints. In the event of received complaints, our staff will first verify the situation, take corresponding remedial actions to resolve the complained issue(s) in a timely manner, and follow-up with the customers on their satisfaction after the problem is rectified.


### ***Luxury Travel Retail***

We maintain a refund and return policy on defective merchandises. As leisure travelers usually visit Saipan, Guam and Hawaii for a short vacation, returns and exchanges are not common in our luxury travel retail sector and are usually handled by the brands' overseas locations; therefore, there is no specific guideline for handling customer complaints in luxury travel retail sector.

## **Customer Privacy Protection**

### ***Hotels and Resorts***

Apart from delivering excellent standard of services to our guests, the Group takes the issue of customer privacy and information security seriously as we collect and receive certain volume of guest personal information in our day-to-day operation and online bookings. The Group has taken sound measures, which comply with the statutory requirements of the local data privacy laws and regulations in the Commonwealth of the Northern Mariana Islands ("CNMI") and Guam, to ensure the rigorous control of customer information protection.



The Group pledges to only collect the essential customer personal information (e.g. name, address, credit card number and passport and visa information etc.) and certain guest preferences (e.g. holiday preferences, amenities requested, facilities or any other services used) in a lawful and fair means, for delivering tailor-made service to our guests. We have formulated customer privacy policy, which is available on the website of our hotels and resorts, to appropriately inform our guests the types of personal data that we have collected, the disclosure of personal data and the steps taken for the security of personal information so as to seek their voluntary consent of collecting such personal data. We have also deployed appropriate Information Technology (“IT”) security systems such as firewall and anti-virus software to prevent the attacks of IT system, the thefts of confidential information and the unnecessary information leakage and misuse. Procedures and guidelines of handling of customer data collection and treatment such as Payment Card Industry (“PCI”) Data Security Standards are in place for our hotels and resorts staff to abide by and to make sure all the personal data is securely kept, accessed and only processed for the purpose of our operation.

The Group expects our employees to uphold high ethical standard and fulfil their obligations to confidentiality as stated in our employee handbook, and safeguard any unauthorized transfer, use and leakage of confidential information to ensure the guests’ personal information is well-protected.

#### ***Luxury Travel Retail and Destination Services***

Similar to our hotels and resorts sector, the Group strictly follows the established internal procedures in collecting and handling of the participants/shoppers’ personal information for the purpose of service provision and marketing communication only. The Group is in compliance with PCI standard and secured the credit card related personal data properly for payment transactions by participants/shoppers.

#### **Marketing Advertisement and Labelling**

##### ***Hotels and Resorts and Destination Services***

The Group offers various travel products, accommodation services as well as excursion tours, and advertised through billboards, lightboxes, television programs and magazines within our hotels and resorts premises in promoting our luxury travel retail brands and related leisure tourist services. With the global increasing trend for travelers to book their accommodation and tours online, the Group continues to strengthen our market visibility and penetration by cooperating with online travel agents and search engines on market advertising and promotional campaign.

To better protect the interests of the customers and enable them to make informed selection, we comply with the applicable federal and local laws, regulations and trade practices and make sure all the information (e.g. the guest hotel information — room types, amenities, restaurants and other featured services in each of the hotel etc.) published in the advertisement and promotion brochures or materials are correct and unbiased.





### **Luxury Travel Retail**

Being the franchisee of different renowned luxury brands in Saipan, Guam and Hawaii, the Group strictly follows the marketing communication and advertising practices of the brands stipulated in the agreed franchise and distribution agreements. For instance, the Group operates our boutiques against specific design, operational and design requirements for branding promotion. The Group requires the concerned departments to submit the local advertising plan in accordance with the standard specifications, and seek prior written approval by the brands owners before the execution of promotional and merchandising events. In addition, all the advertising materials and promotional activities are made and carried out in consistency with the fashion style of the brands.

During the Reporting Period, the Group has obtained applicable business licenses and operating permits in our three business sectors, and complied with the relevant statutory requirements under the licenses and permits. The Group was not aware of any breaches of applicable laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided.

### **ANTI-CORRUPTION**

The Group appreciates the importance of maintaining its integrity, the confidence and trust of its employees and stakeholders. To comply with the relevant laws and regulations, the Group has established a zero-tolerance policy against all forms of activities relating to bribery, extortion, fraud and money laundering. This policy is being circulated to all existing and new employees of the Group through employee orientation. The Group does not allow employees to accept any gift or favor without prior consent of the Group. The policy on acceptance of gifts or advantages has been written in the employee handbook to require strict compliance from all employees.

The Group has also implemented a clear whistleblowing channel for employees or third parties to report any suspected case relating to bribery, extortion, fraud and money laundering. We have duly adopted a whistleblowing policy to protect and support the whistleblowers, under which, the persons making appropriate complaints are assured of protection against unfair dismissal, victimization or unwarranted disciplinary action, even if the concerns turn out to be unsubstantiated. In addition, persons who victimize or retaliate against those who have raised concerns will be subject to disciplinary action. We will also make every effort to keep the whistleblower's identity confidential. In case any reporting is received and needs further investigation, an investigation team will be set up for full investigation.

During the Reporting Period, there were no concluded legal cases regarding corruption practices brought against the Group or our employees.




## COLLABORATING WITH OUR SUPPLIERS

The Group highly values the collaborations with our vendors and business partners. Hence we strive to build a close and mutually beneficial relationship with our vendors and business partners so as to enhance our value chain and maintain our competitive advantages altogether in the industry.

The Group upholds the principles of fairness, openness and integrity in our supplier and contractor engagement, particularly in our hotels and resorts sector and destination services sector. The Group has formulated applicable procurement policy and procedures for different business sectors to evaluate the suitability and competency of the new suppliers. The Group will appropriately review their background information, financial stability, past compliance records on product and service provision with relevant documented information such as business license, Taxpayer Identification Number and Certification (W-9 form). Those suppliers who can fulfil the requirements of the applicable laws, regulations and industry standards, as well as our pre-determined requirements will be qualified as our approved on-list suppliers.

The Group also carries out annual performance evaluation on our approved suppliers, with the criteria of product and service quality, operational compliance, delivery-time and price, and monitor their on-going performance to make sure their product and services are met with our quality standard and complied with the relevant laws and regulations. We will discontinue the business relationship with the suppliers who repeatedly fail to meet our requirements and standards.

To maintain fair suppliers participation and competition under our procurement cycle, we require all departments to obtain adequate quotations from our approved suppliers for cost consideration and performance comparison, excepted for those specific goods and services which can only be provided by sole supplier due to geographical constraints. On the other hand, the Group is strictly prohibited our suppliers and our employees to offer and/or receive any benefits (e.g. money, gifts and entertainment) for personal advantages and performs regular monitoring for preventing any kind of bribery and corruption. For the employees who have close relationship or interest with the suppliers, they should declare their interest and report to relevant department immediately, as well as avoiding the participation in the relevant business activities.



For our luxury travel retail sector, the Group is the franchisee of different eminent luxury brands and operates the boutique stores in accordance to the requirements of the franchise and distribution agreements. The Group only places the merchandise orders directly from the brands and/or from the list of authorized suppliers licensed by the franchisors. On the other hand, the Group has formulated internal policies to evaluate the merchandise offering, background and competitive landscape to ensure our compliance with all existing franchise and distribution agreements. Prior to entering into a new franchise and distribution agreement, we would first evaluate any potential conflict or competition between our new brand with our existing brands collection. We would consult our internal/external legal advisers to examine our franchise and distribution agreements, confer with our existing brand owners and seek their necessary consents in case of possible conflict or competition.

## COMMUNITY PARTICIPATION

As a socially responsible citizen, the Group recognizes the corporate social responsibility in giving back to the society where we operate, with the aim to build a better place to live in and create positive impacts to the community.

Though the Group is at the stage of formulating the community engagement policy and related strategies which strike a balance of the interests in the local community and enable us to better serve our community, the Group is dedicated to leveraging our resources to improve the well-beings of the locals and strengthen the social development. During the Reporting Period, the Group has participated in various community activities with the focus on the aspects of environmental protection and community wellness, as well as supporting the fund-raising activities to care for the people in need through voluntary services and donations.

### Care for Our Environment

To enhance the environmental awareness of our employees we join our hands together to protect the shoreline and the surrounding environment. Our staff from Fiesta Resort Saipan, Kanoa Resort, Century Hotel and Fiesta Resort Guam proactively took part in the coastal and highway clean-up organized by the local Hotel & Restaurant Association and Government Bureau throughout the year in 2018.



### ***Beach Clean-up in Saipan***

A team of 35 volunteers from Kanoa Resort joined the Coastal Clean-up Day, hosted by Bureau of Environmental Coastal Quality on 21 April, 2018. Volunteers picked up garbage along the Kanoa Resort beachside to Sugar Dock Beach and back through Beach Road highway. A total of 16 trash bags was collected by the team.



### ***International Coastal Clean-up Day — Makaka Beach***



On 15 September, 2018, 32 volunteers from Fiesta Resort Saipan supported the International Coastal Clean-up Day hosted by Bureau of Environmental Coastal Quality and cleaned Makaka Beach in an hour. Besides caring for our environment, the Group also cares about the health of our employees; hence, the clean-up activity was finished with a calisthenics and a deluxe breakfast was offered to cherish the employees' efforts in serving our community.

### ***Keep Guam Clean***

Our employees from Fiesta Resort Guam proactively joined the "Keep Guam Clean Trash Pick Up Program" and formed collaborative efforts to keep the surrounding environment clean in Guam.



Saving the oceans and maintaining the health of the marine ecosystem, especially the coral reefs, is essential to human survival. As one of the promoters of sustainable leisure tours, the Group endeavors to participate in the activities which encourage our people to act for marine environment conservation.

### ***“March for the Ocean”***

39 employees from Kanoa Resort participated the first “March for the Ocean” event organized by the environmental community, Micronesia Islands Nature Alliance, on 9 Jun 2018 to celebrate the World’s Ocean’s Day and International Year of the Reef. This activity is to raise the employee’s awareness on honoring and respecting the natural resources in the ocean and take responsibility to keep the ocean clean through our small behavior changes in our daily life.



### **Community Wellness**

The Group involved in multiple charitable fundraising activities and demonstrated our spirit of love and care to our community where we place in 2018. Highlights of the related activities are indicated below:

#### ***Red Cross Walkathon***

Over 80 volunteers from Fiesta Resort Saipan and Century Hotel joined the 32th Annual American Red Cross Walkathon in five-kilometer course to support the annual fund raising event of American Red Cross. The Group sponsored US\$20 to each of our participants and all funds were donated to the said organization for disaster and crisis relieves and route organization’s operation.



#### ***Marianas March Against Cancer***

To support the mission of Commonwealth Cancer Association to fight against the cancer disease, around 90 volunteers from Fiesta Resort Saipan, Kanoa Hotel and Century Hotel, together with the Team from Tan Holdings and Kagman High School, have participated in Marianas March Against Cancer 2018 at Hopwood Football Field on 11-12 May, 2018. All volunteers supported this events by raising funds and providing volunteer services. The Group served the dinner and snack after the parade and during the relay for the participants in this annual event.





### Relay for Life

Our volunteers from Fiesta Resort Guam and Gemkell Corporation Guam attended the annual fundraising event of Relay for Life hosted by American Cancer Society at the George Washington High School on 25 May, 2018, aiming to celebrate cancer survivors, to remember the people have lost due to the disease and to show care and support to the cancer victims. All the money raised by the Group went towards the American Cancer Society for cancer research, critical patient care services, and cancer education and prevention initiatives.



### 19th Annual Sophia Walk

Fiesta Resort Saipan, one of the subsidiaries of the Group, organized the annual Sophia Walk on 23 June 2018, which is a fundraising event initiated by the former first lady of CNMI — Sophia Tenorio. In this event, nearly 500 participants took part in the charity walk. All proceeds raised in the fundraising walk and the selling of commemorative T- shirts were going to Marianas Walking Association in order to further improve the health care facilities and services for the citizens.



The Group also made sponsorships and donations to several NGOs, non-profit organizations and schools during the Reporting Period. For instance, we donated the large weekend bag, Quinn bag and travel tote to The Salvation Army, Waikiki Community Centre and Shidler College of Business Alumni Association in Hawaii. Linens donations were made by our hotels and resorts in Saipan to NGOs and non-profit organizations such as House of Maturana and The Office of Aging.



## ENVIRONMENTAL SUSTAINABILITY

With the development of leisure tourism homebased in Saipan and Guam — where the tropical islands with valued coral reefs habitats and high potentials of ecotourism development, the Group believes that our long-term business growth and success is closely linked to our efforts on maintaining the environment sustainability and resources protection. The Group is committed to minimizing the adverse impacts on the environment when operating our businesses, through utilizing resource in a more efficient manner, reducing and mitigating the emissions as well as increasing the environmental awareness of our employees and our customers.

The Group has complied with the applicable environmental federal and local laws and regulations where we locate. During the Reporting Period, the Group was not aware of material breaches of relevant laws and regulations relating to the air and greenhouse gas (“**GHG**”) emission, discharges into water and land, and generation of hazardous waste and non-hazardous waste.

### Energy Efficiency and Carbon Emission Control

Our energy consumption mainly came from the fuels combustion of water boilers, stoves, gensets and vehicles and the electricity purchased for our three business sectors. To optimize the energy use and further reduce the carbon footprint without scarifying our quality of service provided to our guests in the three business sectors, the Group has implemented different initiatives and measures to reduce the energy consumption and GHG emission. Some key initiatives as highlighted in below:

- Replace traditional light bulbs by LED light bulbs to improve the energy efficiency
- Replace the aged water chillers to an energy efficient “smart” models in our hotels and resorts
- Adopt alternative fuel (e.g. vegetable oil) boiler to reduce emission and operating cost in our hotels and resorts
- Opt for more green and energy-efficient products when purchasing new office appliance and equipment
- Provide regular maintenance service to the company vehicles or water sports equipment to ensure optimal engine performance and efficiently use of fuel
- Switch off engine whenever the vehicle or water sports equipment is stationed
- Embrace video conference calls to reduce business-related travels

The Group continues to review the effectiveness of the existing methods in energy saving and carbon emission reduction and take every opportunity to continuously minimize the energy use and carbon footprint in our operation in future.





## Waste Management

### *Hazardous Waste*

Certain amount of hazardous waste such as light tubes and dry batteries are generated in our operation of hospitality services. The Group has established a hazardous waste disposal policy, in guiding our hotels and resorts staff on proper waste segregation, storage and treatment. The hazardous waste is consigned to our engaged licensed waste collectors for handling and disposal.

Regarding to the business nature, no hazardous waste was produced in our luxury travel retail sector and minimal amount of hazardous waste are generated in the operation of destination services sector which are considered insignificant when compared to the overall business operation.

### *Non-hazardous Waste*

By implementing 4R principles (Reduce, Reuse, Replace and Recycle), the Group strives to reduce the waste generation and meanwhile minimize the use of natural resources, in particular to the operation of our hotels and resorts.

Various types of non-hazardous waste (e.g. cooking oil, food waste, grease, general trash and amenities etc.) are mainly produced in our hotels and resorts. The Group has implemented multiple measures to reduce the waste at source. For example, in our hotels and resorts, we use reusable plates and glasses instead of utilizing disposable plastic containers for serving the food and/or beverage to our patrons in the restaurants, cafés, bars, barbeque shows and dining shows. The F&B team also forecasts the food stock based on a three-day cycle and adopts the principle of “First In, First Out” to avoid over-ordering of food and minimizing the food waste due to food deterioration. We also created the signage for display in all our guest rooms to engage our guests to reduce the waste generation and reuse the amenities as many as they can. Various activities (e.g. defrosting, cooking and washing dining utensil etc.) from the kitchens in our hotels and resorts generate wastewater. All the generated wastewater is treated by the grease trap before being discharged to the municipal drainage to prevent the pipe blockage and odor problem due to the oil and grease accumulation. The waste of grease is regularly collected by the certified waste company for further treatment.

In our luxury travel retail sector and destination services sector, the major waste produced in the daily operation is the general trash, carton boxes and plastic bags used for packaging the merchandise goods of different brands. The waste is properly consigned to the waste company engaged by the landlords or directly dump to the designated waste collection points or transfer stations.

### *Air Emission*

The major air emission sources of our business sectors are mainly the oil fumes from cooking and the exhausted gas from fuel-powered stationary plants, mobile vehicles and equipment. To mitigate the air emission, the Group strives to opt for the superior fuels for all fuel-driven stationary plants, vehicles and equipment. Besides, pollution control equipment such as grease filter and hydrovent are installed in the kitchens of our hotels and resorts to minimize the cooking fumes emission.



## Use of Resources

### Water Use

Due to the effect of climate change and pollution, the access of clean water and water shortage become a challenging problem globally. To preserve the precious water resource, the Group has adopted various water-saving measures to reduce our water consumption. The major practices are shown as follows:

- Utilize the efficient low-flow showerheads and install the faucet aerator on the water faucets in all guestrooms
- Provide tent card and encourage our guests to reuse the towels and linens
- Maintain regular checks on the water facilities in our premises to make sure no water leakage
- Adopt the technique of pressure washing for the daily preventive maintenance of vehicles and water sports equipment at the end of excursion tours

During the Reporting Period, the Group did not aware any problem in water sourcing and we will continue to take initiatives and implement green campaign to reduce the water consumption in future.

### Packaging Materials

Due to our business nature, the Group mainly consumes the packaging materials, which are composed of paper bags, canvas bags, ribbons and stickers, for our luxury travel retail sector. As the packaging materials functioned as a part of the branding promotion under different well-known brands, the Group mainly follows the sales practice and guidelines of different brands and no policy is formulated to regulate the use of packaging materials.


## The Environment and Natural Resources

### Sustainable Tourism

The lagoon and the coral reef systems are the integral part to maintain the tourism industry and support the economic development in Saipan and Guam. Thus, the Group takes emphasis on the balance with the tourism development and environmental conservation, especially on the marine habitat.

The Group devotes to promoting the benefits and values of coral reefs and the reef-safe behavior to our travelers and locals in our hotels and resorts through the information display in the premises and the disclosure in marketing promotional materials, with an aim to make joint efforts on protecting the coral reefs. In Fiesta Resort Guam, we added the new Reef-friendly video issued by Guam Visitors Bureau to the information KIOSK in the lobby and raise the awareness of our guests in reefs protection.

In addition, to support the campaign of Hotels Friends of the Reefs (“**FOR**”) in Guam and increase the staff capacity of sustainability, our managerial staff in Fiesta Resort Guam have completed Hotels FOR Guam Orientation and “Train the Trainer” Training presented by the fellows of Mallory Morgan National Coral Reef Management and Guam Bureau of Statistics and Plans. Our managerial staff further organize departmental training respectively to enhance the staff awareness on reef conservation both in workplace and in daily lives.



To prevent the destruction of the coral reefs habitats and reduce the negative impacts on the marine resources due to the operation of water sports such as jet ski, water ski and Wakeboard, the Group strictly complies with the coral reef monitoring plan submitted to CRM, the regulations and the best management practices per the conditions preset under the CRM permit. For instance, the boats and jet skis are only launched at approved launching facilities and operated at designated authorized areas, the activities should be done and maintain a distance of ten feet from any live coral and no dropping anchor in the water body during our operation to prevent the disruption of coral communities, choke the coral and damage the coral reefs heads.

Apart from strict compliance with the regulatory requirements, the Group intends to promote the uniqueness of the coral reefs and the ocean through the safety briefing video, promotion materials and on-site interaction. On the other hand, the Group is dedicated to educating our guests about how to protect the precious coral reefs and the marine lives. For example, there should be no littering, no touching on the coral reefs or taking nothing from the sea and/or the beaches.

### ***Sustainable Seafood Consumption***

The Group has implemented the practices of sustainable seafood consumption in Fiesta Resort Guam in order to strengthen our commitment in marine diversity protection. The F&B team of Fiesta Resort Guam only purchases and serves the sustainable seafood species such as Mahi, mussels, shrimp and oysters and other alternatives instead reef fish on the dining table.

### ***“No Straw” Campaign***

With the global attention to plastic pollution with associated negative impact to the marine animals and overall marine ecosystems, the Group has implemented “No Straw” campaign in Fiesta Resort Guam and only provides the straws upon the guests’ request at our restaurants, cafés, dining shows and banquets in supporting to the combat of the plastic pollution.



## Environmental Performance

Our environmental key performance indicators (“KPIs”) data during the Reporting Period is indicated in the table below.

	Unit	2018
<b>Types of resources use</b>		
Direct energy		
Fuel for mobile combustion		
– Unleaded petrol	Gallon	38,984.77
	Giga Joule (“GJ”)	4,837.75
Fuel for stationary combustion		
– Diesel oil	Gallon	93,870.00
	GJ	12,834.76
– Liquefied petroleum gas	Gallons	65,847.00
	GJ	6,366.55
– Vegetable oil	Gallon	22,500.00
	GJ	2,069.67
Total	GJ	26,108.73
Indirect energy		
– Electricity	Megawatt-hour	16,076.93
	GJ	57,876.95
Total energy	GJ	83,985.68
Intensity		
– Hotels and resorts	GJ per room night	0.22
– Luxury travel retail	GJ per m <sup>2</sup>	1.45
– Destination services (office & iShop operation)	GJ per square metre (“m <sup>2</sup> ”)	0.32
– Destination services (excursion tours)	GJ per participants (“ppl”)	0.60
Water	cubic metre (“m <sup>3</sup> ”)	1,256,725.47
Intensity		
– Hotels and resorts	m <sup>3</sup> per room night	0.95
– Luxury travel retail	m <sup>3</sup> per m <sup>2</sup>	15.51
– Destination services (office & iShop operation)	m <sup>3</sup> per m <sup>2</sup>	246.12
– Destination services (excursion tours)	m <sup>3</sup> per ppl	138.37
Packaging Materials <sup>(Note 1)</sup>		
– Itinerary envelope	Pieces (“pcs”)	18,720.00
– Paper bags	pcs	152,510.00
– Canvass bags	pcs	11,000.00
– Ribbons	pcs	2,500.00
– Stickers	pcs	6,540.00
Refrigerant	Tonne	1.30

	Unit	2018
<b>Types of waste</b>		
Non-hazardous waste (Note 2)	Tonne	168.89
Intensity		
– Hotels and resorts	Tonne per room night	0.0015
Hazardous waste (Note 2)	Tonne	0.37
Intensity		
– Hotels and resorts	Tonne per room night	0.0000032
Wastewater	m <sup>3</sup>	340,005.55
<b>GHG emissions</b>		
Direct emission (Scope 1) (Note 3)	Tonne of carbon dioxide equivalent ("tCO <sub>2</sub> e")	3,839.62
Indirect emission (Scope 2) (Note 4)	tCO <sub>2</sub> e	13,379.15
Other indirect emission (Scope 3) (Note 5)	tCO <sub>2</sub> e	230.30
Total	tCO <sub>2</sub> e	17,449.07
Intensity (Note 6)		
– Hotels and resorts	tCO <sub>2</sub> e per room night	0.045
– Luxury travel retail	tCO <sub>2</sub> e per m <sup>2</sup>	0.025
– Destination services (office & iShop operation)	tCO <sub>2</sub> e per m <sup>2</sup>	0.33
– Destination services (excursion tours)	tCO <sub>2</sub> e per ppl	0.21

Note 1: The figure of packaging materials only covered the business sectors of luxury travel retail and destination services. Packaging materials such as paper bags are used in luxury travel retail sector except itinerary envelope which is used in destination services sector.

Note 2: The figure of hazardous waste and non-hazardous wastes only covered the hotel and resort in Guam. We will continue to enhance the waste-related data collection and disclosure of other business sectors in the future report.

Note 3: The direct emission (Scope 1) covered the emission from the mobile sources and stationary sources combustion. The calculation is referred to the published emission factors from 2006 IPCC Guidelines for National Greenhouse Gas Inventories and the guidance worksheets named GHG Protocol Tool for Mobile Combustion and GHG Protocol Tool for Stationary Combustion issued by World Resources Institute.

Note 4: The indirect emission (Scope 2) covered the emission from the purchased electricity from local Power Company.

Note 5: The other indirect emission (Scope 3) covered the emission from the business travel of employees only.

Note 6: The figures of GHG emissions intensity covered Scope 1 and 2 GHG emissions only.

## HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
<b>Aspect A: Environment</b>		
<b>A1 Emissions</b>	Information on:	Environmental Sustainability — Air Emission
	(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.	Environmental Sustainability — Waste Management
	Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations.	Environmental Sustainability — Energy Efficiency and Carbon Emission Control
	Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.	
	Hazardous wastes are those defined by national regulations.	
<b>KPI A1.1</b>	The types of emissions and respective emissions data.	Environmental Sustainability — Air Emission
<b>KPI A1.2</b>	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability — Environmental Performance
<b>KPI A1.3</b>	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability — Environmental Performance
<b>KPI A1.4</b>	Total non-hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability — Environmental Performance
<b>KPI A1.5</b>	Description of measures to mitigate emissions and results achieved.	Environmental Sustainability — Air Emission
		Environmental Sustainability — Energy Efficiency and Carbon Emission Control



HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
<b>KPI A1.6</b>	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Environmental Sustainability — Waste Management
<b>A2 Use of Resources</b>	Policies on efficient use of resources including energy, water and other raw materials.	Environmental Sustainability — Energy Efficiency and Carbon Emission Control
	Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Environmental Sustainability — Use of Resources
<b>KPI A2.1</b>	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability — Environmental Performance
<b>KPI A2.2</b>	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability — Environmental Performance
<b>KPI A2.3</b>	Description of energy use efficiency initiatives and results achieved.	Environmental Sustainability — Energy Efficiency and Carbon Emission Control
<b>KPI A2.4</b>	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Environmental Sustainability — Use of Resources
<b>KPI A2.5</b>	Total packaging material used for finished products (in tonnes), and, if applicable, with reference to per unit produced.	Environmental Sustainability — Environmental Performance
<b>A3 The Environment and Natural Resources</b>	Policies on minimising the issuer's significant impact on the environment and natural resources.	Environmental Sustainability — The Environment and Natural Resources
<b>KPI A3.1</b>	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Sustainability — The Environment and Natural Resources

**Aspect B: Social**

**B1 Employment**

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

Care For Our Employees  
— Recruitment, Promotion,  
Compensation and Benefits

Care For Our Employees —  
Equal Employment Opportunity,  
Diversity and Anti-discrimination

Care For Our Employees —  
Awards and Recognition Activities  
for Employees

**B2 Health and Safety**

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.

Healthy and Safe Workplace

**B3 Development and Training**

Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.

Development and Training

Note:

Training refers to vocational training. It may include internal and external courses paid by the employer.

**B4 Labor Standards**

Information on:

- (a) the policies; and
- (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour.

Care For Our Employees — Labor  
Standard

**B5 Supply Chain Management**

Policies on managing environmental and social risks of the supply chain.

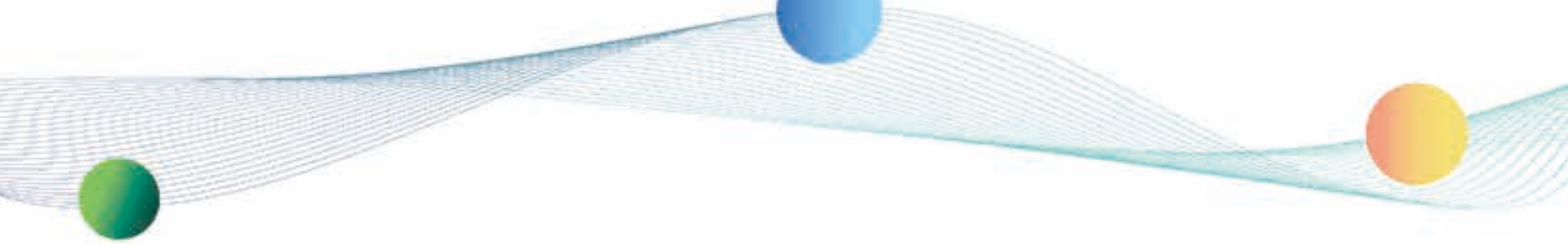
Collaborating With Our Suppliers

**B6 Product Responsibility**

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.

Service and Product  
Responsibility



HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
<b>B7 Anti-corruption</b>	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
<b>B8 Community Investment</b>	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.	Community Participation

